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Workspace Desktop Edition Help

Internal Voice Interaction

Internal Voice Interaction

The Voice Interaction Window enables you to start a voice interaction with an internal target. You can **communicate with other agents** or internal targets by using the **Team Communicator** toolbar in the **Main Window** view or your **Gadget** view, or from the **Voice Interaction** view **while you are handling an active call** with a Contact.

Communicating with Another Agent

The Voice Interaction Window enables you to call another agent or internal target. Use the **Team Communicator** to find an internal-target agent.

In the Internal Target Action menu, select **Call <target name>**. If the internal target accepts your invitation, the status in the Voice Interaction Window changes to **Connected. You can now talk to the internal target.**

You have access to the same controls and functionality when you are talking to an internal target as when you are talking to a contact. You can do the following:

- Check the **call status**.
- Perform **call actions**, such as ending the call, putting the call on hold, sending DTMF, or transferring/conferencing the call. For VoIP-/SIP-enabled agents, the following additional call actions are available: record the call, mute and unmute the call, and adjust the microphone and speaker volumes. Refer to **Voice Interactions** for a list of additional actions and limitations.
- View the **call history**.
- Set a **disposition code**.

Communicating with Another Agent While Handling an Active Interaction

Interaction Workspace enables you to handle more than one **voice interaction** simultaneously. For example, you can put an active call on hold and launch a new voice interaction. This is done, typically, to consult with another agent or internal target to whom you do not intend to transfer or conference the active call.

While you are on an active call, use the **Team Communicator** toolbar in the **Main Window** or in the **Gadget** to launch a **new voice interaction**.

You can also **initiate an IM session with an internal target from the active call**. IM sessions that are started from an active call enable the internal target to view **case data** and **contact information and history**. You can **transition an internal IM session** to a **voice-consultation call**.

If you start a new voice interaction, the original active call is put on hold, and you are connected to

the internal target. To resume the original call, click the **Resume Call** button on the original voice interaction window.

While the original call is on hold, you can connect to the internal-target call. The **standard call actions** are available.