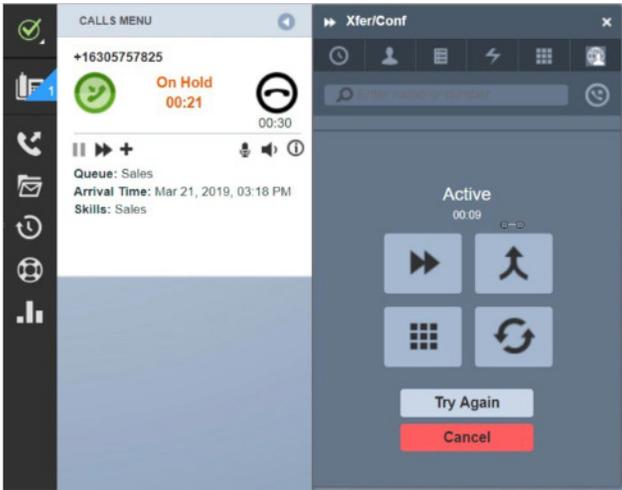


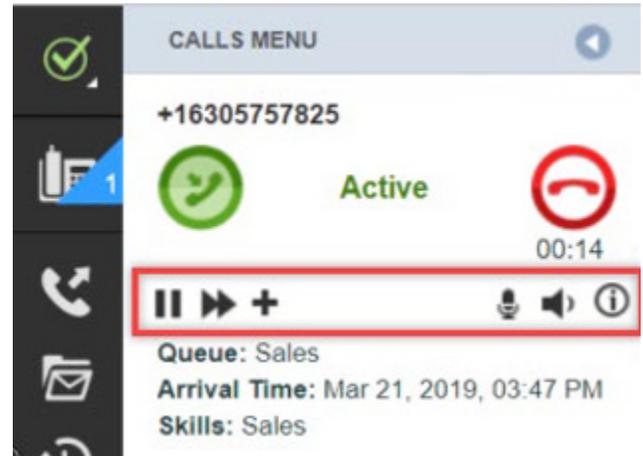
Introduction to TouchPoint

TouchPoint is our cloud-based interface for contact center agents and supervisors. TouchPoint gives you the info you need, as you need it.



Call Handling

Once you are on a call/email/web chat you will have various call handling options.

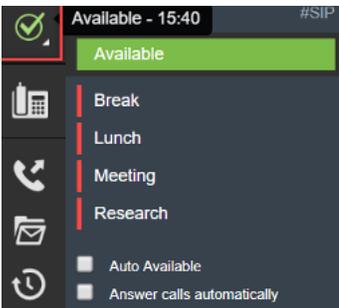


How to Answer a Phone Call/Email/Web Chat

To manually answer a call (email or web chat), click the green button on the Ringing call card or press **Win+F6**.



Available or Busy?



- The  icon indicates that you are busy so calls will not be delivered to you.
- The  icon indicates that you are available to receive calls, emails or web chats.

Call Handling Icons

	Click the Hold icon to place callers on hold
	The Transfer icon will allow you to enter a number or search for a contact
	Click the Plus icon to see additional options
	Click the Wrap Up icon to begin call wrap up during the call
	The Callback icon brings up the interface that allows you to set reminders to call people back
	Brings up the dial pad
	Adjust microphone volume
	Headset volume
	View call information
	Hang up the call
	Record call
	Web collaboration

Logging Off

To log off from TouchPoint click  **Logout** on the gadgetory. In the **Logout Confirmation** dialog box, click **OK**.

The Gadgetory

In TouchPoint, the toolbar is called the gadgetory.

	Available or Released
	Calls Menu
	Outgoing Call
	MessageView
	Callback
	Assistance
	Mini Wallboard

Mini Wallboard

If you have the Mini Wallboard enabled, you can view the queue statistics of the queues associated with your group.

To view the Mini Wallboard, click the icon 



Keyboard Shortcuts

- Ctrl + Backspace** – make a new call
- Win + F2** – hold or release hold
- Win + F3** – toggle availability
- Win + F6** – answer
- Win + F7** – transfer or conference
- Win + F9** – maximize TouchPoint
- Win + F12** – hang up

Button	Description
	Answer – Click to answer a call
	Hang Up – Click to refuse a call
	Call – Click to call the selected user or endpoint
	Call information – Click to view call details
	Callback – Click to schedule a callback
	Canned Phrases – Click to use canned phrases in email or chat calls
	Defer or pull call – Defer or pull an email or voicemail call
	Dial Pad – Click to open the dial pad in voice calls
	Transfer/Conference – Click to transfer or conference a call

Requesting Supervisor Assistance

To request supervisor assistance, click  on the gadgetory. The **Assistance** dialog box appears.

