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Gplus Adapter 8.0 for Siebel CRM User's Guide

SIP Preview Interaction Support

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The typical agent scenario leveraging this feature is as follows:

1. After a new SIP preview interaction notification is delivered to the desktop, the agent can take it by clicking the **Answer incoming call** button.
2. The SIP preview interaction displays on the CTI toolbar in the combo box containing all available work items.
3. The agent then can either click the **Accept Interaction** button () or the **Reject Interaction** button () .
4. If the agent accepts the interaction:
 - The call is automatically established and represented in the work items list. A related contact view is shown if a contact is found on Siebel side.
 - After the call is established, the agent can control it as a regular phone call.
5. If the agent rejects the interaction, it is removed from the agent's desktop and is not dialed..