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.
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.