



**Ring Audible/Visual**  
Agents get both an audible and visual indication of an incoming call. The telephone icon vibrates and the agent hears a customisable ring or zip tone in the headset.

**Call Transfer/Notification**  
An agent can transfer a call to another agent, who gets audible and visual notification of the transfer, even when in another call. Calls can also be transferred to any telephone number.

**Hang-Up/Wrap-up**  
Hanging up a call presents the agent with a customisable list of wrap-up codes that are tracked in standard reports.

**Collaborative Browsing**  
Browser collaboration can be agent-led only, or shared control between agent and caller. Shared control mode supports two-way page pushing, as well as joint form filling and shared pointer.

**Available/Released**  
A prominent icon clearly shows the agent's availability status. When going unavailable, agents choose from a customizable list of release code that track CSR activity.

**Mic + Volume Sliders**  
Adjust or mute the microphone or headset volume as needed.

**Canned Phrases**  
Commonly used phrases and URLs can be stored for easy access during Instant Messaging sessions. Replaceable parameters allow auto-customization for each caller, such as automatically inserting a caller's name in a chat message. An auto-complete feature allows the CSR to see and select from a list of phrases that match typed letters. Phrases and URLs can be linked to push both to a caller simultaneously via a single-click.

**Screen Pop**  
CentricAgent exposes an API that facilitates integration with other applications on the agent's desktop for intelligent screen pops. CentricConnector provides pre-packaged, single-window integrations with leading CRM applications.

**Instant Message / Keyboard Chat**  
Spell-check, canned phrases, and complete format control for easy reading.

**Caller Info**  
The interaction window displays the name of the caller and the call type before the call is answered. Additional information such as skills required, source URL, etc. may also be displayed. The displayed information can be customised on a per call basis.

**Flexible Dialling**  
Outbound calls and transfers can be directly dialled using the dial pad or selected from recent calls, customisable speed dials, or a list of agents including current status.