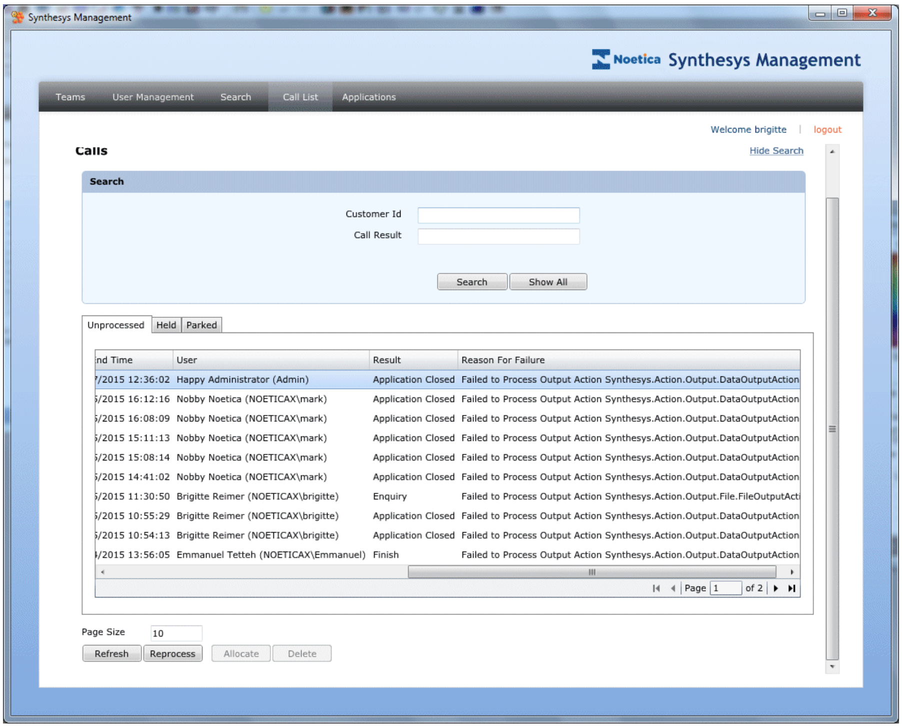
Noetica

SYNTHESYS MANAGEMENT

CALL LIST

Viewing and managing Unprocessed, Held & Parked Calls



SYNTHESYS .NET CALL LIST

Introduction

The **Call List** option in Synthesys Management enables users to view and manage *Unprocessed, Held* and *Parked* calls*.*

To view Call Lists

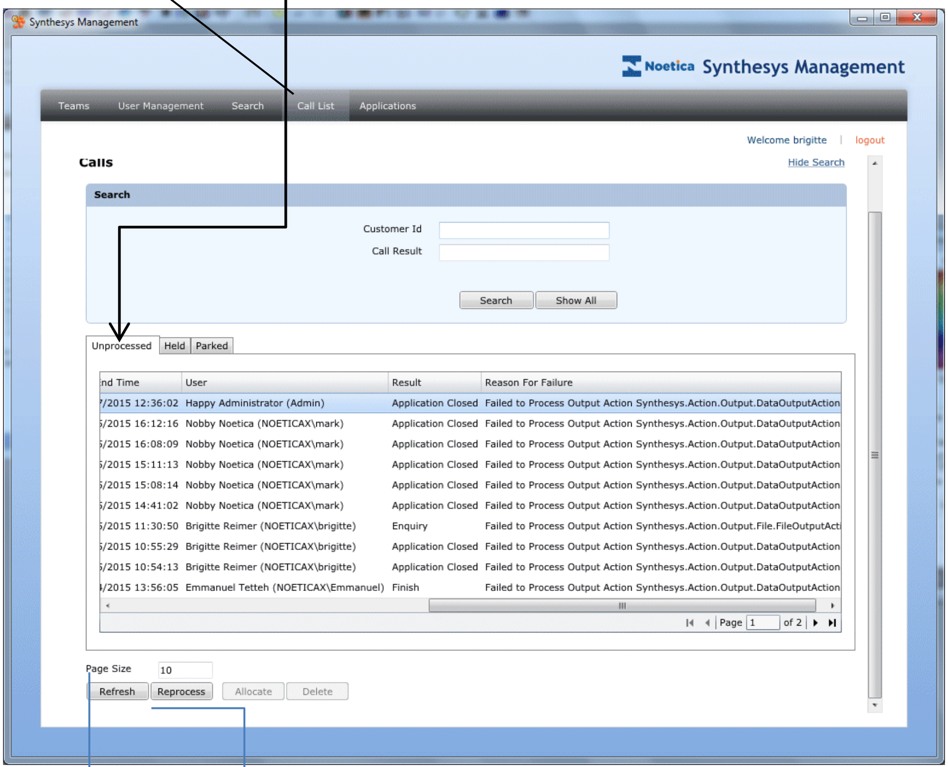
- Open Synthesys Management by clicking on the *Synthesys Workspace Management* icon on your desktop.
- Select the **Call List** tab.

*The **Call List** page will open, displaying three tabs, **Unprocessed, Held** and **Parked,** to allow users to view a list of unprocessed, held and parked calls.*

Call List tab, to open the *Call List* pages

Unprocessed, Held and ***Parked*** tabs show *unprocessed, held* and p*arked* calls.

Search/ Hide Search *to show/ hide search option for* unprocessed *calls*

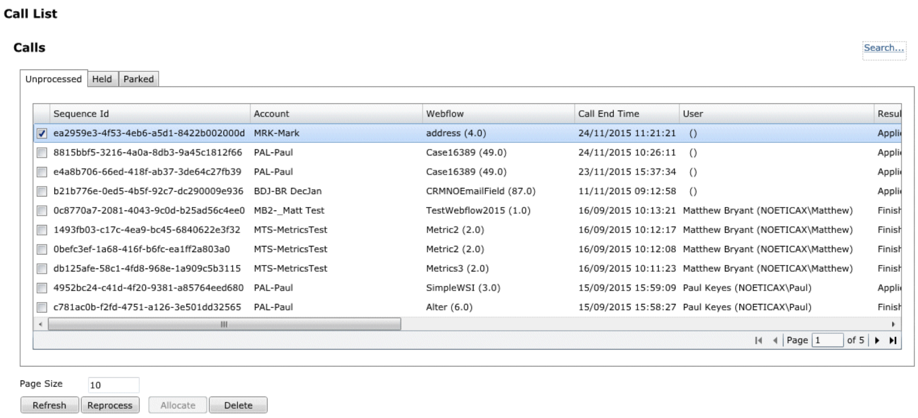


Page size: Enter the number of items displayed

Refresh/ Reprocess/ Allocate & Delete options to update, process, allocate or delete selected items.

Viewing List of Unprocessed Calls

The *Call List* dialog will initially show a list of *unprocessed* calls.

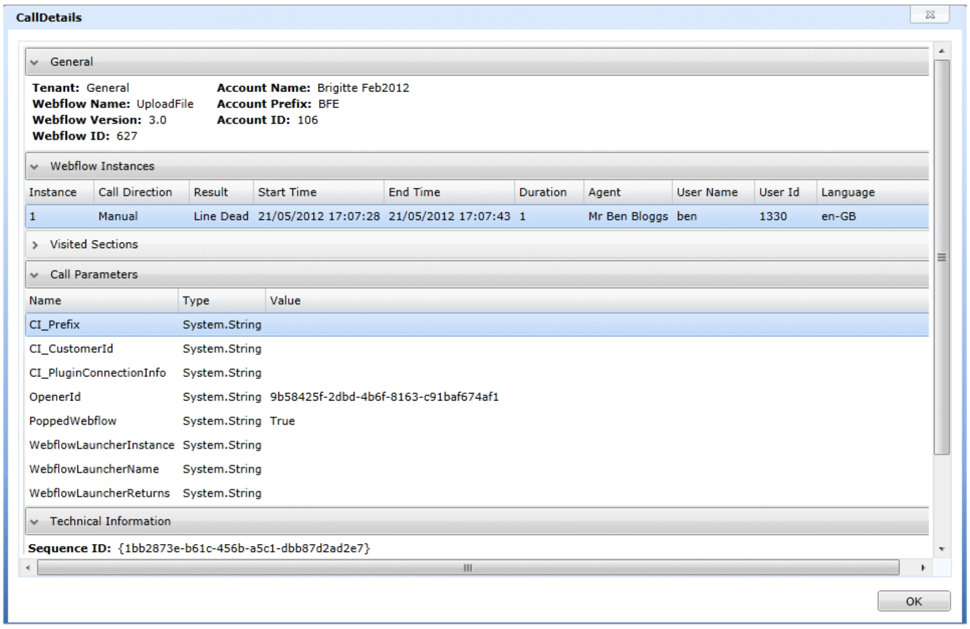


View specific pages by entering the page number, or by moving through the pages using the back or forward arrows.

Use the ***Page Size*** field to enter the number of items displayed on a page.

Viewing Details of an Unprocessed Call

- To display further details of a specific unprocessed call, double click the left mouse button on the desired call.

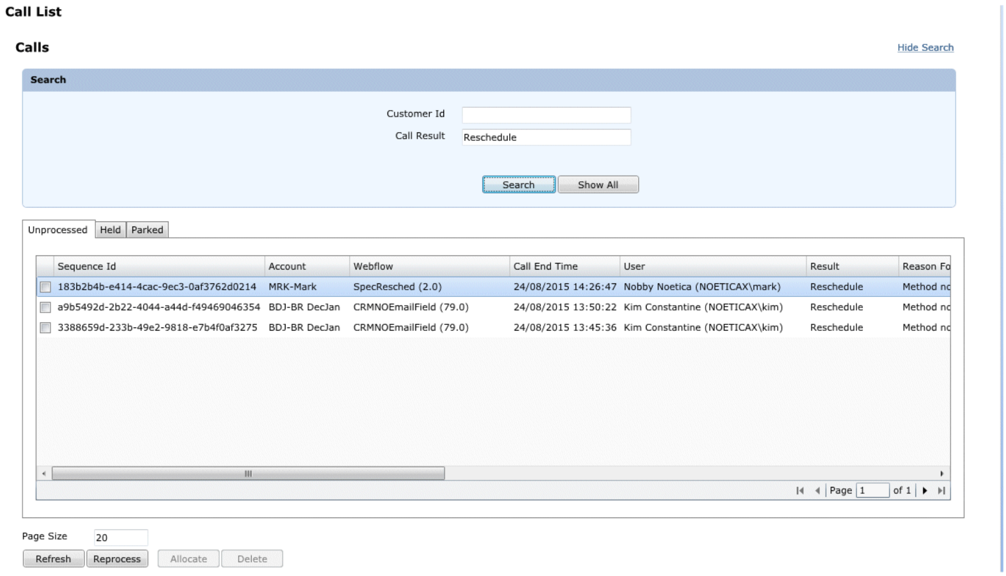


Search Filter for Unprocessed Calls

The **Search / Hide Search** link at the top right of the Call List screen in Synthesys Management, allows users to view or hide the search panel with Customer ID and Call Result text boxes, and Search and Show All buttons.

To search for specific unprocessed calls you can use the Customer ID and or Call Result fields:

- If known, enter the customer ID into the ***Customer ID*** field.
- Enter the call outcome, as displayed in the *Results* column, into the ***Call Result*** field.
- Click the **Search** button, to display the calls that match your search criteria.



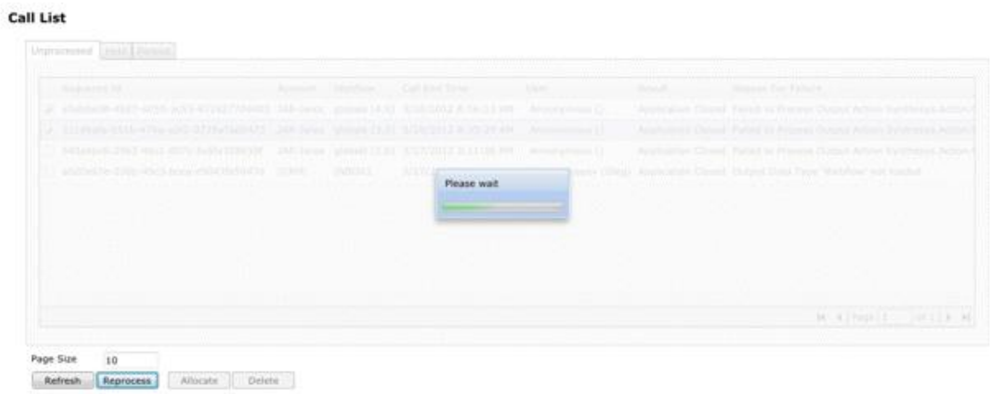
- Click the **Show All** button, to display all unprocessed calls for the selected page.

Processing Unprocessed Calls

In some instances it may be possible to simply re-run an unprocessed call, for example if it failed to process because of a *Timeout*, or because the connection to the database was interrupted.

To process an unprocessed call:

- Select the call(s) that you wish to process by clicking your left mouse button into the check box next to the call.
- Next, click the **Reprocess** button at the bottom left of the Call List screen.



- Click the **Refresh** button, to update the list of *unprocessed* calls displayed.

If the call still fails to process, you need to contact you Systems Administrator.

Deleting Unprocessed Calls

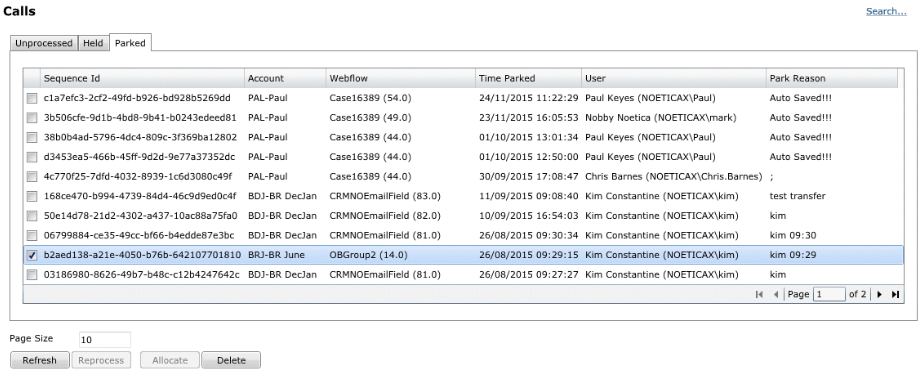
It is possible to select and delete unprocessed calls, held and parked calls however can’t be deleted:

- Select the unprocessed call(s) that you wish to delete by clicking your left mouse button into the check box next to the call.
- Click the **Delete** button at the bottom left of the Call List screen, to delete the selected items.

Viewing List of Held & Parked Calls

To display a list of parked or held calls

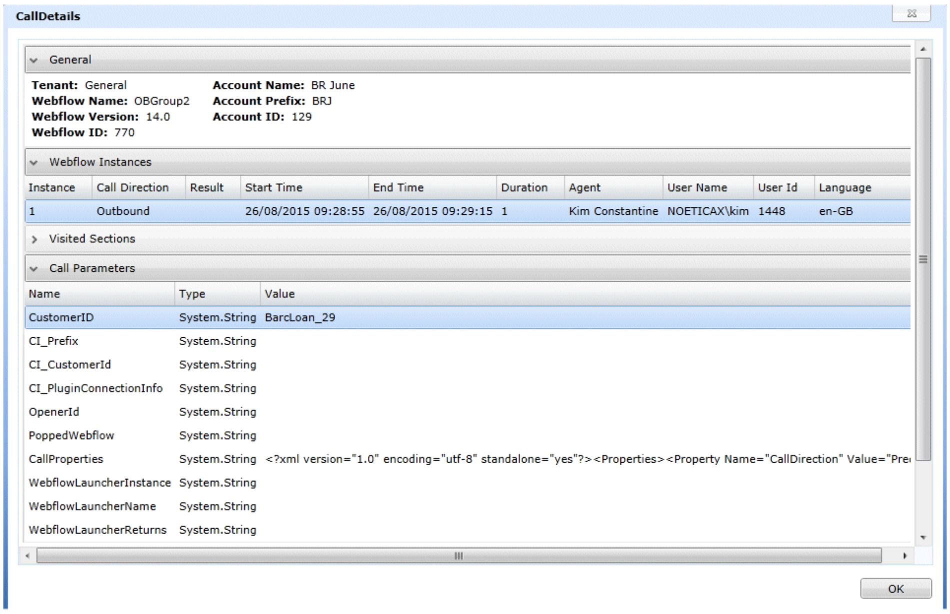
- Click on either the *Parked* or *Held* tab in the *Call List* dialog.



Specific pages can be viewed entering the page number, or by moving through the pages using the back or forward arrows.

View Details of Parked/ Held Calls

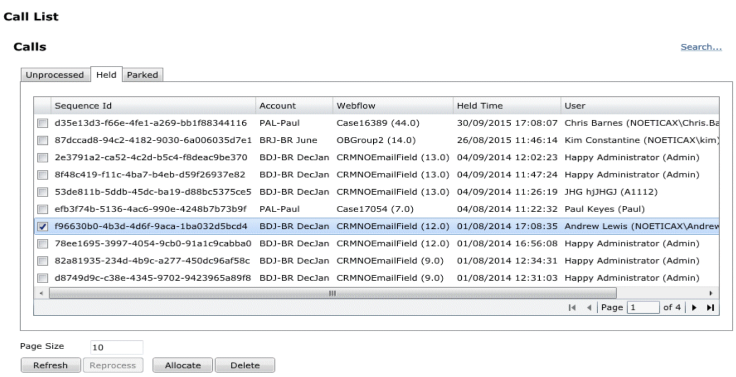
- To display further details regarding a held or parked call, double click the left mouse button on the desired call.



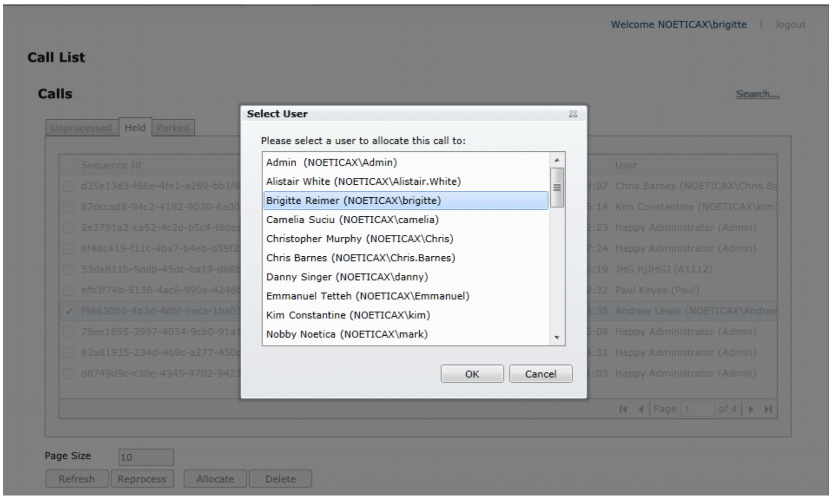
Allocating Held Calls

To assign a held call to a specific user

- Select the held call that you wish to allocate, by clicking your left mouse button into the check box next to the call.



- Click the **Allocate** button at the bottom left of the Call List screen.
- Select the user to whom you wish to allocate the call.



The allocated call will be displayed in the ***Held calls*** Web part in the Synthesys.Net Portal.