Genesys Engage cloud Supervisor's Guide

Calls (v8)

12/14/2025

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Important

This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Genesys Engage cloud for Supervisors.

Agent Desktop provides you with controls and features that let you handle voice interactions with contacts or team members.

Related Topics

Contents

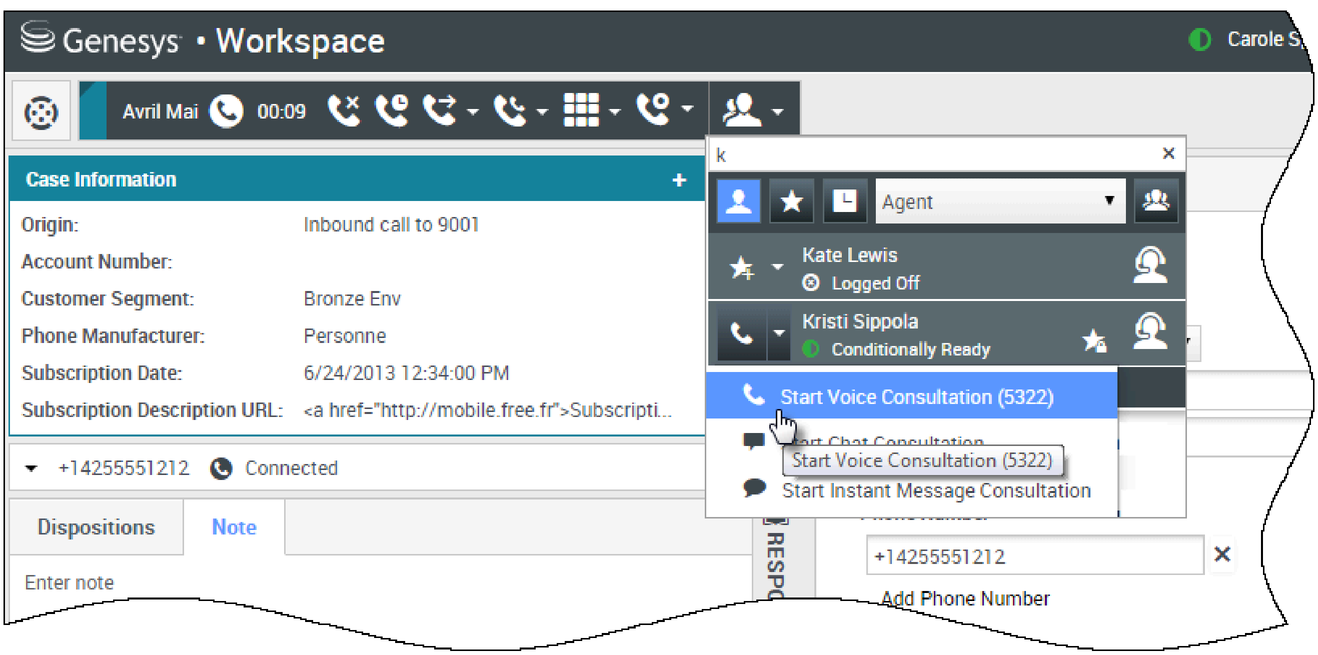
How do I handle an incoming call?

Link to video

- Handle it myself
- Handle it myself with help
- Transfer it
    - Instantly 
    - After a consultation
- End the call 

If you want to perform a warm transfer or a two-step transfer, click Consult to talk to the consultation target and then click Transfer to transfer the call.

Where can I get help to handle a call?

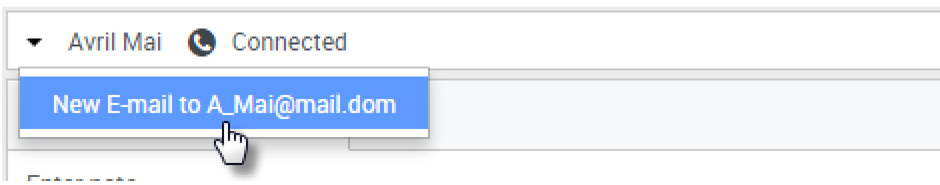


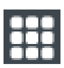
- Look for standard responses

- Search contact and interaction history
- Start a consultation 
- Start a conference 

If you want to perform a warm transfer or a two-step transfer, click Consult to talk to the consultation target and then click Transfer to transfer the call.

What other actions can I take during a call?



- Send an email or make another call
- Update contact information
- Record the call
- Hold  and resume 
- Dial digits  without using your phone. For instance, you can use this dialer when you are navigating a phone system.

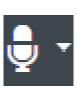
How do I control the volume of my headset and mute myself?

Link to video

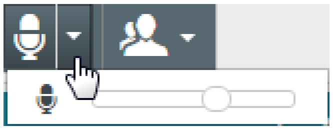
Your administrator can set up the controls for your microphone and speakers on your headset to let you mute and unmute yourself and/or your contact, and let you control the volume of your microphone and speakers.

Depending on how things are set up, you might see different configurations of buttons:

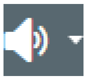
- Mute/unmute your microphone

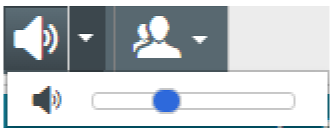
- Adjust the volume of your microphone



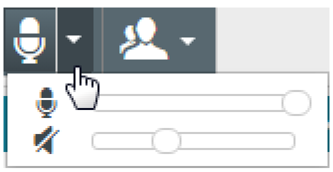
- Mute/unmute your speaker



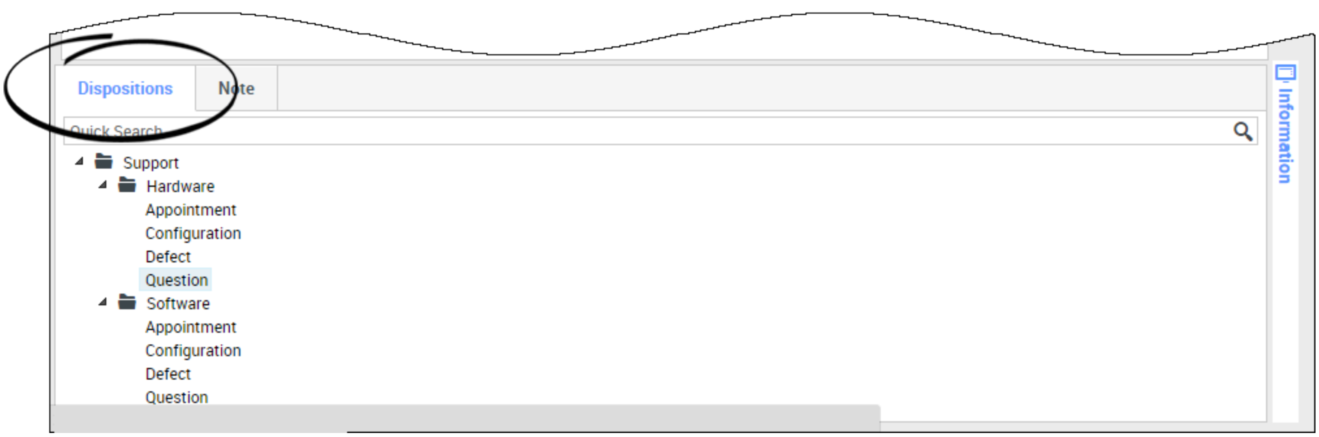
- Adjust the volume of your speaker



- Adjust the volume of both your microphone and your speaker



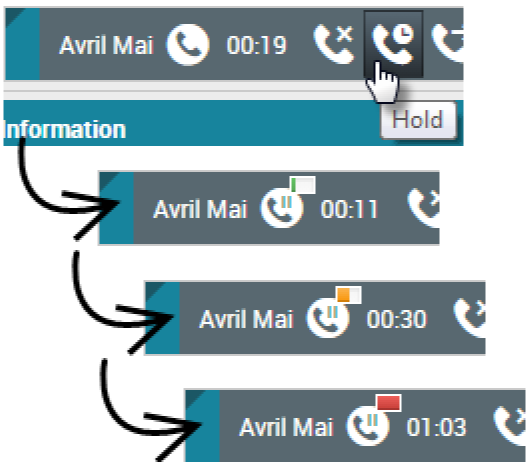
What do I do at the end of a call?



- End call 
- Take notes
- Select a disposition code if required

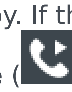
- Mark Done 
- Change status as needed

What happens when I put someone on hold?

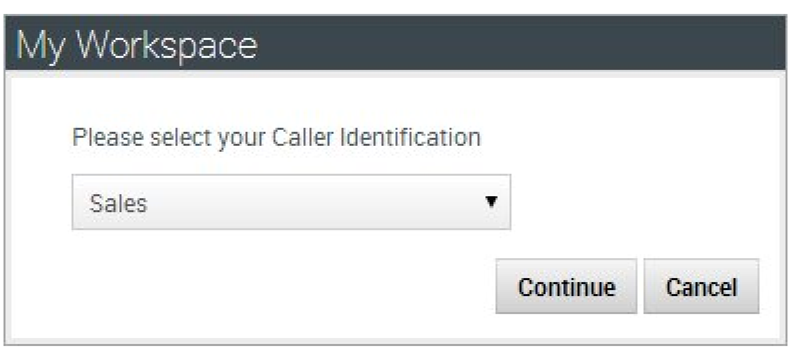


You can see how long you have placed a caller on hold, if enabled.

After you click **Hold** (), a timer and progress bar begin to count the seconds that the call is on hold.

The progress bar changes from green to yellow to red as time goes by. If the progress bar changes to red, the call has been on hold too long and you should click **Resume** () to update the contact and let them know that they are still on the call.

How do I manually select a Caller Identification?



When you make a call, you might have to choose a Caller Identification to be displayed on the phone of the contact. This feature might also be enabled for calls that you are transferring or conferencing.

The person you call sees the Caller ID you select. The previous Caller ID that you selected is selected by default. To hide your identity, you can select `Anonymous` if available. Ask your supervisor about when to use this feature.

How do I record a call?

The Call Recording functionality (for VoIP/SIP enabled agents only) enables you to record the current voice interaction with a contact or an internal target. Agent Desktop supports two different types of call recording: emergency recording and controlled call recording. Your system administrator configures the type of call recording that is supported in your environment.

If your account is set up for emergency recording, you can start and stop recording by using a single toggle button.

If your account is set up for controlled recording, you can start a recording, pause a recording, resume a recording, and end a recording.

In addition, you might also be configured for automatic or system-guided recording. If this is the case, you will receive a notification that recording is in progress.

Call recording enables you to perform the following functions:

- **Record the call** — Select Record the Call ( ) to record a call.
- **Stop recording the call** — Select Stop Recording the Call ( ) to stop recording a call that you are currently recording.
- **Pause recording the call** — Select Pause Recording the Call ( ) to pause recording a call that you are currently recording.
- **Resume recording the call** — Select Resume Recording the Call ( ) to stop recording a call that you are currently recording.

When you are recording a call, the call icon in the connected-parties area changes to red.

When you pause a call recording, the red call icon changes back to gray.

A call-recording icon ( ) is displayed in the title bar of the Main View when a call recording is active.

How do I forward my calls?

To forward calls to a different extension or phone number, on the selected media channel, in the Forward column, click No Active Forward and **Forward**.

This action opens the Forward dialog box. Enter the number to which you want to forward your calls and click **Apply**. Click **Cancel** to return to the My Channels tab without forwarding your calls.

If you have an Active Forward set and you want to disable it, on the voice channel, in the Forward column, select **Forwarded to <number>**, and select **Cancel Forward to <number>**.

In the Cancel Forward dialog box, select **Yes** to cancel the forward; this removes the active forward and changes the Forward status to **No Active Forward**. To keep the forward active, select **No**.

> **Important**
> When an Active Forward is set, no call is received by the application.

How do I call someone back?

If you are handling a call and the call drops you can call the contact back either by opening Team Communicator, filtering for Recent Calls (), and selecting their name, or by opening the **Party Action** menu and selecting the contact's phone number from the pop-up menu.