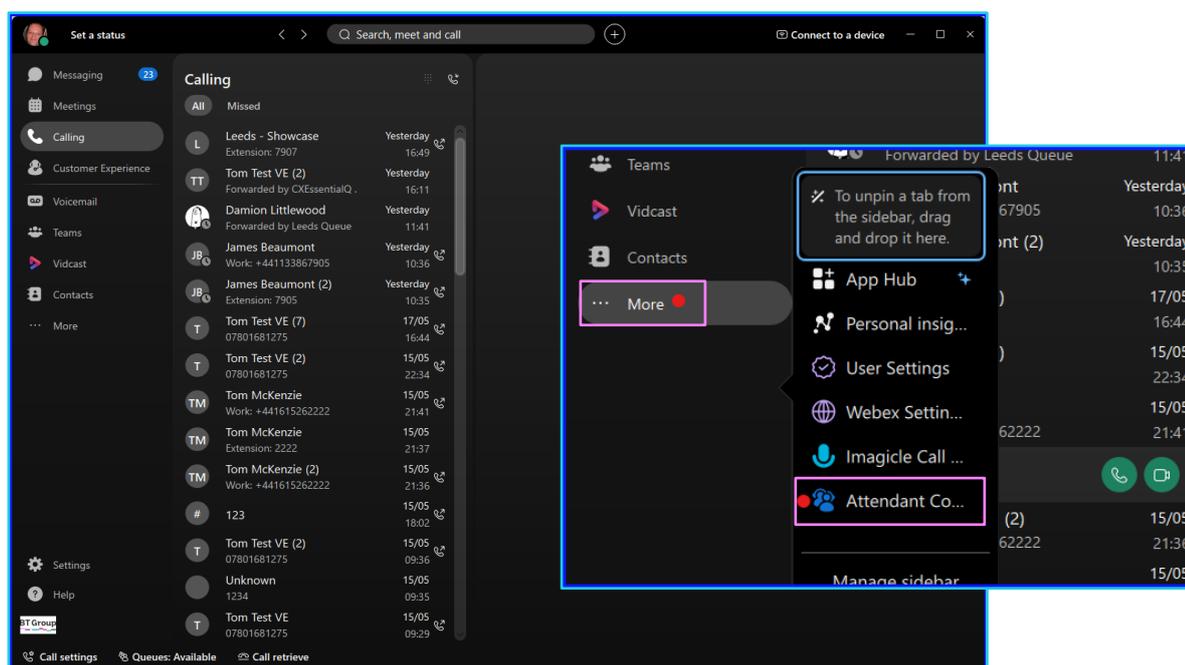




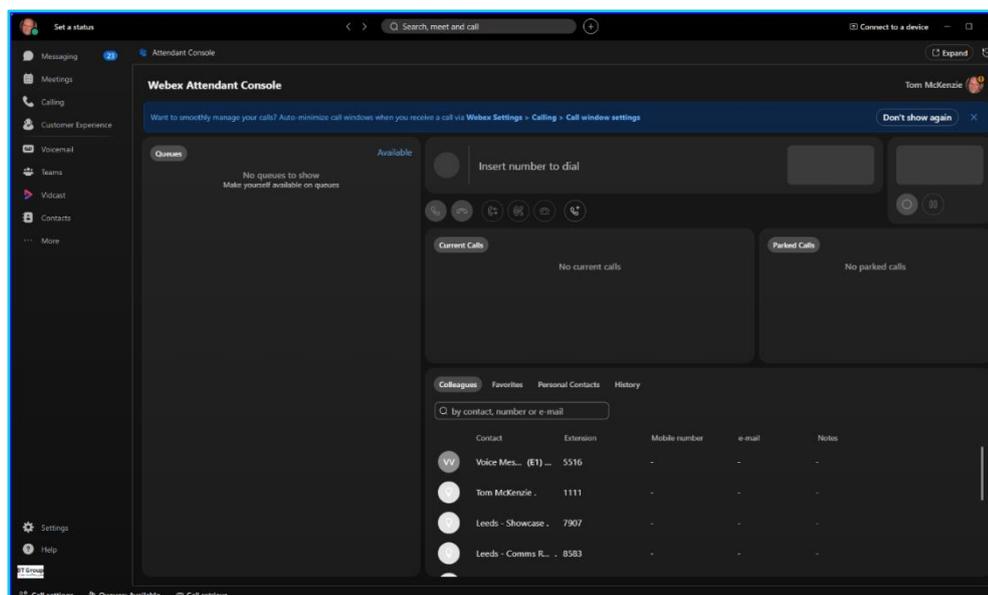
Webex Attendant console combines the Webex Calling service, Webex App, or desk phone with a desktop interface for you to process incoming calls, manage calls and contacts, and monitor calls in queue within or outside your organization.

## Logging into Webex Attendant Console

Once you are logged into the Webex App, Click on **More** and then select **Attendant Console** from menu to launch the app.



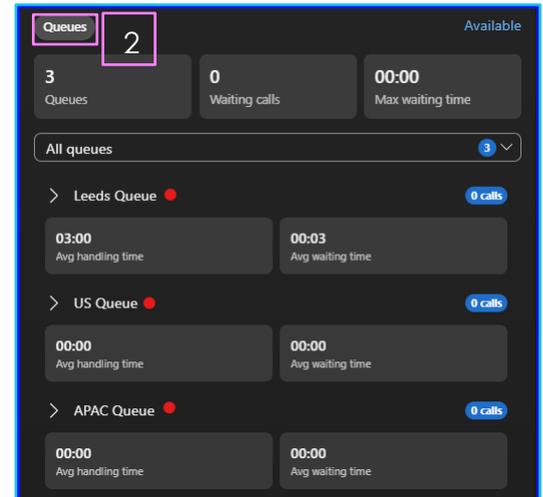
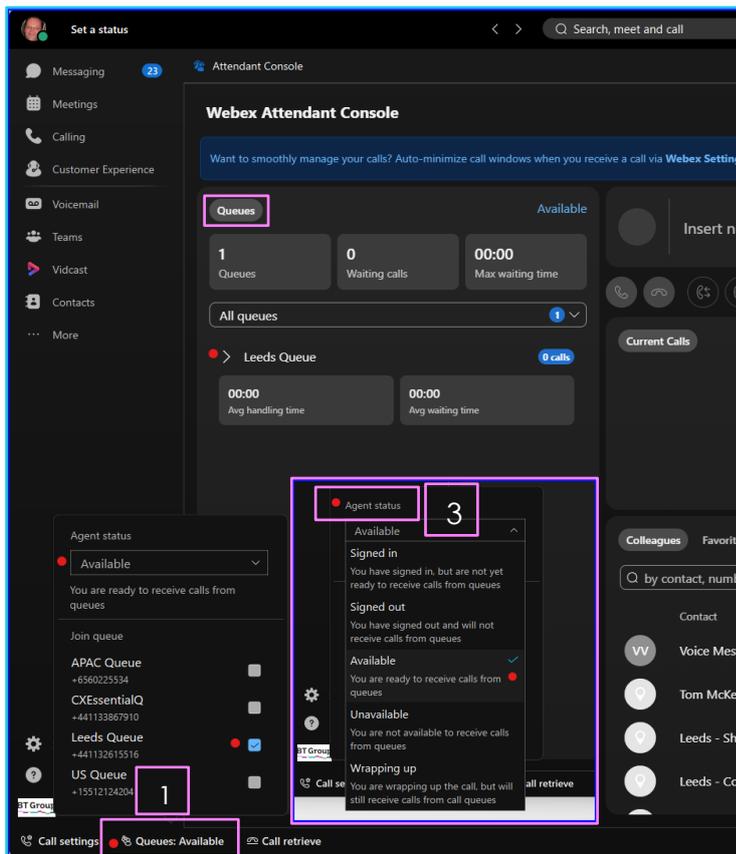
You will be presented with the screen below.



**Note:** Some steps, screenshots and options may differ slightly depending on the application, browser, operating system and software version you are using.

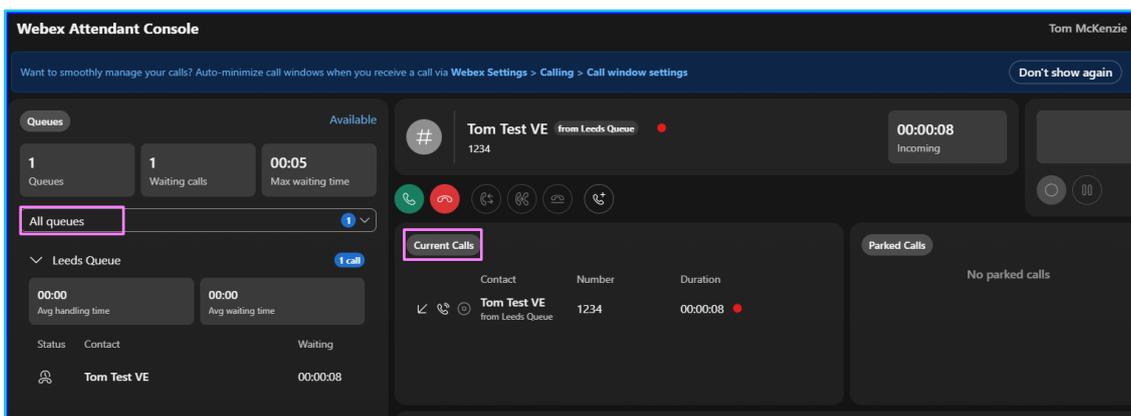
## Accessing the Attendant Console Queues:

1. You can access the queues by clicking on **Queues Available** at bottom of the screen, then Select **Queues** and see the selected queue added to Console.
2. You can select multiple queues to take calls and then list of available queues will be shown on display.
3. You can also select: **Agent status** from dropdown to make available/unavailable for calls.



## Placing a call in to the queue:

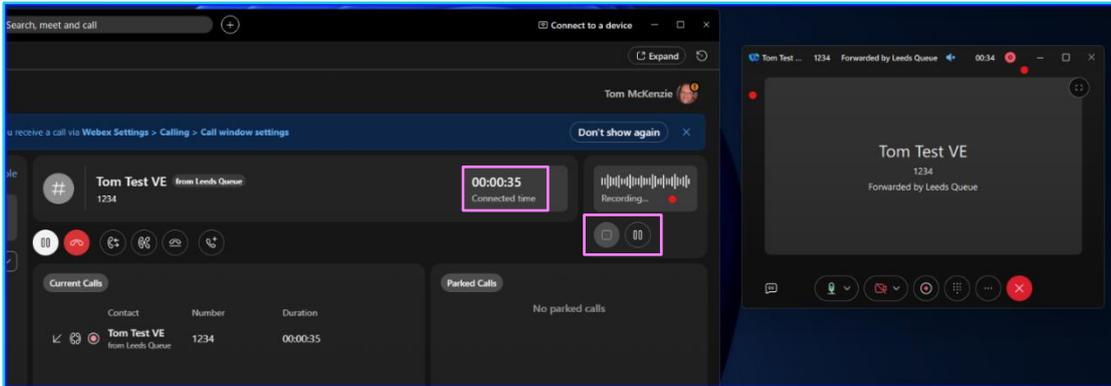
You can place a call from **All queues** into the **current calls** queue and this will help you to see incoming calls on display.



**Note:** Some steps, screenshots and options may differ slightly depending on the application, browser, operating system and software version you are using.

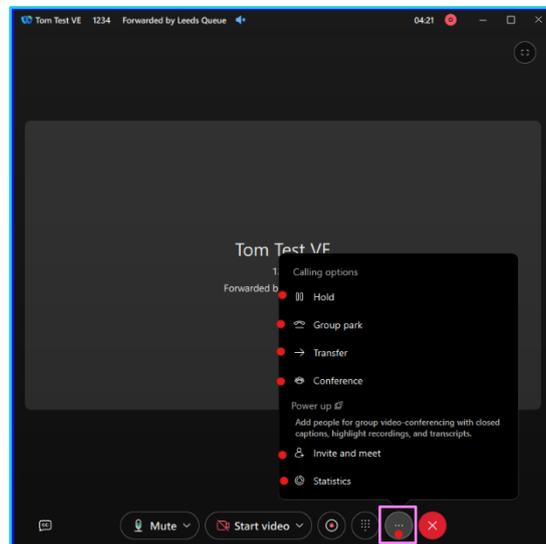
## Call Recording

This option allows you to save audio recordings for archiving important information, and documenting conversations for future reference.

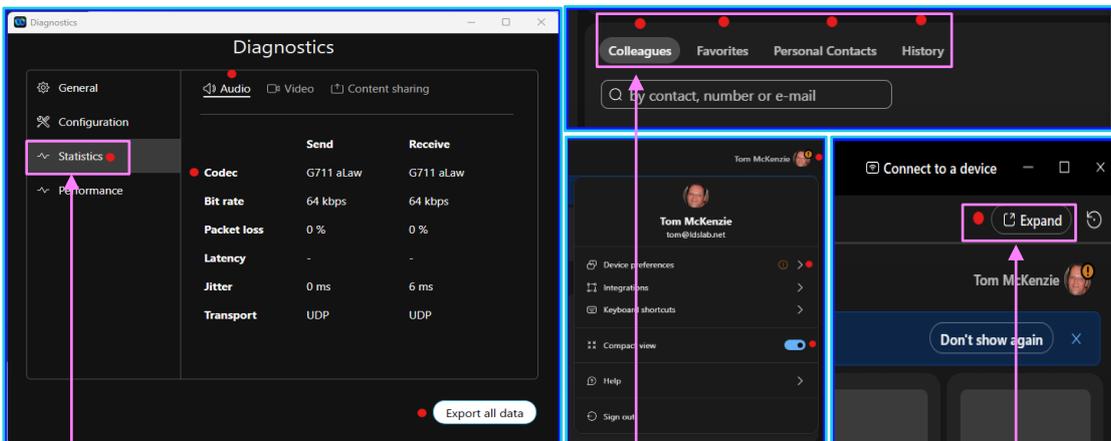


### Additional features:

1. Live call window shall pop-out once call is accepted.
2. It Shows ongoing duration of call and call recording status.
3. Voice Recording can be paused and resumed (if enabled).
4. You can access the call features by clicking on three dots at bottom of the call screen.



## Additional options in Attendant Console window:



Click **Statistics** to get details of the call.

View your **Call History** and **Favourites**.

Click on **Expand** to pop out the window.

**Note:** Some steps, screenshots and options may differ slightly depending on the application, browser, operating system and software version you are using.