

When a call is offered any previous interactions with the number calling will be offered as options for the operator.

If the person phoning from 021 322 4322 has called in before and usually been transfered through to Danelle, Danelle's card will be displayed as the most likely destination.

In the case shown this caller has mostly been connected to Danelle but once asked for David.

The suggestions are placed in the list according to popularity rating.

Blue Company		
1	021 332 4322	0:09
Blue Company		
2	021 356 7179	0:04

Ringing for 0:15

021 322 4322

A

Answer

021 322 4322

Search for Contact *or* Make a Call

Frequently called :

Danelle Richardson

Development

89617

Available - free until 3:30 p.m.

David Chandler

Development

Lync

Available

Show Stats



Ringing for 0:15

021 322 4322

A

Answer

021 322 4322

Search for Contact *or* Make a Call

Frequently called :

Danelle Richardson

Development

89617

Available - free until 3:30 p.m.

David Chandler

Development

Lync

Available

David Chandler

Development

Lync

Available

Ext:

89614

Office:

+64 (9) 3553614

Lync:

sip:david.chandler@zea

Email:

david.chandler@zeacon


	Blue Company	
1	021 332 4322	0:09
	Blue Company	
2	021 356 7179	0:04

Show Stats

Tabbing down the Frequently called list will display the Details card for that contact.



Ringing for 0:15



021 322 4322


A

Answer

021 322 4322

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89617

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David Chandler

Development

Lync

Available



Danelle Richardson

Development

89617

Available - free until 3:30 p.m.

Ext:

89617

Office:

+64 (9) 3553617

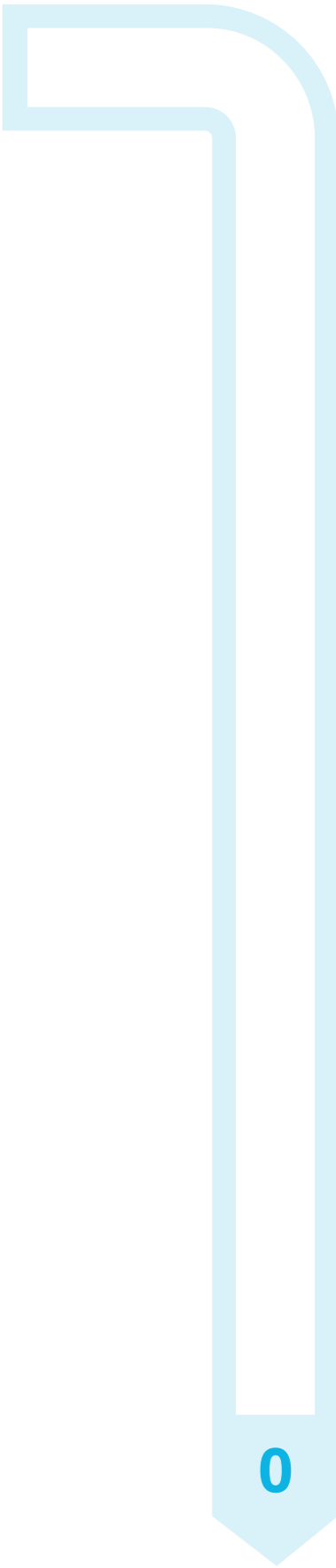
Email:

danelle.richardson@zei


Blue Company		
1	021 332 4322	0:09
Blue Company		
2	021 356 7179	0:04

Show Stats

The caller here has only previously been transfered to Danelle, so Danelles contact card and details card are displayed when the call is offering



active for 0:38

 +64 (27) 2921969


Call notes:

H
Hold
+64 (27) 2921969

V
Voicemail
Danelle

T
Transfer to
Danelle

P
Park for
Danelle



Danelle Richardson
Development
89617
Available - free until 3:30 p.m.

Ext:

89617

Office:


+64 (9) 3553617

Email:

danelle.richardson@zei

Search for Contact *or* Make a Call ✕

Frequently called :



Danelle Richardson
Development
89617
Available - free until 3:30 p.m.

Blue Company		
1	021 332 4322	0:15
Blue Company		
2	021 356 7179	0:09
Blue Company		
3	027 588 6966	0:05

Show Stats

When Hayley answers the call, the options available immediately are for connection to Danelle.