

5.2 Mobile Voice

Bright Pattern Documentation

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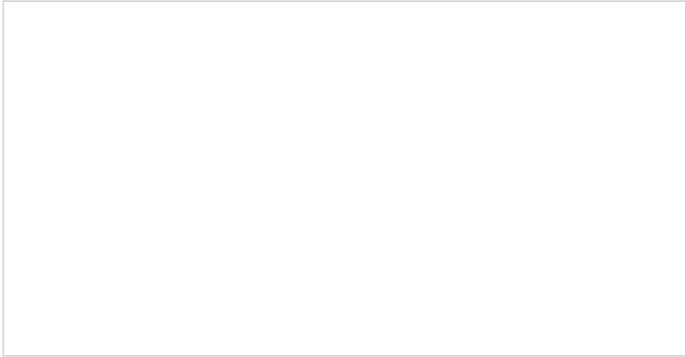
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How to Answer an Incoming Call

When a call is delivered to your desktop, you will hear a ringing tone in your headset and you will see a call alert pop-up window indicating an incoming call.



Call alert pop-up window

Your state will change from [Ready](#) to [Busy](#), and the ringing icon will indicate the ringing phase of the call.

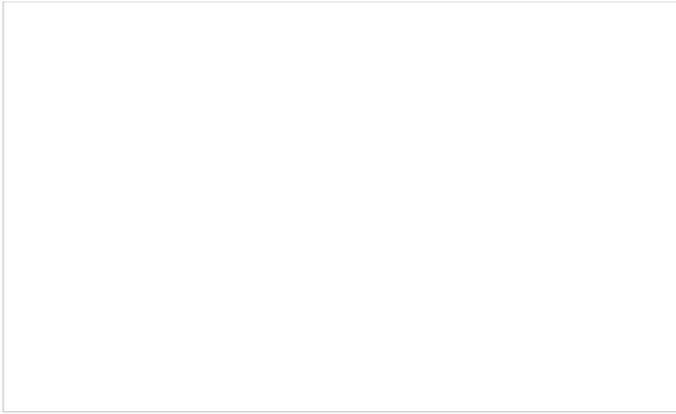
Call Alert Window

The call alert window will display relevant data that is dependent on the type of call.

- If the incoming call is a service call, the call alert window will display the service name to which the call was made.
- If the incoming call is an internal call from another agent or a supervisor, the call alert window will display the name and extension number of the calling party.

There are two buttons: Accept and Reject.

- To answer the call, click the **Accept** button.
- The *Active Communications List* will display the inbound call icon indicating that the call is now established and the timer for this call will start.



Active Communications List shows the current call

For service calls, depending on your contact center configuration, you may hear an announcement of the service number to which the call was made. The calling party will not hear this announcement.

You can now greet the calling party and begin a conversation.

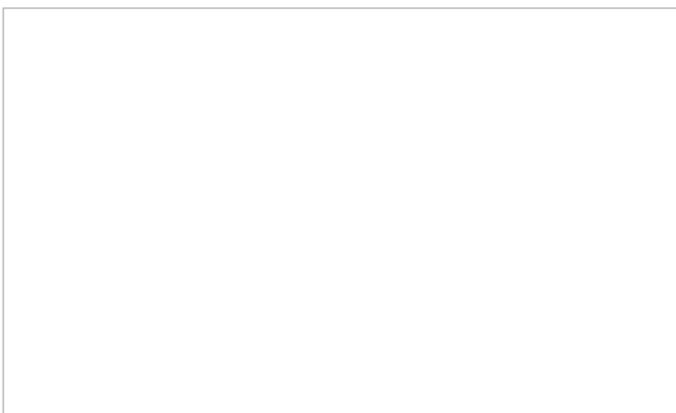
Note: If you do not answer a ringing service call within a predefined amount of time, you will be automatically switched to the *Not Ready* state. You will receive a clear indication for the reason of being in the *Not Ready* state and will need to [make yourself manually Ready](#) when you are ready to receive another call. Unanswered service calls will appear in your performance and activity reports.

How to Release a Call

At the end of the conversation, a call can be released by either yourself or by the other party on the call. If the other party terminates the call, you do not need to do anything in order to release this call on your side.

There are several ways to release the call from your side:

- Click the **End call** button .
- Click the **X** icon that appears when you mouse over this call in the *Active Communications List*.
- Use the **Alt-Q** keyboard shortcut to release the current call.



End call button

If after-call work is used for the service associated with the release call, the *Contact Info Panel* will show the status of this call as *Wrap-up*, and the *User Status Indicator/Selector* will indicate that you are in the [After Call Work](#) state. Otherwise, you will be immediately switched to [Ready](#) or [Not Ready](#), depending on the system settings and/or the state you may have previously requested.