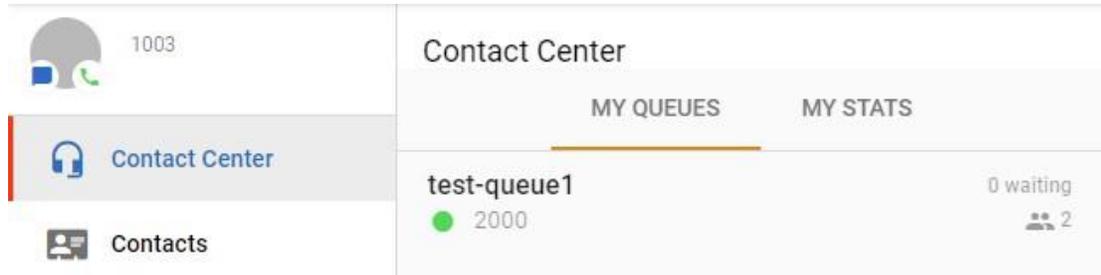
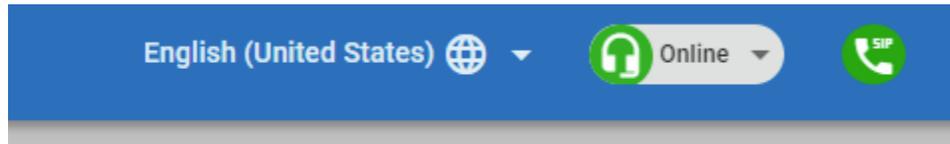


Contact Center for BCNmobile Web

For Agent and Supervisor scopes, the Contact Center will appear as a new menu selection on the left. When selected, you will be presented with the **My Queues**, and **My Stats** tabs.



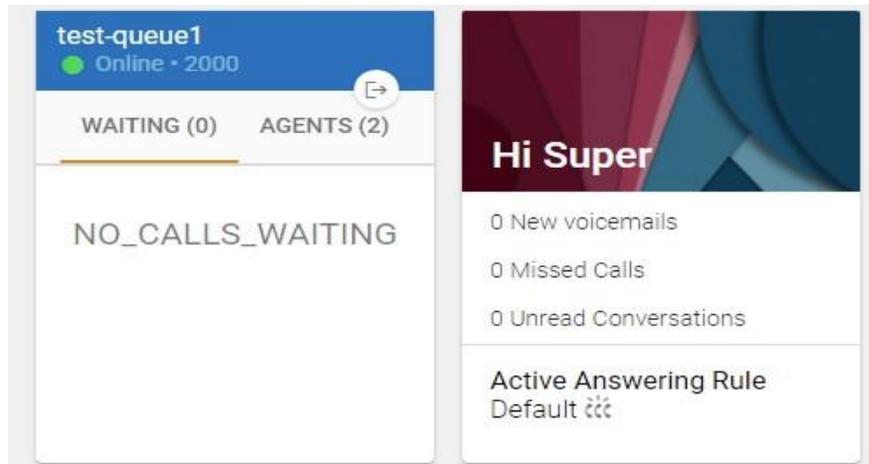
The general status displayed on the upper right will also control the status for all the queues.



My Queues

This displays the queues you are logged into, the number of agents assigned, and the number of people waiting. From here, you can log in and out of specific queues.

Clicking on the queue will display a card with info.



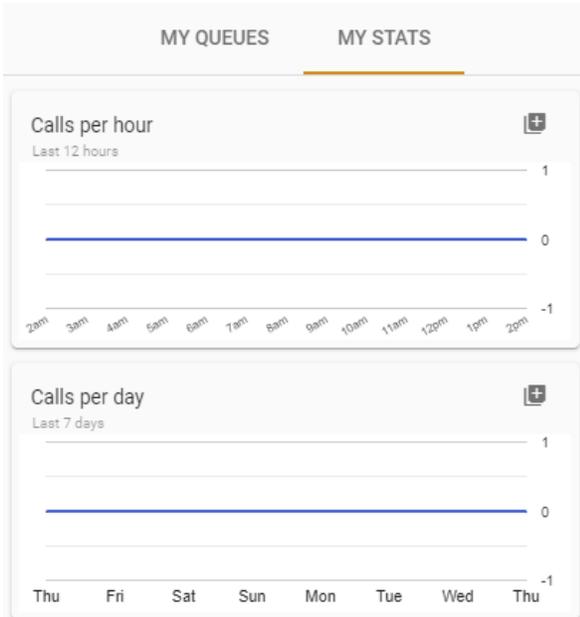
Incoming calls will identify which queue they're coming from, and when completed.



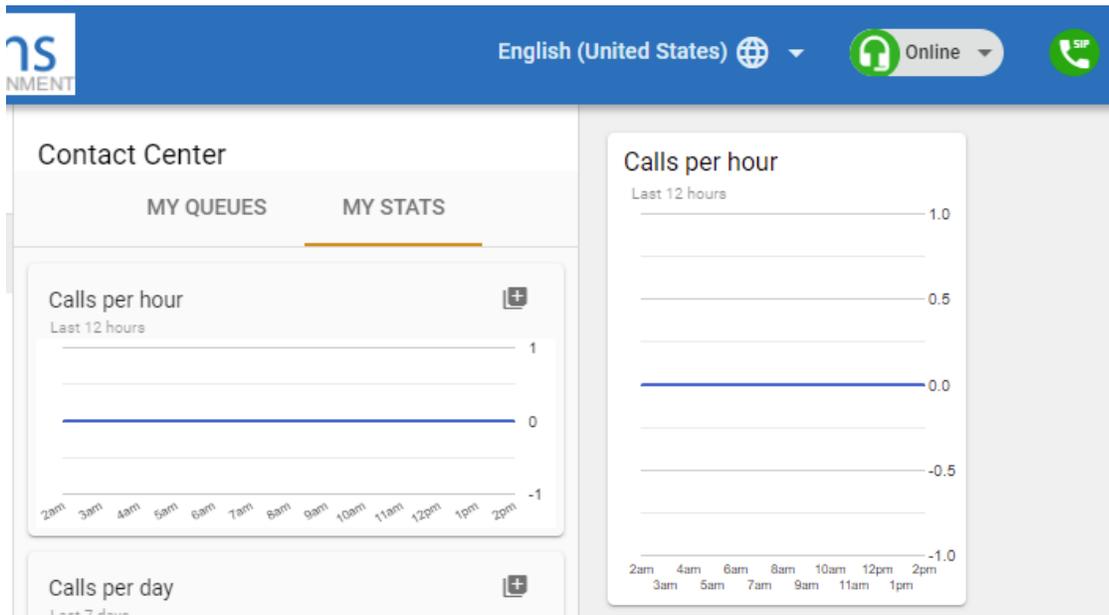
My Stats

This displays user stats using charts. For users who want to keep track of these stats, the plus sign can be clicked to move the card to the dashboard as well.

Contact Center



If you're only interested in specific charts, these can be added individually as cards to your personal desktop area.



Dispositions

Call dispositions are available in BCNmobile web, allowing agents to record notes on calls via a popup when the call is complete.

You can opt for a disposition card to be displayed to record the reason and resolutions for the call. These can be set for inbound and/or outbound calls.

