

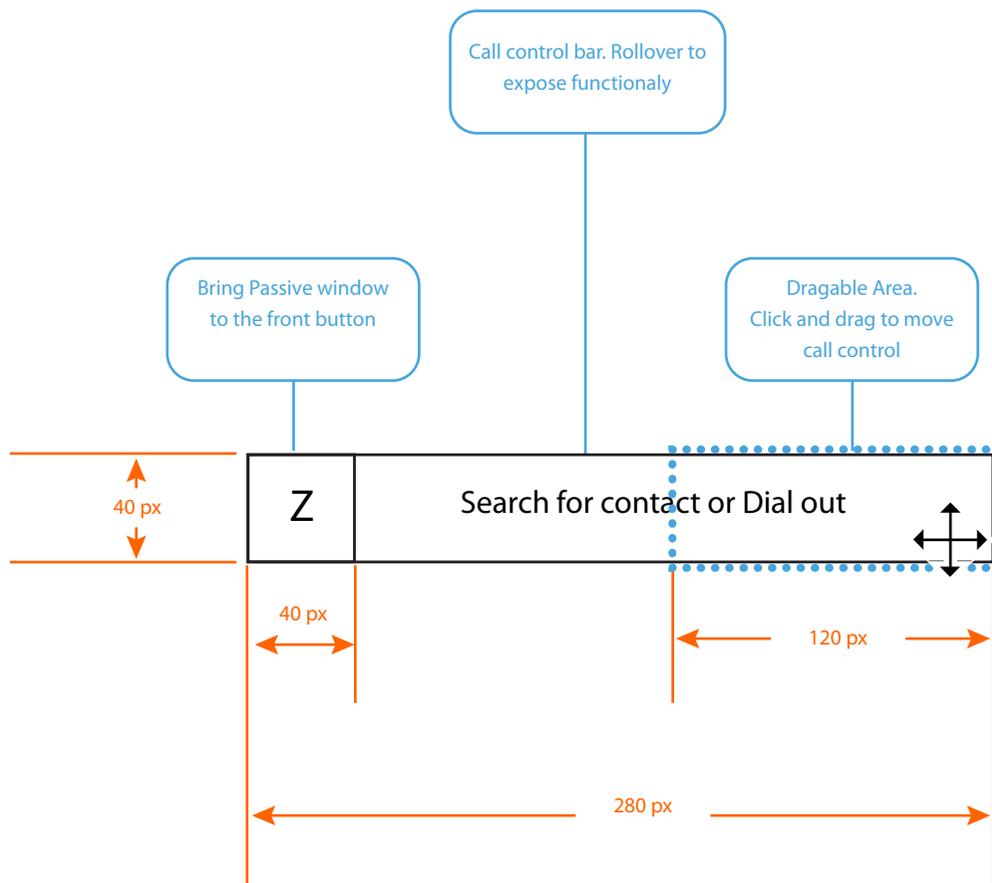
## Call Control in passive mode.

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

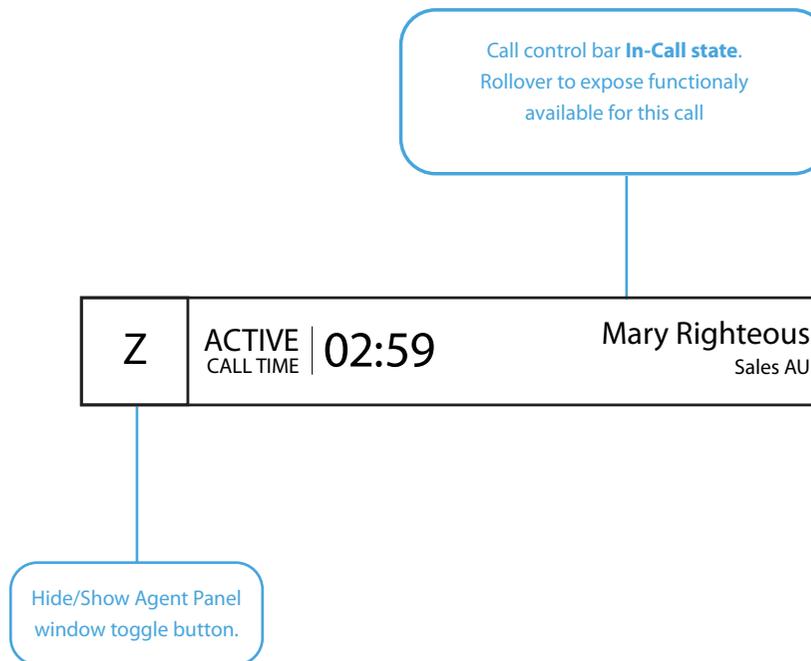
## Call control in Active state

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.**

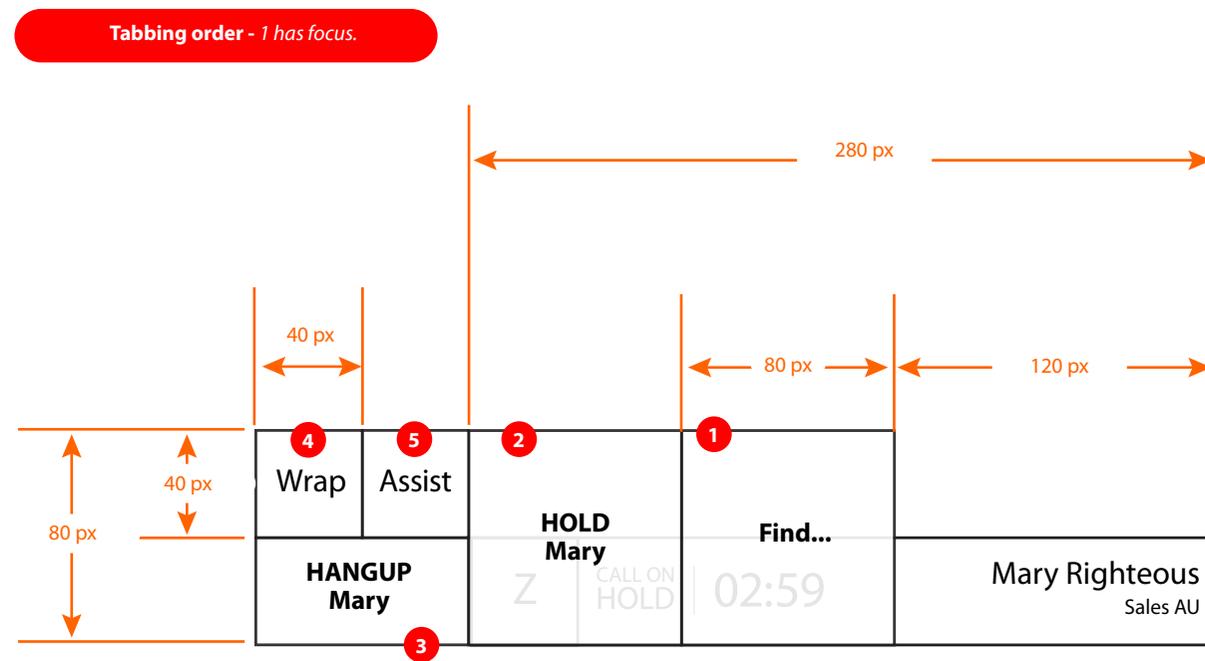
Secondary: **Hangup.**

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.



Assist

Tertiary  
level function

HANGUP  
Mary

Secondary  
level function

Find...

Primary  
level function

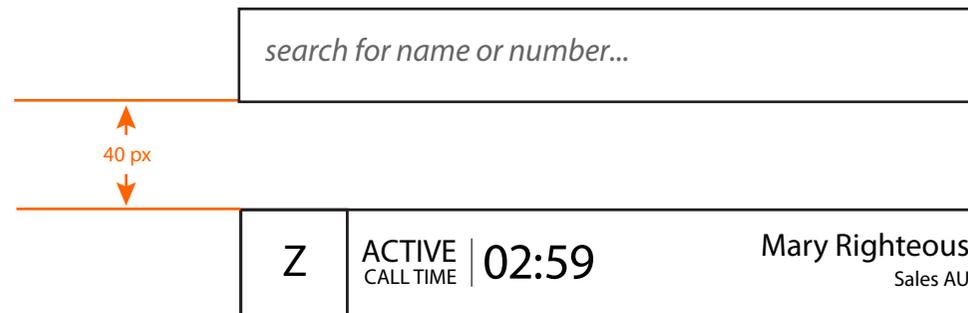
### 'Find' button is clicked

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.

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



## Indicate there are more results

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

X	Sally B
Sales AU queue	
Sales US queue	
Sales UK queue	

showing first '20 best matches'

## 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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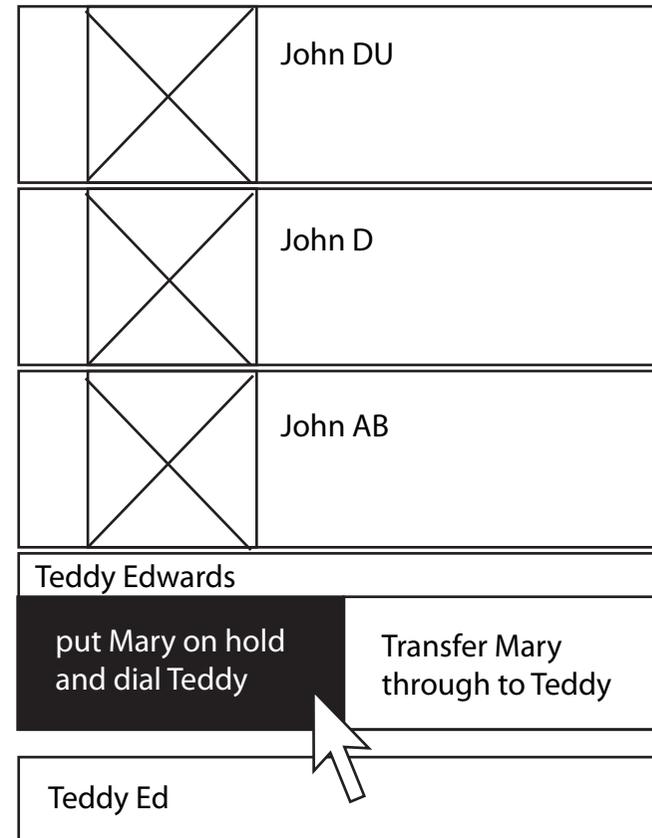
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## Contextual call functionality

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\*\*\***



## Two Current calls - 'Pairing'

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

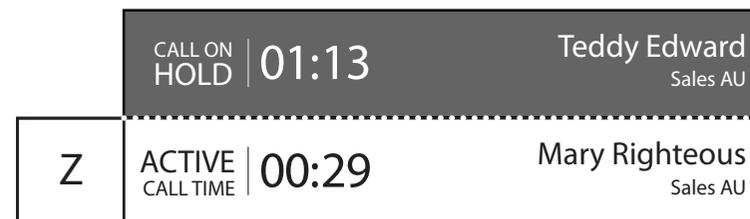
Only when the button was clicked was MARY put on hold.

The Calls are 'stacked one on top of another. The first call is the bottom '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).

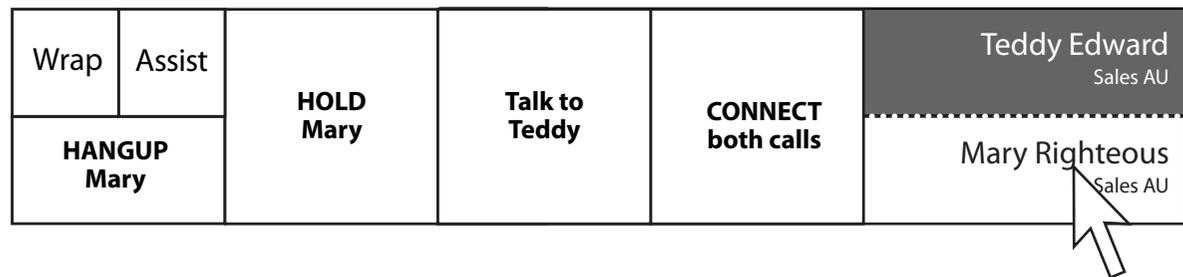
i.e. if **MARY IS ON HOLD** and the agent is **talking to TEDDY**, The functionality offered to the agent would be:

- 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

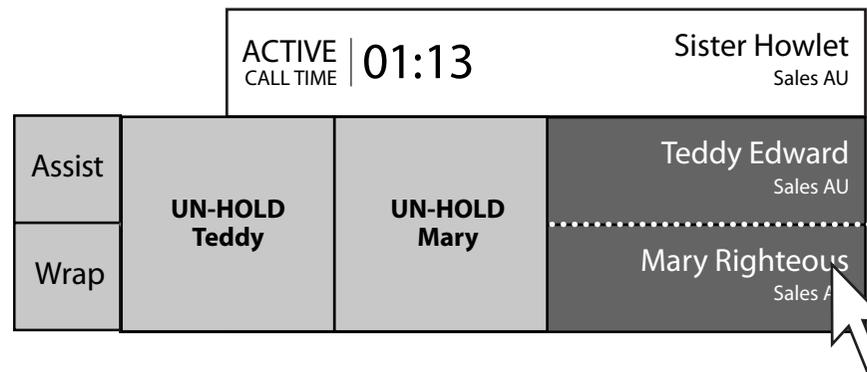
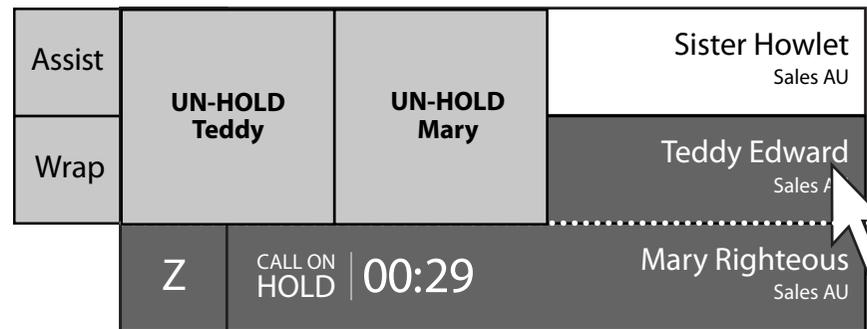
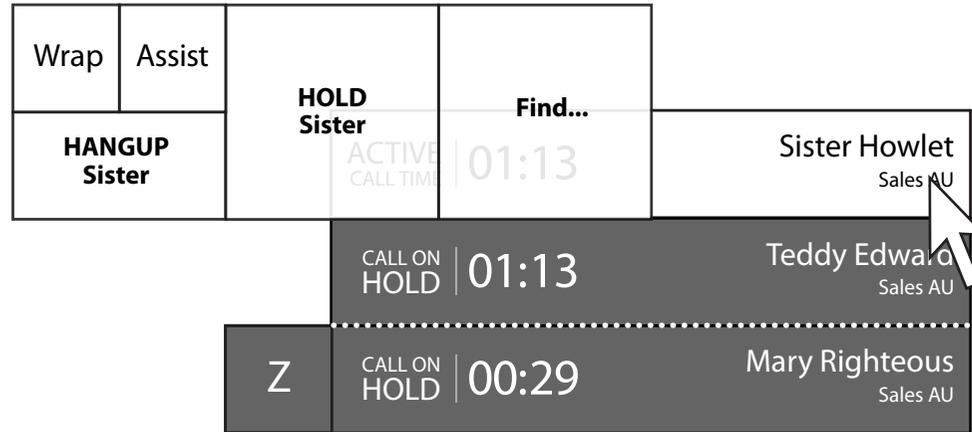
\*both scenarios also include the ability to launch Wrap up and ask for assistance



## 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.

The image displays two screenshots of a call control interface. The top screenshot shows a list of calls with a button on the right containing the number '3' and a headset icon, which is being clicked by a mouse cursor. The bottom screenshot shows the same list, but the button is now a white square with the number '3' and the headset icon, and a mouse cursor is pointing at it.

	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 📞

## 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.*

