



Fuze Contact Center (FCC) for Attendants

Fuze Enablement Team

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Training Objectives

After attending this training, Attendants should have a basic understanding of:

- An overview of Fuze Contact Center
- Configuring the user interface
- Viewing call statuses and transferring calls
- Creating and managing extension directories

Application Overview

Overview

Fuze Contact Center (FCC) provides an attendant or receptionist the ability to successfully manage and transfer calls to the appropriate user extension via the drag and drop feature. The customizable interface allows attendants the ability to personalize the screen according to the user's preference. Call statuses are readily viewable, and attendants have the ability to use extension directories to filter extensions as needed.



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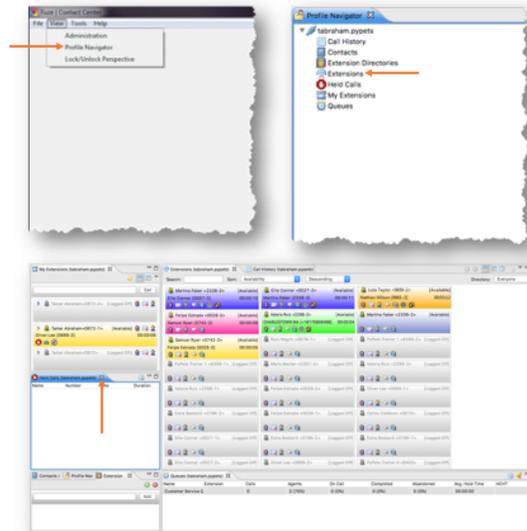
Opening Panels

FCC will open with either a blank gray screen or with all of the panels displayed

- Click the **View** menu and then select **Profile Navigator**
- Double-click on panel names to open
- Click the  button on a panel to close it



Each panel shows a different set of data

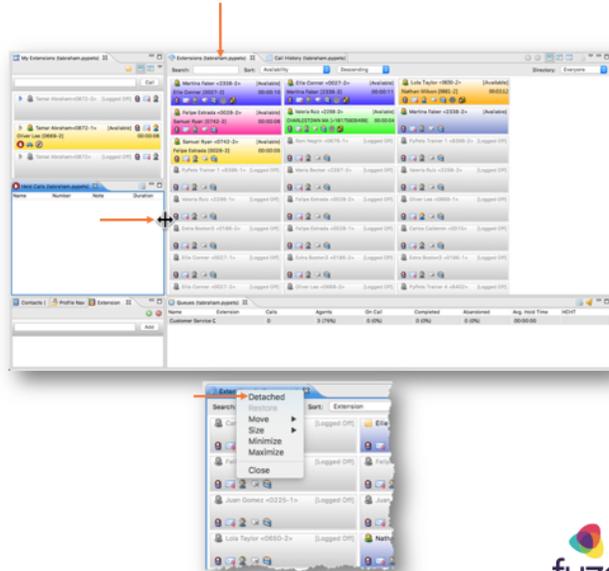


When the Profile Navigator panel opens, click the triangle to the left of the profile name to open a list of panel options.

Moving Panels

The console can be configured per user's preference

- Drag and drop the title tab to move the panel to a new location
- Double-click the title tab to maximize the panel (also known as Fast View)
- Click and drag the border to resize the panels
- Right-click the title tab and select **Detached** to view panel in a separate window from the console



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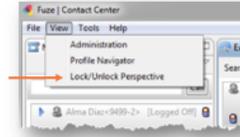
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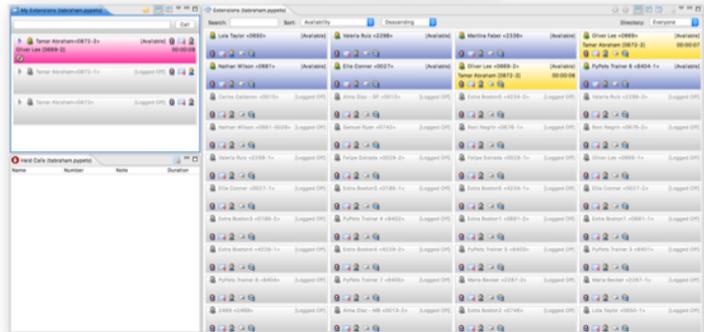
When dragging panels, the outline will display the location when dropped. If there is no outline displayed, the dropped item will open in a new panel within the console.

Locking the Perspective

- Click the **View** menu and then select **Lock/Unlock Perspective**



When the perspective is locked, the  on the panel will disappear



Understanding Panels

Call History – displays the user's call log

Contacts – allows user to add contact information for quick reference

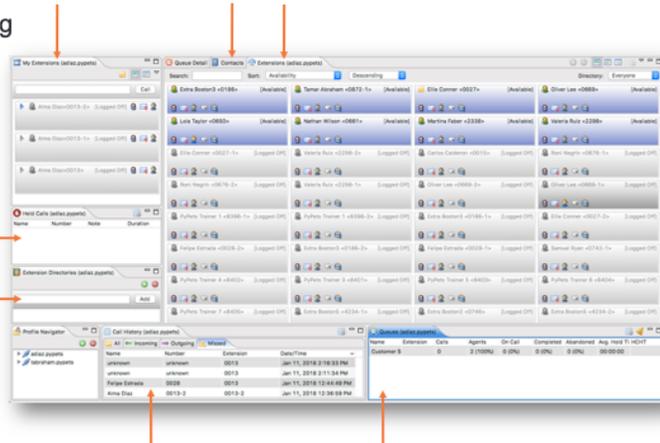
Extension Directories – allows user to create and manage groups of contacts

Extensions – displays presence of organization's extensions

Held Calls – displays calls on hold on user's extension

My Extensions – displays presence of user's devices

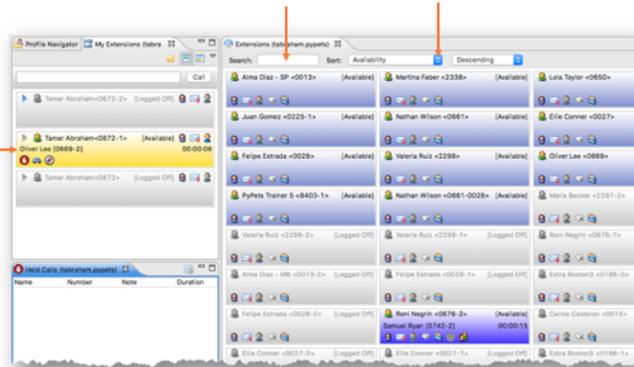
Queues – displays current call statistics



Attendant Panel Example

Attendants' incoming calls are displayed in the **My Extensions** panel before being transferred to **Held Calls** or to an extension

 Use the **Search** and **Sort** functions to quickly locate an employee

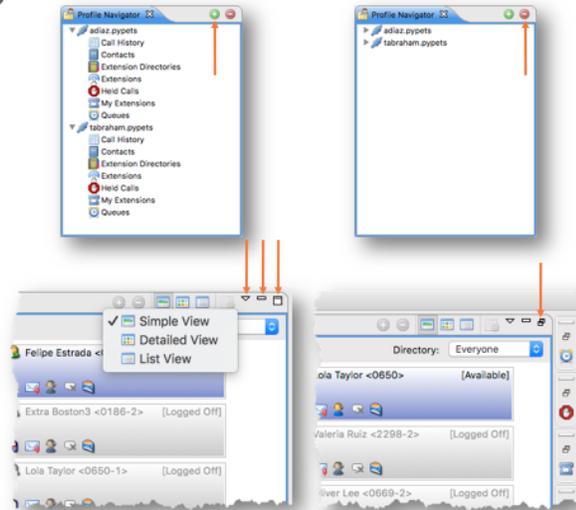


An Attendant can place a call to an extension by double-clicking the extension in the Extension panel. An Attendant can also place a call to a contact by entering the number in the My Extension panel text box and clicking the **Call** button.

Changing Panel Appearance

All panels have associated control buttons that will display different information

-  - Expands all triangle menus
-  - Collapses all triangle menus
-  - Displays view options
-  - Minimizes panel to task bar
-  - Maximizes panel to fill application screen
-  - Restores panel to original size



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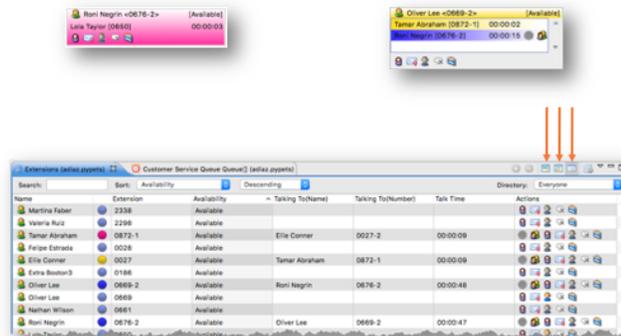


If a control is disabled, the button will appear light gray. When a panel is minimized, it will appear in the task bar.

Viewing the Extensions Panel Options

Simple, **Detailed**, and **List View** are view options for Attendants to view information on current calls

- **Simple View** displays caller ID information for a single call
- **Detailed View** displays caller ID information for multiple calls
- **List View** displays caller ID information in column format



Training Objectives

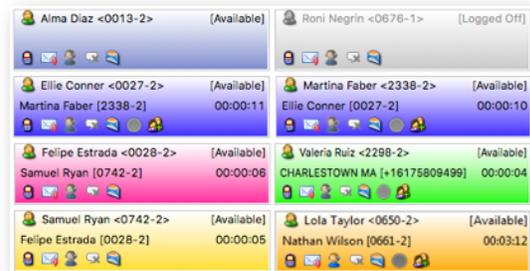
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Understanding Extensions

Each color displays the current status of the extension

- **Grey** - Not registered/online
- **Light Blue** - Phone idle
- **Yellow** - Ringing in
- **Pink** - Outgoing call
- **Dark Blue** - On line with an office extension
- **Green** - On line with an outside line
- **Orange** - On line within the queue



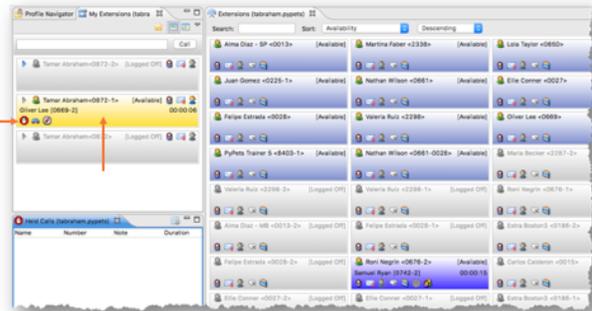
Transferring Calls

Incoming calls will display in yellow under **My Extensions**, and change color when answered depending on the source of the call

- Attendants can place the caller on hold or transfer the call
- Drag and drop to an extension to transfer the call



Callers can also be transferred to a mobile device or voicemail



A call is not answered from FCC but would be answered using a SIP peer. FCC gives the Attendant a visual display of the incoming/answered call. Once a caller has been placed on hold, the Attendant can double click or click, drag and drop the held call in the My Extension panel to retrieve the call. The Attendant's phone will ring and the Attendant would answer the phone to speak with the caller that was on hold.

Utilizing Extension Features

Action icons are used for interacting with agents

-  **Cell Phone** – Connect to the cell phone for this extension
-  **Voicemail** – Connect to the voicemail for this extension, if enabled*
-  **Agent** – Displays if the agent is logged into a queue
-  **Chat** – Click to send a chat to the user for this extension, if enabled*
-  **Email** – Click to send an email to the user of this extension, if enabled*



Calls can be dropped directly on the cell phone or voicemail icons to be immediately redirected

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*"If enabled" refers to the ability of an organization to enable/disable this feature.

Training Objectives

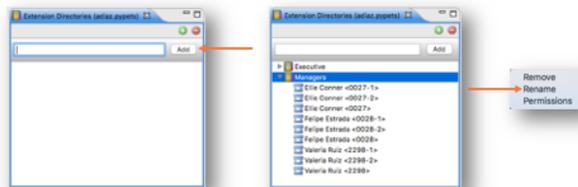
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Creating Extension Directories

The **Extension Directories** panel allows the user to organize the extension panel into groups for quick access

- Enter the directory name in the **Extension Directories** panel, and then click the **Add** button
- Drag and drop the appropriate extensions over the directory name



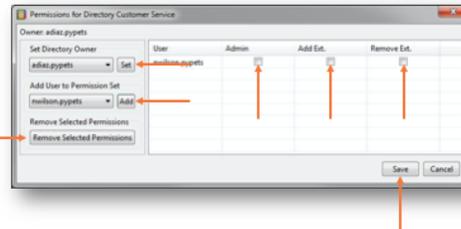
Right-click on any directory to **Remove**, **Rename**, or to edit **Permissions**

New directories will show in the **Directory** drop-down list in the **Extensions** panel. Select the appropriate directory to filter the display to selected extensions.

Editing Permissions for Extension Directories

Permissions allows **Extension Directories** to be shared with other users

- To change the owner of the directory:
 - Click the drop-down menu under **Set Directory Owner** to select a new owner and then click the **Set** button
 - Choose the appropriate permissions
- To **Add User to Permission Set**:
 - Click the drop-down menu to select a new owner and then click the **Add** button
 - Choose the appropriate permissions
- Click the **Save** button



Click the **Remove Selected Permissions** button to revoke access from any highlighted user

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Permission Options:

- **User** – displays users allowed to use selected directory
- **Admin** – check the box to allow user to add or remove users from directory access
- **Add Ext.** – check the box to allow user to add extensions to the directory
- **Remove Ext.** – check the box to allow user to remove extensions to the directory

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Knowledge Check

1. Incoming calls show in what color? **Yellow**
2. True or false? A panel can always be dragged to a new console location. **False**
3. True or false? Extension directories are used in the **Extensions** panel view. **True**
4. What is the purpose of the Detailed View in the extensions panel?
To be able to see if that extension is busy with more than one call
5. To transfer to an extension's voicemail, which icon should the call be dropped on? 
6. Name two ways to quickly locate an extension (user):
 - 1) **Use Search in the Extensions panel**
 - 2) **Use an Extension Directory (which contains that user's extension)**

