

## 5.3 Calls

### Bright Pattern Documentation

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# Calls Overview

On Agent Desktop, you will be handling calls that are either inbound or outbound.

Inbound voice calls can be accepted, rejected, initiated, and transferred. Outbound voice calls can be initiated in many ways, such as by clicking on a person's contact details, dialing a user in the directory, or entering a phone number in the dialpad manually.

## Tutorials

Learn more about how to handle inbound and outbound calls in this guide's [Tutorials](#) section.

- [Accepting/Rejecting Calls](#)
- [After Call Work and Dispositions](#)
- [Conferences](#)
- [Consultations and Transfers](#)
- [Directory](#)
- [Favorites](#)
- [Follow-ups](#)
- [Mute and Hold](#)
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