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Manage your Contact Center in Agent Setup

Voice channel options



- Administrator

Learn about the Voice channel options available in Agent Setup.

Related documentation:

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Voice

☐ Voice Auto Answer

☐ Allow Reject Call

☒ Voice Auto Answer On Active Call

☒ Voice Forward

☐ DTMF Tone

☐ Voice Auto Ready

☐ Auto Not Ready Reason

Choose among the following...

☐ Show Post Call Duration

☐ Show Hold Indication Timer

☒ Conference

☐ Clear Conference on Release

☐ Cancel ACW on Done

☐ Cancel ACW on Change

In the **Voice** section of the **Contact Center Settings** page, configure the following options:

- **Voice Auto Answer** specifies that voice interactions are automatically answered when an agent receives the invitation.
- **Voice Auto Answer On Active Call** specifies that a voice interaction is not automatically answered if the agent has another active call.
- **Voice Forward** enables agents to forward voice calls.
- **DTMF Tone** specifies to play a tone when the agent selects a DTMF key.

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- **Voice Auto Ready** places the agent in the Ready state as soon as they log in.
 - **Auto Not Ready Reason** places the agent in Not Ready state as soon as they log in. When you select this option, define the default Not Ready reason code.
 - **Show Post Call Duration** allows the post-call duration for a voice call to be shown in the interaction bar's tool tip area.
 - **Show Hold Indication Timer** allows the hold duration to be shown to the agent in the interaction bar.
 - **Release Voice Calls while on Hold** enables agents to manually end voice calls that are on hold.
 - **Redirect / Release calls in Hunt Group** enables agents to redirect/release calls in the Hunt group.
 - **Conference** enables one-step voice conferencing.
 - **Two-Step Voice Conference** enables two-step voice conferencing.
 - **Clear Conference on Release** clears a conference call of all parties when the last agent leaves the conference call.
 - **Cancel ACW on Done** specifies that the voice channel is to be returned to the agent's former availability status when the agent marks the voice interaction as Done while in After Call Work status.
 - **Cancel ACW on Change** specifies that After Call Work status should be cancelled when an agent switches from After Call Work to Ready or Not Ready during a call.
 - **Lookup Contact for Voice** activates Agent Workspace for contact lookup when an interaction is presented to an agent.
 - **Create Contact for Voice** will create a contact if the initial contact lookup fails to find an existing contact.
 - **Enable History Record Creation for voice interaction without contact** enables the voice interaction record to be created in My History and Interaction search screens when there is no associated contact.
 - **Caller ID Anonymous** specifies whether the anonymous Caller ID is enabled. This option applies to only outbound calls.
 - **Caller ID for Consultations** enables agents to use a Caller ID for consultations.
 - **Caller ID for Conferences** enables agents to use a Caller ID for single-step conferences.
 - **Caller ID for Transfers** enables agents to use a Caller ID for single-step transfers.
 - **Routing Point for Skill Based Transfers** specifies the call number used by the Routing Point feature.
 - **Routing Based Actions** defines the list of routing-based actions that an agent can perform. Options include:
 - **Make Call**
 - **One Step Conference**
 - **Initiate Conference**
 - **One step Transfer**
 - **Initiate Transfer**
 - **Routing Based Targets** defines the list of contact types to which an agent can route calls through the actions defined in the **Routing Based Actions** option. Options include Agent, Routing Point, Type Destination, Outbound Record, and Contact. Note that Agent Groups and Skills targets are not listed here, because they are configured through a routing strategy.
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- Options to exclude a range of numbers from the Team Communicator. For each option, if you enable it, you must type a regular expression (RegEx) to match against the following items:

- Entered phone number
- Selected agent or routing point

For example, to exclude extensions that are 7 digits and start with the numbers 7 or 8, type
`^(7|8)\d{6}$`

- **Make Call Exclude Number** specifies the format for a phone number to exclude from Team Communicator when making a call.
- **Single Step Conference Exclude Number** specifies the format for a phone number to exclude from Team Communicator on a single step conference.
- **Single Step Transfer Exclude Number** specifies the format for a phone number to exclude from Team Communicator on a single-step transfer.
- **Consultations Exclude Number** specifies the format for a phone number to exclude from Team Communicator on consultation.

These options are not applicable to global or personal favorites.

- **Voice Ringtone Type** specifies the voice ringtone type. Enable the option and then select the ringtone type from the drop-down list box.
 - **Voice Ringtone Priority** specifies the priority level of the voice ringtone within the channels. Enable the option and then type the number for the priority level.
 - **Voice Ringtone Duration** specifies how long the ringtone rings. Use the following values:
 - -1 specifies to repeat the ringtone until the call is answered.
 - 0 specifies to play the ringtone only one time.
 - 1 or more specifies to play the ringtone for the specified duration (in milliseconds) and then repeat until the call is answered.
 - **Voice Ringtone Volume** specifies the default volume for the voice ringtone.
 - **Can One Step Transfer** enables instant conferencing of a voice call.
 - **Can Two Step Transfer** enables two-step transfer of a voice call.
 - **Can Extend After Call Work** enables the extension of After Call Work indefinitely, until the user's status is changed manually.
 - **Can Use WebRTC** enables WebRTC in Agent Workspace. Note: The **Can Use Voice Channel** option must be enabled.
 - **WebRTC Polling Timeout** specifies, in seconds, a period of time during which WebRTC library waits for the response for a polling request.
 - **Expression to capture groups in GWS url** specifies that Workspace should extract some part of its URL to capture some groups containing shared information among services, like the tenant or the region.
 - **WebRTC Server URN** specifies the URN that should be based on the following pattern:
`WEBRTCGATEWAY_SERVER:WEBRTCGATEWAY_PORT?sip-proxy-address=SIPPROXY_SERVER:SIPPROXY_PORT.`
 - **Can change speaker volume** allows an agent to change speaker volume. Note: The **Can Use Voice Channel** option must be enabled.
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- **Can mute microphone** allows an agent to mute and unmute the microphone. Note: The **Can Use Voice Channel** option must be enabled.
 - **Can mute speaker** allows an agent to mute and unmute the speaker. Note: The **Can Use Voice Channel** option must be enabled.
 - **Can send DTMF** specifies if DTMF is available for WebRTC calls. Note: The **Can Use Voice Channel** option must be enabled.
 - **WebRTC Ringtone Type** specifies the voice channel ringing sound -
 - **WebRTC Ringtone Priority** is the priority of ringtone. The higher the integer, the higher the priority.
 - **WebRTC Ringtone Duration:**
 - -1 plays means to play and repeat until an explicit message stops it with an established event.
 - 0 means to play the entire sound one time.
 - An integer greater than 0 means a time in milliseconds to play and repeat the sound.
 - **WebRTC Ringtone Volume** specifies the default volume for WebRTC ringtone.
 - **Voice SIP Preview Ringtone Type** allows the selection of a ringtone type from the default tone types.
 - **Voice SIP Preview Ringtone Priority** specifies Voice SIP ringing priority between different channels.
 - **Voice SIP Preview Ringtone Duration** specifies the Voice SIP preview duration.
 - **Voice SIP Preview Ringtone Volume** specifies the default volume for the voice SIP preview ringtone.
 - **Allow Alert for Opt-out Recording** alerts the agent that the current call is not being recorded by a supervisor.