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Gplus Adapter User Guide

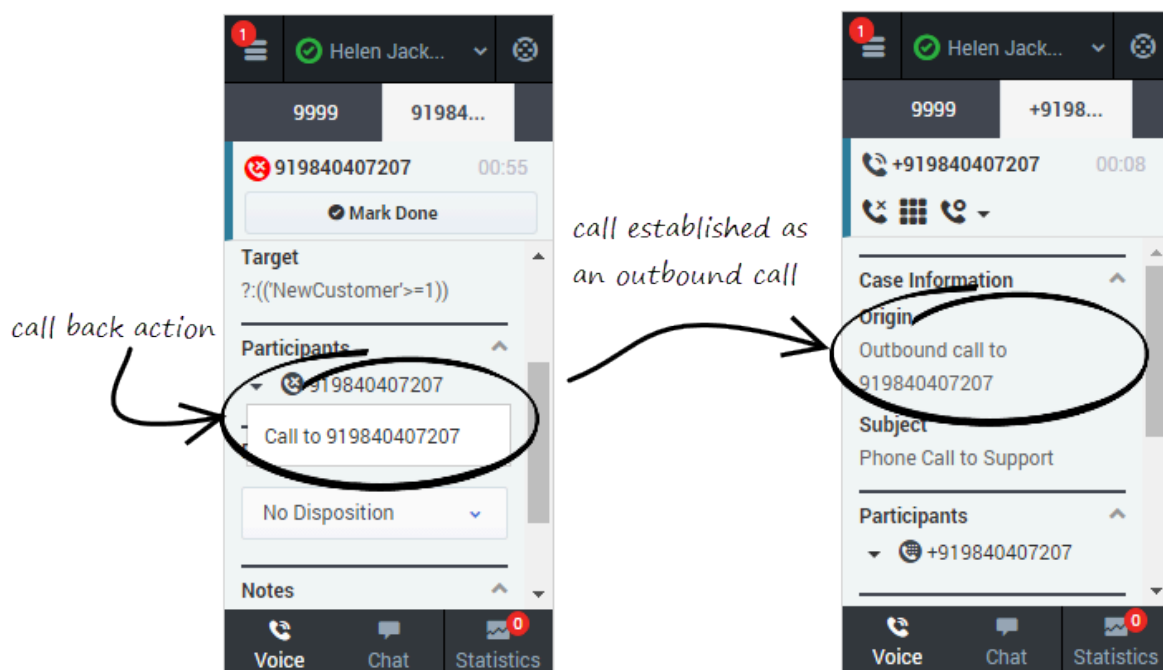
Call back a disconnected participant

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Call back a disconnected participant

When you're on an active call in Gplus Adapter for Salesforce, you can call back a participant who was disconnected from the current call.

How do I call back a participant?



To call back a participant, expand the **Participants** menu, hover over the disconnected participant's contact number, and just click **Call to** Call to 919677 action. You can see the call getting established as an outbound call in the **Case Information** section.

Once the call is established, you can see the dialed party once again listed in the **Participants** section. For the called back participant, you can perform general call actions such as **conference** and **consultation**.

Important

You cannot place a call back for internal calls.