

Skype Response Groups (Informal)

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?

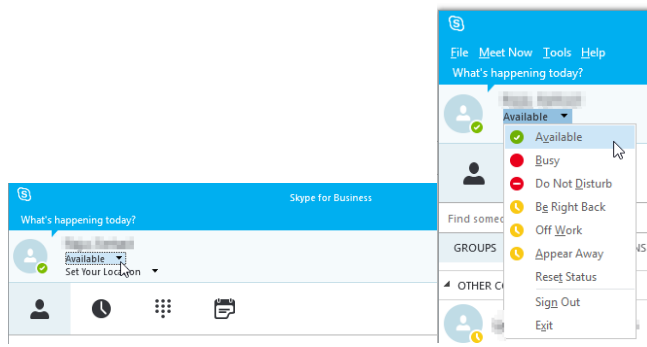
I. Enable Response Group

Your manager has requested that your response group is set to always be enabled. (No settings are needed to be set by the agent)

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.

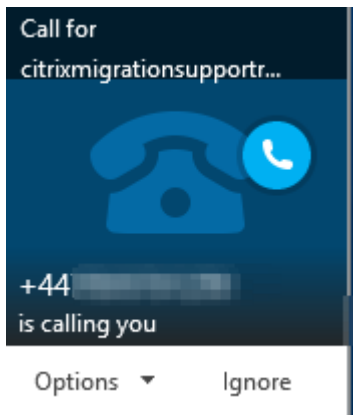


If you change your status from Available you will not receive any calls from the response group

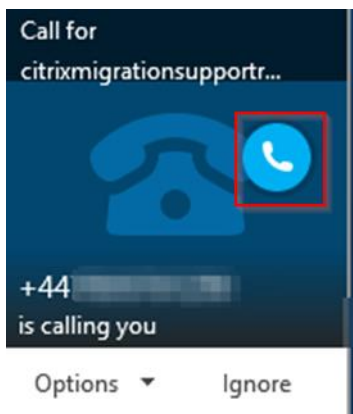
How do I answer a call?

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

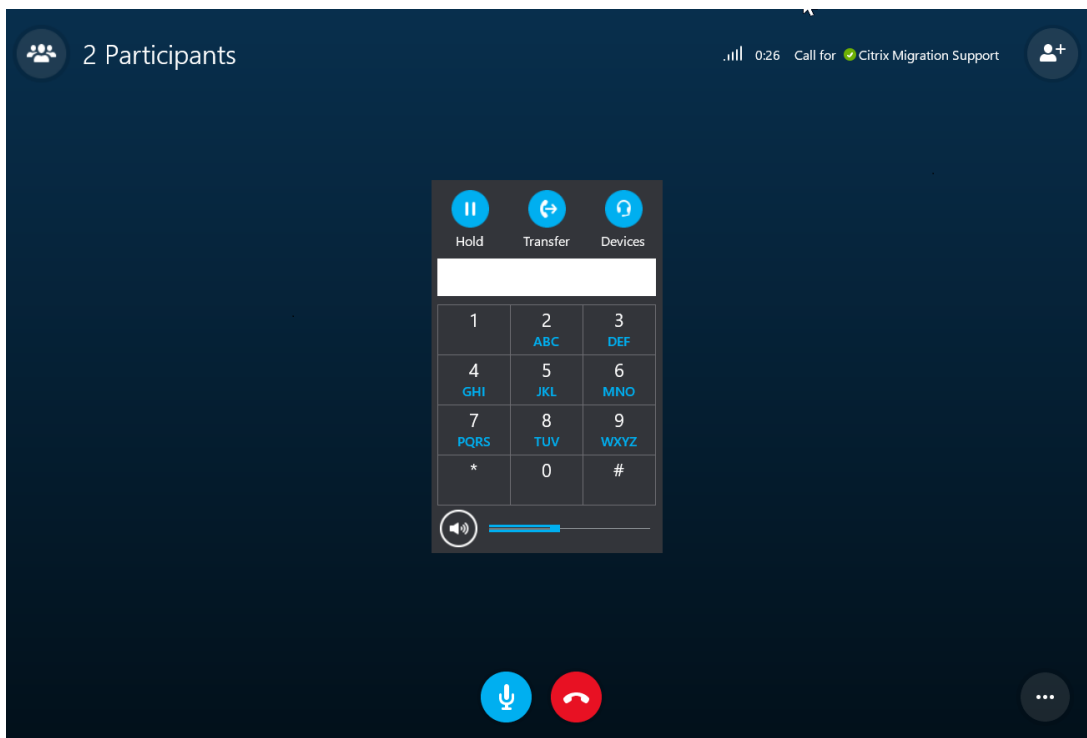
(Calls from the response group will always display the response group)



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

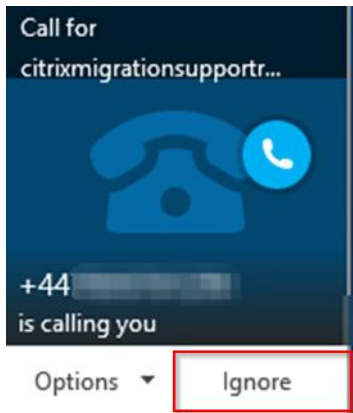


Selecting the Phone Icon (red) will allow you to accept the call



(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)

