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Genesys Engage cloud Supervisor's Guide

Conference calls (v8)

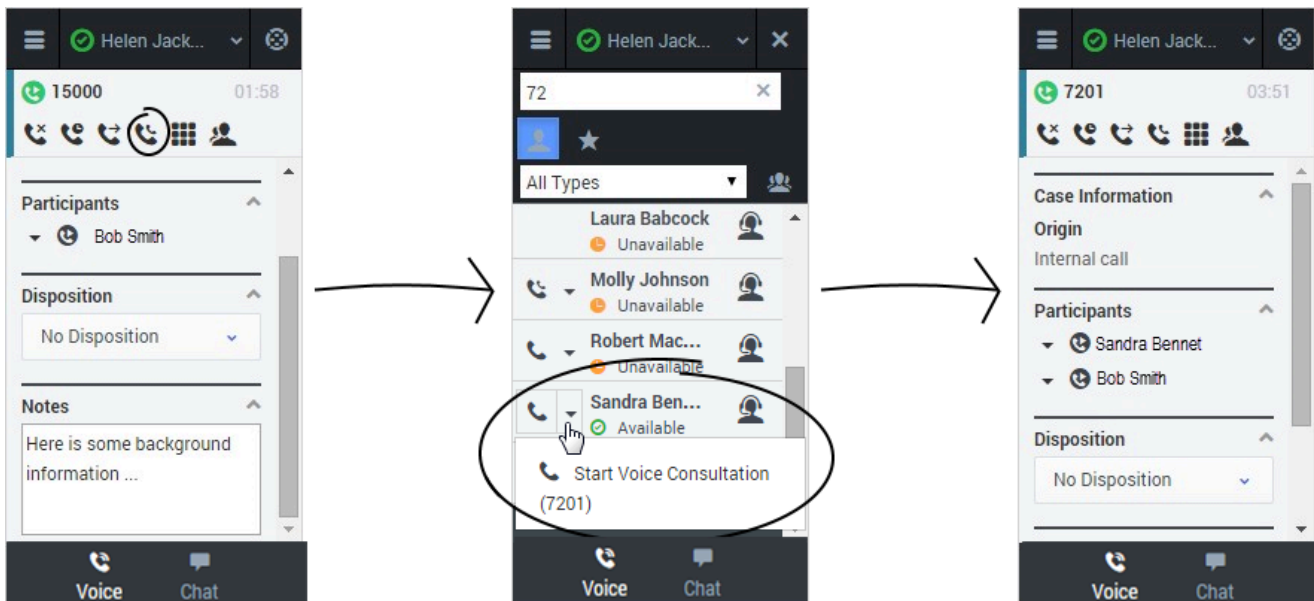
Conference calls (v8)


Important

This content may not be the latest Genesys Engage cloud content. To find the latest content, go to [Genesys Engage cloud for Supervisors](#).

When you're on an active call in Gplus Adapter for Salesforce, you can perform an instant conference call with another contact.

How do I start a conference call?

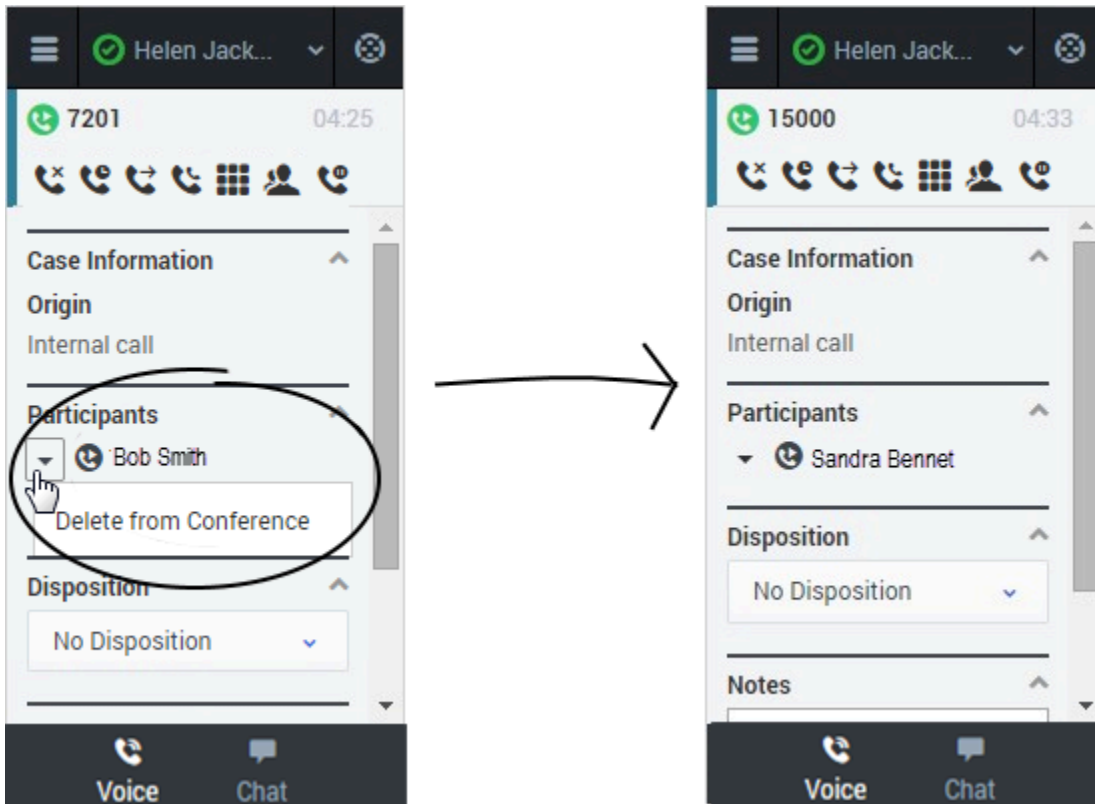


To start an instant conference, just click **Instant Conference**  and choose a contact or enter a phone number in Team Communicator. A green status indicator next to the agent or agent group indicates that there are agents available and you and the customer will not have to wait long for the conference to go through. If you like, you can provide some details about the call in the **Notes** field before you click **Instant Conference**. When the contact sees the incoming call, he or she will also see your notes in the call details area.

Important

If your administrator has configured it, the conference target might also see related information about the active call in Salesforce. For example, if the caller already exists in the Salesforce contact database, the agent might see the Edit Contact screen.

Once the conference is established, you can see the other parties listed in the Participants section. You can remove a participant by clicking the arrow next to the party you want to remove and selecting **Delete from Conference**.



You can also start a consultation and talk with the conference target before performing an instant conference. See [Initiating a Consultation](#) for details.