User's Manual

AudioCodes Voice.AI Solutions

Voca Conversational Interaction Center

Worker & Supervisor Application

Notice

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Document Revision Record

LTRT	Description
26657	Updated for version 11.4 ▪ There are now two types of chats: webchats and SMS messages. ▪ Can select user interface language ▪ Click-to-Call

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1 Introduction

Welcome to AudioCodes Voca Conversational Interaction Center (CIC) Worker and Supervisor! This document provides step-by-step instructions on how to use the Voca CIC Worker Application.

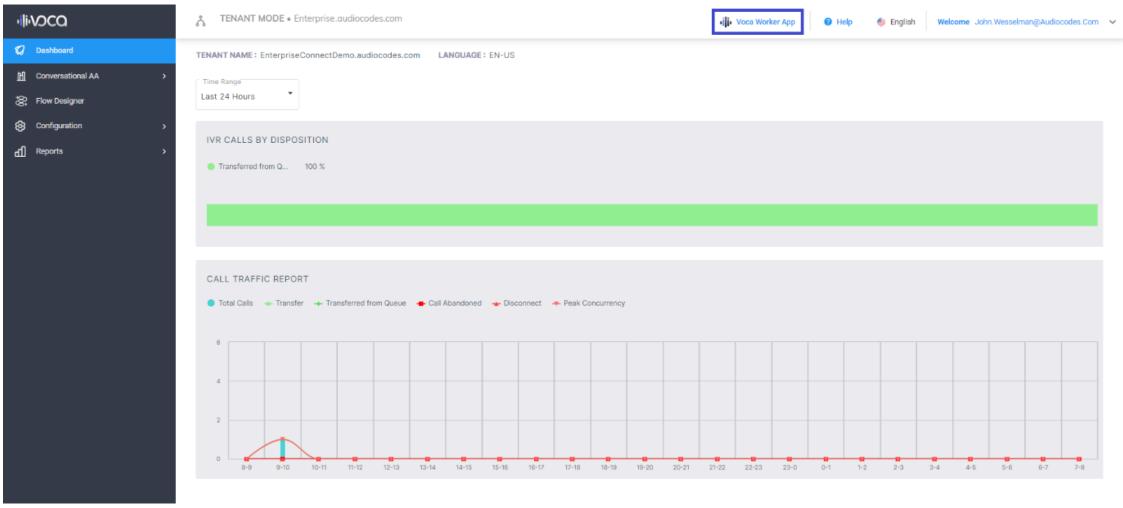
The Voca CIC Worker Application is a web-based application for Workers (Agents) to handle voice and digital interactions and daily tasks tied to their roles, in one screen. From handling customer interactions to accessing real-time customer information and contact center statistics, each step in this document powers Workers to masterfully use Voca CIC in minutes. Let's jump in and show you the full potential of your new Worker and Supervisor experience!

2 Logging into Voca CIC Worker Application

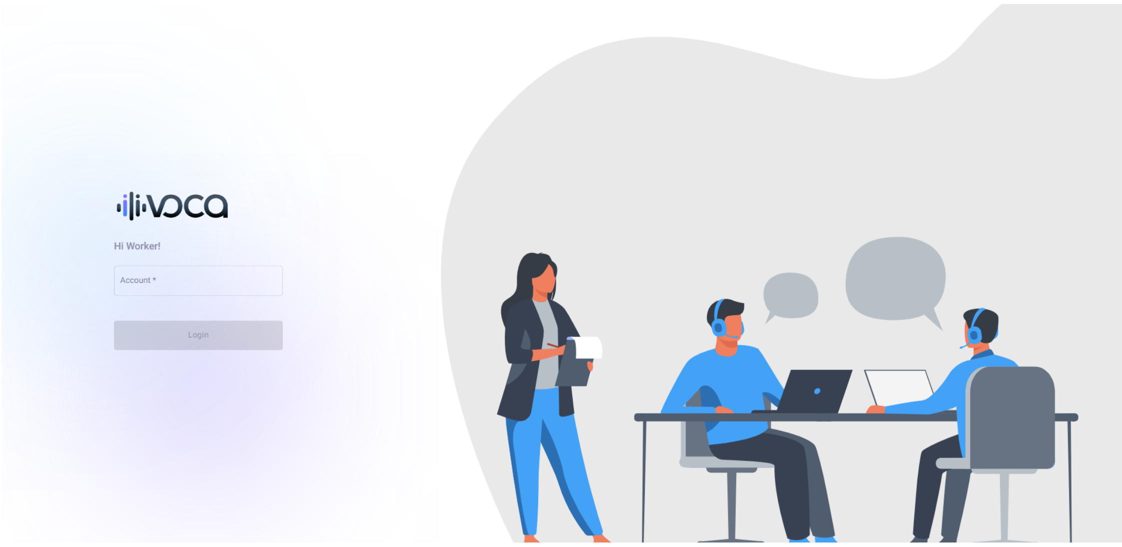
The following procedure describes how to log into the Voca CIC Worker Application so that you can start using it.

➢ **To log in to Worker application:**

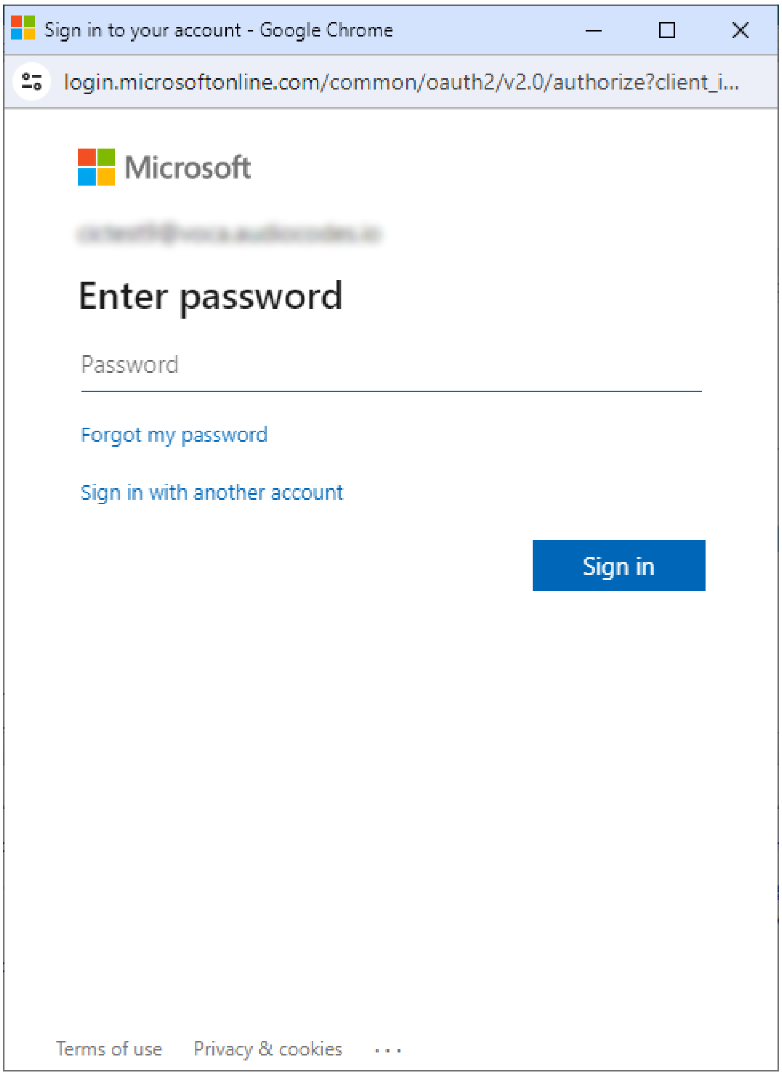
1. From the Navigation menu pane, select **Dashboard**, and then on the top bar, click the **Voca Worker App** button:



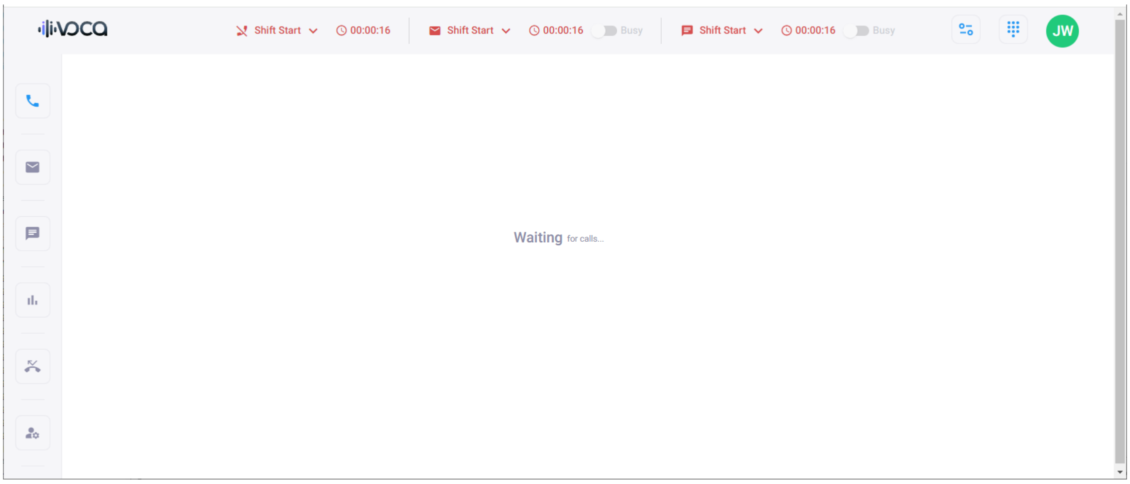
The Worker login page appears:



2. Enter your Worker's email address, as configured in Voca CIC, and then click **Login**; a password window appears:



3. Enter your Worker's Microsoft account password (single sign-on / SSO), and then click **Sign in**; the Worker Application opens, as displayed below!



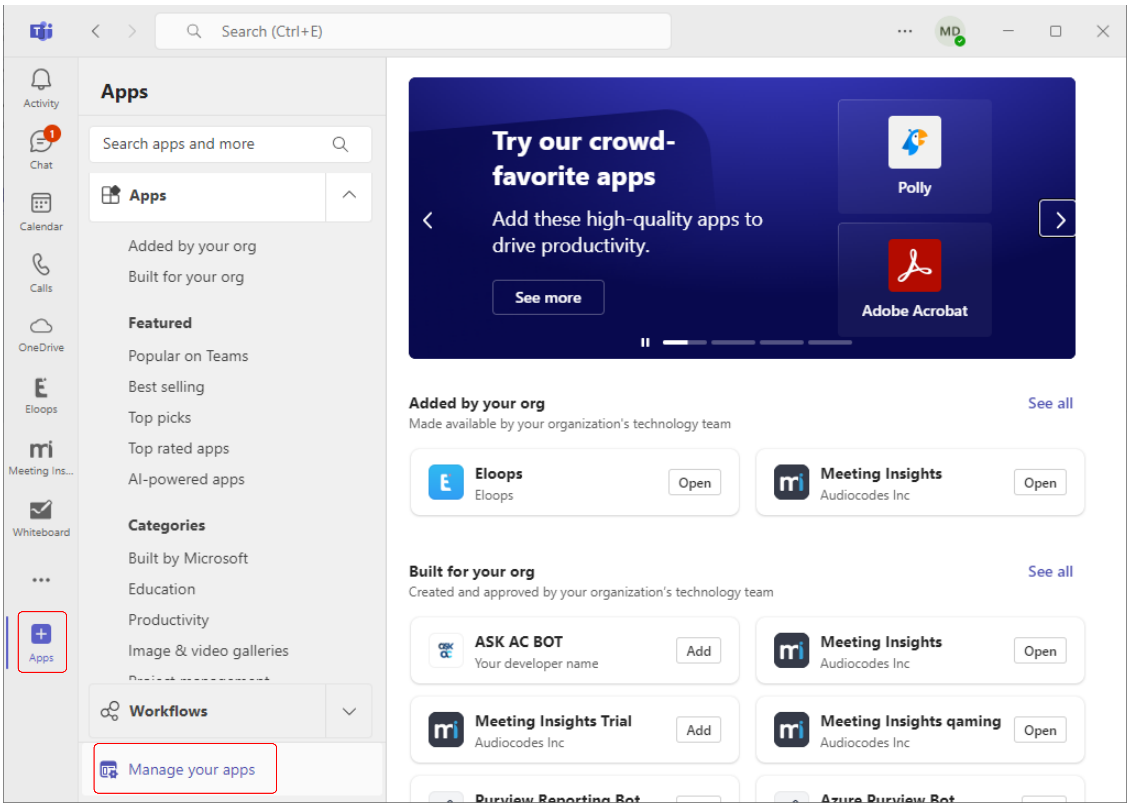
Worker Application for Microsoft Teams

The Voca CIC Worker application is available for use through the Microsoft Teams application. You can still use the Worker application through a web browser based on your preference. Workers and Supervisors can add the application to their Microsoft Teams client as a Teams native app.

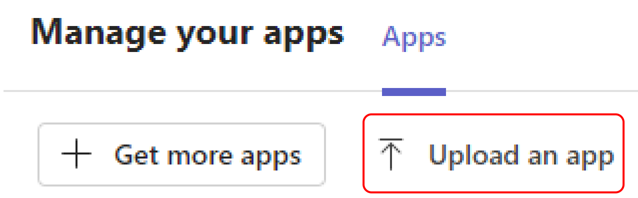
Before starting, request and obtain access to the Teams app in your local cloud instance from your account manager.

➢ To add Voca Worker Application to Teams:

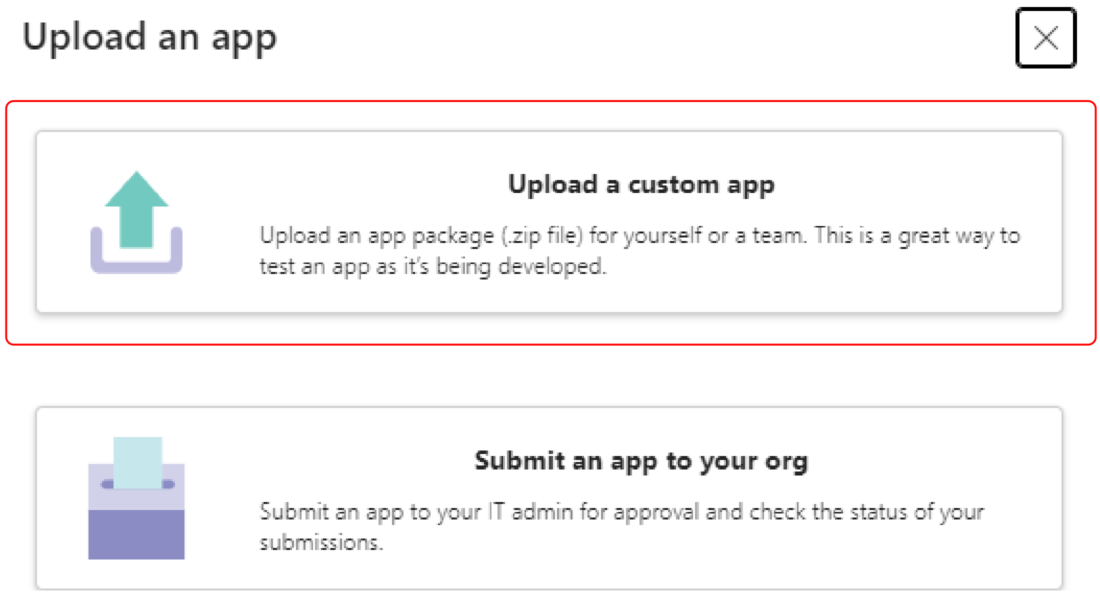
1. Log in to your Microsoft Teams app.
2. On the left pane, click **Apps**, and then click **Manage your apps**.



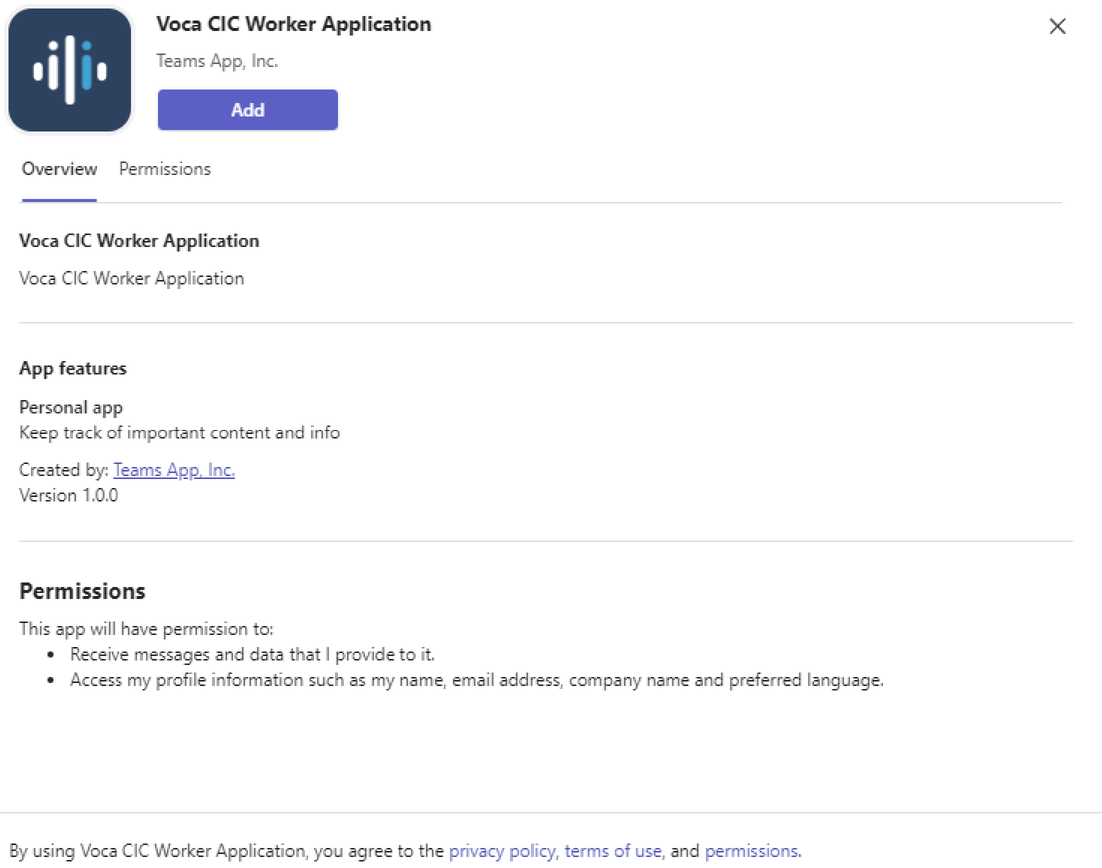
3. Click **Upload an app**:



4. Click **Upload a custom app:**



5. Select the app, and then click **Add:**



6. Run the below consent link one-time before you try to log in. Make sure you paste your Azure Tenant ID in the link, replacing the placeholder, and that there are no spaces: https://login.microsoftonline.com/<Tenant_ID>/adminconsent?client_id= 2e741073-8f3b-4cb2-909c-6ec57953c1a9&redirect_uri=https://vocaus.audiocodesaas.com/

> **Tip**: Switching tabs will disconnect the app. Ensure you remain on the Worker app tab or pop out the app into a new window.

Enable direct dialing (Click-to-call)

You can easily dial a number directly from any website with the Click-to-call feature. After you enable this feature, all you need to do is right-click a phone number and directly call the number.

> This is only applicable for the Chrome browser.

➢ **To enable Click-to-call:**

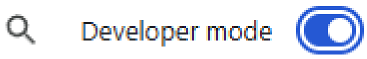
1. Log in to the AudioCodes portal and download the folder **VocaClick2Call.zip**.
2. Unzip the folder.
3. Go to the Chrome browser.

   a. To the right of the Search bar, click the Extensions icon .

   b. Click **Manage Extensions**.

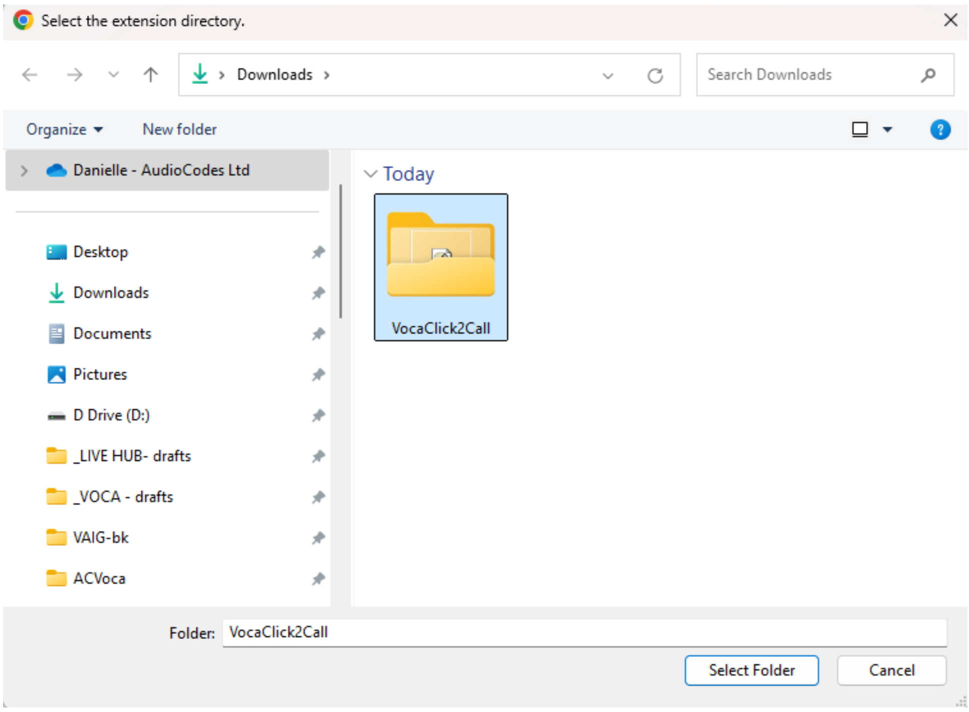
   c. On top right, enable **Developer Mode**.

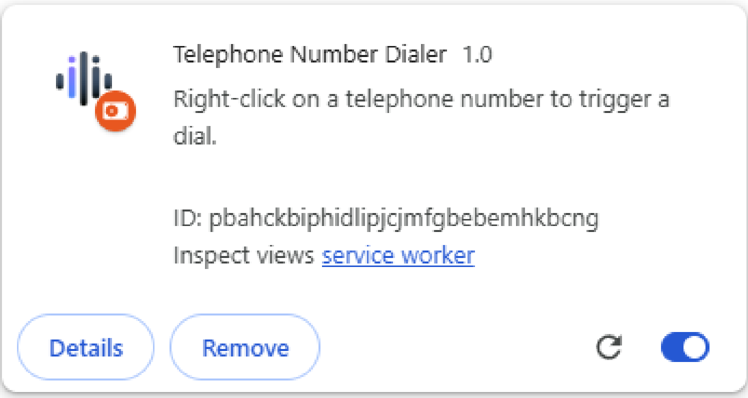
   d. Click **Load Unpacked**. Window appears.

e. Select the folder from the Downloads folder and click **Select Folder**.



The Click-to-call extension is loaded.

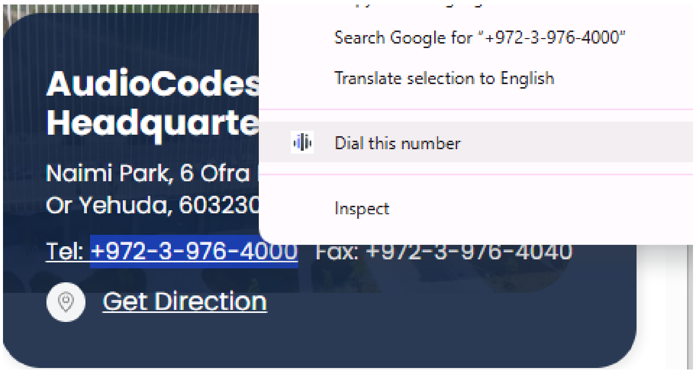


Dial a phone number

➢ **To dial direct:**

1. Go to any website.
2. Select a phone number.

3. Right-click the phone number.



4. Click **Dial this number**.

3 Main Window

The main window of the Worker Application displays the following:

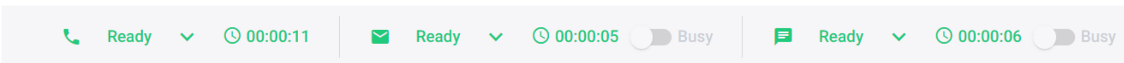
- Shift status bar
- Opt-in/out of queues
- Making calls
- Choose User Interface Language on page 15
- Sidebar:
  - Voice channel
  - Email channel
  - Chat channel
  - Queue statistics
  - Missed calls queue
  - Team management (for Supervisors)

Shift Status Bar

The Shift status bar displays the following per channel (voice, email, and webchat):

- Your shift status (availability)
- Duration of your current shift status

For example, the status bar below indicates that you are ready (available) to receive incoming interactions for all channels, and displays the duration of this "Ready" status per channel:

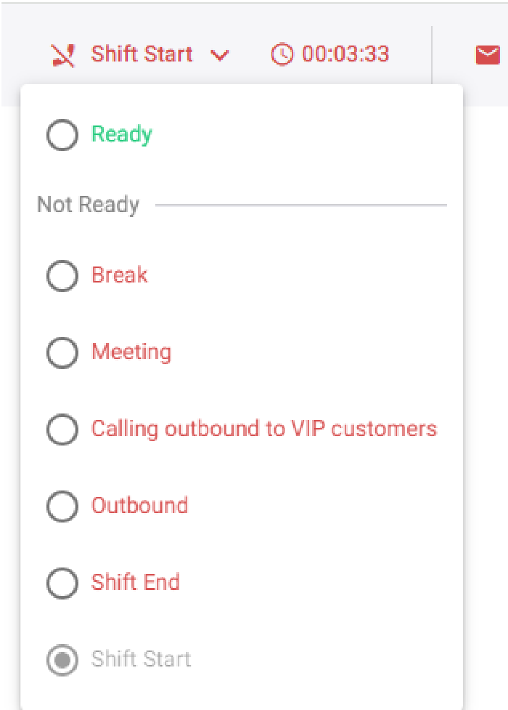


Changing Shift Status per Channel

You can change the status of your shift for each channel (email, voice, and webchat).

➢ **To change shift status:**

1. On the status bar, click the down-facing arrow corresponding to the channel whose shift status you want to change; a drop-down list appears:



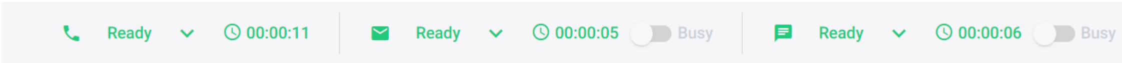
2. Select the required shift status:
   - **Shift Start:** This is the default status when you log into the Worker Application. When in this status, you can't receive incoming calls nor interactions.
   - **Ready:** You're available to receive incoming calls and interactions.
   - **Not Ready:** You're not available to receive calls or interactions and calls will not be sent to you. The statuses representing the reasons for your unavailability can be customized in the Voca CIC Admin interface. For example:
     - "Break"
     - "Meeting"
     - "Calling outbound to VIP customers "
     - "Outbound"
   - **Shift End:** Your shift has ended, and you won't receive any interactions. Only when the status of all your channels is **Shift End** can you log out of the Worker Application.

When you accept a new interaction, your shift status automatically changes to "Interacting" for a webchat or an email channel, or "Talking" for a voice channel.

Viewing Shift Status Duration per Channel

The status bar displays the duration (hours:minutes:seconds) that you have been in the current shift status (e.g., "Ready") per channel.

For example, the status bar below indicates that you have been in "Ready" status for 11 seconds in the email channel:



When you change your shift status, the timer resets to zero.

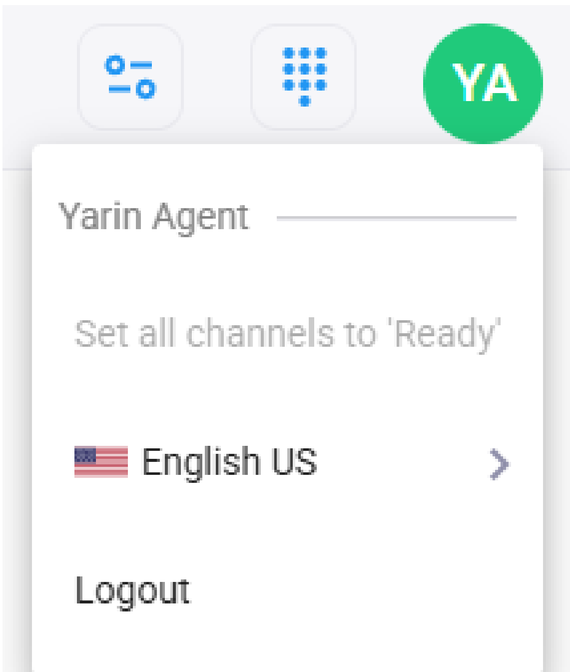
Changing Shift Status of All Channels to "Ready"

You can easily change the status of all channels (Voice, Email, and Webchat) to "Ready" with one single click. This feature is particularly beneficial for Workers managing multiple channels, allowing them to start conversations right away.

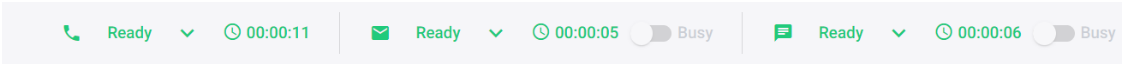
This feature effects only channels that are not in "Talking" or "Interacting" status.

➢ **To change shift status across all channels to "Ready":**

1. Click your profile icon, located on the top-right corner of the window; a drop-down menu appears:



2. From the drop-down menu, choose **Set all channels to 'Ready'**; all channels are now displayed as "Ready":



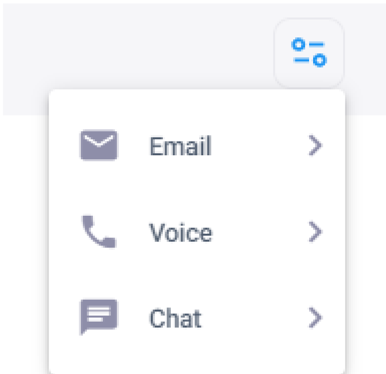
Opting In or Out of Queues

You can opt-in or opt-out of queues per channel (email, voice, and webchat). When you opt-in a specific queue, you will start receiving interactions from that queue. When you opt-out a queue, you'll no longer receive interactions of that queue.

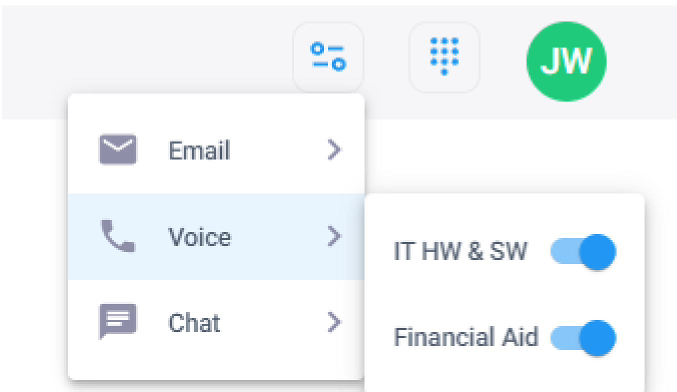
You must be associated with at least one queue per channel.

➢ **To opt-in or opt-out of queues:**

1. On the toolbar, click the icon; a drop-down menu appears, listing the different channels:



2. Hover over the relevant channel, and then click the toggle switch button to join or leave the relevant queue:



Making Outbound Calls

You can make outbound calls using one of the following methods:

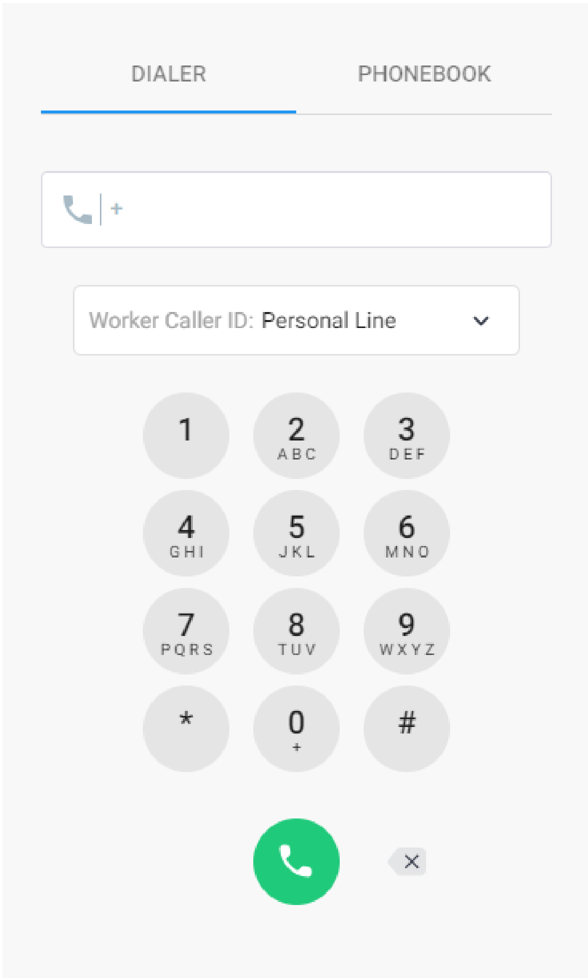
- Manually dialing the number using the dial pad
- Selecting a contact from your organization's phonebook

Making Calls with Dial Pad

You can make calls using the dial pad (dialer), by manually entering the desired number to call. In addition, you can select which number is presented to the customer as the caller ID. The available options for the caller ID include your personal line or any queue number that you are associated with.

➢ **To make a call with dial pad:**

1. Click the icon in the top-right of the window; the following dialog box appears:



2. Select the **Dialer** tab (default).
3. Using the dial pad, enter the desired phone number.
4. From the 'Worker Caller ID' drop-down list, select one of the following for the caller ID:

- **Personal Line:** Your personal line is used as the caller ID.
- An available queue from the list.

5. Click to dial the call.

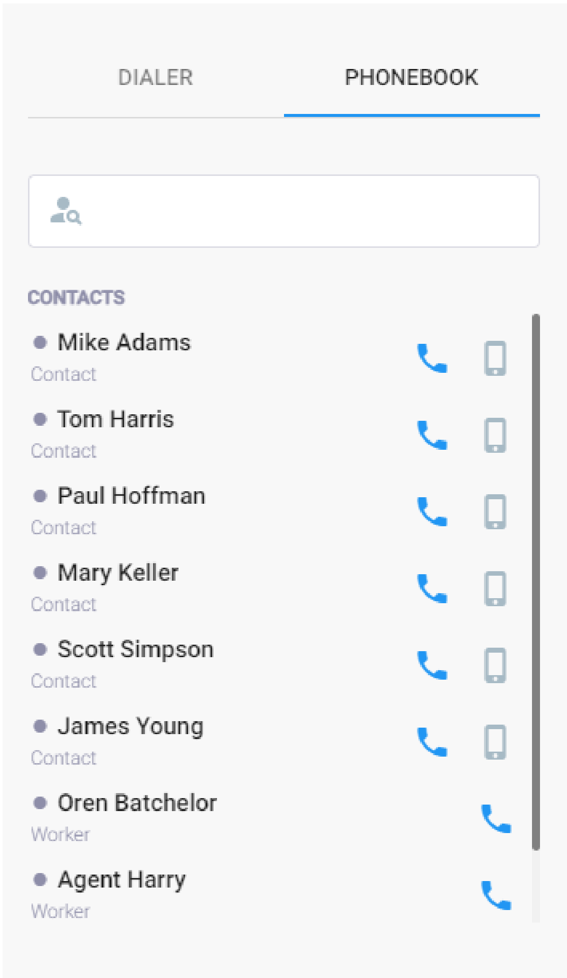
> ⚠ The selected Caller ID option in the 'Worker Caller ID' drop-down list is saved for the next time you open the dialer.

Making a Call to a Phonebook Contact

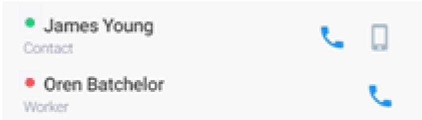
You can call a contact (customer) that is listed in your organization's phonebook.

➢ **To make a call using phonebook:**

1. Click the icon located in the top-right of the window.
2. Select the **Phonebook** tab; the contact list appears:



Each contact is displayed with its Teams presence status and organizational role ("Contact" or "Worker"), as shown in the following example:



A "Contact" is a Teams user that is defined in the Voca CIC Contacts section in the Admin interface. A "Worker" is a user that is defined in the Voca CIC Worker section in the Admin interface.

3. In the search field, type the name of the contact that you want to call.

4. Dial the contact by doing one of the following:

   - Click the icon to call the contact's office extension.
   - Click the icon to call the contact's mobile.

Choose User Interface Language

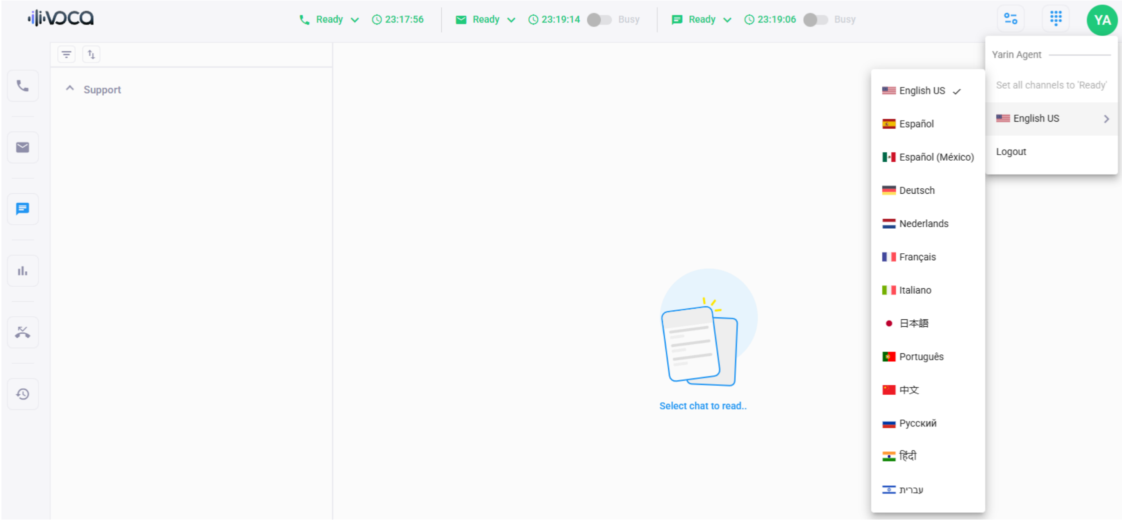
Workers can choose their preferred language for the Voca CIC Worker Application. The 14 languages , supported by Azure, include:

- English US
- Spanish
- German
- Dutch
- French
- Italian
- Japanese
- Português (Brazil)
- Chinese Mandarin
- Russian
- Hindi
- Hebrew

Changing the interface language does not impact the communication language between the worker and the customer.

➢ **To change the interface language:**

1. On the toolbar, click your profile icon located on the top-right corner of the window, and hover over the current language; a menu of 14 available languages appears.



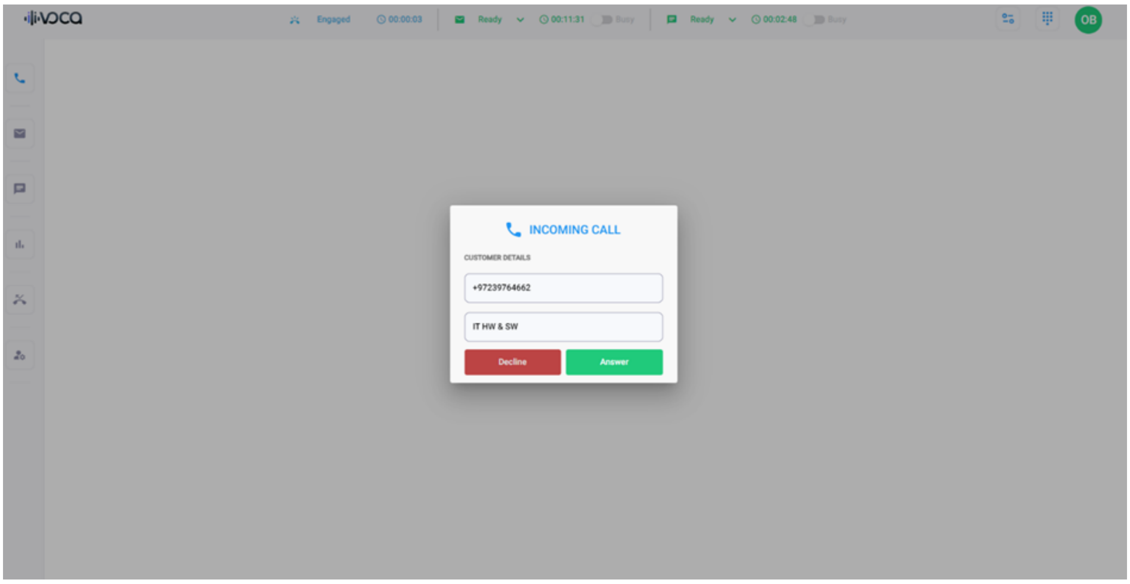
2. Select the language you want to set for the interface.

4 Voice Channel Interactions

The Voice channel page allows you to interact with voice calls. Both Incoming and outgoing call information appears here.

Answering or Rejecting a Call

When you receive an incoming call, a pop-up notification box appears, as shown below, displaying the caller's phone number and the name of the queue that routed the caller to you. In addition, your shift status of the voice channel on the status bar changes to "Engaged".

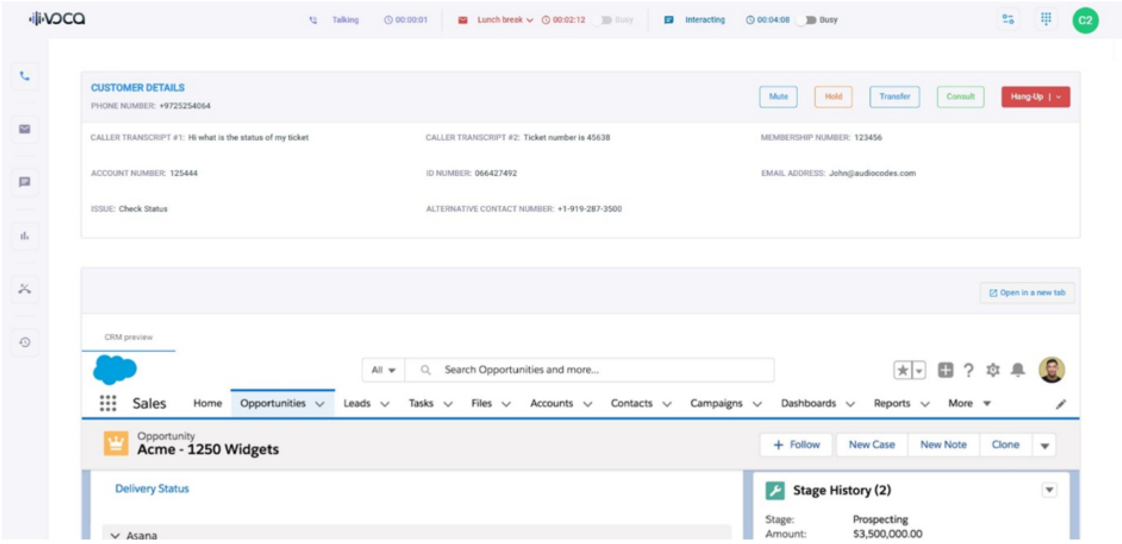


➢ To accept or decline a call:

- In the pop-up notification box, do one of the following:
  - Click **Answer** to accept the call.
  - Click **Decline** to reject the call.

When you answer the call, your shift status of the voice channel on the status bar changes to "Talking", and the following is displayed on the page:

- Customer Details pane displays information about the customer (caller):
- (Optional) If the Worker Application is integrated with a CRM, the relevant information about the customer is also displayed, as shown in the following example:



Call Operations

When you answer a call, the Customer Details group provides you with buttons that allow you to perform various call operations, as described in the following table:

Button	Button Name	Description
Mute	**Mute**	Mutes the call on your side.
Hold	**Hold**	Puts the call on hold.
Transfer	**Transfer**	Transfers the call to another destination.
Consult	**Consult**	Puts the caller on-hold and connects you with a Supervisor for consultation. When consulting, there is an option to use a keypad.
Hang-Up	**Hang-Up**	Ends the call.
Transfer & Hang-Up |	**Transfer & Hang-Up**	If you choose to consult with a Supervisor, clicking this button transfers the customer to the Supervisor and disconnects your call with the customer. After selecting this option, a drop-down menu appears listing wrap-up options for you to select.

5 Email Channel Interactions

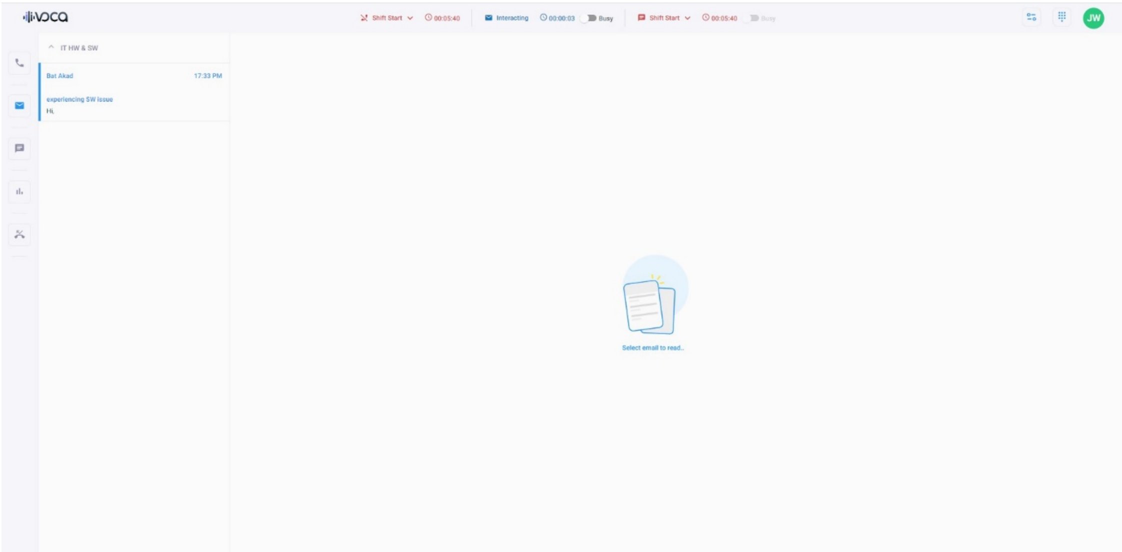
The email channel page allows you to interact with incoming emails. This page displays the emails you have received from the queues to which they are assigned.

Viewing Emails

You can view the emails that are associated with you. These emails are organized under the relevant queues.

➢ **To view emails:**

- On the sidebar, click the email icon; the email channel page appears, displaying emails, which are listed under the relevant queues:

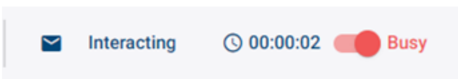


Stopping New Email Interactions

While you are handling an email interaction, you may choose to stop receiving new interactions (voice, email and chats). This may be useful, for example, if you are dealing with an interaction that requires a lot of time, or if you are planning on taking a break when you finish the current interaction.

➢ **To stop receiving new emails:**

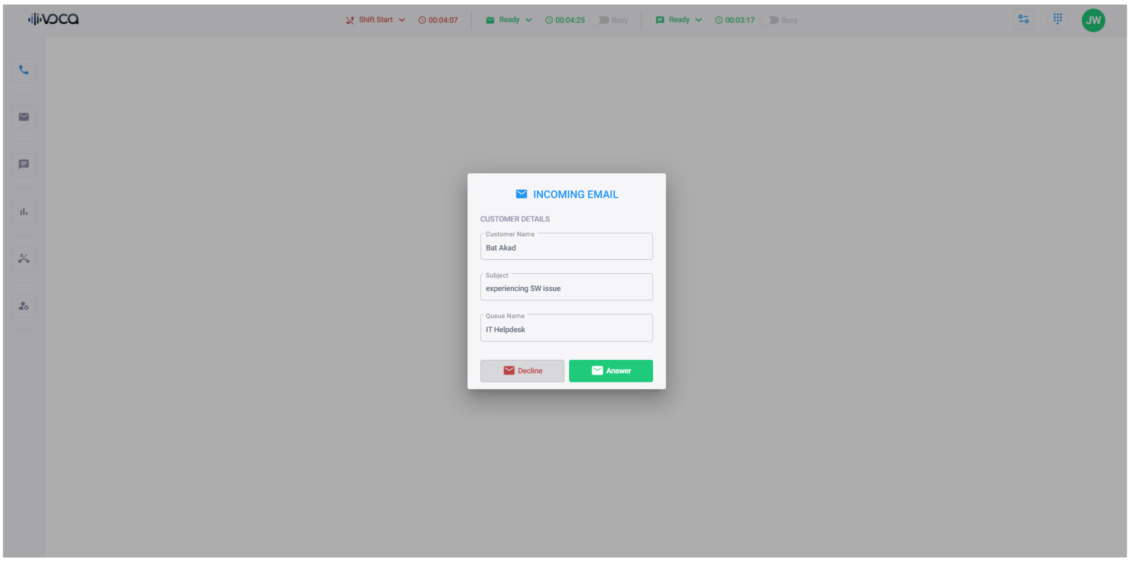
- On the toolbar, click the 'Busy toggle' switch button so that "Busy" appears red, as shown below:



If you want to resume interactions emails, click the toggle switch again.

Accepting or Declining an Email

When you receive an email, a pop-up message appears displaying the queue's name, customer's name, and email subject, as shown in the following example:



➢ To accept or decline an email:

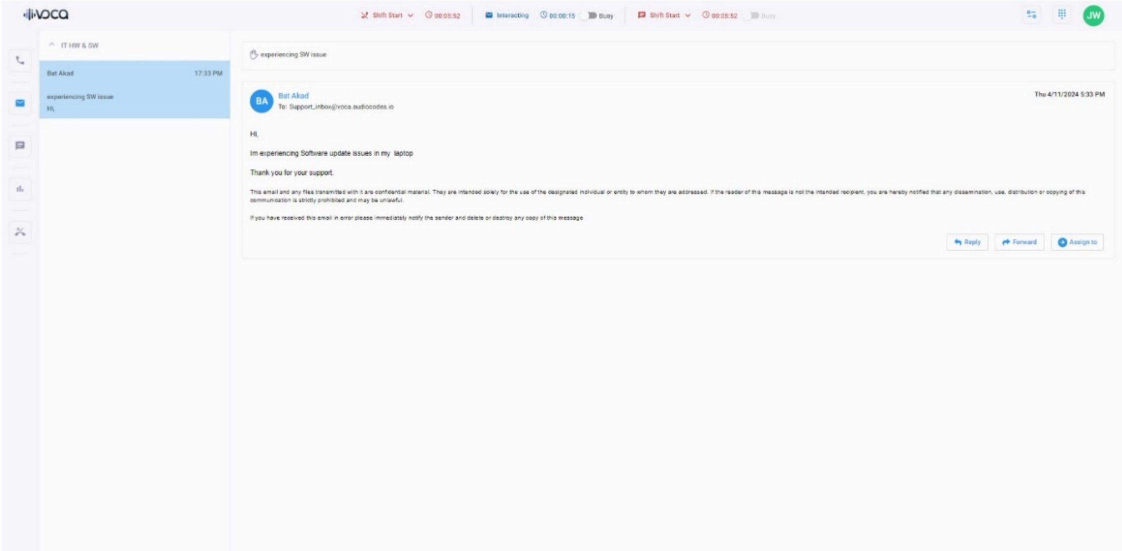
- In the pop-up email notification box, do one of the following:
  - Click **Answer** to accept the email.
  - Click **Decline** to reject the email.

Viewing an Email

When you accept an email, it appears listed in the left pane under the relevant queue.

➢ To view an email's contents:

- In the left pane, click the listed email; its contents are displayed in the right pane:

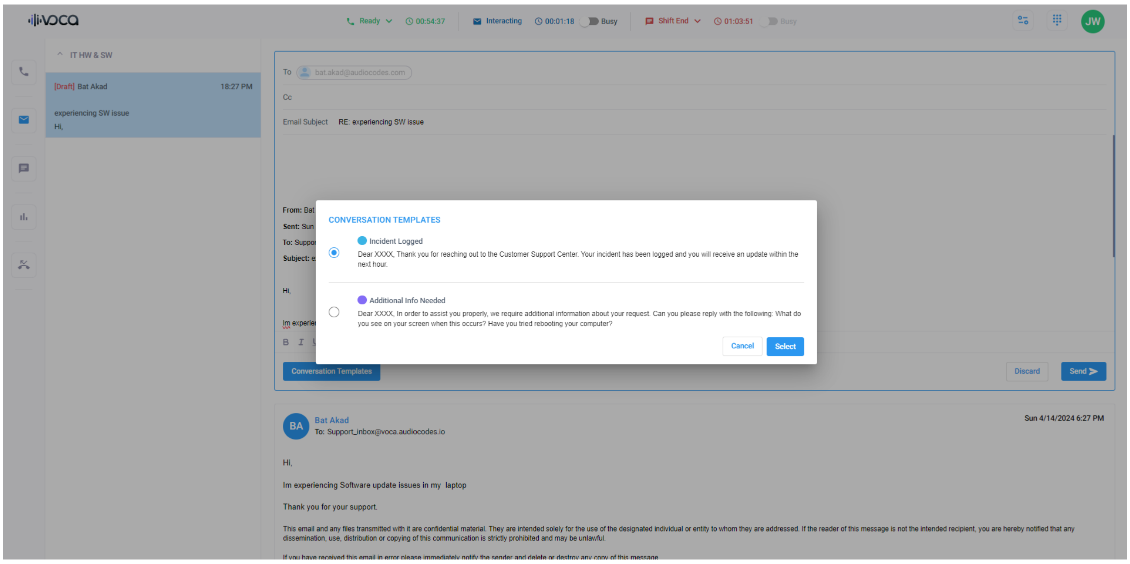


Replying to an Email

When you open an email, you can reply to the customer by typing an answer or by inserting a predefined answer from a template called Conversation Templates. If you use a predefined answer, you can also edit it to suit the email's content.

➢ To reply to an email:

1. Open the email.
2. Typing an answer manual:
   a. In the email body, type an answer.
   b. Click **Reply**.
3. Using a predefined answer:
   a. Click the **Conversation Templates** button located below the email; the Conversation Templates dialog box appears:



b. Select the relevant template, and then click **Select**; the predefined answer appears in the email content.

c. (Optional) Edit the inserted predefined answer.

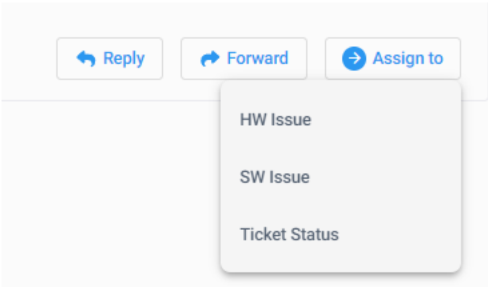
d. Click **Send**.

Assigning an Email to Different Queue

You can assign an email to a different queue. This can be useful if, for example, you find the email isn't within your queue's responsibilities, or the customer asks for further assistance regarding a different issue.

➢ **To assign email to different queue:**

1. Open the email.
2. Click the **Assign to** button, located below the email; a drop-down list appears, listing available different queues, as shown in the following example:



3. Select a queue; the email is assigned to the selected queue and your status reverts to "Ready".

Forwarding an Email

You can forward an email to fellow Workers or a Supervisor.

➢ **To forward email:**

1. Open the email.
2. Click the **Forward** button located below the email.

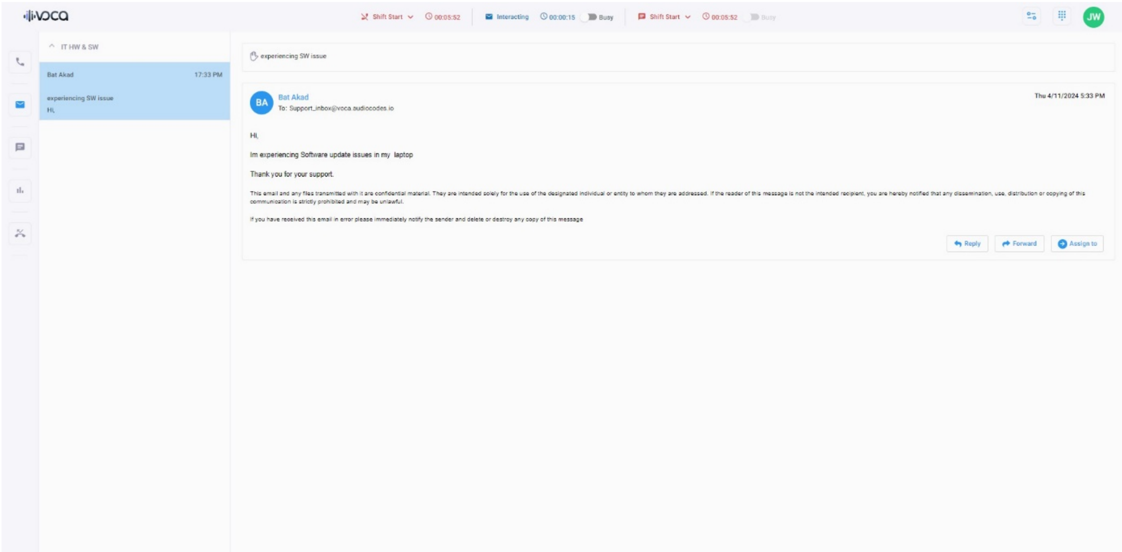
Requesting Assistance for Email Reply

If you require assistance in responding to an email, you can "raise a hand". Your Supervisor will receive a notification containing the email, allowing the Supervisor to assist you in replying.

➢ **To request assistance:**

1. Open the email.

2. Click the **Raise Hand** icon located above the name of the sender of the email; the icon changes to red and the Supervisor receives a request-for-help notification.



3. Once you've received help from your Supervisor, you can send the email.

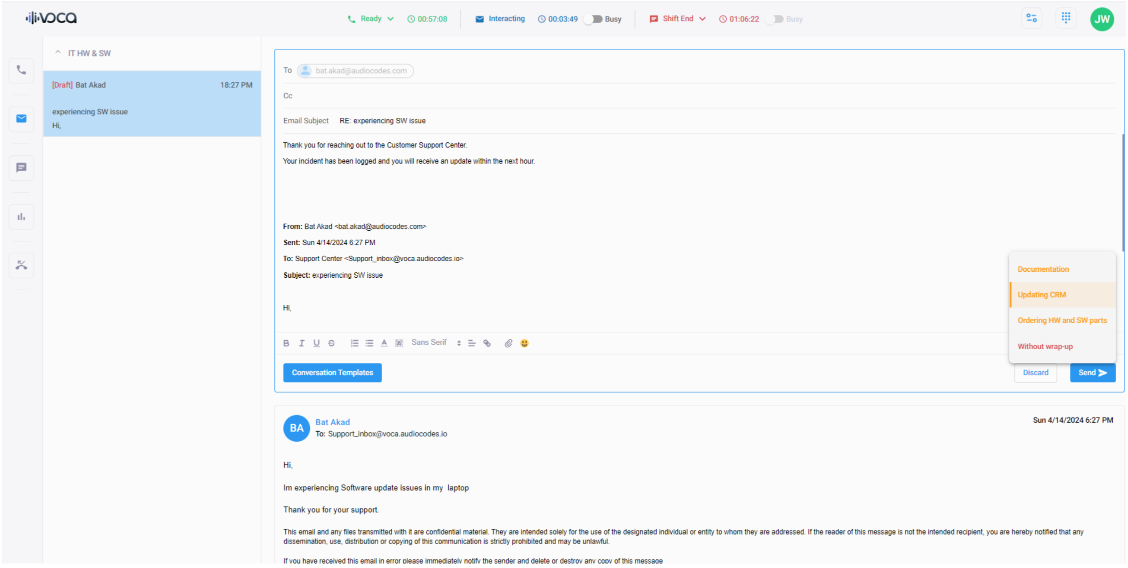
Wrapping Up an Email Interaction

Once you finish an email interaction, you have a predefined time to summarize (wrap-up) the interaction. The wrap-up can be used, for example, to update documentation, update your organization's CRM, or any other organizational need.

Alternatively, you can choose not to wrap-up the interaction.

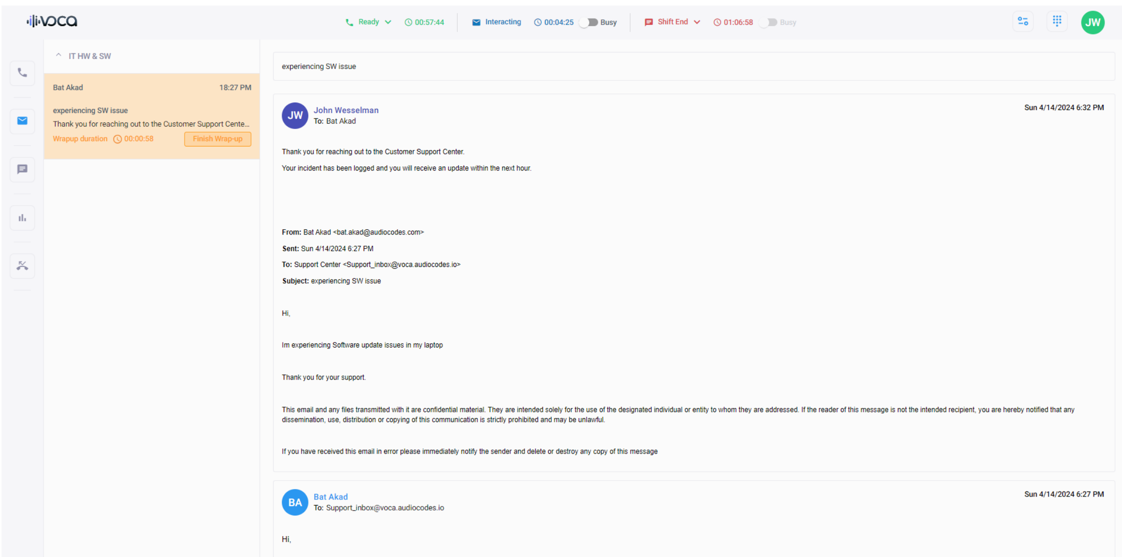
➢ **To wrap-up email interaction:**

1. Open the email.
2. Perform your interaction as desired.
3. Click the **Send** button; a drop-down menu appears, listing available wrap-up options, as shown in the following example:



4. Select a wrap-up reason; the email is sent. In addition, the left pane displays the listed email highlighted in a background color and a countdown is activated to complete the selected wrap-up. If you finish the wrap-up before the countdown ends, click the **Finish Wrap-up** button. If the counter expires and you haven't clicked the button, the wrap-up ends automatically, and you're reverted to "Ready" mode.

> You can choose not to wrap-up the interaction, by selecting **Without wrap-up**. In this scenario, your status immediately changes to "Ready".

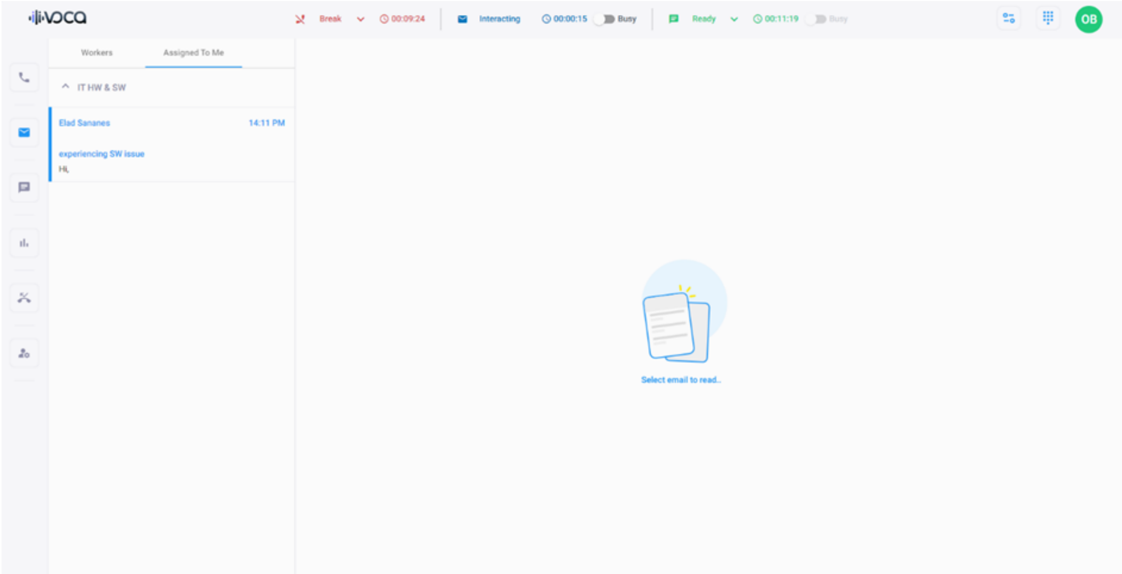


Supervisor View of Email Channel

In Supervisor mode, the email channel's left pane provides two tabs:

- **Workers:** Lists all Workers that are assigned to the Supervisor and the associated queues.

- **Assigned to me:** Lists all emails that the Supervisor is assigned to handle. The emails in the list are ordered under the name of the associated queues.



6 Chat Channel Interactions

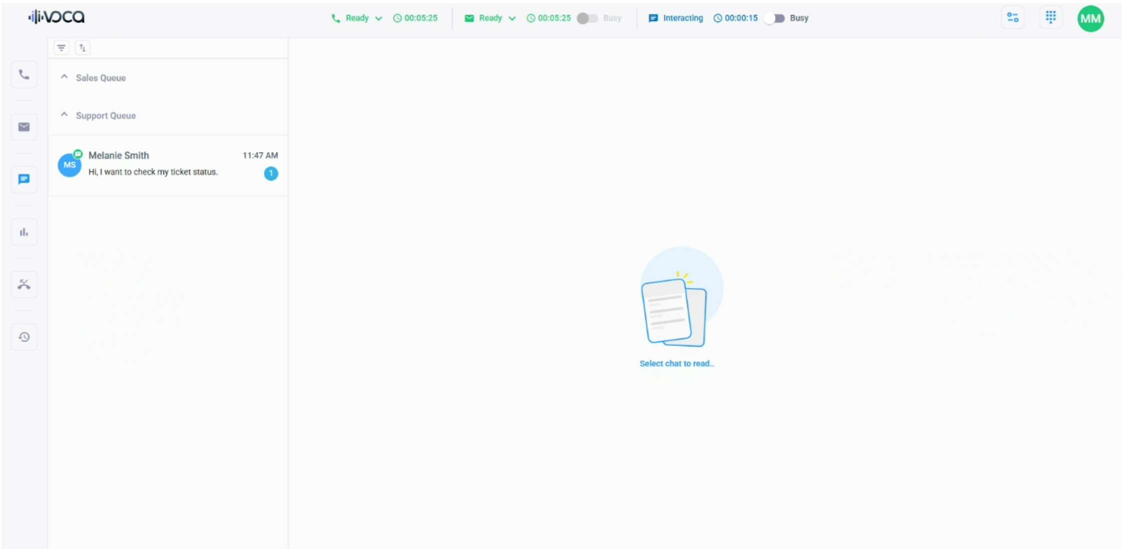
The chat channel page allows you to receive the webchats and SMS messages from the queues that you are assigned to.

Viewing Chats

You can view the webchats and SMS messages that are associated with you. The chats are organized under the relevant queues. ou can filter chats by chat type or queue.

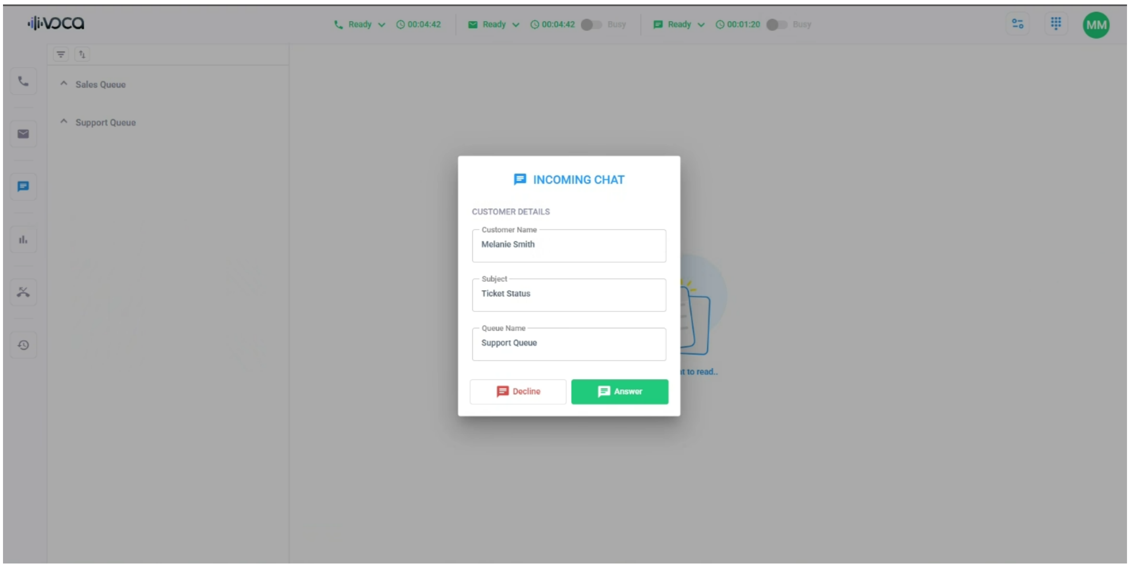
➢ **To view chats:**

1. On the sidebar, click the **Chats** icon; the chat channel page appears, displaying chats.
2. Filter chats using the available filters:
   - Click the icon to filter by **Interaction Type** or **Queue**.
   - Click the icon to filter by **Date** or **Unread** to show only unread chats.



Accepting or Declining a Chat

When you receive a new webchat or SMS message, a pop-up message appears displaying the queue's name, customer's name, and reason, as shown in the following example:



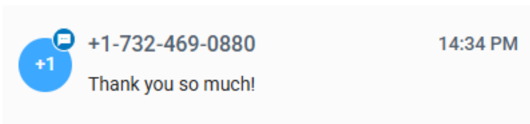
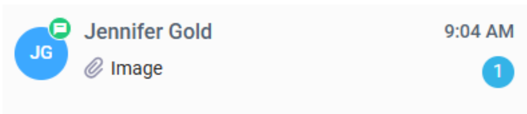
➢ **To accept or decline a chat:**

- In the pop-up chat notification box, do one of the following:
  - Click **Answer** to accept the chat.
  - Click **Decline** to reject the chat.

Responding to a Chat Message

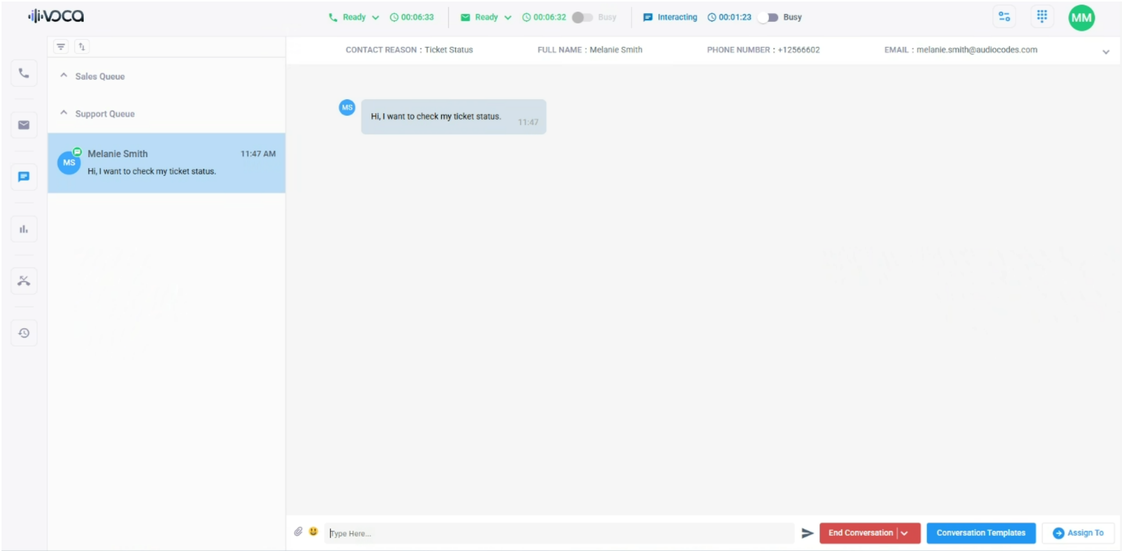
When you accept a webchat or SMS message, you can respond to the customer's message, by typing an answer or by inserting a predefined answer from a template called Conversation Templates. If you use a predefined answer, you can also edit it to suit the chat's content.

An SMS chat is indicated by a blue chat icon, while a web chat is represented by a green chat icon.

Interaction Type	Example
SMS message	
Webchat message	

➢ **To respond to chat messages:**

1. In the left pane, click the listed chat that you accepted; its contents are displayed in the right pane and the chat session begins:



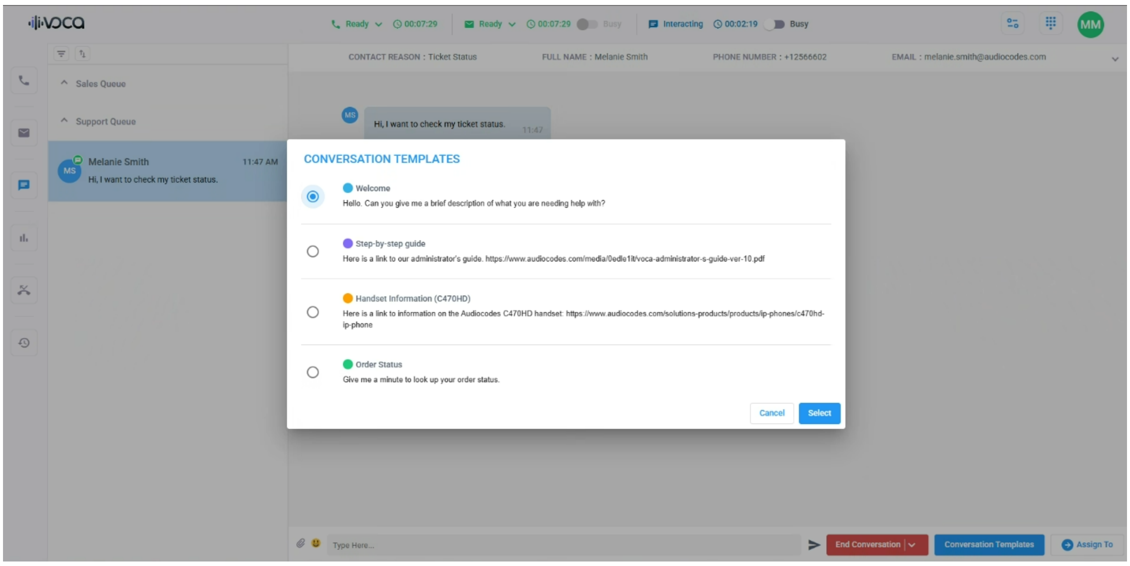
2. Typing an answer:

    a. In the textbox located at the bottom of the chat window, type an answer.

    b. Click the arrow button to send it.

3. Using a predefined answer:

    a. Click the **Conversation Templates** button located below the chat window; the Conversation Templates dialog box appears:



    b. Select the relevant template, and then click **Select**; the predefined answer appears in the chat's textbox.

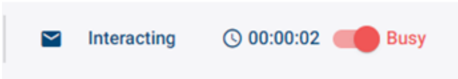
    c. Edit the inserted predefined answer if required, and then click the arrow to send it to the chat session.

Stopping New Chat Interactions

While you are handling a chat interaction, you may choose to stop receiving new interactions (voice, email, and chats). This may be useful, for example, if you are dealing with an interaction that requires a lot of time, or if you are planning on taking a break when you finish the current interaction.

➢ **To stop receiving new chats:**

- On the shift status bar, click the 'Busy' toggle switch button so that "Busy" appears red, as shown below:



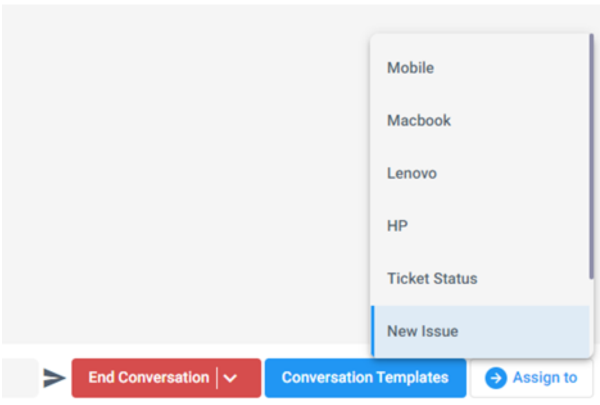
If you want to resume receiving interactions, click the toggle switch again.

Assigning a Chat to Different Queue

You can assign a chat to a different queue. This can be useful if, for example, you find the chat isn't within your queue's responsibilities, or the customer asks for further assistance regarding a different issue.

➢ **To assign chat to different queue:**

1. Open the chat channel.
2. Click the **Assign to** button, located below the chat; a drop-down list appears, listing available different queues, as shown in the following example:



3. Select a queue; the chat is assigned to the selected queue and your status reverts to "Ready".

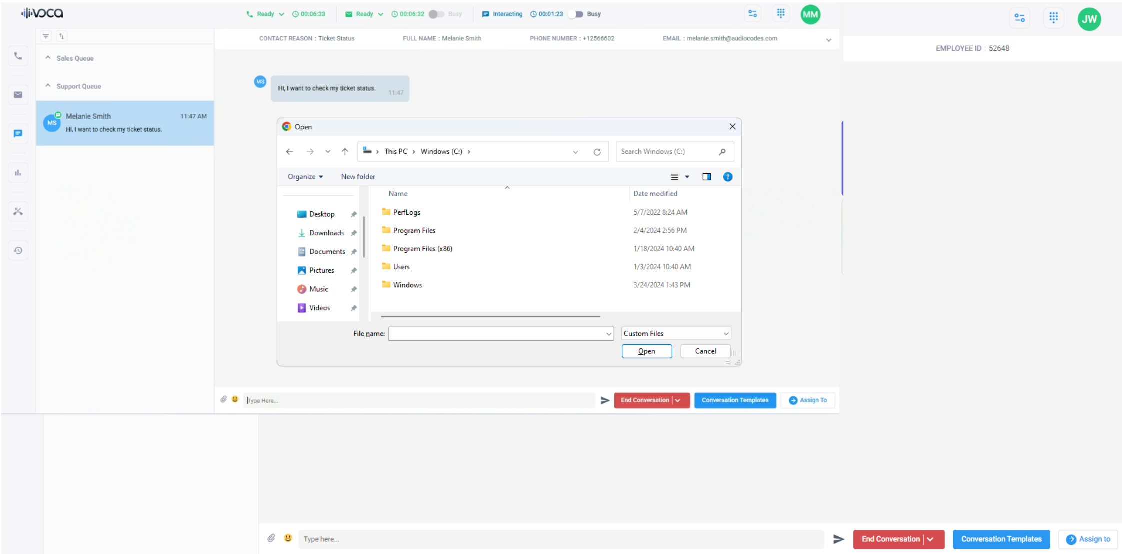
Attaching a File to a Chat

You can attach a file to a chat session.

➢ To attach file:

1. Open the chat.

2. Click the **Attach**  icon located at the bottom of the chat; a dialog box appears:



3. Choose the desired file, and then click Open.

4. Send the file to the customer, by clicking the arrow button.

Ending and Wrapping Up a Chat Interaction

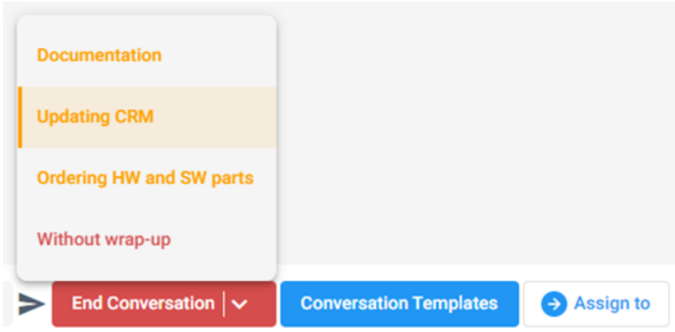
The chat session ends when you or the customer disconnects the session.

Once you finish a chat interaction, you have a predefined time to summarize (wrap-up) the interaction. The wrap-up can be used, for example, to update documentation, update your organization's CRM, or any other organizational need.

- If a chat session reaches a predefined session timeout, the session ends automatically.
- Ended chat sessions are automatically deleted from the Worker Application.

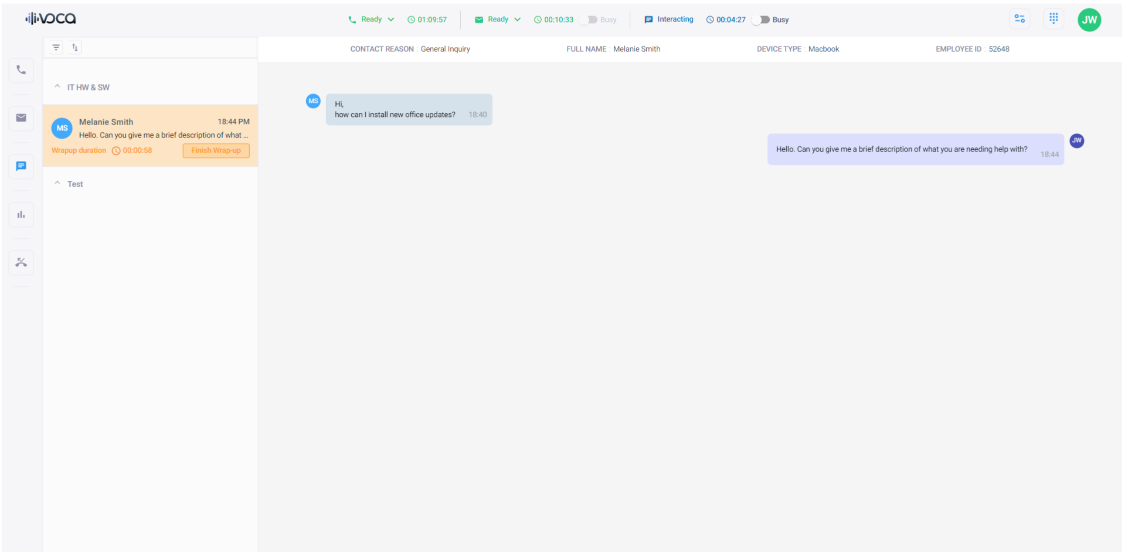
➢ To wrap-up chat interaction:

1. In the chat session, click the **End Conversation** button; a drop-down menu appears, listing available wrap-up options, as shown in the following example:



2. Select a wrap-up reason; the chat session ends. In addition, the left pane displays the listed chat highlighted in a background color and a countdown is activated to complete the selected wrap-up. If you finish the wrap-up before the countdown ends, click the **Finish Wrap-up** button. If the counter expires and you haven't clicked the button, the wrap-up ends automatically, and you're reverted to "Ready" mode.

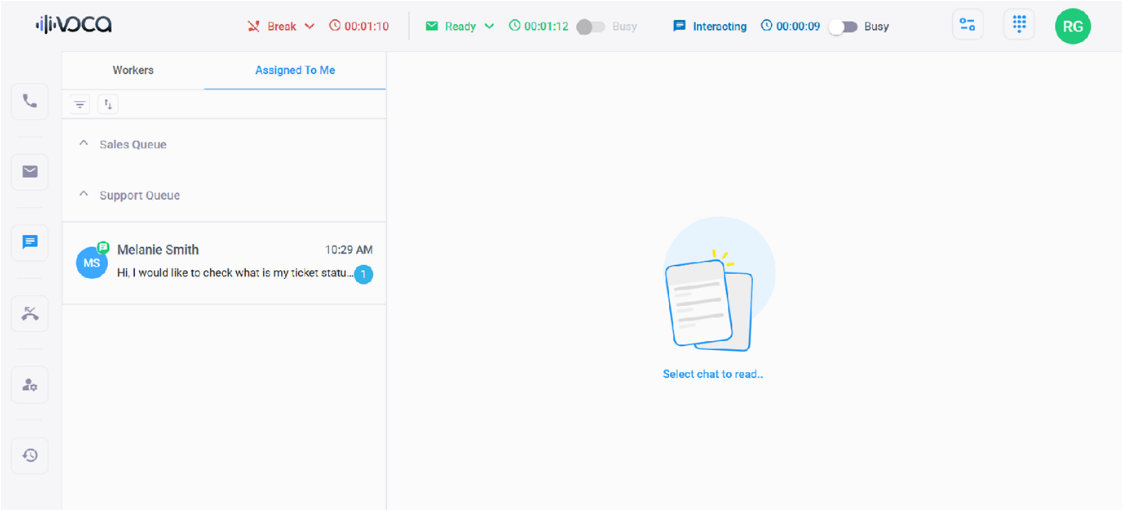
> You can choose not to wrap-up the interaction, by selecting **Without wrap-up**. In this scenario, your status immediately changes to "Ready".



Supervisor View of Chat Channel

In Supervisor mode, the webchat channel's left pane provides two tabs:

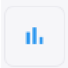
- **Workers:** Lists all Workers that are assigned to the Supervisor and the associated queues.
- **Assigned to me:** Lists all the chats that the Supervisor is assigned to handle. The chats in the list are ordered under the name of the associated queues.

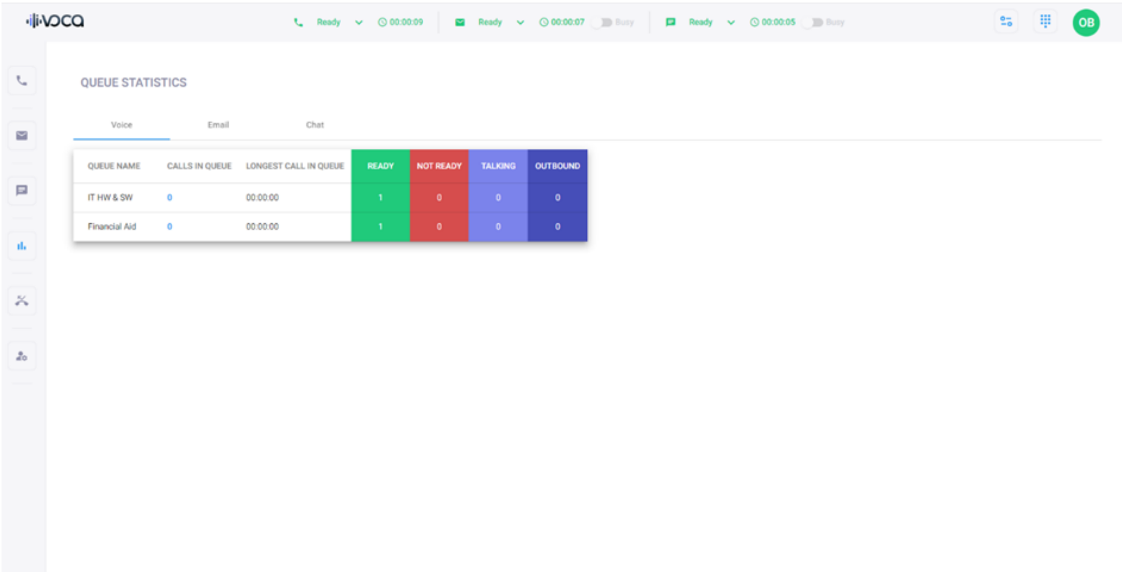

Break
00:01:10
Ready
00:01:12
Busy
Interacting
00:00:09
Busy
RG
Workers
Assigned To Me
Sales Queue
Support Queue
Melanie Smith
10:29 AM
MS
Hi, I would like to check what is my ticket statu...
1
Select chat to read..

7 Viewing Queue Statistics

Workers and Supervisors can view statistics of assigned queues per channel.

➢ **To view queue statistics:**

1. On the sidebar, click the **Queue Statistics**  icon; the Queue Statistics page opens:

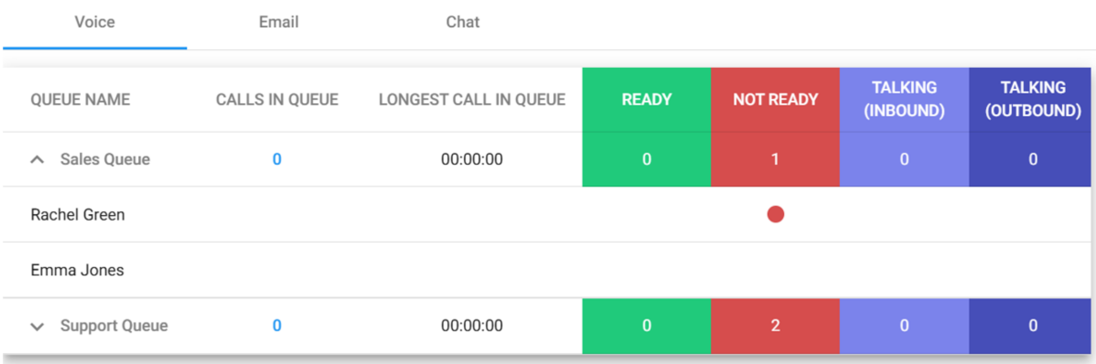


2. Select the relevant channel tab (**Voice**, **Email**, or **Chat)**; a table displays the queue statistics for the selected channel:

Field	Description
Voice Tab	
'Queue Name'	Displays the name of the queue.
'Calls in Queue'	Displays the number of calls that are currently waiting in the queue.
'Longest Call in Queue'	Displays the longest time a call has waited in the queue.
'Ready'	Displays the number of Workers that are available to receive calls.
'Not Ready'	Displays the number of Workers that are not available to receive calls (e.g., on a break).
'Talking (Inbound)'	Displays the number of Workers that are currently handling inbound calls.

Field	Description
'Talking (Outbound)'	Displays the number of Workers that are currently handling outbound call.
Email Tab / Chat Tab	
'Queue Name'	Displays the name of the queue.
'Interactions in Queue'	Displays the number of email/webchat interactions that are currently waiting in the queue.
'Longest Interaction in Queue'	Displays the longest time an email/webchat has waited in the queue.
'Ready'	Displays the number of Workers that are available to interact with an email/webchat.
'Not Ready'	Displays the number of Workers that are not available to interact with an email/webchat (e.g., on a break).
'Interacting'	Displays the number of Workers that are currently in an email/webchat interaction.
'Interacting (Busy)'	Displays the number of Workers that are currently in an email/webchat interaction but have set their status to "Busy" (i.e., won't receive additional calls).

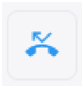
3. Expand the arrow next to the queue name to view the worker's availability state in the queue according to the relevant channel.

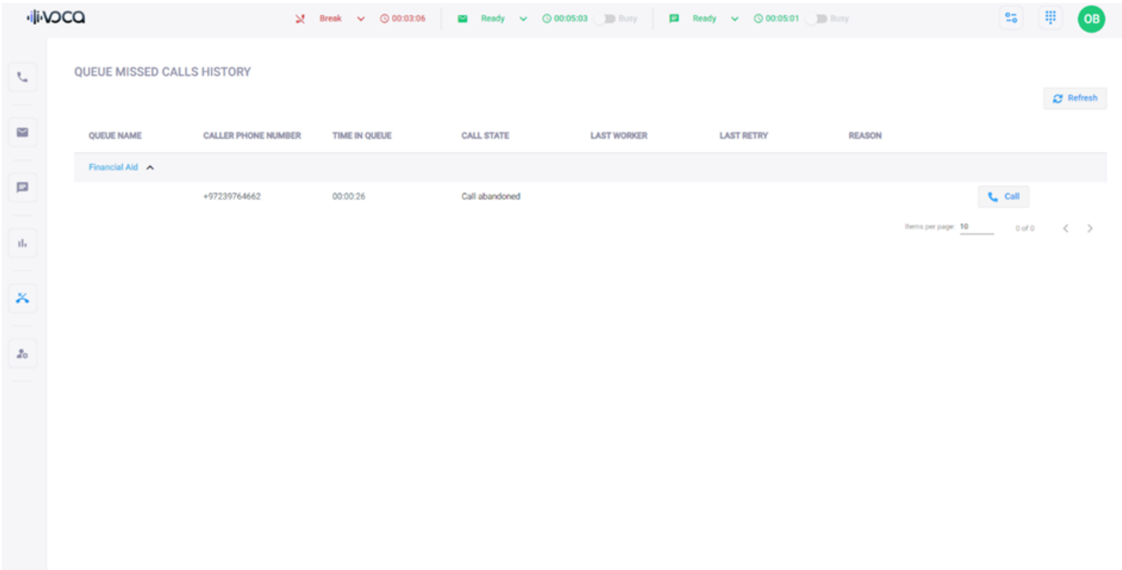


8 Viewing Missed Call Queues

You can view all calls that were not handled, along with the reasons for the missed calls. This helps you in making outbound calls to customers who were unable to connect with you during their initial call attempt.

➢ **To view missed call queues:**

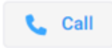
- On the sidebar, click the Missed Calls  icon; the 'Queue Missed Calls History' page opens:

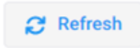


The fields of the 'Queue Missed Calls History' table are described in the following table:

Field	Description
'Queue Name'	Defines the name of the queue.
'Caller Phone Number'	Defines the caller's phone number.
'Time in Queue'	Displays how long the caller waited for a Worker in the queue.
'Call State'	Represents all the abandoned calls.
'Last Worker'	Refers to the last Worker that called back to this caller.
'Last Retry'	Refers to the timestamp of the last call attempt by a Worker.
'Reason'	Displays the call attempt reason, for example, "Caller Busy" or "Caller Disconnect".

The page allows you to do the following:

- **Call a Customer:** You can call the customer, by clicking the **Call** 

button.
- **Refresh Table:** You can refresh the table, by clicking the **Refresh** 

button.

9 Team Management (for Supervisors)

This section is intended for Supervisors only.

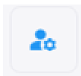
Team Management includes the following:

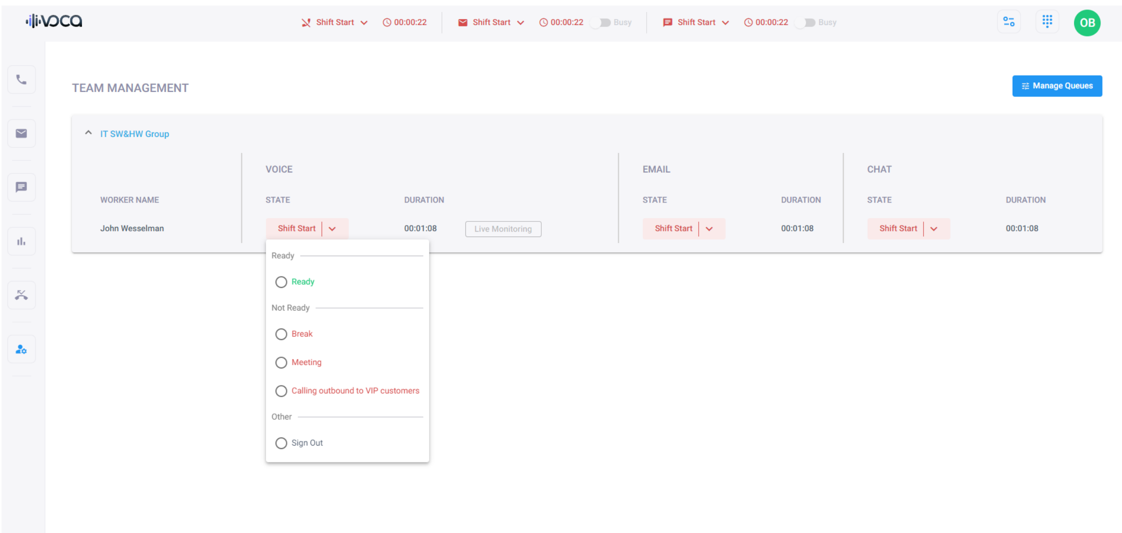
- Accessing Teams Management
- Queue Statistics
- Worker Groups
  - Live Monitoring of Workers
  - Signing out Workers
  - Manage Queues
- Assigning Hybrid Workers

Accessing Teams Management

Team Management functionality enables Supervisors to oversee the Workers on their team. Supervisors can view the names of Workers listed in each queue, together with the interaction channel.

➢ To access Team Management page:

- On the sidebar, click the Team Management  icon.



Worker Groups

See:

- Live Monitoring of Workers
- Signing out Workers
- Manage Queues

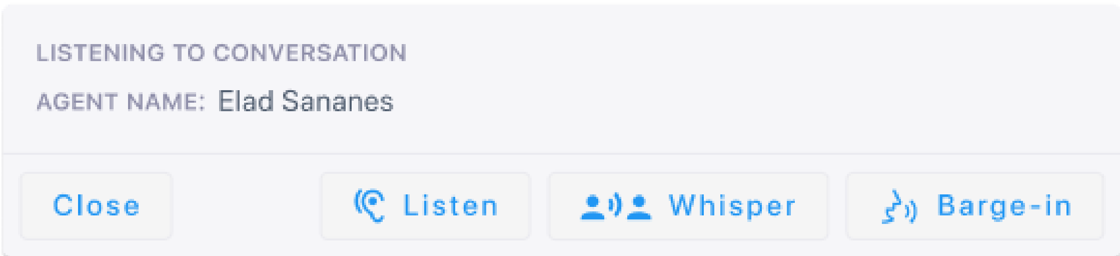
Live Monitoring of Workers

Live Monitoring allows Supervisors to monitor their Workers by joining live calls between the Worker and the customer, with the option to do the following:

- Listen to the conversation.
- Supervisors can assist Workers by speaking privately (*whisper*) to them during the conversation.
- Supervisors can join the conversation directly (*barge-in*).

➢ To monitor a Worker:

1. Select the required queue.
2. Click the **Live Monitoring** button corresponding to the required channel of the Worker; the following pop-up appears:



3. Click one of the following buttons:
   - **Listen** - to listen to the conversation.
   - **Whisper** - to speak privately to the Worker (Customer doesn't hear) during the conversation.
   - **Barge-in** - to join the Worker and customer conversation.

Signing Out Workers

Supervisors can sign out Workers if they haven't properly signed out when their shift ends (as described in Signing Out Workers above).

➢ To sign out a Worker:

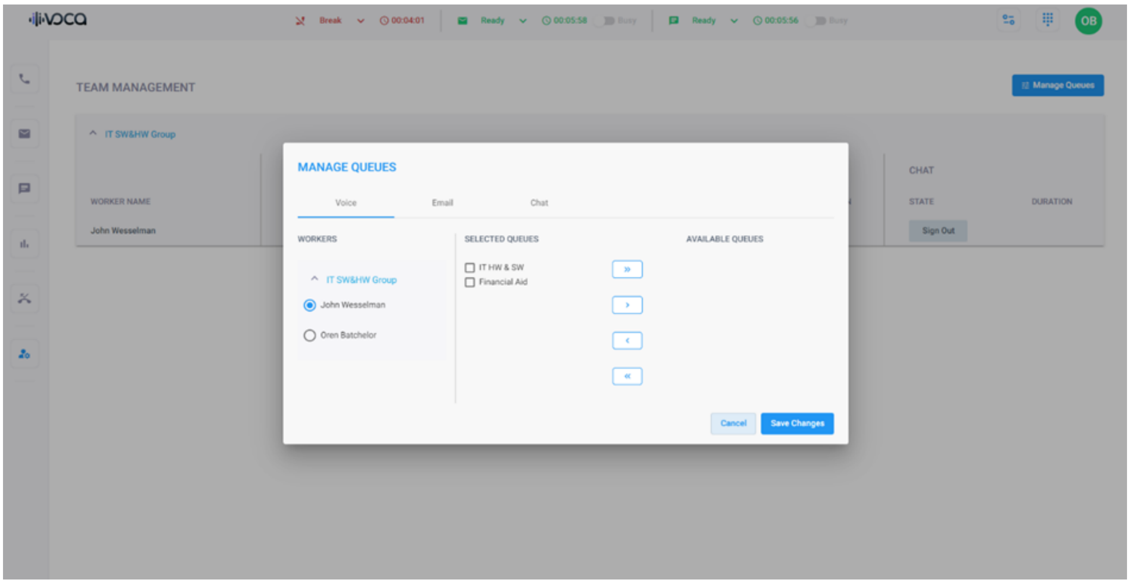
1. Select the required queue.
2. Click the **Sign Out** button corresponding to the required channel of the Worker.

Managing Queues

The Supervisor can move Workers in and out of queues using the following steps:

➢ **To opt a Worker in or out of queues:**

1. Click the **Manage Queues** button; the following dialog box appears:



2. Select the **Voice**, **Email**, or **Chat** channel tab.
3. Select the Worker from the required group.
4. Use the arrows to move the Worker between 'Selected Queues' (queues to which the Worker is currently associated with) and 'Available Queues' (queues that the Worker is not associated with, but available).
5. Click **Save Changes**.

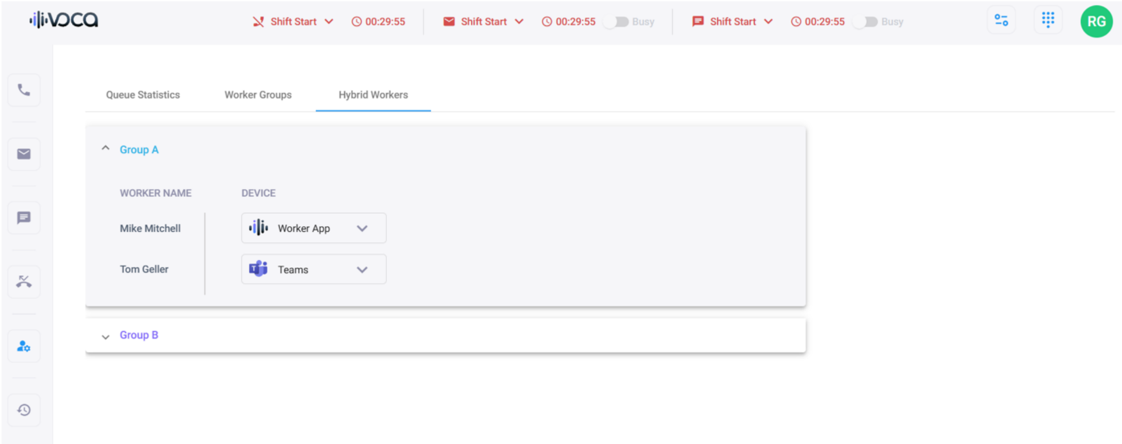
Assigning Hybrid Workers

Hybrid Workers can receive calls via Microsoft Teams instead of the Worker app, while still enjoying the contact center routing features.

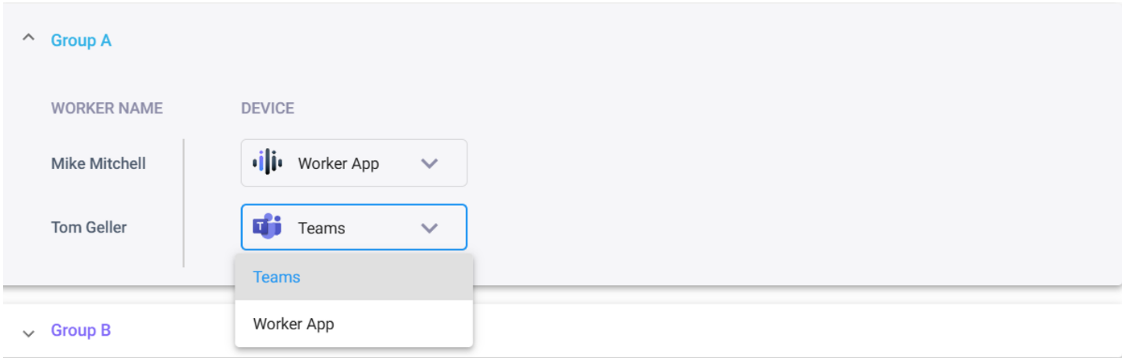
Supervisors can switch their workers to hybrid workers by configuring their worker device to Teams.

➢ **To assign a worker as a hybrid worker:**

1. Click the **Hybrid Workers** tab.



2. Locate the relevant worker.
3. Under **Device**, select **Worker App** for regular workers or **Teams** for hybrid workers.



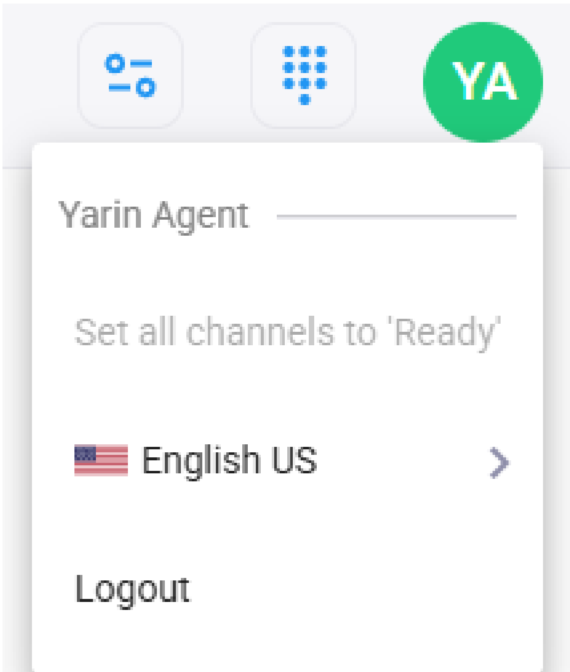
10 Logging Out of Worker Application

When you've finished your shift, you must log out of the Worker Application.

- You can only log out when you're not interacting ("Interacting" or "Talking" shift status) with a customer in any of the channels. (It's recommended to change the shift status of all channels to Shift End before logging out).
- If you forget to log out, your Supervisor can log you out using the 'Team Management' page (see Signing Out Workers on page 38).

➢ To log out of Worker Application:

1. Click your profile icon located on the top-right corner of the window, a drop-down menu appears:



2. Click **Logout**.

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