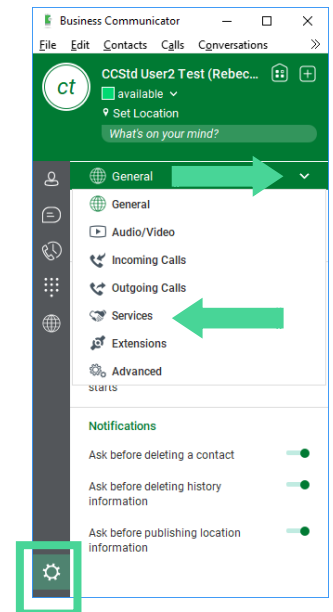


## 11 Contact Center

Contact Center is an add-on feature also known as call queuing or ACD (automatic call distribution). If you're assigned a Contact Center supervisor or agent license, you can sign in and out of the queue, and change your status from within the Communicator.

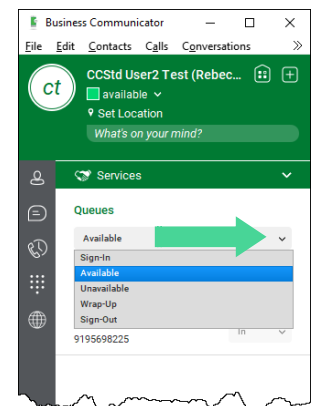
### 11.1 Services

- 1) Click the **Options** icon on the left rail of the Communicator window.
- 2) Click the down arrow next to **General**.
- 3) If you see an option for **Services**, that's your indication you are a member of a Contact Center, as either a supervisor or agent.
- 4) Click **Services** from the drop down list.



### 11.2 Change Status

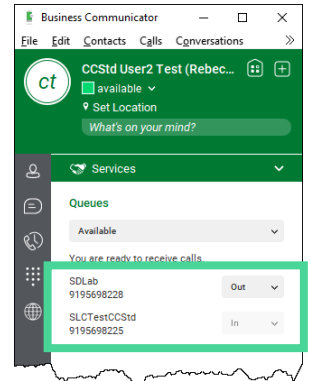
- 1) Click the **Queues** down arrow.
- 2) Click an option from the drop down list, based on the desired status:
  - **Sign-In** – signs you in to the queue(s)
  - **Available** – makes you available to take queue calls
  - **Unavailable** – makes you unavailable to take queue calls
  - **Wrap-Up** – allows time between queue calls to finish work from prior call
  - **Sign-Out** – signs you out of the queue(s)



## 11.3 Join/Unjoin Queue(s)

Every queue you're a member of will be listed in the Services window. Whether or not you can join and unjoin a queue is based on parameters for each queue, set by your company administrator. The ability to unjoin a queue lets you leave a queue if you're only a member part-time, or during peak call times.

- 1) Every queue you're a member of is listed in the **Services** window.
- 2) Every queue also indicates whether you are joined or unjoined to that queue:
  - **In** – joined in the queue
  - **Out** – unjoined from the queue
- 3) If the down arrow next to a queue is greyed out, it's your indication that a queue does not allow you to unjoin, meaning you're a fulltime member of that queue.



- 4) To join a queue, click the down arrow.
- 5) Click **In** from the drop down list, conversely to unjoin a queue, click the down arrow and click **Out** from the drop down list.

