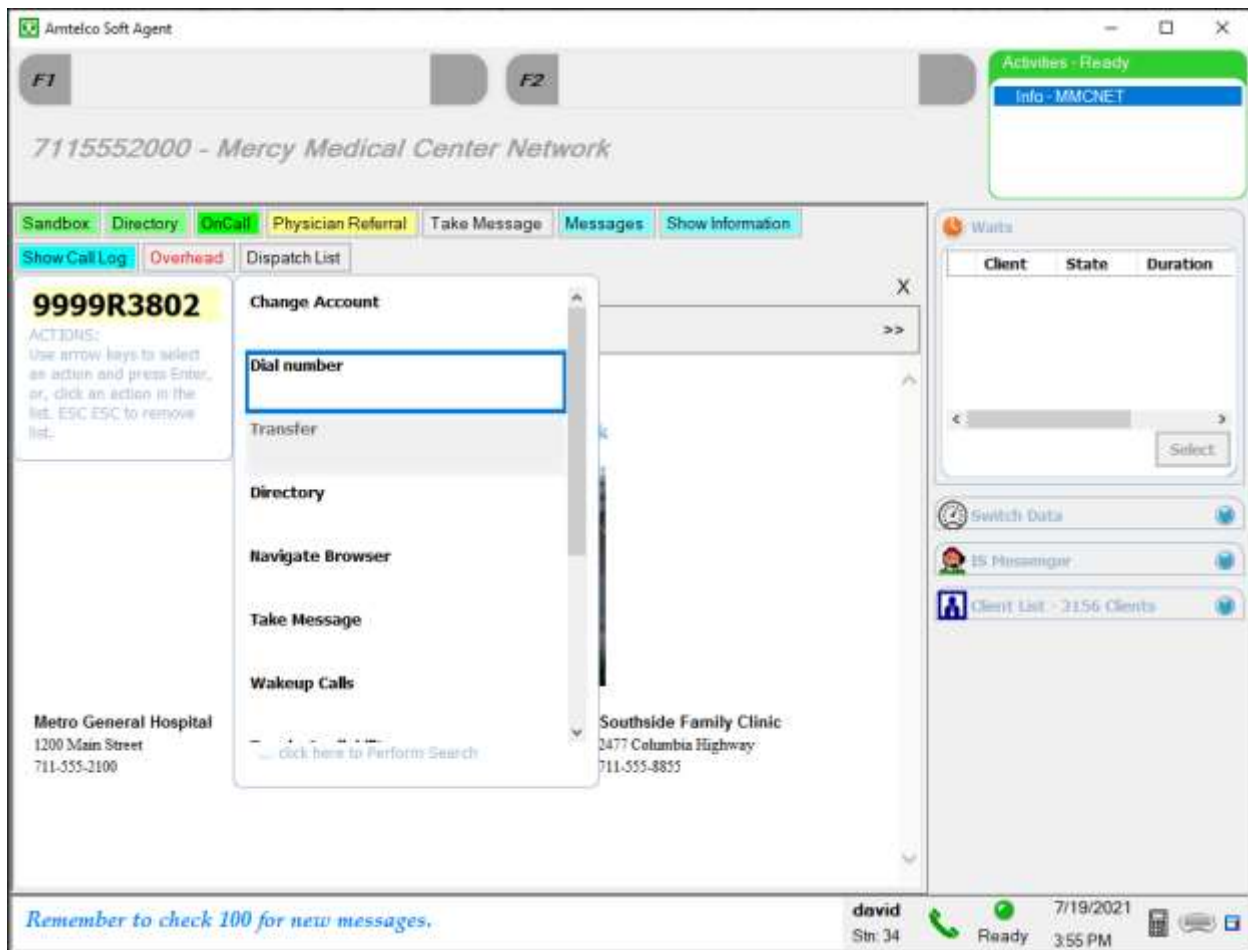


Agents Can Perform Agent-to-Agent Dialing Using the Genesis Internal Route

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Contact: insider@amtelco.com



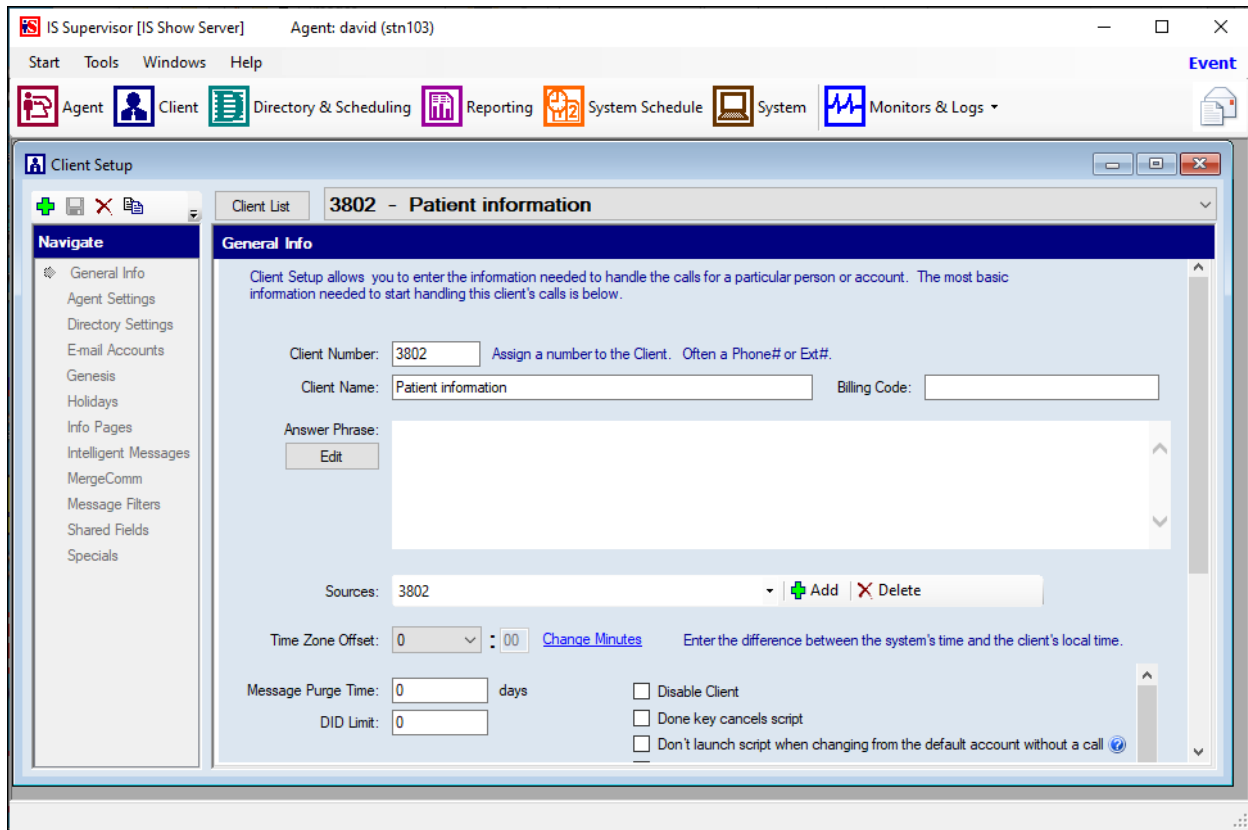
The Genesis Internal Route is a feature of the Intelligent Series (IS) application that allows agents to dial a Client source. This feature enables agents to perform agent-to-agent dialing through Genesis within the Soft Agent or Web Agent application.

Configuring the Internal Route

Agent-to-agent dialing makes use of an Internal Route configured in the IS Server. If no Internal Route has been set in the IS Server Configuration, the default internal route is 9999. To request a different Internal Route number, please contact Amtelco Field Engineering.

Configuring the Client Source

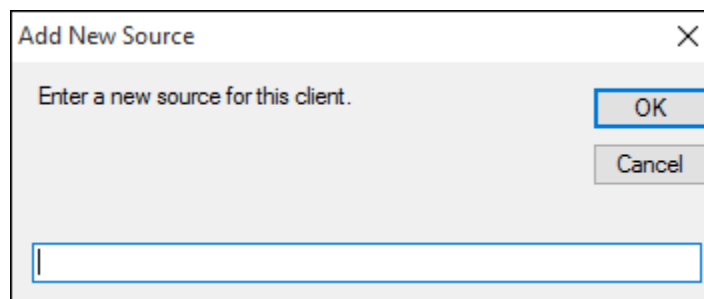
Sources are configured on the General Info page of IS Supervisor Client Setup. The source is a port number used to route calls to a specific IS Client.



If the IS Client that you want to dial is not configured for a source, you can add one from the General Info Page.

To add a source number, click the Add icon. 

The Add New Source window appears.



Type the source number that you want to assign to this Client. Then click the OK button.

The source number is added to the menu of sources.

Click the Save icon  to save your changes to the Client.

Performing Agent-to-Agent Dialing

To use agent-to-agent dialing, login into the Soft Agent or Web Agent application.

Open the Sandbox Search.

9999R3802

ACTIONS:
Use arrow keys to select an action and press Enter, or, click an action in the list. ESC ESC to remove list.

Change Account

Dial number

Transfer

Directory

Navigate Browser

Take Message

Wakeup Calls

... click here to Perform Search

Type the Internal Route set in your IS Server Configuration, the letter R, and the Source of the Client that you want to dial.

Press the ENTER key and use the arrow keys to navigate to “Dial Number.” Press ENTER to dial the agent.

Your call is routed to the Client configured for the Source number entered. The Client’s Call Handling settings and Behaviors determine how your call is handled from there. In the example shown below, the call is routed to agents who have been assigned to a “Scheduling” Skill.

Client Setup

Client List 3802 - Patient information

Call Handling

General Auto-Answer Call Log Options

Inbound Outbound

Reassign Rings: 6

Music On Hold: None

ACD Skill: Scheduling

Announce Calls in Queue

Override Agent's Call Limit

General Info

Agent Settings

Directory Settings

E-mail Accounts

Genesis

Behaviors

Call Handling

Greetings

Navigation Menu

Voice Mail

Holidays

Info Pages

Intelligent Messages

MergeComm

Message Filters

Shared Fields

Specials

Requirements:

- IS Server: 5.4.7341.23694 or later
 - IS Supervisor: 5.4.7065.1 or later
 - Genesis: 4.10 or later
 - SQL Server 2014 Standard Edition or later
 - 64-bit Microsoft Windows Server 2012 R2 or later
 - Windows 7 or later on agent workstation
 - Soft Agent: 5.4.7065.1 or later
- OR
- Web Agent: 5.4.7065.1 or later

