



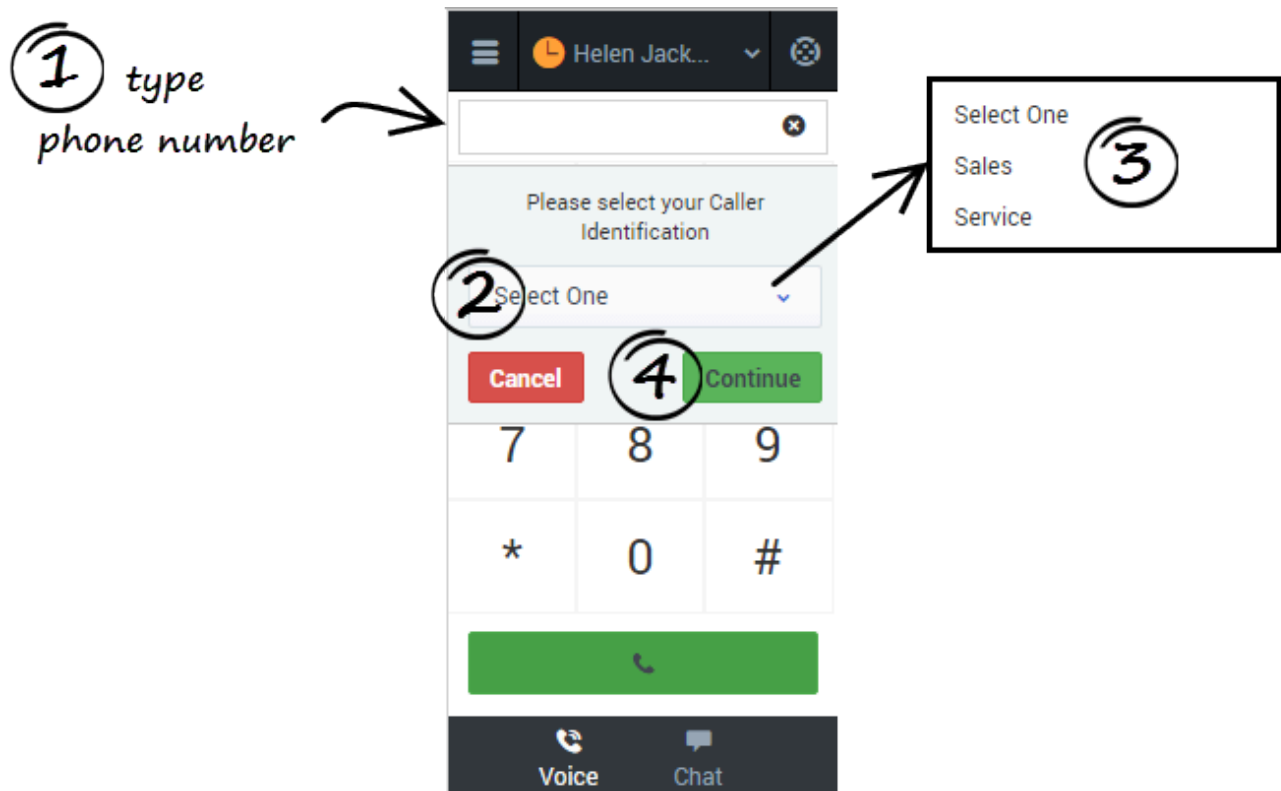
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Gplus Adapter User Guide

Caller identification for outbound calls

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Caller identification for outbound calls



In some contact centers, the agent must choose the caller id that should be used for outbound calls.

If this feature is enabled for your account, when you make an outbound call, the **Please select your Caller Identification** dialog box is displayed. Select the appropriate Caller ID from the predefined list. This number will be displayed to the person receiving your call. The previous Caller ID that you selected is selected by default. Your system might be set up to enable you to hide the caller ID when you make an outbound voice call. If so, the Anonymous ID is included in the Caller Identification drop-down menu. Ask your supervisor about when to use this feature.