Fuze Desktop/Web Softphone for Agents Quick Reference Guide

Place a Call	Receive an Incoming Call	Set Presence Status

Place a Call

1. Click [🔍 Search]

2. Enter the name, extension or number in the **Search** field

3. Hover over the contact and click 📞

   OR

4. Click [📞 Call]

5. Enter the extension or number using the mouse or keyboard

6. Click 📞

Note: Available actions during an active call.

[Mic] [Video] [Share] [Dial] [Hold] [Hang up]

Receive an Incoming Call

1. Click 📞 to answer the call

   OR

2. Click 📞 to send the call to voicemail

   OR

3. Click 📞 to answer, 📞 to decline, or ⊗ to ignore the call from **Active Calls** area

Note: While Fuze Desktop is inactive, a call control window will appear; hover over the window and click ⬚ to expand to full screen.

Fuze Calls
Incoming call
Oliver Lee
Customer Service · Pyramid Pets Training
[Ignore] [Decline] [Answer]

Set Presence Status

1. Click the profile dropdown arrow, then click the **Current Status** dropdown to expand the menu

2. Select the applicable status option

Current Status
● ∨ Available   ✏
● **Available**
🟡 Away
⛔ Busy
○ Out of office   ›

   OR

3. Click ✏ to enter a custom message and then click ✓ to save

   OR

4. Click the **Do not disturb** toggle to decline incoming calls and mute notifications

Transfer Now or Transfer to Voicemail	Transfer Call First	Merge Active and Held Call

Transfer Now or Transfer to Voicemail

1. Click [→ Transfer] on an active call

2. Enter the name, extension, or number in the pop-up window

3. Hover over the contact and click ➜ to transfer now

   OR

4. Hover over the contact and click 📞 to transfer directly to voicemail

Note: Transfer to voicemail is for internal calls only.

Transfer Call First

1. Click [→ Transfer] on an active call

2. Enter the name, extension, or number in the pop-up window

3. Hover over the contact and click 📞 to speak with the receiving party

4. Click ➜ to complete the transfer

Merge Active and Held Call

1. Answer the incoming call and the current call will be placed on hold automatically

2. Click [➤ Merge] from the caller on hold's screen to begin merging the two calls

3. Click [Merge]

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Create an Audio Conference

1. Click [icon] while on an active call
2. Enter the name, extension, or phone number
3. Select the name or number
4. Click **CONFIRM**

Add a New Contact

1. Hover over number in the Recent list and click [icon], then click **+ Add Contact**

    OR

2. Click the unknown number on the Recent list and click **+ Add this number as a Contact**

    OR

3. Click **+ NEW CONTACT** on the **Search** page

4. Fill in all applicable fields and click **CREATE CONTACT**

View the Voicemail List

1. Click [Call]
2. Click [VOICEMAIL LIST]
3. Hover over the voicemail and click [play] to playback
4. Click [download] to download as a .wav file
5. Click [trash] to delete the file
6. Click [X] to exit the voicemail list

View Information in a Queue

1. Click [icon] to display queue information

Sign into Queues

1. Click [icon]
2. Select **→] SIGN INTO ALL** for all queues

    OR

3. Click **SIGN IN** for individual queues
4. Select preferred device

Pause Single/All Queues

1. Click [icon] for a single queue
2. Click [pause]

    OR

3. Click [icon] for all queues
4. Click **II PAUSE ALL**
5. Select the appropriate pause reason from the dropdown menu

Unpause Single/All Queues

Single Queue

1. Click [pause icon]
2. Click [play]

All Queues

1. Click [icon]
2. Click **▶ RESUME ALL**

Sign Out of Queues

Single Queue

1. Click [icon]
2. Click [→ exit]

All Queues

1. Click [icon]
2. Click **[→ SIGN OUT OF ALL**

Receive a Queue Call

1. Click [green call] to answer the call

    OR

2. Click [red call] to decline the call

Note: Queue calls will be presented with the Caller ID and the name of the queue.

fuze