



SmartAgent User Guide

MPC Guide

Starting your **SmartAgent** Journey

Version
2.80

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Changes
CCX Foundation

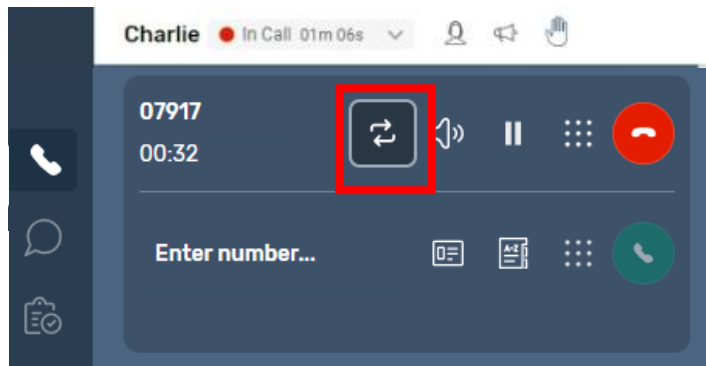




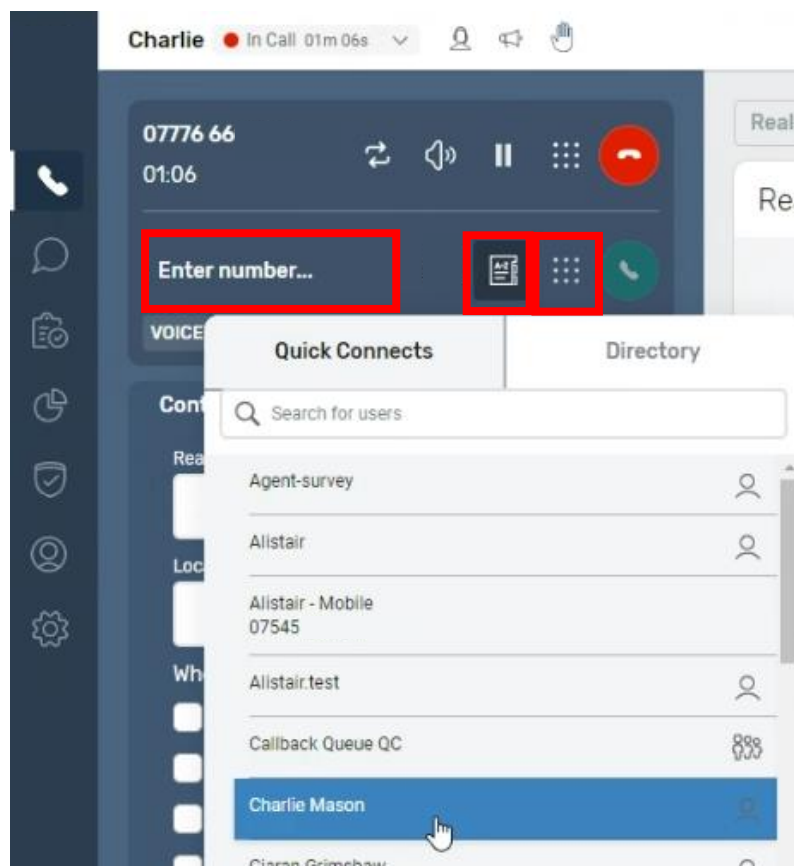
Multi Party Calling

If your organization uses enhanced monitoring and has enabled Multiparty calling, how you transfer calls will change slightly – allowing you to have upto 6 people involved in one call.

If an Agent wants to transfer a call to a specialist team they will select the Transfer Icon from the dialler area.



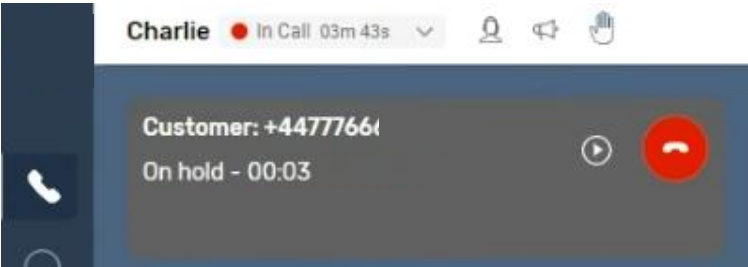
They can then use either the external number, keypad or quick connect button to select who they are transferring a call through to.



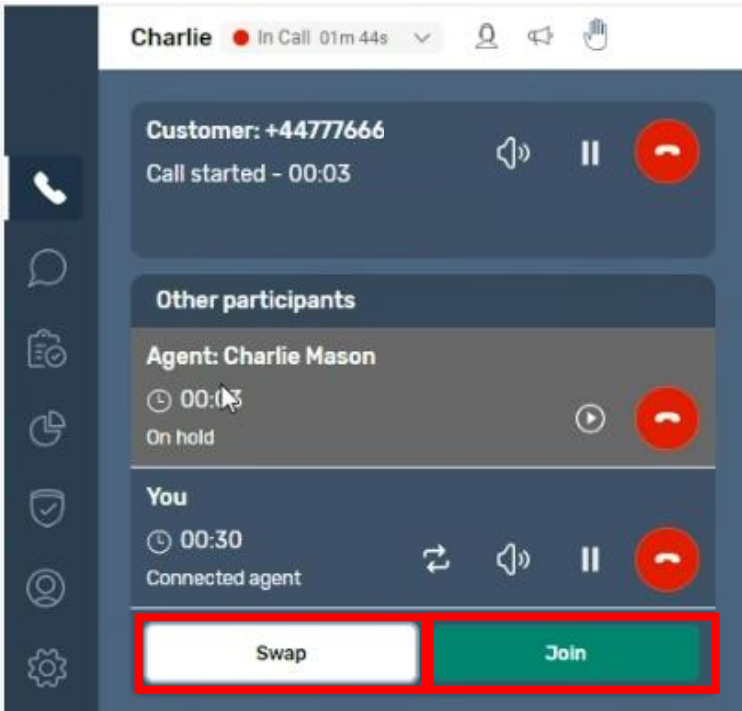


Multi Party Calling (Continued)

At this point the customer will be put on Hold (shown onscreen as being greyed out) while the Agent can talk to the other person to prepare them for the transfer.



The Agent can then use the swap button to move between talking to the customer and the specialist team. As they press "Swap" the other party will be put on hold and be greyed out. If they want to speak to all parties at the same time then the agent can press the "join" button. And all parties will be taken off hold and can hear /speak to each other.

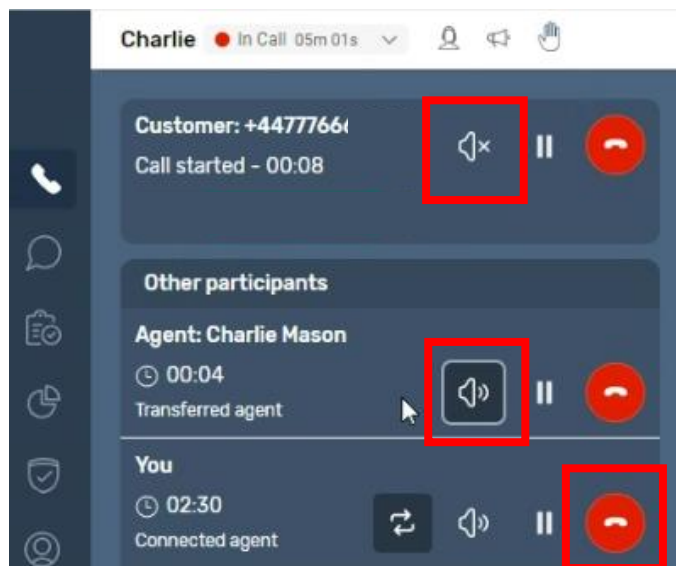




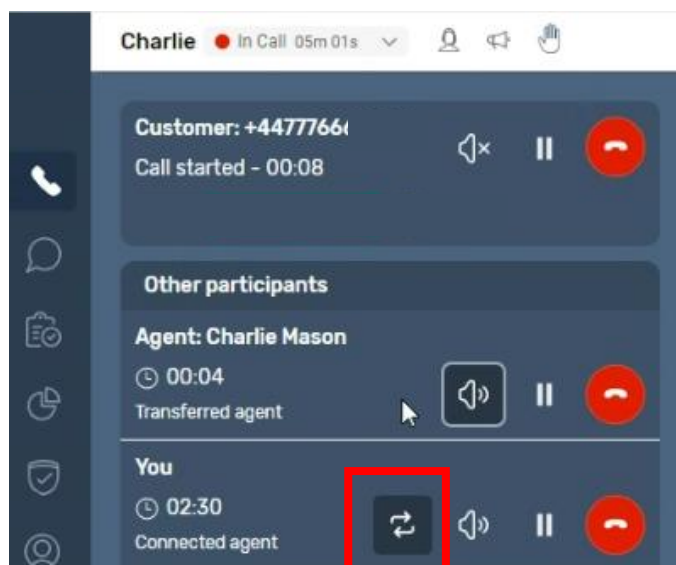
Multi Party Calling (Continued)

While connected in a multi-party call Agents will have the ability to mute a participant or put them on hold.

When the Agent has completed the transfer and wishes to leave the call they should select the red “end call” button next to “you”. This will leave the customer speaking to the transferred person or department and put the agent into After call work mode.



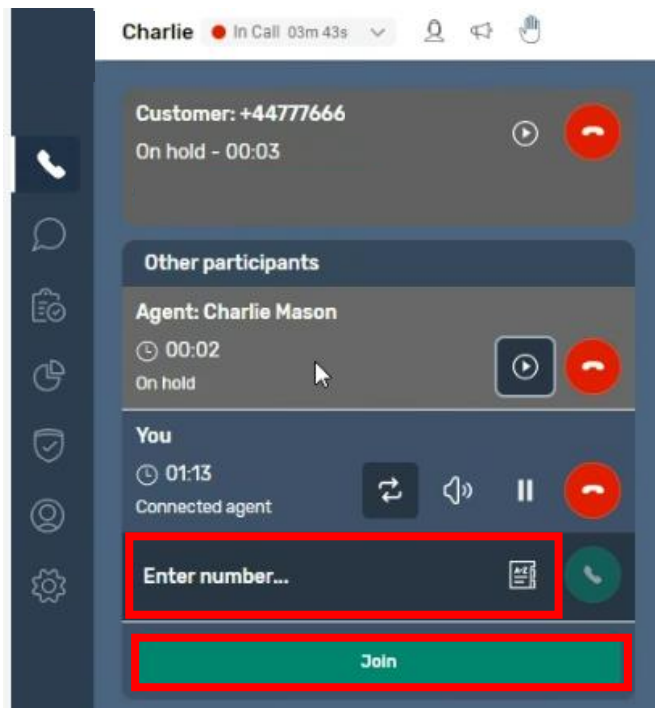
However, there is also a further option which is to add another person to the call by using the “Transfer” button again.



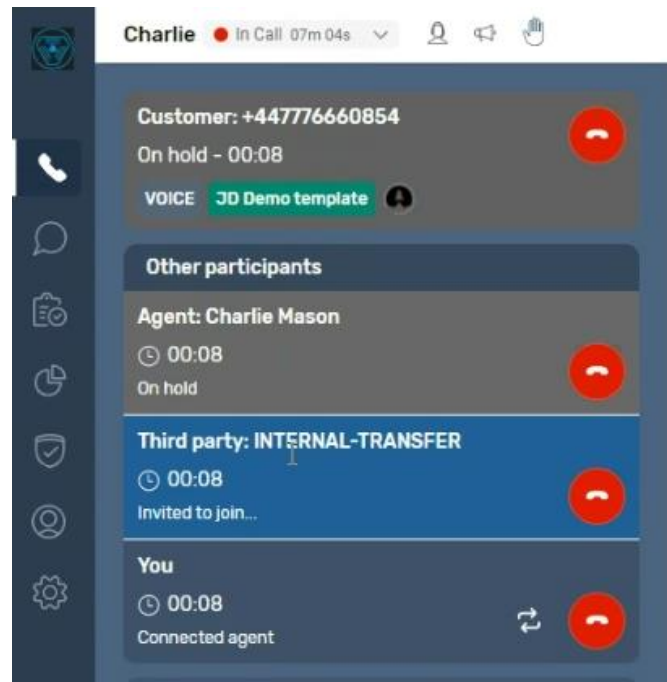


Multi Party Calling (Continued)

This will immediately place the other parties on the call onto hold while the agent initiates contact with an additional person using the same manual / keypad entry or selecting from Quick Connects.



The agent may see a brief message onscreen while this additional connection is made and answered.

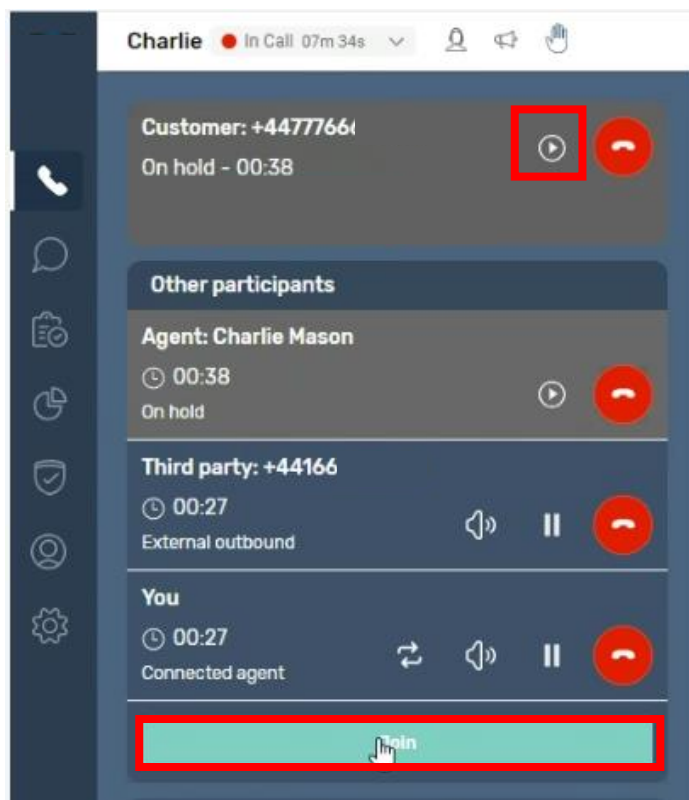




Multi Party Calling (Continued)

Once connected they will have an opportunity to speak to the new additional attendee, while the other parties remain on hold. Once a conference call contains more than 3 parties you will not have a “swap button” but can manually place any parties on Hold /restore as necessary.

If the new attendee is ready to join the call the agent can select the “Join” Button to allow everyone to speak / hear each other again.



Other parties on the call using SmartAgent will be able to put attendees on hold or mute them. If a participant is no longer needed, they can leave by pressing the red “end call” icon from against their details or someone else can remove them from the call using the red “end call” icon next to their details and other participants will remain on the call.

If the customer ends the call the other remaining parties will remain in a conference call and would need to select the “End call” icon to end the multi-party call.

