Unified Communications & EBS Service Desk - Estates and Facilities

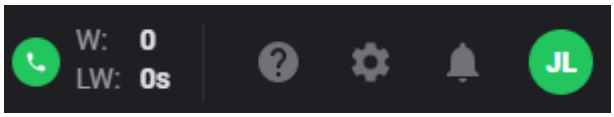
Outbound calls with Liberty Converse

Justin Looper - 2023-10-16 - Comments (0) - Liberty Converse

NOTE: Calling numbers from Liberty is not a feature provided by default. If you feel you require this functionality, please contact us at cuh.ucservicedesk@nhs.net

Outbound dialing is possible in Liberty, so long as the feature is activated and you have been trained.

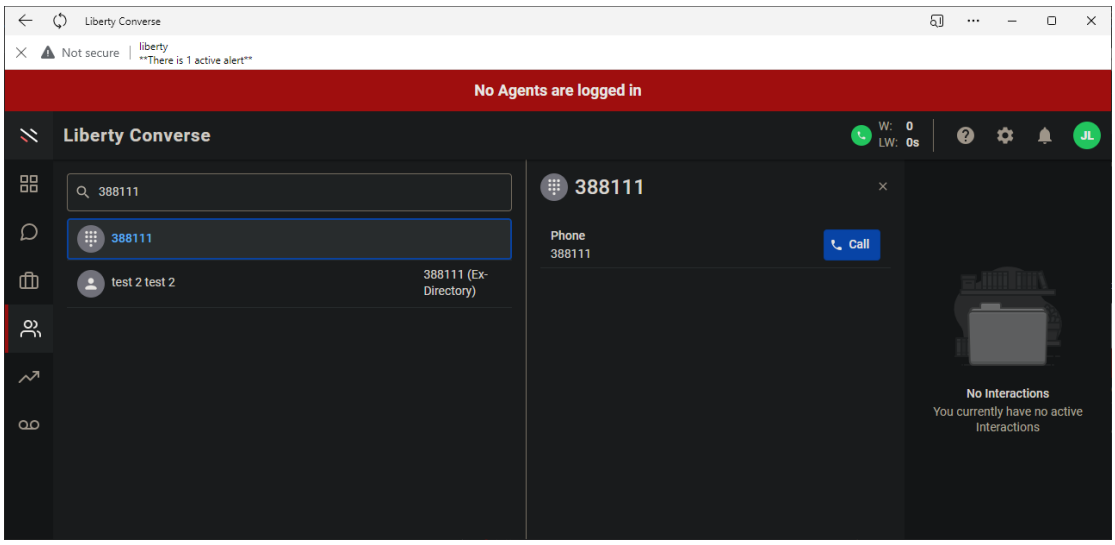
Start by logging into Liberty, and making yourself READY on your queue. To verify that you are ready, look in the top right hand part of the liberty screen. If your initials are green, you are good to go.



In order to dial, you need to access the Directory. Select the 2 person icon in the left hand sidebar.



In the directory, search the number you wish to dial. You will most likely get a few results, focus on the first. which will show a dial pad as the icon.



Select this icon, it will load of the basic record on the right hand side. To initiate the call, select the Blue call button.

Outbound System Call Process.

1. Liberty will contact the dialing agent.
2. When the agent answered Liberty will contact the dialed number.
3. When the dialled number answered, Liberty will join the calls together.
4. If either party doesn't pick up, the call will end.