5.2 Selecting a Phone Device

Bright Pattern Documentation

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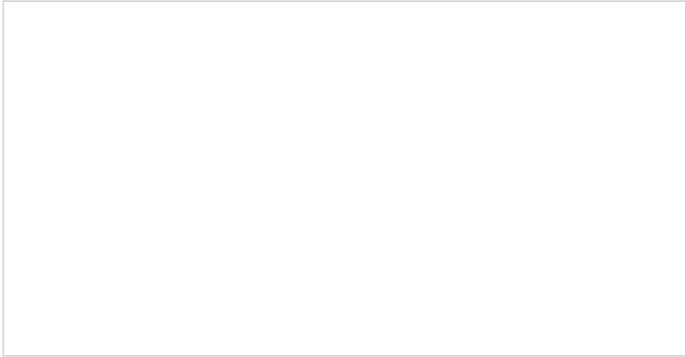
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How to Answer an Incoming Call

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.
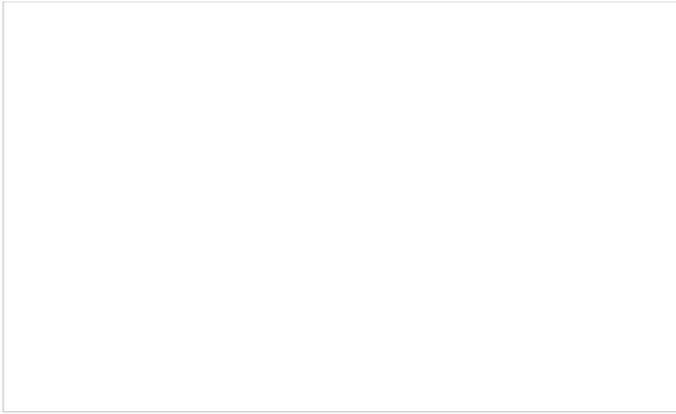
Call Alert Window

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.
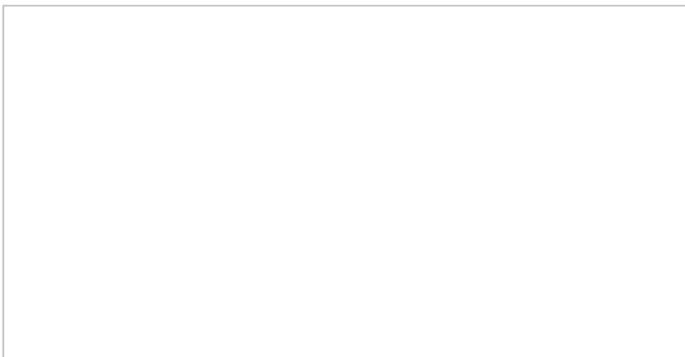
Active Communications List shows the current call

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.

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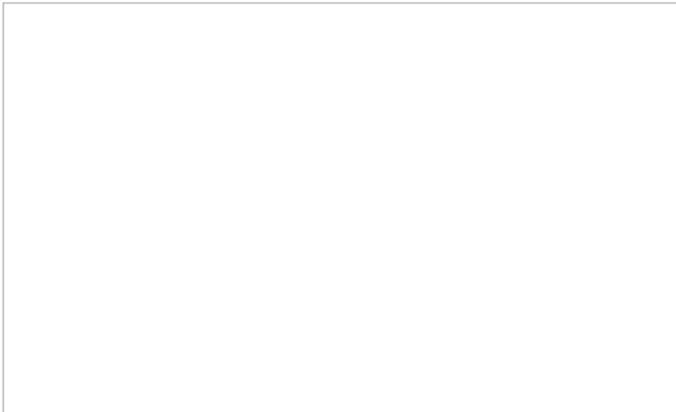
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How to Terminate Your Working Session

To terminate your working session click the **Logout icon** ☐ in the upper right corner of the desktop.

A dialog window will appear asking you to confirm the intention to terminate your working session.
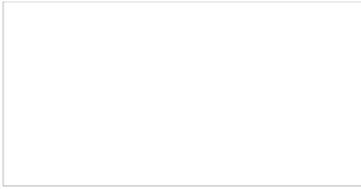
Logout confirmation dialog

Click **OK** to confirm.

- If you have an active call or chat on your desktop, the system will let you finish its processing before logging you out.
- If you have any unfinished emails on your desktop, you will be allowed to log out immediately. The unfinished emails will be saved as drafts in your personal queue, and you will be able to finish their processing the next time you log in.

After you have logged out, the browser tab will show the[Login dialog](#). You can leave the browser tab open if you plan to log back in shortly. Otherwise you can close the browser tab.

Note: If, instead of using the Logout command, you close the browser tab or the browser application, a standard browser dialog will appear asking you to confirm your intention to leave the web page. If you confirm, your Agent Desktop application will be closed and you will be logged out of the system automatically in about 15 seconds.