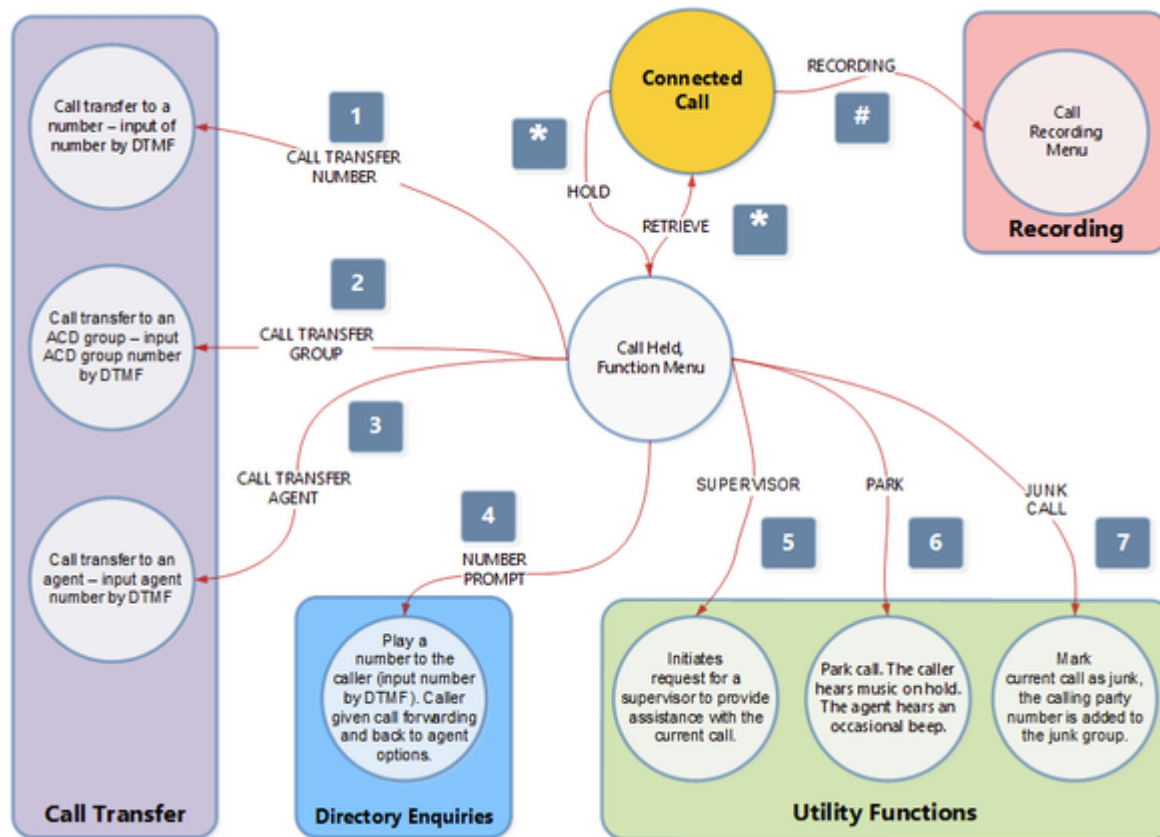


# Call Handling

If you are currently in a call, you can use DTMF codes to control various system functions. Using the star key, you place the call on hold. With the number keys and the hash key, you select the required function. With the star key you retrieve the call as required.

The following diagram illustrates this:



The available functions are:

Function	Key or Key Combination
Hold and retrieve	*
Forward call to a number	*1, then telephone number

Forward call to an ACD group	*2, then ACD group number
Forward call to an agent	*3, then agent number
Announce a number	*4, then telephone number
Record call as junk. The number of the caller will be added to the junk call list.	*5
Park the call. The caller hears music on hold, the agent hears a short beep at a longer interval.	*6
Request that a supervisor join the call	*7
Call recording (menu)	# (without star!)