

Once Hayley answers the call, the colour of the border transitions back to represent a non critical state.

The Action button transitions from 'Answer' to 'Hold' and 'Park'.

Until there is a contact to transfer this call to, the only options available to Hayley are to Hold the call, or to globally park the call.

A Call notes input area is available for Hayley to write the caller's name etc.

Console

active for 0:04

+64 (27) 2921969

Call notes:

H

Hold

+64 (27) 2921969

P

Park

+64 (27) 2921969

Search for Contact or Make a Call

Show Stats

1

0



Hayley puts the call through to Dans extension.

The Call Tile now shows the time the call has been in its **current state**.



