

# How to Setup

## What can an agent do when a call is connected?

The agent can press 'Play Msg' button to play a pre-recorded audio message.

The agent can press 'Msg Drop' button to drop a pre-recorded audio message to the line and dial next one.

The agent can press 'Start Rec' button to record the phone conversation. (Recording can also be forced by system settings)

The agent can enter call notes, edit call information.

The agent can schedule a callback.

The agent can add the phone to Do Not Call list.

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Author: eva

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