



SmartAgent User Guide

CLI Selector Guide

Starting your **SmartAgent** Journey

Version
2.80

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Changes
CCX Foundation

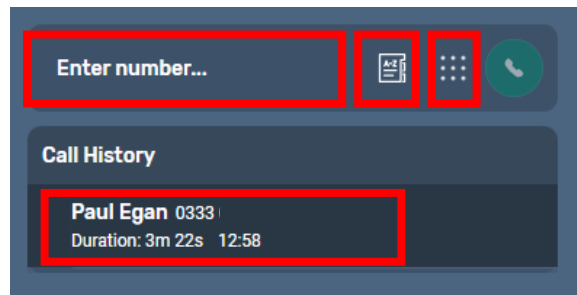




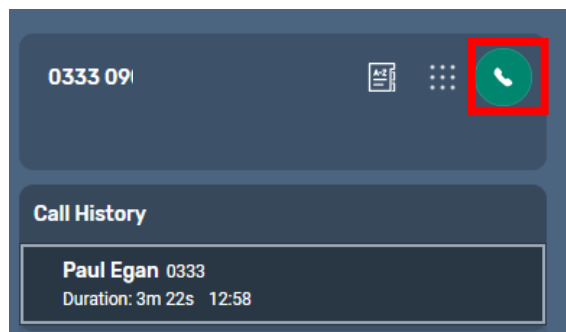
Making an outbound call

To make an outbound call from SmartAgent you can choose between:

- Typing the phone number directly in the Enter number... field
- Using the number pad
- Selecting an item in your call history list
- Selecting a Quick Connect



Once the number details have populated the dialler, hit the green button to dial out.



Your security profile and Routing profile will determine if you can make outbound calls. If the system doesn't allow you to make outbound calls you should contact your SmartAgent Admin.

If your Organisation has enabled the CLI Selector, you will see an additional icon next to Quick Connects, allowing you to select which queue and associated outbound caller ID you are calling out from. If no queue is selected the call will go from the default outbound queue specified in your routing profile.

