

Outbound Calls (Click to Dial)

In Agent Home or the Mini Client, the button "Call..." can be used to make an outbound call from the system.

Note: Agents must be in a logged-in status on the system to use this function. Agents who are in the logged out status cannot make outbound calls.

The following resources are used in security groups to define how the agent may select the telephone number used when an outbound call is made:

Resource	Meaning
portal.Acd.AgentHome.CallProcessing.Outbound.AcdGroups	The agent can select an ACD group from which the call will be made. NOTE: this setting is MANDATORY if the call is made via the jtel System. This setting is only optional or can be safely switched off, when outbound calls are made using a CTI connector, in which case the call is made by the PBX and does not touch the jtel System.
portal.Acd.AgentHome.CallProcessing.Outbound.MaxRingTime	The agent can select the maximum ringing time.
portal.Acd.AgentHome.CallProcessing.Outbound.ServiceNumbers	The agent can select the service number to be used for setting the calling party number and for statistical purposes.
portal.Acd.AgentHome.CallProcessing.Outbound.UserCommunication	The agent can use one of the user assigned telephone numbers as the calling party number. Note, that if the user has logged in using a flexible telephone number, or a telephone number assigned to a workstation using the workstations table (see Automatic login with Mini Client and Workstation Name), then this number can also be used.
portal.Acd.AgentHome.CallProcessing.Outbound.UserDefined	The agent can type in any telephone number to use when making the call.

When the button "**Call ...**" is clicked, the user is presented with the following dialog. Note, that not all options may be visible depending on the settings roles settings above.

Outbound Call

Destination Number :

49123456789

ACD-Group :

Gruppe 1

Service Number :

Servicerufnummer der ACD-Gruppe

Caller Number :

Gewählte Servicerufnummer

49894614950665

Active telephone number :

49894614950701

Maximum Ring Time :

45

Call

Cancel

Note: when entering the destination number, the following rules apply:

- All numbers which do not begin with 0 are dialled unmodified.
- Numbers which begin with 0 are treated as national numbers. The leading 0 is replaced by the international code of the service number.
- Numbers which begin with 00 are treated as international numbers. The leading 00 are stripped before the number is dialled.

First, the system calls the current agent telephone. Once this connection has been established, the destination number is called.

Transaction codes and the settings of the ACD group may apply when a call is made. I.e. if mandatory transaction codes are setup for the ACD group, the agent will be required to record a transaction code when the call ends.