

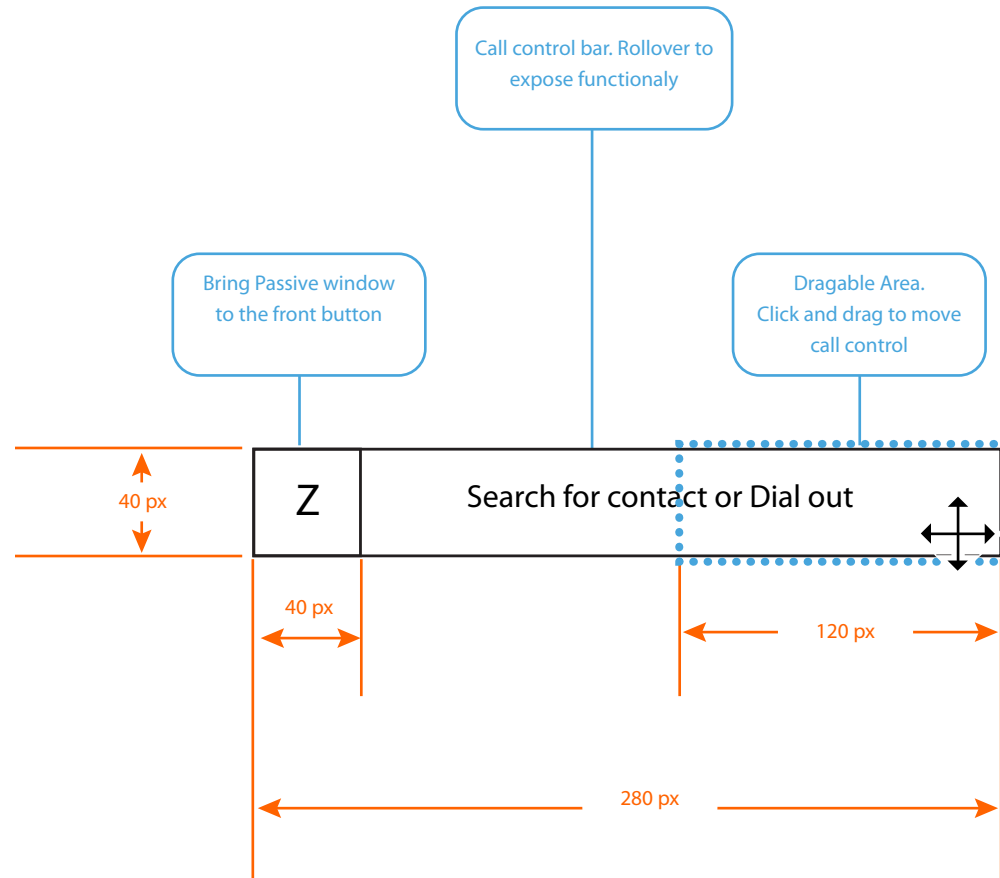
Call Control in passive mode.

The Call bar is draggable and has 'magnetic' qualities as demonstrated in story **GFL916**

Dimensions as per **GFL916**

The Z button will bring the Agent State panel to front and focus.

On the Draggable area (indicated by dotted blue line) the cursor should change to the 'cross hair' cursor.



Incoming Queue call Notification Toaster

This page shows a **placeholder for an incoming call toaster pop**.

On clicking the accept button the Agent will receive the call.

Placeholder Toaster Pop wireframe only

Accept call

Wait Time : 1:51
Queue : Support Q1
Name : Mary Righteous

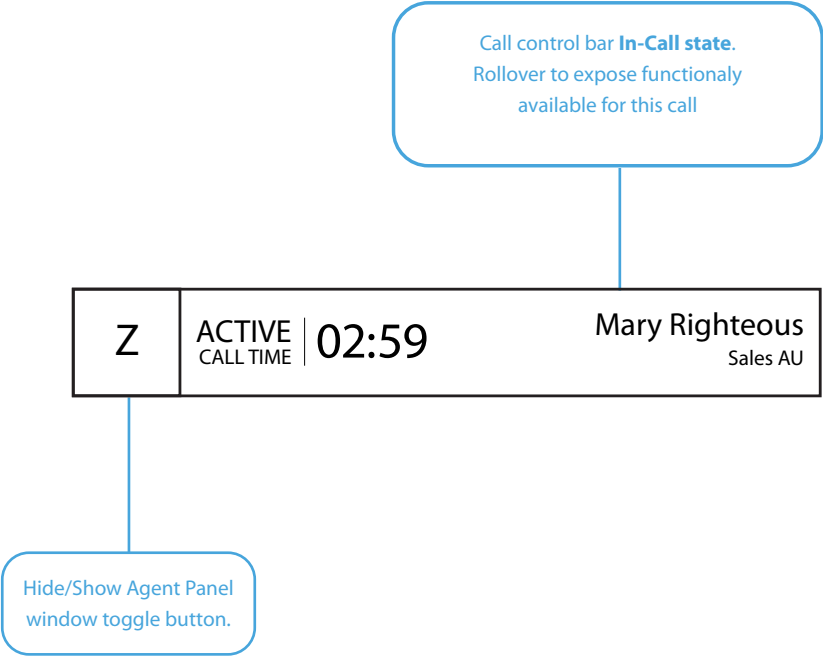
Call control in Active state

When the agent is on a call, the Call control bar will display:

Current call talk time. i.e. how long the agent has been connected to the caller, including any time on hold.

Customer name.

Queue the call is from.



Call control Rollover state

When rolled over, the Call control bar reveals primary, secondary and tertiary call functionality:

Primary: **Hold, Find.**

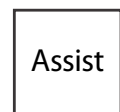
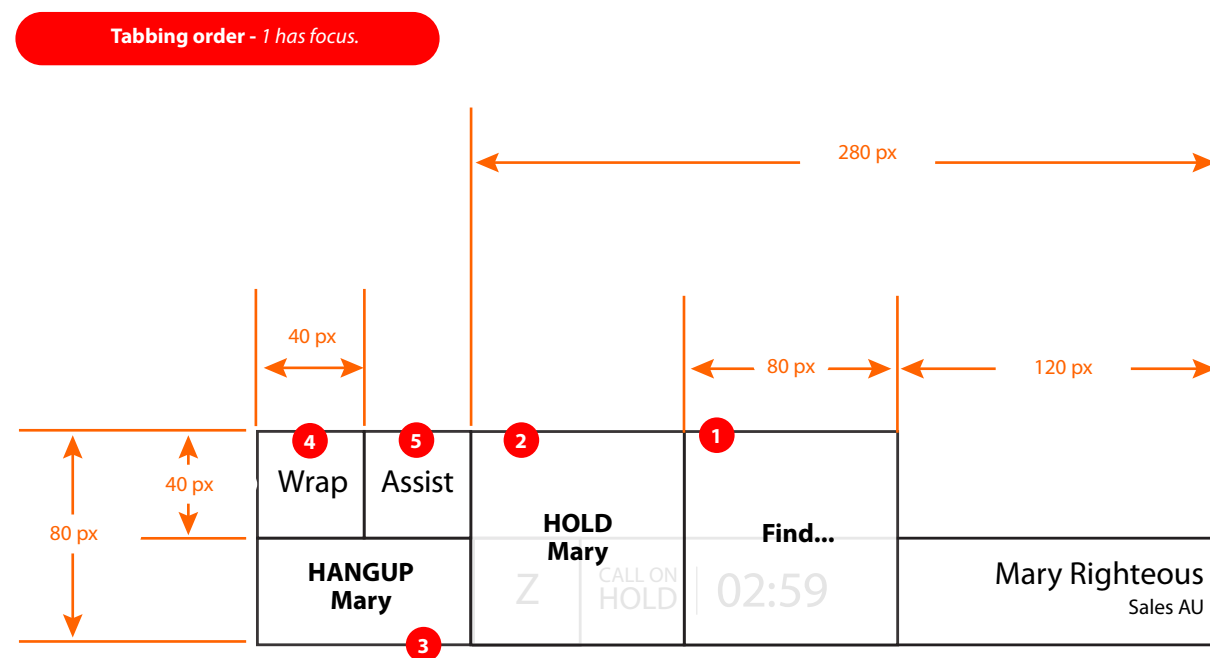
Secondary: **Hangup.**

Tertiary: **Ask for assistance, Launch Wrap up for this call.**

The Rollover starts 120px from the right edge of the panel and aligned to the bottom of the panel.

This enables the names of other callers to be seen in a multi call situation.

The Rollover functions extend passed the right hand edge of the call control panel.



Tertiary
level function



Secondary
level function



Primary
level function

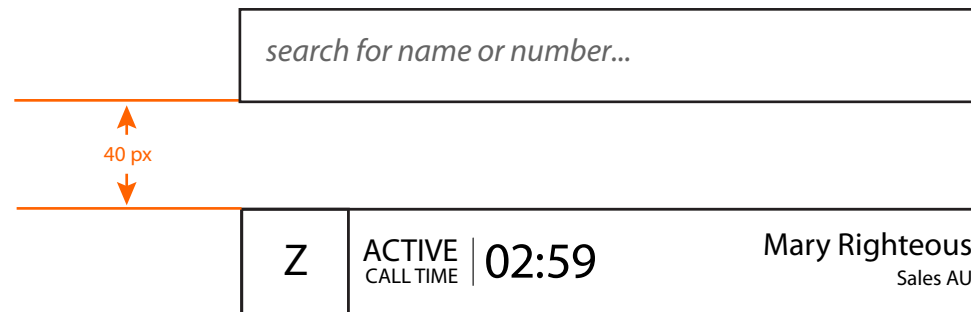
'Find' button is clicked

A Search input box is displayed above the call bar.

To Cancel the search

The agent must 'click anywhere except the search input box' in order to cancel the search.

Focus is automatically on the input box.



Text entered into search input box

The search actively filters through the results as the query is entered into the input field as per story GFL-2.

The search displays up to 20 results on the screen at any one time.

If the results don't fit into the available space, show a scroll bar.

when the results filter down to less than 20, the scroll functionality will be hidden.

		John DU
		John D
		Jeremy B
		Jasper D
		John DU
		John D
		Jeremy B
		Jasper D
		John DU
		John D
		Jeremy B
		Jasper D

showing first '20 best matches'

search for name or number...

Indicate there are more results

		Joe
		Jonathan
		Joseph
		Jonny
		Joker
		John DU
		John D
		Josemine
		Joshua D

search for name or number...


		Sally B
		Sales AU queue
		Sales US queue
		Sales UK queue

search for name or number...


Number result types shown

Shows search returning results including Queues and individual contacts

As a number is typed in, corresponding matches from any numeric fields are shown in the results.

		John AB ext: 9435
		John A ext: 9418
		John DU DDI: 9428566
		John D mob: 021 569 433
		John AB ext: 9475
		John A ext: 9478
		John DU DDI: 9478566
		John D mob: 021 569 473
		John AB ext: 9475
		94

94

		John DU DDI: 9478566
		John D mob: 021 569 473
		John AB ext: 9475
		John A ext: 9478
		09478

09478

	094785763
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094785763

Contextual call functionality

When the agent has found the contact they are looking for, actions they are able to perform are shown on rollover of that contact card.

to be drawn:
All variations of functionality available on contact card in various states i.e. busy, not busy, etc.

Placeholder Contact Card wireframe only

		John DU
		John D
		John AB
Teddy Edwards		
put Mary on hold and dial Teddy		Transfer Mary through to Teddy
Teddy Ed		

Two Current calls -'Pairing'

The Agent has clicked '*Put Mary on Hold and Dial Teddy*' and is now talking to TEDDY.

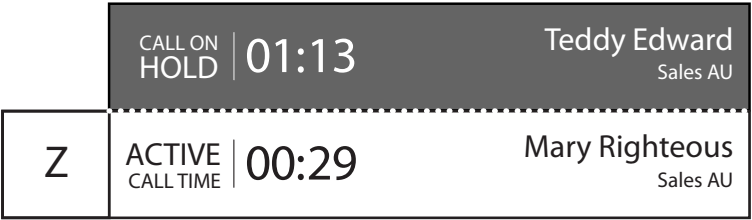
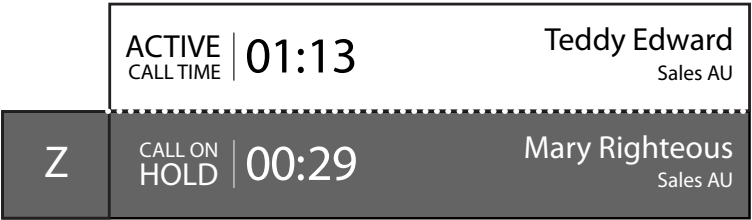
Only when the button was clicked was MARY put on hold.

The Calls are 'stacked one on top of another. The first call is the botton 'tile'. All subsequent calls are stacked on top and remain in the same relative place in line.

Mary's call is displayed as CALL ON HOLD. The time is now indicative of the amount of time the Mary has been on hold.

The Second - now 'active'Teddy call displays the Current Call Time, that is the amount of time the Teddy has been connected to the agent, including any time spent on hold.

Visual representation of the pairing is shown Graphically. (possibly one boarder around both tiles, or a dotted separator line, etc.)



Two Current calls rollover functionality

The agent is now dealing with two live calls.

These two calls are now notionally **paired** into one call flow.

Both call tiles now share the same rollover functions, and either of the tiles will reveal the same set of functions.

The functions will differ depending on the context of the call.

The rollover will appear on the baseline of the Active Call (bottom of the active call tile).

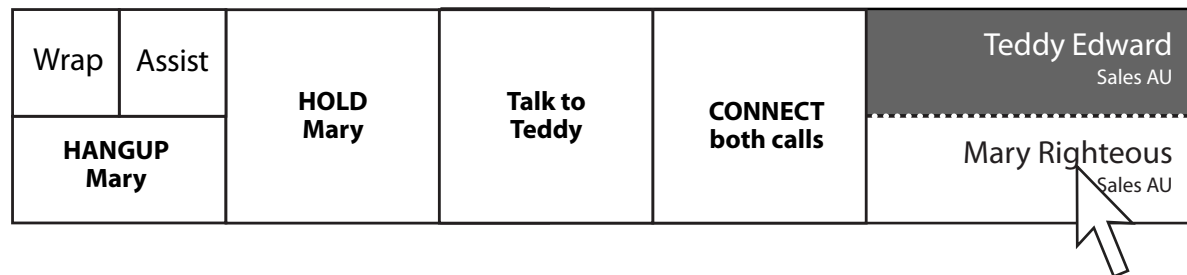
i.e. if **MARY IS ON HOLD** and the agent is **talking to TEDDY**, The functionality offered to the agent would be:

- Hang up on **TEDDY**
- Hold **TEDDY**
- Swap who you're talking to in the pairing.
(Talk to **Mary**)
- Connect the two calls

However, if the agent is talking to **MARY** while **TEDDY** is on Hold, the functionality offered to the agent would be:

- Hang up on **MARY**
- Hold **MARY**
- Swap who you're talking to in the pairing.
(Talk to **TEDDY**)
- Connect the two calls

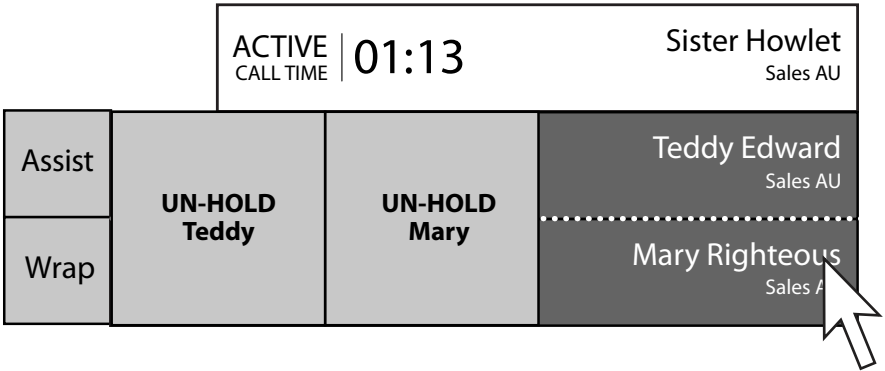
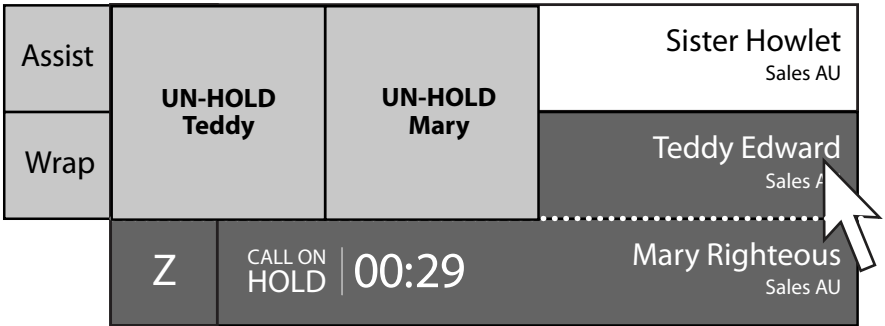
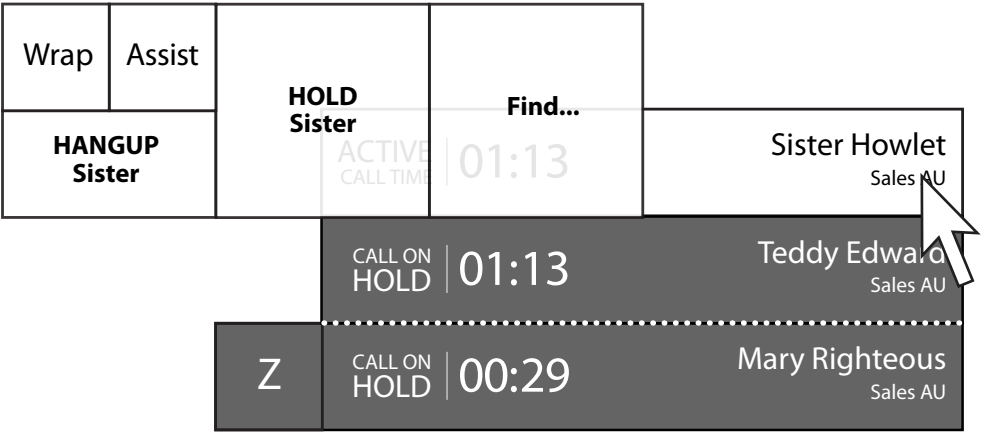
*both scenarios also include the ability to launch Wrap up and ask for assistance



Paired and unpaired calls rollover

If a third call is taken when there is a paired call in progress, the third call will be treated as a single call. The rollover functionality will not refer to any other calls in progress.

Rollover functionality for the Teddy and Mary call is to unhold either of them.



Calls parked for an agent

Calls parked for an agent by someone else are not instantly shown in the agents list.

A Flag/button is shown to the right of the Call bar that will alert the agent to the fact that he or she has a call xfered to them by one of their colleagues.

The button indicates the number and type of media that is waiting for a response from the Agent.

Clicking on the button will show the three calls (indicated on the button) above the calls the agent is already dealing with.

The rollover functionality options work the same as the agents own calls. i.e. page 11.

The button is a toggle to show the list, so clicking again on it will hide the parked calls list.

CALL ON HOLD | 00:12

Billy Basillic
xfer from ext 56741

CALL ON HOLD | 02:24

Maggie Marauder
xfer from ext 56741

CALL ON HOLD | 03:12

Jonny Jackson
xfer from ext 56741

ACTIVE CALL TIME | 01:13

Sister Howlet
Sales AU

CALL ON HOLD | 01:13


Teddy Edward
Sales AU

Z

CALL ON HOLD | 00:29

Mary Righteous
Sales AU

3



ACTIVE CALL TIME | 01:13

Sister Howlet
Sales AU

CALL ON HOLD | 01:13


Teddy Edward
Sales AU



Z

CALL ON HOLD | 00:29

Mary Righteous
Sales AU

3





Call Control12

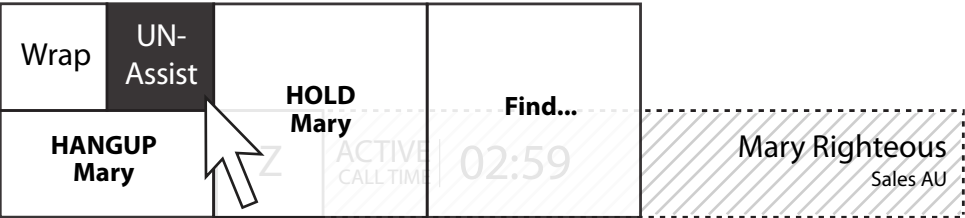
Need Assistance

To get some help with a call the agent can rollover and select *ASSIST*.

Once assist is clicked the call panel graphically reflects that help has been requested.

This could be shown in a number of ways, i.e. by colour, shading, font style etc...

The agent can cancel the request by clicking on the same toggle button - which now offers "UN-Assist"



Wrap up

At any time in the call, the agent is able to open the wrap up dialogue for this call.

This can be accessed from the rollover functionality of an individual call panel.

Note
The Wireframes for the Wrap ups are not worked through yet.



Call bar docked at the TOP & RIGHT of the screen

If the Call Bar is docked at the top of the screen the Rollover functionality will appear from the top of the active call panel and expand downwards and to the left.

The Callers name is shown on the right of the tile.

The Z button is on the left of the tile, if the Tile is docked on the right hand side of the screen.

Z

ACTIVE
CALL TIME | 01:13

Teddy Edward
Sales AU

CALL ON
HOLD | 00:29

Mary Righteous
Sales AU



Wrap	Assist	HOLD Teddy	Talk to Mary	CONNECT both calls	Teddy Edward Sales AU
HANGUP Teddy					Mary Righteous Sales AU



Z

CALL ON
HOLD | 01:13

Teddy Edward
Sales AU

Wrap	Assist	HOLD Mary	Talk to Teddy	CONNECT both calls	Mary Righteous Sales AU
HANGUP Mary					



Call Bar docked Top Left of screen

If the Call Bar is docked at the top LEFT of the screen the Rollover functionality will appear from the top of the active call panel and expand downwards to the right.

The layout of the call bar will be a mirror view of the layout when the bar is on the right side of the screen.

The Z button is on the right of the tile, if the Tile is docked on the left hand side of the screen.

Teddy Edward Sales AU	ACTIVE CALL TIME 01:13	Z
Mary Righteous Sales AU	CALL ON HOLD 00:29	



Teddy Edward Sales AU		ACTIVE CALL TIME	01:13	Z		
Mary Righteous Sales AU	CONNECT both calls	Talk to Mary	HOLD Teddy	Wrap	Assist	
				HANGUP Teddy		



Teddy Edward Sales AU		CALL ON HOLD 01:13	Z		
Mary Righteous Sales AU	CONNECT both calls	Talk to Mary	HOLD Teddy	Wrap	Assist
				HANGUP Teddy	



Call Bar contextually dynamic layout

The layout and exposure of the call bar functionality is placement sensitive.

At the top of the screen the Call bar will be a mirror image of itself when it is at the bottom of the screen and visa versa.

At the Left of the screen the Call Bar will be a mirror image of itself when it is on the right of the screen

Call bar layout is dependant on the position of the Bar on the screen.

