

Desktop Manager

Desktop Manager is designed to be a sophisticated tool for enhancing the call control and contact center functions of your MD110.

Forcing Agent Status

- 1) On the desktop toolbar, click; **or** Press F6 while pointing to the desktop toolbar.
- 2) The **Force Agent Status** dialogue box will appear.
- 3) Select the name of the agent on whom you want to force status.
- 4) Click the desired button, i.e., **Logoff, Ready, Not Ready** or **Logoff All**.

Monitoring an Agent

- 1) On the desktop toolbar, click ; **or** Press F7 while pointing to the desktop toolbar.
- 2) The **Monitor** dialogue box will appear.
- 3) Select the name of the agent that you want to monitor or stop monitoring.
- 4) Click **Start** or **Stop**.

Recording Calls

- 1) In the Call window, click. The System menu of the Call window will appear. Click **Call Recording**.; or With the Call window in focus, press ALT+R.
- 2) The **Call Recording** dialogue box will appear.
- 3) Click **Start**.

Sending a Text Message

- 1) On the desktop toolbar, click ; **or** Press F9 while pointing to the desktop toolbar.
- 2) The **Desktop Messaging** dialogue box will appear.
- 3) Select the agent(s) to whom you want to send the message.
- 4) Enter a text message in the **Message** box.
- 5) Click OK.

**Providing
Assistance**

When the **Assistance Request** message box appears on your desktop, click **Accept**. You will automatically intrude on the call. If you are currently talking on a call, it will be placed on hold.

or

When the **Assistance Request** message box appears on your desktop, click **Reject**. You will not intrude on the call. The requesting agent will be notified of your refusal to assist.

**Providing
Assistance for
E-mail/SMS**

When the **E-mail/SMS Assistance Request** message box appears on your desktop, click **Accept**. The E-mail/SMS message will display in the E-mail/SMS Window

or

When the **E-mail/SMS Assistance Request** message box appears on your desktop, click **Reject**. The requesting agent will be notified of your refusal to assist.

