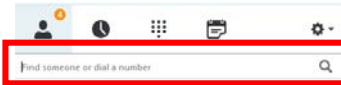




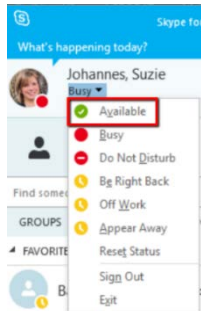
Skype for Business Unified Contact Center for Agents

How to sign in and out of your call center:

1. Launch **Skype for Business**.
2. Search for your Contact Center by name. It should appear with a orange building icon.
3. Double click on it to open a message.
4. Type one of the following commands and press Enter to send.



- amiready** – indicates if you are ready to sign in
- start** – logs in as an agent
- stop** – log out as an agent
- ?** – view all available commands



Presence

By default, your presence, or availability, is determined automatically. You can manually set your availability using the drop-down menu below your name. If you manually set your status, choose **Reset Status** to go back to having your availability determined automatically. **Only agents that are Available will receive calls.**

How to accept a call:

When you receive a call, a notification will appear in the lower right corner of your screen and an audible notification will play. Click anywhere in the upper area to accept.



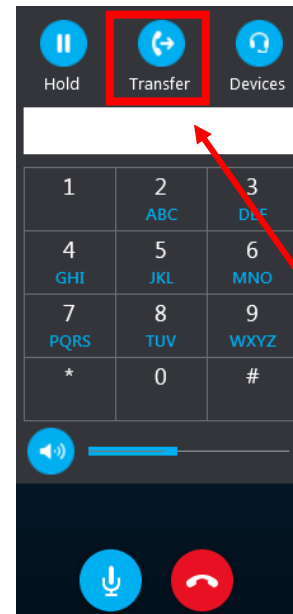
How to end a call:

To end a call, you can either close the window or click on the red phone icon. If the person on the other end hangs up, the call will be ended automatically.



Audio call controls:

- Use the dial pad to enter digits during the call to interact with voice prompt menus.
- To put the call on hold, click **Hold**.
- To **Mute** your microphone, click the **microphone** button.
- To send the call to another number, click the **Transfer** button, and select a contact or type a name or number. Then, select transfer. The call will be directly transferred and automatically ended on your screen.



Other tips and tricks:

- If you are not actively wearing your headset, you may not hear the audible ringing; if that is the case you may want to set up a secondary ringer. See <https://technology.ku.edu/skype-2015/tips> for instructions on how to set up a secondary ringer for PC.