



Call Control

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Agent Calls

Agents can use the CTI Toolkit Agent Desktop to perform various tasks. Agents can:

- Make calls
- Answer calls
- Hang up calls
- Transfer calls
- Initiate conference calls
- Send DTMF tones

To complete these tasks, agents can:

- Use buttons or keyboard equivalents to perform actions on the main frame window
- Use keyboard shortcuts to move within the Call Information Grid window

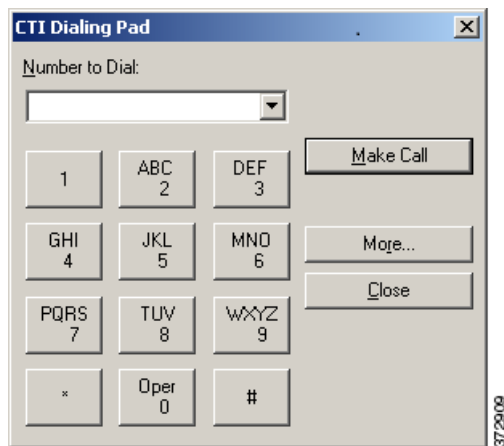
Make Calls

To make a call, perform the following steps.

Procedure

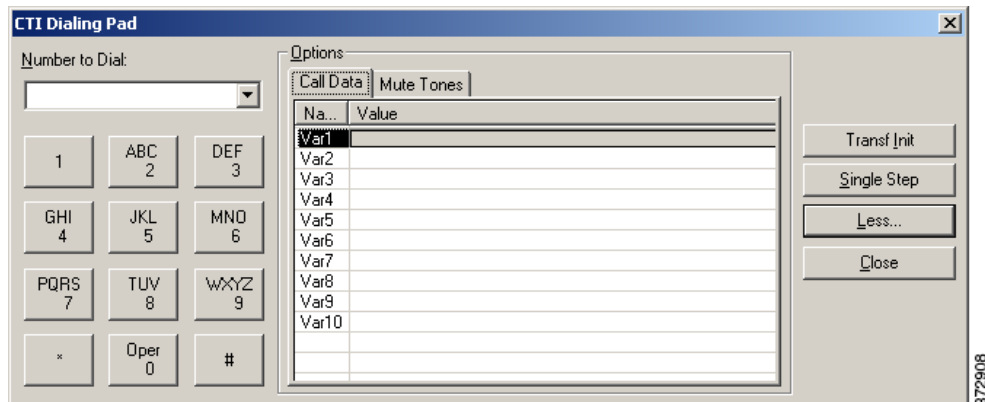
- Step 1** Enter a state from which you can make a call. You are in the correct state to make a call if **Dial** is enabled. This is switch-specific; valid states from which to make a call can include Ready, NotReady, or Hold. If **Dial** is not enabled, change your state as needed until **Dial** becomes enabled.
- Step 2** Click **Dial**.
The CTI Dialing Pad dialog box appears.

Figure 1: CTI Dialing Pad



- Step 3** Enter the phone number to be dialed in the **Dialed Number** field, or select a destination from the drop-down menu. The drop-down menu contains the last six numbers dialed from this desktop. (Optional) You can click **More** to view the following display.

Figure 2: CTI Dialing Pad with More Options



(Optional) You can click **Call Data** to enter data associated with the call.

Step 4 Click **Dial**.

Answer Calls

When the Call Information Grid shows an alerting call, **Answer** becomes enabled. Click **Answer** to answer the call; when you do so, **Release** becomes enabled.



Note

If a button enablement event disables the button that currently has focus, focus is moved to the first enabled button in the tab order.

Hang Up Calls

To hang up a call, click **Release**.

Transfer Calls

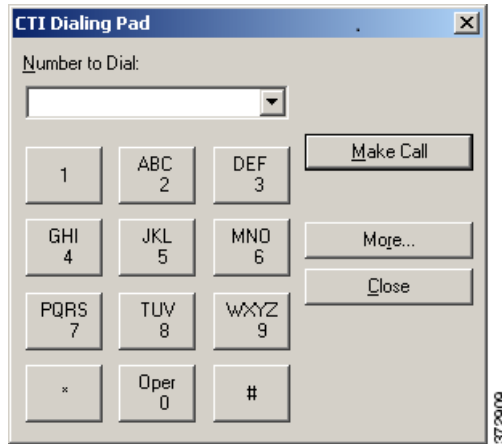
To transfer a call, complete the following steps:

Procedure

Step 1 Click **Transfer**.

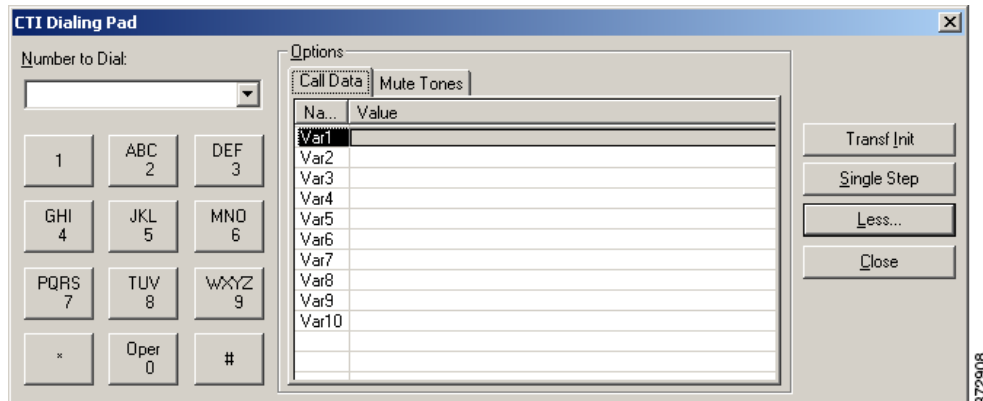
The CTI Dialing Pad dialog box appears.

Figure 3: CTI Dialing Pad



- Step 2** Enter the phone number to be dialed in the Dialed Number field or select a destination from the drop-down menu. The drop-down menu contains the last six numbers dialed from this desktop. (Optional) You can click **More** to get additional details.

Figure 4: CTI Dialing Pad with More Options



(Optional) You can click **Call Data** to enter data associated with the call.

- Step 3** Consider whether you want to speak with the consulted agent upon call transfer.
- If you do not want to speak with the consulted agent, click **Single Step**. The call is transferred automatically.
 - If you want to speak with the consulted agent, click **Transfer Init**. Once you select **Transfer Init**, the call is put on hold. You have an opportunity to speak to the consulted agent before completing the transfer. When the consult call is answered, **Transfer Init** changes to **Transfer Complete**. To complete the transfer, click **Transfer Complete**.

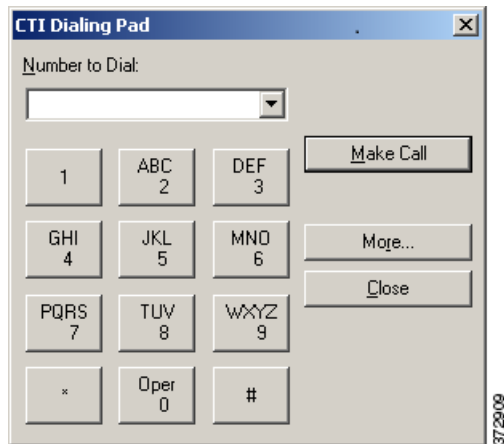
Conference Calls

To initiate a conference call, perform the following steps:

Procedure

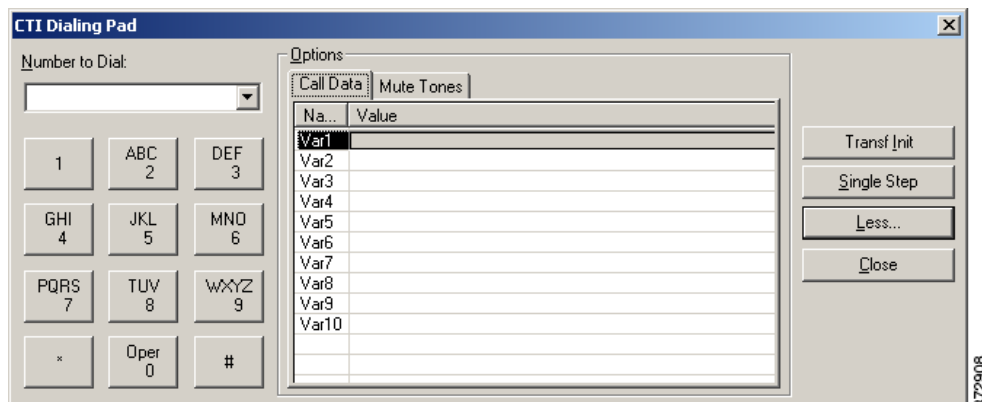
- Step 1** Click **Conference**.
The CTI Dialing Pad dialog box appears.

Figure 5: CTI Dialing Pad



- Step 2** Enter the phone number to be dialed in the **Dialed Number** field, or select a destination from the drop-down menu. The drop-down menu contains the last six numbers dialed from this desktop. (Optional) You can click **More** to view the following display.

Figure 6: CTI Dialing Pad with More Options



- Step 3** Click **Conference Init**. The call is now put on hold. You will have an opportunity to speak to the consulted agent before completing the conference. When the consult call is answered, **Conference Init** changes to **Conference Complete**.
- Step 4** To complete the conference, click **Conference Complete**.
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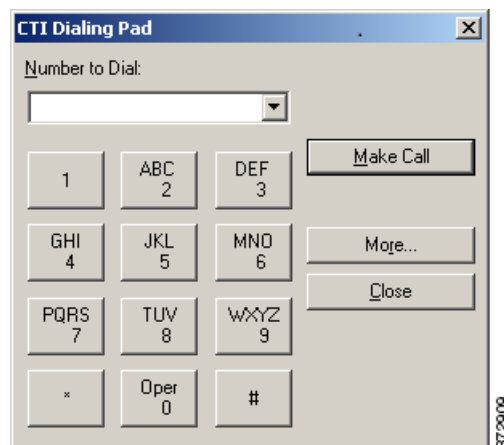
Send DTMF Tones

Occasionally, the agent may need to send Dual Tone Multi-Frequency (DTMF) tones to a pager, IVR, voicemail system, or other similar device. To transmit DTMF tones when connected to a call, perform the following steps.

Procedure

- Step 1** Select an active call in the Call Information Grid.
- Step 2** Click Dial.
The following dialpad dialog box appears.

Figure 7: CTI Dialing Pad



- Step 3** Enter or click the keypad button that corresponds to the digit or character for which you want to send a DTMF tone.
-

What to Do Next

On this dialing pad, you can also specify that DTMF tones, dial tones, Ring In tones (tones that signal a call received), and Ring Out tones (tones that signal that the phone you are calling is ringing) be muted. If you are using IP Communicator, consider muting these tones so the tones do not conflict with the tones IP Communicator produces.

Main Window Keyboard Accessibility

The buttons with icons on the main frame window have the following keyboard equivalents for accessibility to Agent actions.

Button	Hotkey
Login	Alt+l
Logout	Alt+o
Ready	Alt+r
Not Ready	Alt+n
Wrapup	Alt+w
Dial	Alt+d
Answer call	Alt+a
Release call	Alt+x
Hold	Alt+h
Retrieve	Alt+i
Alternate	Alt+s
Reconnect	Alt+e
Conference	Alt+c (Toggle key)
Transfer	Alt+t (Toggle key)
Emergency	Alt+g
Supervisor assist	Alt+q
Show statistics	Alt+y
Chat	Alt+z
Record	Alt+f
Bad line	Alt+b

Call Information Grid Accessibility


Note

The Agent Desktop has been tested with the JAWS Screen Reader, version 8.0. Items are read back to the user only if JAWS has been installed on the system.

The JAWS screen reader is used to read the status bar. JAWS reads the status bar when the user selects Insert+Page Down together.

Following are the keyboard shortcuts for movement within the Call Information Grid window:

Alt+j	Moves focus to the Call Appearance Grid. When a cell is highlighted on the call grid, the user can select F3 to have JAWS read back the cell's header and the cell's contents. When an entire row is selected, the user can select INSERT+Up Arrow to have JAWS read back the contents of each cell in the current row.
Tab	Move to the element that follows the grid in the tab order.
Shift-tab	Move to the element that precedes the grid in the tab order.
right arrow	Move to the cell to the right of the current cell. If the user selects the right arrow in the last cell of the current line, the focus moves to the first cell of the current line.
left arrow	Move to the cell to the left of the current cell. If the user selects the left arrow in the first cell of the current line, the last cell on the current line is highlighted.
up arrow	Move to the cell above the current cell. If the current cell is at the top of its column, the focus wraps to the first non-empty row from the bottom of the current column.
down arrow	Move to the cell below the current cell. If the current cell is at the bottom of its column or if the row following the current row is empty, the focus wraps to the top of the current column.

When a cell is highlighted on the call grid, select F3 to have JAWS read back the cell's header and the cell's contents.

Once you have focus on the cell you want to edit, you can complete the following actions.

Key	Action	
	Not Editing	Editing
Del	Clears the contents of the cell and begins editing.	Deletes the character that follows the cursor.
Any character currently allowed to be entered in the cell except backspace	Does nothing.	If you are editing, places the character typed at the cursor position.
Backspace	Deletes the contents of the cell. Places user into edit mode.	Deletes the character before the cursor.
Enter	Does nothing.	Ends editing and leaves focus on the current cell.
F2	Places the cursor at the beginning of the value in the cell.	Does nothing.
Right arrow	Moves to the cell to the right of the current cell. If the user selects the right arrow in the last cell of the current line, the focus moves to the first cell of the current line.	Moves the cursor further one step or to the last character.
Left arrow	Moves to the cell to the left of the current cell. If the user selects the left arrow in the first cell of the current line, the last cell on the current line is highlighted.	Moves the cursor to one step backward or to the first character.
Up arrow	Moves to the cell above the current cell. If the current cell is at the top of its column, the focus wraps to the first non-empty row from the bottom of the current column.	Does nothing.
Down arrow	Moves to the cell below the current cell. If the current cell is at the bottom of its column or if the row following the current row is empty, the focus wraps to the top of the current column.	Does nothing.
Esc	Does nothing.	Restores the cell to the value it had before being edited and exits edit mode.

Accessibility and Asynchronous Events

The following table lists different asynchronous events and ways of working with them.

Event	Notification
OnConnection and OnConnectionClosed	Users can determine if they are connected by having JAWS read the status bar (Insert-Page Down).
Answer call, conference call, transferred call	<p>The agent's phone provides an audible clue. Users can determine if they have a call by having JAWS read the status bar (Insert-Page Down).</p> <p>The agent's state is Reserved if the agent has a call.</p>
Call established	<p>The agent's phone signals the call is established (ringing ends).</p> <p>To instruct JAWS to read back the contents of each cell in the current row, select Insert-Up Arrow while highlighting the row for the call on the call grid.</p>
Call held	<p>The agent's phone provides an audible clue.</p> <p>To instruct JAWS to read back the contents of each cell in the current row, select Insert-Up Arrow while highlighting the row for the call on the call grid.</p>
Call conferenced, call transferred	Use the phone to determine if the call has been conferenced or transferred. The call grid also reflects the state of the call.
Call cleared	Use the phone and the call grid to determine the state of the call.
Agent state changes	Agents can determine their state by having JAWS read the status bar (Insert-Page Down).