














## LIST OF SYMBOLS

-  Chat
-  Call log
-  Schedule
-  Add to queue
-  Favorite
-  Send e-mail
-  Call
-  Transfer call
-  Transfer call waiting
- 
- Settings:**
-  Show outgoing number
-  Search
-  Voice message
-  Recordings

## VOICE MAIL

Dial from Sweden: 555  
Dial from abroad: +46 738 852 555

### 1: New messages

- 3: Advanced options
- 5: Repeat
- 7: Delete
- 8: Forward to colleague
- 9: Save

### 2: Change folder

### 3: Advanced options

- \*: Main menu

### 0: Advanced settings

- 1: Greeting message
- 2: Busy Message
- 3: Name
- 4: Temporary message
- 5: Password
- \*: Main menu



# QUICK GUIDE

## Mobile App



## TAB: CALL HISTORY



- Show
  - All
  - Outgoing calls
  - Incoming calls
  - Missed calls
  - Internal calls
- Press a number to dial.

## TAB: PROFILES



- Active Profile.
- Press the desired profile to change. Eg. Meeting.
- Choose until further notice or choose a time up to 2 hours. To choose a longer time, press
- End, change or erase a scheduled event.
  - Press the event you wish to change.
  - Press .
  - Choose which schedule you wish to adjust.
  - Choose if you wish to change or erase the event. Alt. press [X].
- Position based profile (Geo fence).

## TAB: QUEUE



- Overview of all queues in ComcenterSMART.
  - Number of logged in agents 1/3.
  - Number of calls in queue.
  - Longest time in queue.

- Press the name of the queue for more information.
- To make yourself active in the queue, press your name in the queue or the queue symbol.

### Add a user to the queue

- Press the user for an extended view.
- Press and then choose which queue to add the user to.

### Sorting of queues

- Press "Change".
- Hold down the name of the queue and drag it to the desired position.

## TAB: CONTACTS/CALLS



### Making an internal call

- Press by user/contact/favorite you wish to call.

### Making an external call

- Use the regular phone dial pad or the app.

### Transfer call

- During an active call you have the option to transfer with or without notification to a user or a queue.
- Press and choose a number to transfer to.

## Transfer Call Waiting

- During an active call, press for a busy user that you wish to transfer the call to.

## Listen to Voice Mail

- Press in the top right corner.
- Alternatively "Old Messages".
  - Press left corner, choose Voice Mail.
  - Press the message you wish to listen to.
  - To return the call, press .
- Dial 555 [+46 738 852 555 from abroad].

## Start new chat

- Press the user and then
- Write message.

## TAB: MORE

### Calendar:

View and change upcoming profiles.

### Chat:

View and continue old chat conversations.

## CREATE FAVORITE SCHEDULE

You can always access the favorite schedules by swiping from right to left on the screen regardless of what tab you are currently on.

## SETTINGS

- Press in the top left corner.
  - Settings
  - Voice Mail
  - Outgoing number
- If you have alternative numbers to show [e.g. landline/mobile number].
  - Handle call with
  - Log out

## CHANGE PROFILE IMAGE

Press your own image in the top left corner, then press the image again. Choose your picture or use your mobile camera to take a new one.

## OUTGOING CALLER ID

- Press your own image top left corner.
- Press "Outgoing caller ID" and choose which number you wish to use. Default setting is "According to Profile".