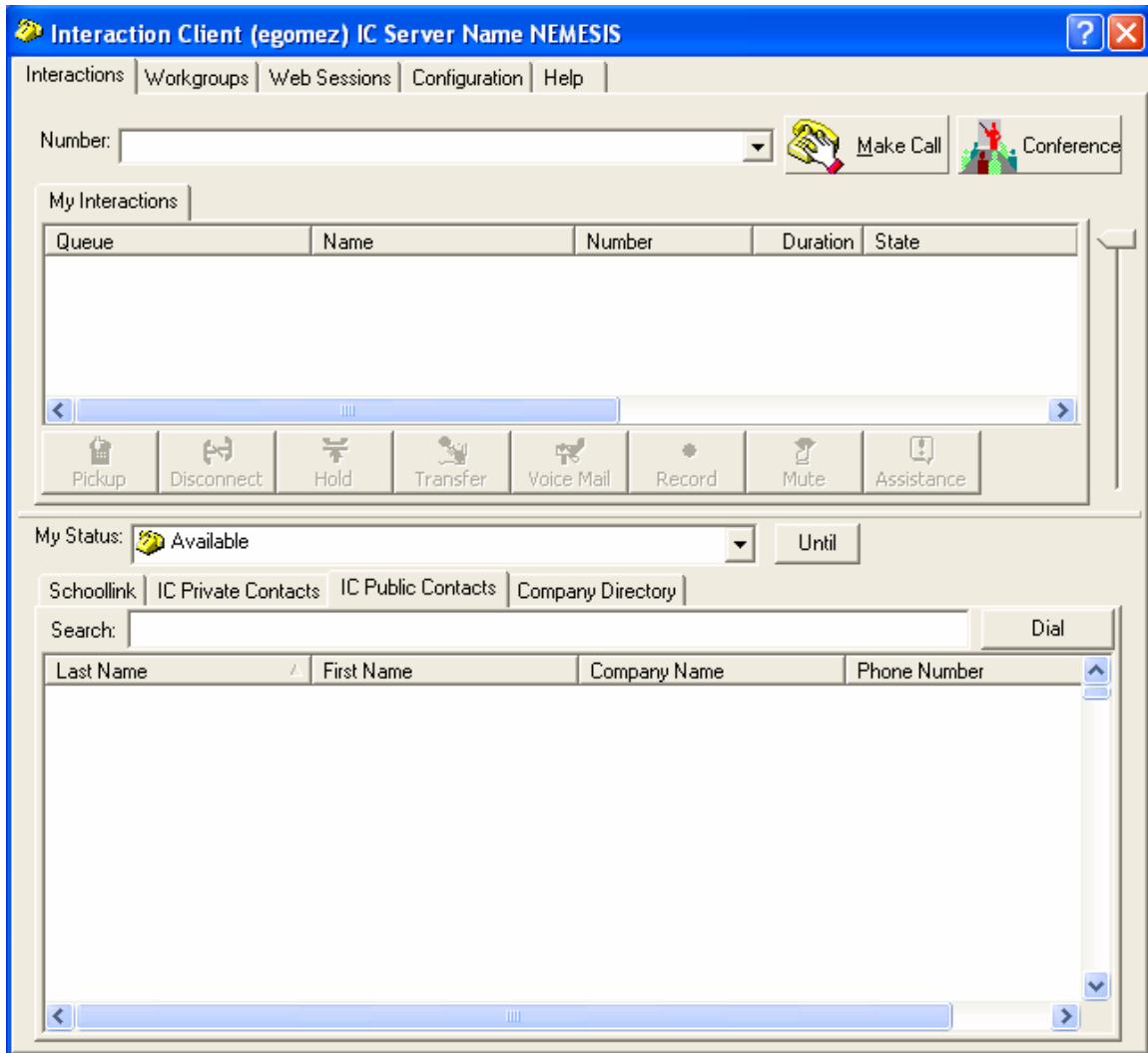


Interaction Client

Welcome to Interaction Client, a powerful desktop interaction and communication manager! Interaction Client offers more functionality than your office telephone. Use it to manage all your phone calls, voice mail, and conference interactions.



Phone Calls

Interaction Client helps you manage calls in a variety of ways, including making calls, picking up, disconnecting, transferring and placing calls on hold.

The following tasks can all be managed from your **My Interactions** tab. Remember to highlight the interaction you want to take action upon when you begin a task.

Make a Call

In the **Number:** field, type the phone number you want to call and then click the **Make Call** button or press **Enter**.

Pick up a call

If you were not connected to another call, pick up your telephone handset. If you are connected to another call, click the **Pickup** button. The first call is automatically placed on hold.

Place a call on hold

Highlight the call you want to place on hold. Click the **Hold** button or right-click the call and choose **Hold** from the menu that appears. To reconnect to the call, highlight the call you want to pick up and click the **Hold** button again.

Disconnect a call

To disconnect a call with your handset, hang up the telephone. To disconnect a call from the Interaction Client, highlight the call you want to disconnect and click the **Disconnect** button or right-click the call and choose **Disconnect** from the menu that appears.

Transfer calls

Interaction Client gives you the ability to transfer interactions by either highlighting the interaction or “dragging” it to a name in the **Company Directory**, click the **Transfer** button or right-click the call and choose **Transfer**. A **Transfer** dialog box will open and you can select the person to whom you want to transfer the call, and then click the **Transfer Now** button.

Conference

In Interaction Client, you can participate in and facilitate conference calls. Use the conference window to manage a conference call.

In order to initiate a conference session, dial the first participant's telephone number. When you connect to the first participant, click the **Conference** button and the **Conference** dialog box will open. From your **My Interactions** list, click and drag the first participant into the top pane of the **Conference** window. In the **Number** field on the Interactions page, dial the number of the next participant. From your **My Interactions** list, click and drag the next participant into the top pane of the **Conference** window. In order to disconnect someone from a Conference call, highlight the participant you want to disconnect and click the **Disconnect** button or right-click the selected call and choose **Disconnect Call** from the menu that appears.

Recording a call

In order to record a call, highlight the interaction you wish to record and click the **Record** button. In order to stop recording, click the **Record** button again. Once the call has ended, recorded calls are sent to your email as a wav file for review or you can choose to forward the recorded call by forwarding the email.