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Gplus Adapter for Microsoft Dynamics 365 Agent's Guide

How to manage inbound calls

3/30/2023

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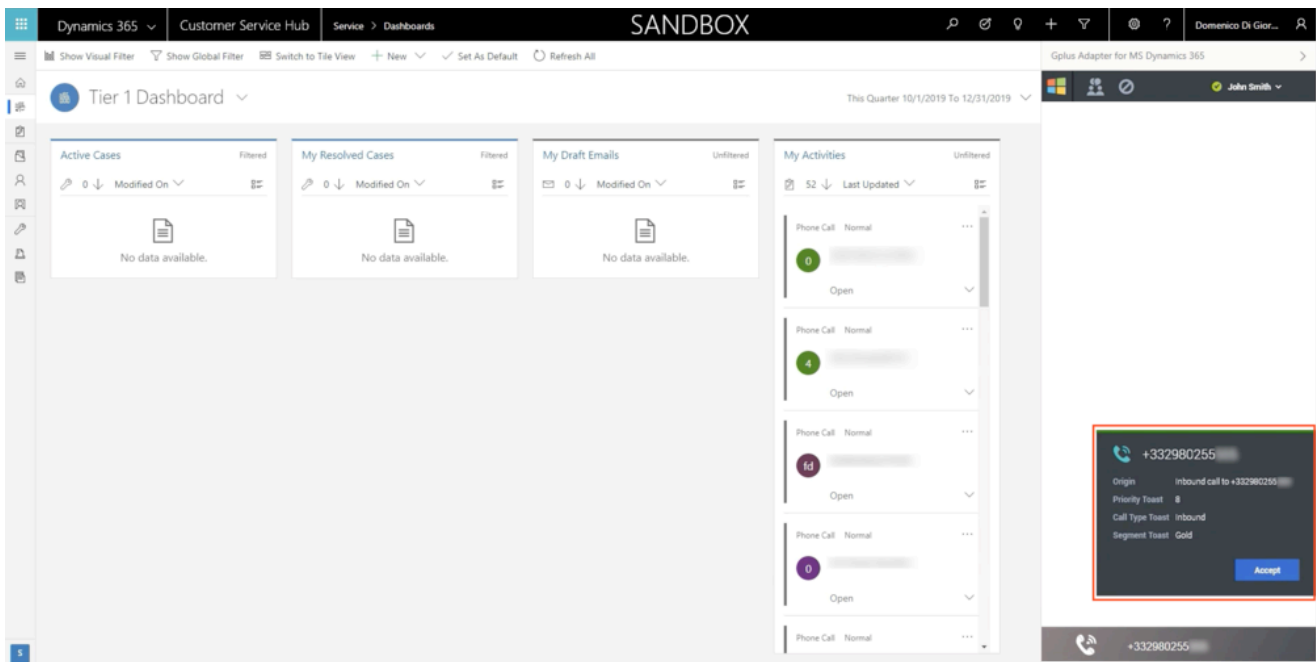
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What you must know to handle incoming calls from known and unknown contacts.

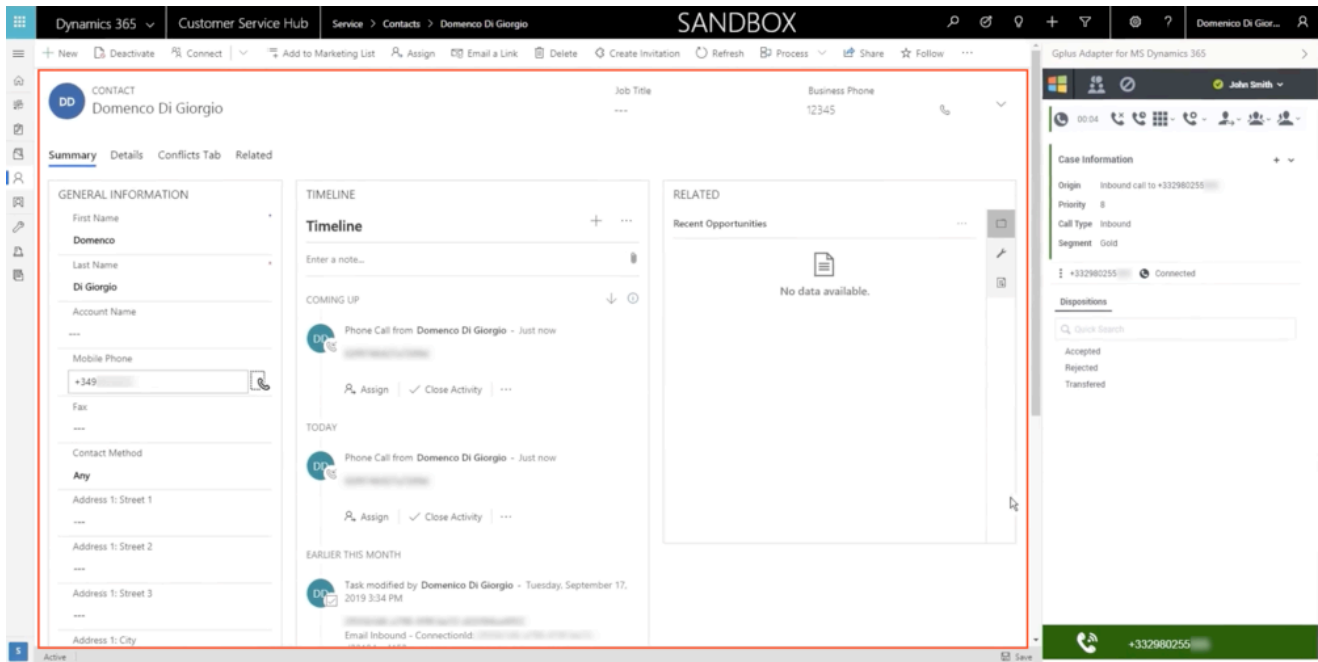
Inbound calls from a known contact

After you log in and make yourself available, you can receive inbound calls from the queue. When the Gplus Adapter alerts you of an incoming interaction, you receive a toast with **information about the call**. This information can include:

- The customer phone number,
- The phone number the customer dialed,
- The type of call,
- Any additional data to identify the customer or the call.

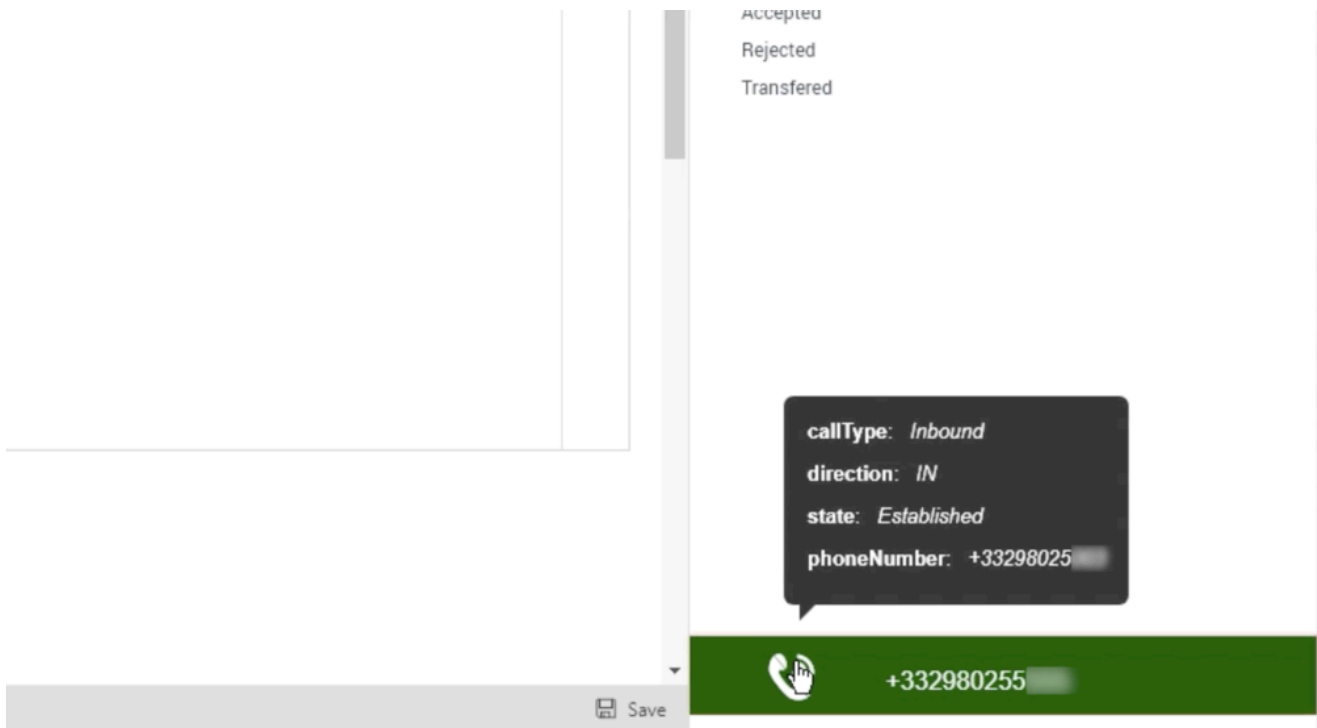


To answer the call, click **Accept**. When you accept an already known customer's interaction, you receive a Microsoft Dynamics 365 or Unified Service Desk (USD) screen pop of the record that matches the caller's contact information. If you want to learn more about screen pops, see [What are screen pops](#).



Below the call controls, the Adapter shows the **Case Information section**, where you can examine the call's information. Your system administrator determines the access and content of the Case Information section. You can also set the **Dispositions** of the call.

To discover more information about the interaction, click the **phone icon** at the bottom of the Adapter: the type and direction, the state of the call (for example hold or release), and the telephone number.



On top of that, an **Activity History of type Call** containing all information available about the interaction is automatically created. For more information about Activity History records, see Activity History for interactions.

Important

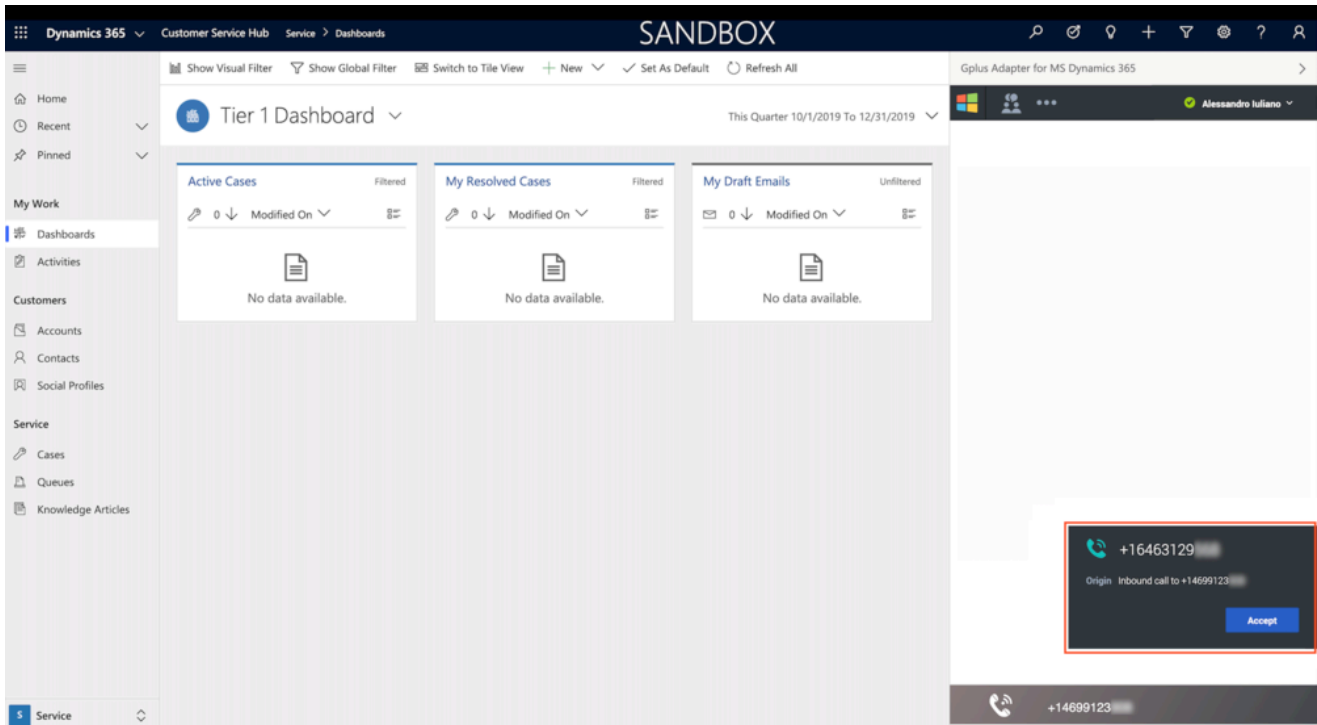
In **Microsoft Dynamics 365 with CIF version 2.0**, this Activity History of type Call is also shown in another tab of that session.

The interaction remains active until you mark the call **Done**. Remember, you can't sign out if there are any active interactions. To learn more about logging out, see Adapter basics.

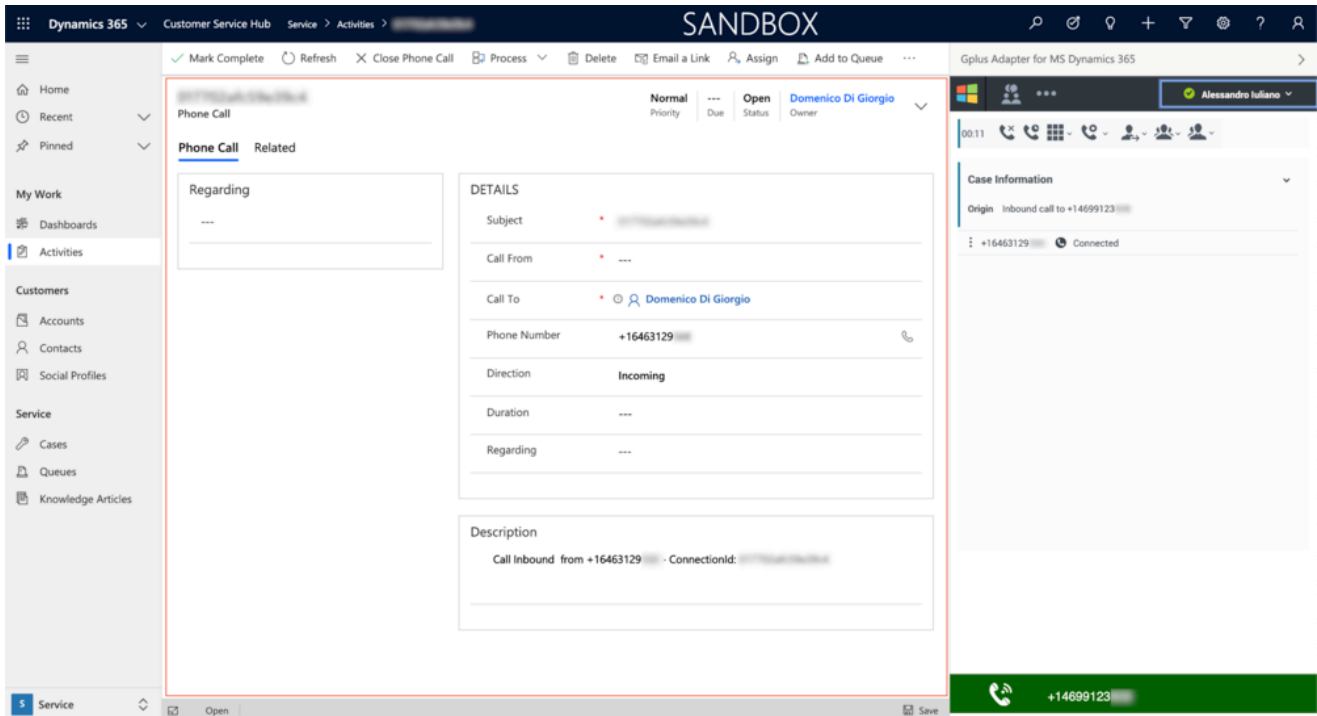
Inbound calls from an unknown contact

The procedure is similar to the previous case, but with a few differences.

When the Adapter alerts you of an incoming call, you receive a toast with **information about the interaction**. Your system administrator configures this information.



After clicking **Accept**, you receive a Microsoft Dynamics 365 or USD screen pop with an **incoming Activity History of type Call** containing all information available about the interaction. If you want to learn more about screen pops and Activity History records, check [What are screen pops and Activity History for interactions](#).



The interaction remains active until you mark the call **Done**. Remember, you cannot sign out if there are any active interactions. To learn more about logging out, see [Adapter basics](#).

If you want to handle outgoing interactions, proceed to [How to handle outbound calls](#).