



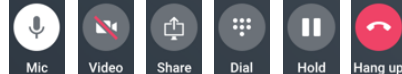







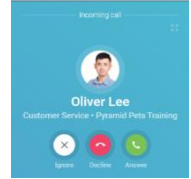
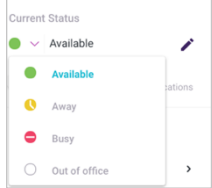













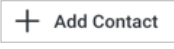










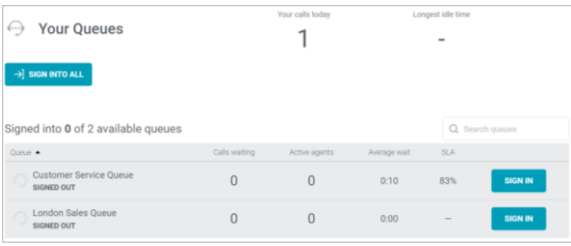



















Fuze Desktop/Web Softphone for Agents Quick Reference Guide

Place a Call	Receive an Incoming Call	Set Presence Status
<ol style="list-style-type: none"> 1. Click  2. Enter the name, extension or number in the Search field 3. Hover over the contact and click  <p>OR</p> <ol style="list-style-type: none"> 4. Click  5. Enter the extension or number using the mouse or keyboard 6. Click  <p>Note: Available actions during an active call.</p> 	<ol style="list-style-type: none"> 1. Click  to answer the call <p>OR</p> <ol style="list-style-type: none"> 2. Click  to send the call to voicemail <p>OR</p> <ol style="list-style-type: none"> 3. Click  to answer,  to decline, or  to ignore the call from Active Calls area  <p>Note: While Fuze Desktop is inactive, a call control window will appear; hover over the window and click  to expand to full screen.</p> 	<ol style="list-style-type: none"> 1. Click the profile dropdown arrow, then click the Current Status dropdown to expand the menu 2. Select the applicable status option  <p>OR</p> <ol style="list-style-type: none"> 3. Click  to enter a custom message and then click  to save <p>OR</p> <ol style="list-style-type: none"> 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
<ol style="list-style-type: none"> 1. Click  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 <p>OR</p> <ol style="list-style-type: none"> 4. Hover over the contact and click  to transfer directly to voicemail <p>Note: Transfer to voicemail is for internal calls only.</p>	<ol style="list-style-type: none"> 1. Click  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 	<ol style="list-style-type: none"> 1. Answer the incoming call and the current call will be placed on hold automatically 2. Click  from the caller on hold's screen to begin merging the two calls 3. Click 

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Create an Audio Conference	Add a New Contact	View the Voicemail List
<ol style="list-style-type: none"> 1. Click  while on an active call 2. Enter the name, extension, or phone number 3. Select the name or number 4. Click  	<ol style="list-style-type: none"> 1. Hover over number in the Recent list and click , then click  OR 2. Click the unknown number on the Recent list and click  OR 3. Click  on the Search page 4. Fill in all applicable fields and click  	<ol style="list-style-type: none"> 1. Click  2. Click  3. Hover over the voicemail and click  to playback 4. Click  to download as a .wav file 5. Click  to delete the file 6. Click  to exit the voicemail list
View Information in a Queue	Sign into Queues	Pause Single/All Queues
<ol style="list-style-type: none"> 1. Click  to display queue information 	<ol style="list-style-type: none"> 1. Click  2. Select  for all queues OR 3. Click  for individual queues 4. Select preferred device 	<ol style="list-style-type: none"> 1. Click  for a single queue 2. Click  OR 3. Click  for all queues 4. Click  5. Select the appropriate pause reason from the dropdown menu
Unpause Single/All Queues	Sign Out of Queues	Receive a Queue Call
<p>Single Queue</p> <ol style="list-style-type: none"> 1. Click  2. Click  <p>All Queues</p> <ol style="list-style-type: none"> 1. Click  2. Click  	<p>Single Queue</p> <ol style="list-style-type: none"> 1. Click  2. Click  <p>All Queues</p> <ol style="list-style-type: none"> 1. Click  2. Click  	<ol style="list-style-type: none"> 1. Click  to answer the call OR 2. Click  to decline the call <p>Note: Queue calls will be presented with the Caller ID and the name of the queue.</p>