

8 a. Audio Settings

Audio Settings Configure Headset

Speaker:

Microphone:

Local Ring: OFF ON
Turn off ringer

8 b. Call Handling

Call Handling Manage Calls & Automation

Offline Phone:

Direct Calls Forwarding: Forward calls to Phone or Voicemail

All Calls: Select drop down option for each scenario

Busy:

Un-answered:

Missed Calls: Save Changes Cancel Changes

Switch to Busy:

Answer:

Automatic Play of Audio Files:

8 f. Security

Security

Old Password:

New Password:

Confirm Password:

IP Phone Shortcut Commands

Action	Commands	Commands with Prompts	Example	Comments
Login	*1	*10	*1 1005 123456	User/Agent extension followed by password (pin)
Logout	*0	*00	*0	
Do Not Disturb	*2	*20	*2	
Break	*2	*20	*2 35	Break codes and break types are configured by call center admin
Ready For Calls	*3	*30	*3	
Pickup Any Ringing Phone	*4	*40	*4	Can pick-up and ringing call from queues. This is not applicable for personal/direct calls
Pickup Specific Ringing Phone	*4	*40	*4 1007	Target phone extension is specified. Can pick-up and ringing call from queues. This is not applicable for personal/direct calls
Voicemail & Call Forwarding	*5	*50	*5	*Press "1" to listen to voicemail *Press "2" to record personal greeting. *Press "3" to set up call forwarding
Dial-out Using the Primary Contact Center Number	*67		*67	Dial these digits without a number following. You will hear an audio prompt confirming the Caller ID switch
Call Diversion On	*88		*88 917-484-6954	Incoming call diverted to the Offline Phone Number or the number following the *88, if agent has permission. Note. *88 needs to be reissued if logged out and back in for it to work.
Call Diversion Off	*89			Call are received on the phone they are logged into.
Call Transfers	Transferring calls depends on the IP Phone, see instructions specific to your IP Phone to action			Cisco IP Phone - <i>Transfer</i> key

Settings

- Audio Settings
- Call Handling
- CRM & Call Data
- Phone Position & Notifications
- My Connected Phones
- Security
- Customer Support

8 c. CRM & Call Data

CRM & Call Data Manage CRM Interactions

Screen POP: Configure screen popping behavior

Preference:

Time:

Personal Calls:

Browser:

Post Wrap-up: Push data to CRM immediately OFF ON

Keeping call information after automatic wrap-up ends; I will dismiss the call manually when I am done. E.g., Keep Call Dispositions

8 d. Phone Position & Notifications

Phone Position & Notifications Manage App & Alert Positioning

Always on top: OFF ON

Display notifications inside Contivio client: OFF ON

Display notifications on desktop: OFF ON

8 e. My Connected Phones

Settings Here you can see which phones you are logged into and you the ability to sign out.

My Connected Phones

1035@contivio.com

[108.- - - - -]

This Contivio Softphone

[108.- - - - -]

8 g. Customer Support

Settings

Customer Support

Software Version: Ver: 10.0.2-C9.0.8

Diagnostics

Remote Diagnostics: OFF ON

Allows contivio to remotely retrieve Contivio application information such as: Contivio application log files, SIP logs and list of recording file names.

Report an Issue

Your Email:

Issue Type:

Description: Enter a detailed description of the issue including the following:
- What is happening, What do you expect to happen
- Can you make it happen again? Random?

SLA – A Support Agent will contact you with a ticket ID and access to our support portal for tracking