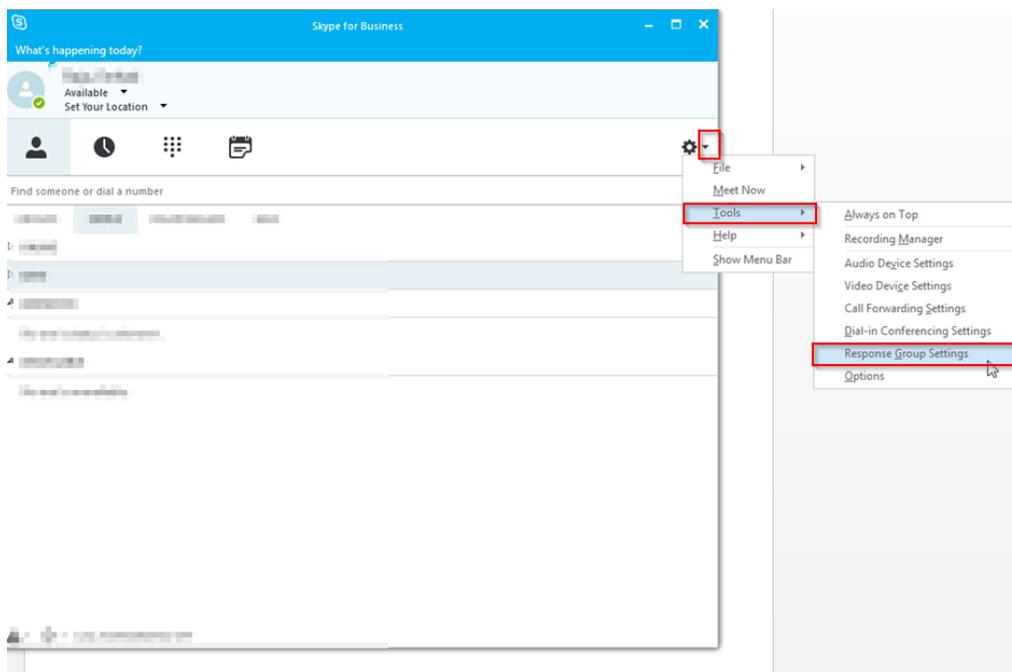# Skype Response Groups (Formal)

When incoming calls are routed to your response group (hunt group), and you are signed in as an agent, your phone will ring.
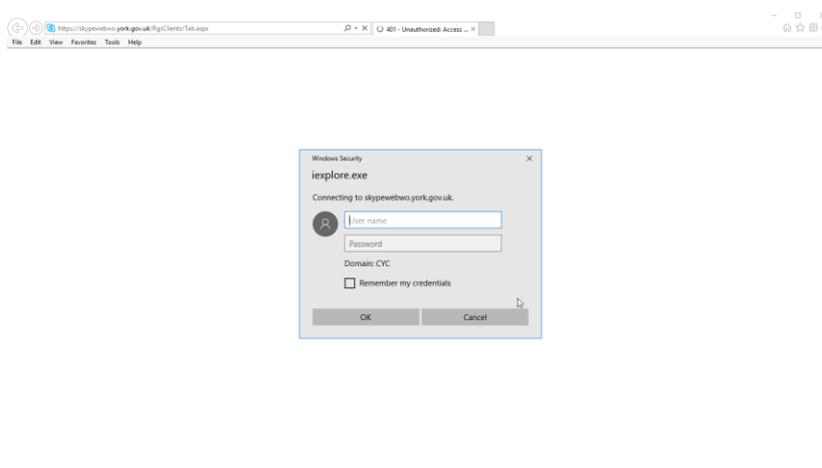
What do I need to do before I can start taking calls?
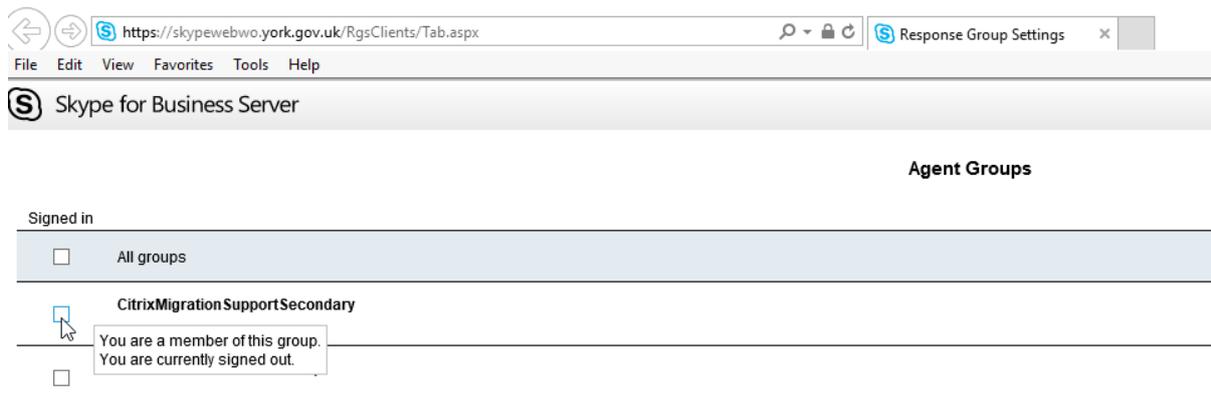
I.   Enable Response Group

1. Select Response Group Settings by navigating through the options highlighted in red

2. You will be presented with a web browser which prompts you with a login and username Please enter your email address followed by the password used to login to Citrix.

3. You will now be presented with all responses groups you are a member of.

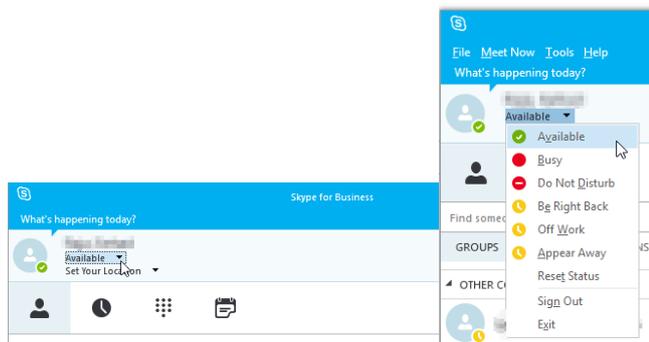4. Please select the group you wish to be an agent for.

5. The selected group will appear with a tick and you can now close the web browser.

II. Skype Status

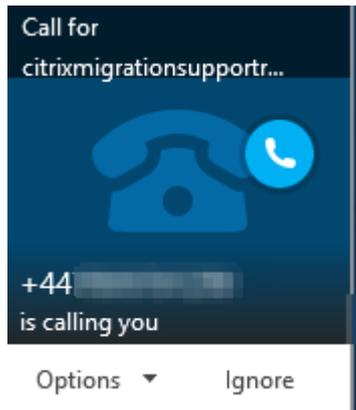You will need to set your status to available in order to receive calls from the response group.
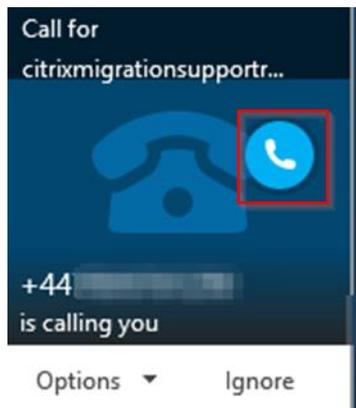You can change your status by following the steps shown below.

If you change your status from Available you will not receive any calls from the response group
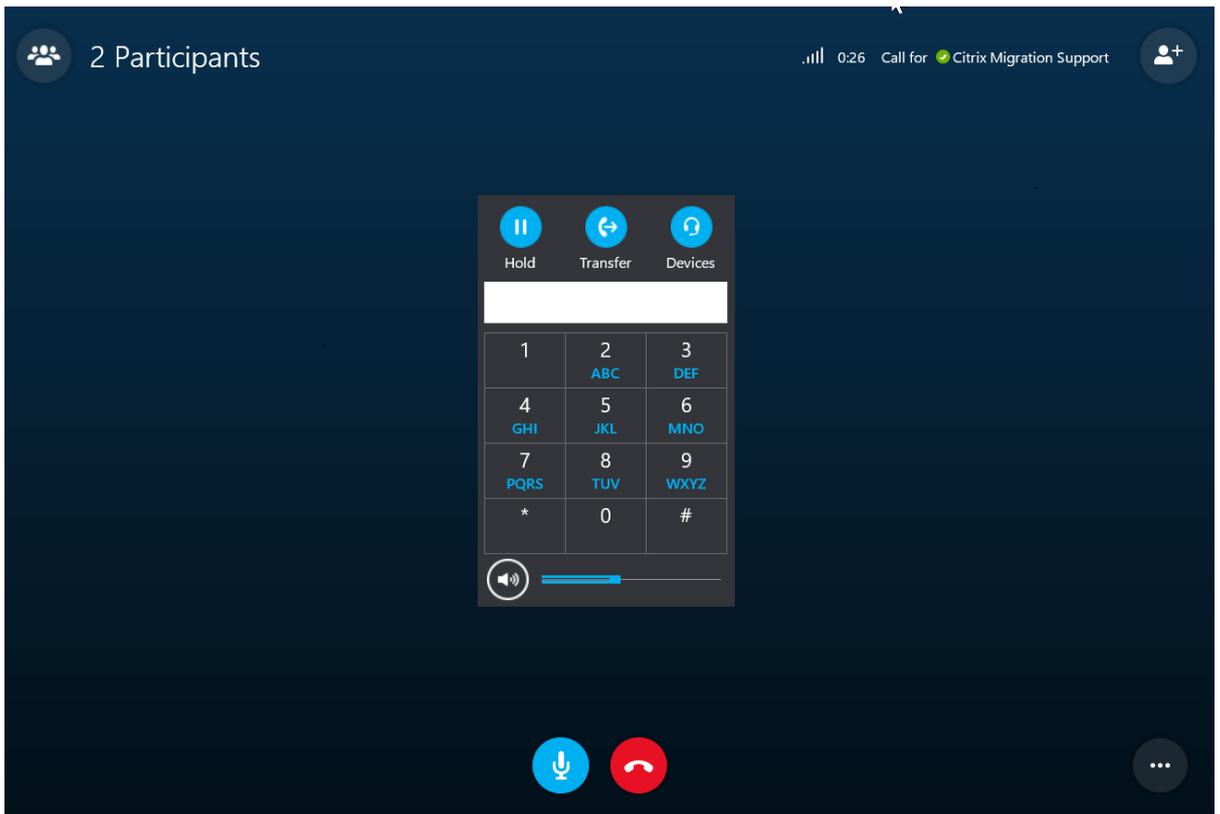
How do I answer a call?

Calls coming from the response group will appear as a pop-up from the task bar

(Calls from the response group will always display the response group)

When accepting the call, skype will open a window for that call session.
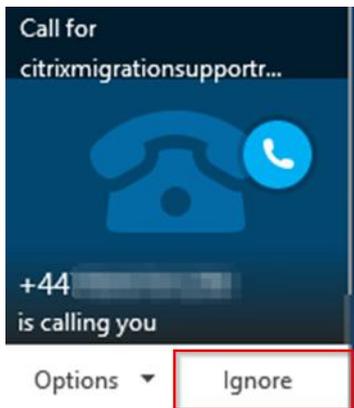

Selecting the Phone Icon (red) will allow you to accept the call

(please note the response group also visible on the top right side)

Selecting Ignore (red) will skip this call and transfer to the next agent. (However you will receive the next call in queue)

Selecting options will display to set your status to Do Not Disturb (This call will be transferred to next agent and you won't receive the next call in queue)