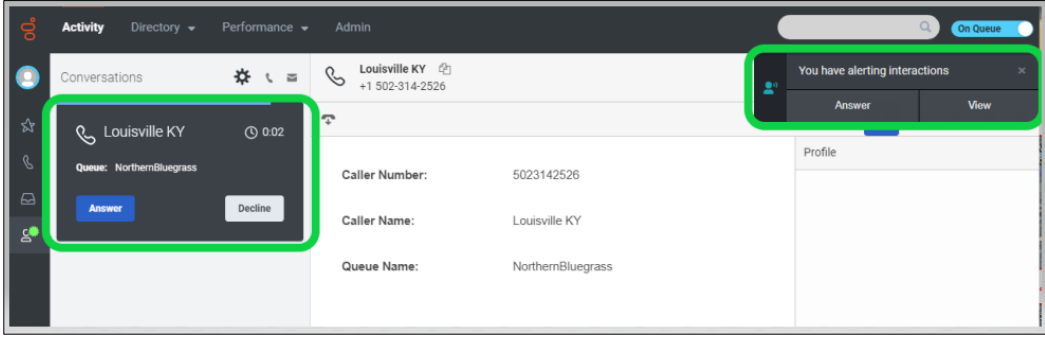
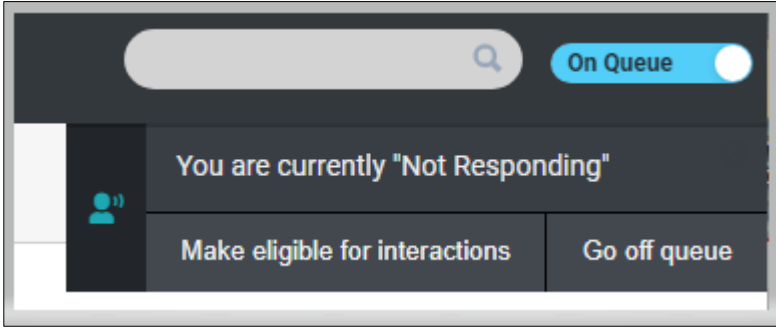
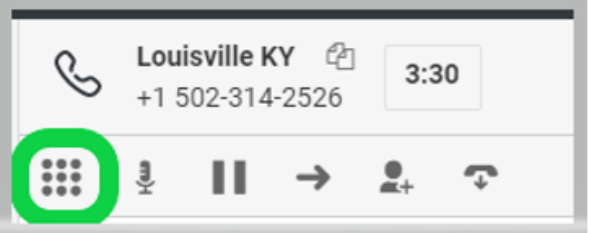

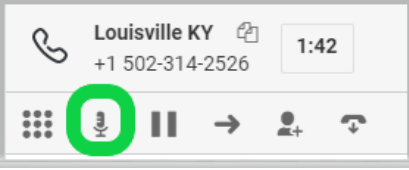


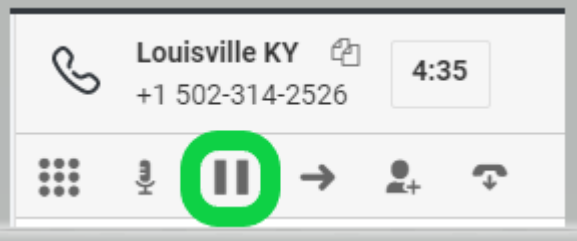
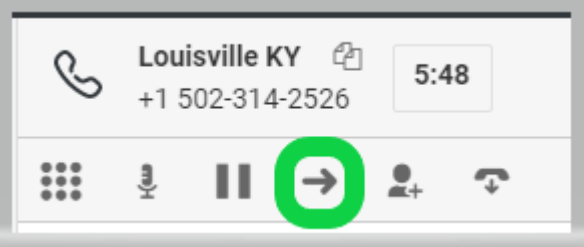
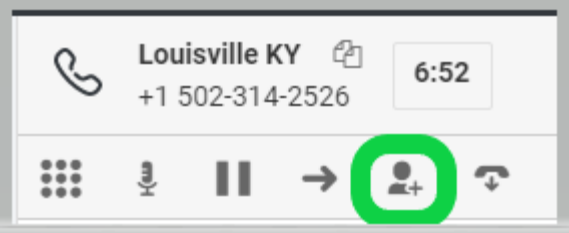
Genesys Cloud Basic Call Handling

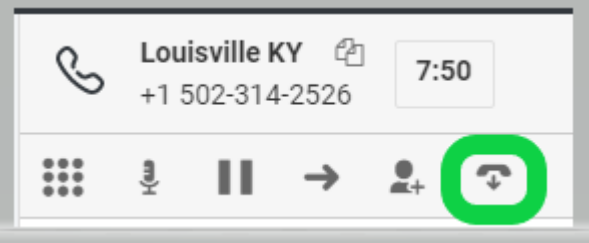
Version	Date	Intended Distribution To
2.0	07/28/2023	Genesys Cloud Users

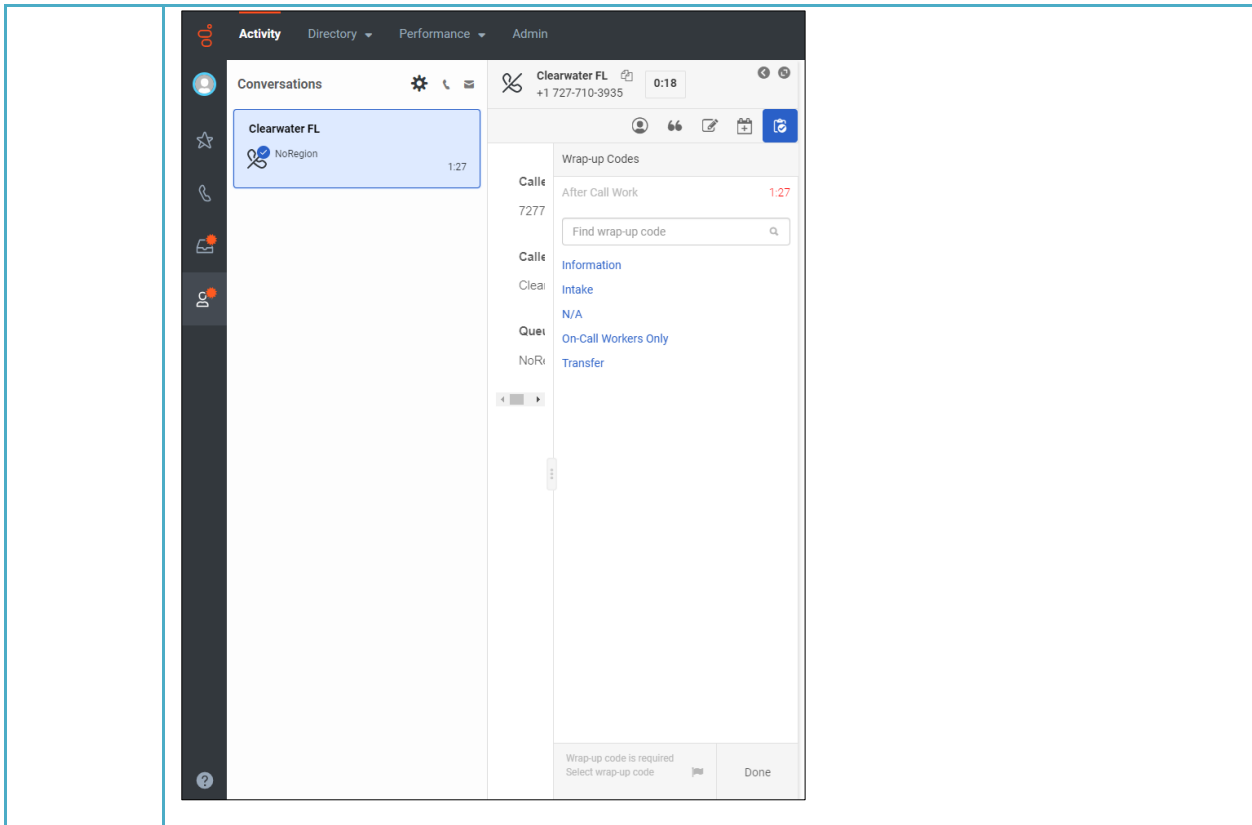
This Job Aid will walk you through basic call handling in Genesys Cloud.

Step	Action
	<p>When a call comes in, two alerts appear. One is an alert which appears in the bottom right corner of the screen, and the other is the pop-up notification which appears in the phone application.</p>  <p>The screenshot shows the Genesys Cloud interface. At the top, there are navigation tabs: Activity, Directory, Performance, and Admin. Below this, there's a search bar and an 'On Queue' toggle. The main area displays a call alert for 'Louisville KY' with a caller number of +1 502-314-2526. The alert includes 'Answer' and 'Decline' buttons. A pop-up notification in the bottom right corner says 'You have alerting interactions' and has 'Answer' and 'View' buttons.</p>
	<p>Important Note: If a user misses answering a call, they will be placed in Not Responding status. The user will need to select Make Eligible for Interactions or Go Off Queue is selected. Selecting Go Off Queue removes the user from call distribution availability.</p>  <p>The screenshot shows a dark-themed pop-up notification. At the top, it says 'You are currently "Not Responding"'. Below this, there are two buttons: 'Make eligible for interactions' and 'Go off queue'. The 'On Queue' toggle is visible in the background.</p> <p>Not Responding is a status that will be watched by a user's leadership, as workers who aren't available when expected to be will impact interaction volume management.</p>

	<p>Call Controls</p> <p>The Call Control menu is available when users have activated their phone. Hovering over any icon will identify its function.</p>												
	<p>Dial Pad</p> <p>Dial pad opens up the dial pad which allows a user to use their mouse to enter a number or entity to call.</p> <div style="display: flex; justify-content: space-around; align-items: center;">  <div data-bbox="998 724 1364 1512"> <p>Make Call</p> <p>Both fields are required</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> SaltRiverTrail x 🔍 </div> <div style="border: 1px solid #ccc; padding: 5px;"> Please enter a number or c 🔍 </div> <table border="0" style="width: 100%; text-align: center;"> <tr> <td>1</td> <td>2 ABC</td> <td>3 DEF</td> </tr> <tr> <td>4 GHI</td> <td>5 JKL</td> <td>6 MNO</td> </tr> <tr> <td>7 PQRS</td> <td>8 TUV</td> <td>9 WXYZ</td> </tr> <tr> <td>*</td> <td>0 +</td> <td>#</td> </tr> </table> <div style="text-align: center; margin-top: 10px;">  Close dialpad </div> </div> </div>	1	2 ABC	3 DEF	4 GHI	5 JKL	6 MNO	7 PQRS	8 TUV	9 WXYZ	*	0 +	#
1	2 ABC	3 DEF											
4 GHI	5 JKL	6 MNO											
7 PQRS	8 TUV	9 WXYZ											
*	0 +	#											
	<p>Mute</p> <p>The Mute function mutes the worker's microphone.</p> 												

	<p>Hold</p> <p>The Hold function places the caller on hold.</p> 
	<p>1. Transfer (Cold/Blind)</p> <p>This Transfer function allows the user to transfer a caller to another person, department, or queue without an introduction to or conversation with the receiving party. <i>Please see item 5 for the preferred method of transferring calls.</i></p> 
	<p>1. Consult Transfer (Warm/Consult)</p> <p>The Consult Transfer function allows the user to introduce their caller or explain the circumstances of the call to the receiving party. <i>This is the preferred method of transfer for almost all calls.</i></p> 

	<p>1. Disconnect</p> <p>To disconnect a call, select the Disconnect function.</p> 
	<p>1. Wrap-up Codes</p> <p>When a call has ended for any reason, the user will have 90 seconds of after call work automatically; Wrap-up codes will populate and must be chosen before the counter reaches zero.</p> <p>When the Wrap-up code has been selected, select Done at the bottom of the window to move the interaction. Please check after each phone call that you remain On Queue.</p>



As well, note that Interaction IDs are available to agents during a phone call and the resulting 90 seconds of after call work; after that period, they can be accessed through Performance details. To copy the Interaction ID while on a phone call, select the icon at the end of the call's incoming location; the icon resembles pieces of paper with folded corners.

