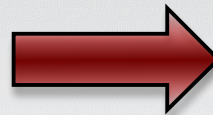
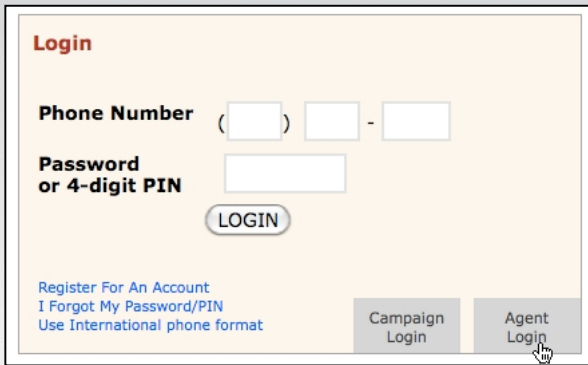


Call Distributor Version 2 - Agent Control Panel

The Call Distributor Agent Control Panel provides information about incoming callers and allows agents to manually adjust their Agent Mode, submit information about calls using Call Note Forms, and transfer callers to different phone numbers or applications using Application Transfers.



Agents should login to the Agent Panel by following these steps:

1. Go to www.ifbyphone.com and click the *Login* link in the top right.
2. On the *Login* page, click the *Agent Login* button in the bottom right.
3. On the *Agent Login* page, enter the appropriate Agent ID and PIN and click the *Login* button.

Agents can also bookmark the following url for the *Agent Login* page:

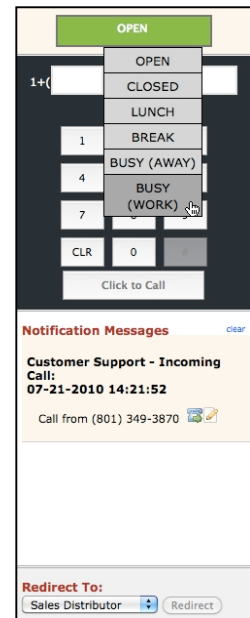
http://www.ifbyphone.com/agent_login.php

Agent Modes

Agent Modes determine how callers are handled when entering your Call Distributor and provide information about how agents spend their time. To select a mode, hover your mouse over the current mode at the top of the Agent Panel and select the desired mode from the drop-down list as shown to the right.

The following describes the various Agent Modes and how they work:

Open Mode: The *Open* mode indicates that an agent is available and ready to receive calls. If any agents are in the *Open* mode, callers will bypass the queue and immediately begin transferring to an available agent.



Mode Types		
Open Mode	Active Modes	Inactive Modes
Open	Busy (Work)	Break
	Calling*	Busy (Away)
	On Call*	Closed
		Lunch

Active Modes: These modes indicate that an agent is actively logged into the Call Distributor but not currently available to take a call. If no agents are *Open* but at least one agent is in an Active Mode, callers will be placed in queue to wait for an agent to become available. The following are defined as Active Modes:

- **Calling*** – A call is currently being transferred to the agent. If the call is accepted, the agent’s status is automatically set to *On Call*. If the call goes unanswered, the agent’s status is automatically set back to *Open*.
- **On Call*** – The agent is currently on the phone on a call accepted through the Call Distributor or on an outbound call made via Agent Panel. When the current call ends, the agent’s status is automatically set back to *Open* to receive calls.
- **Busy (Work)** – The agent is actively logged into the system but currently unavailable to take a call. This mode is often used when an agent is engaged in a non-Call Distributor phone call.

*The *Calling* and *On Call* modes cannot be manually selected by an agent or manager. An agent is automatically set to these modes under the appropriate circumstances.

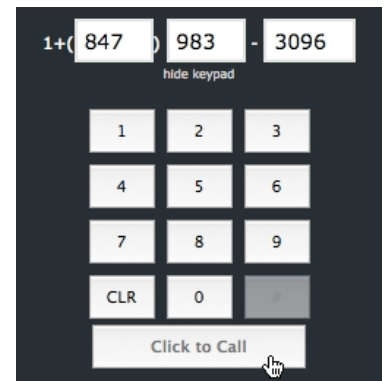
Inactive Modes: These modes indicate that an agent is unavailable to receive calls in the near future. If all agents are in Inactive Modes, the caller will be automatically routed to the “No answer action” application configured on the *Call Distributor – List Configuration* page. The following are considered Inactive Modes:

- **Closed** – The agent has signed out for the day and will not receive further calls.
- **Lunch** – The agent is unavailable on lunch break.
- **Break** – The agent is unavailable on personal break.
- **Busy (Away)** – The agent is unavailable but has not signed out for the day.

The Outbound Keypad:

To log an outbound call through the Ifbyphone system, an agent must call using this portion of the Agent Panel. The agent can enter the phone number into the number fields using their keyboard, the numbers on their Agent Panel, or by clicking the phone icon next to the incoming phone number in the *Notification Messages* area. Once the number is entered, click the *Click to Call* button to initiate the call.

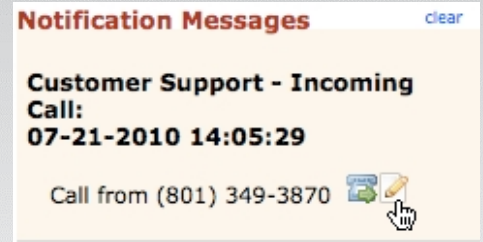
After clicking the *Click to Call* button, the agent’s phone will ring. Upon answering, the agent will hear a prompt stating “connecting your call” and will then be connected to the number entered into the Agent Panel. The receiving party will receive a call from the caller ID specified by the manager on the *Call Distributor – List Configuration* page.



When on an active call through the distributor, the *Click to Call* button becomes the *Transfer* button. An agent can enter a phone number into the dial pad and click the *Transfer* button to re-direct the caller to that number.

Notification Messages:

This section of the Agent Panel provides information about inbound calls offered to the agent including the time of the call, the caller's phone number, and any additional *Agent Screen Pop* information configured by managers on the *Call Distributor – Agent Configuration* page.



If agents are using *Call Note Forms* to submit notes about calls, forms can be selected by clicking the paper and pencil icon to the right of the caller's phone number.

Messages sent to agents by managers via the Manager Panel are also displayed in the Notification Messages section.

Application Transfers:

Application Transfers enable agents to transfer callers to another phone number or Ifbyphone application via the Call Distributor Agent Panel. Application Transfers are configured by managers on the *Call Distributor – Agent Configuration* page. **Agents must be on an active call through the Call Distributor to perform an Application Transfer.**

While on an active call through the distributor, an agent can enter a phone number into the dial pad and click the *Transfer* button to re-direct the caller to that number.

Agents can initiate a pre-configured Application Transfer by following these steps:

- Select the desired Application Transfer from the *Redirect To* drop-down menu.
- Click the *Redirect* button.

After redirecting a caller, the agent's status will be automatically set back to *Open* to receive calls.

