Worflow Stages

Step 1: Login & Setup

- Agent logs in
- Selects campaign (if applicable)
- Reviews environment

Step 2: Agent Becomes Available

- Agent sets status to **Ready**
- System includes agent in dialing pool

Step 3: Call Handling

- Dialer places calls automatically
- Agent receives call when connected
- Lead information is displayed

Step 4: Active Call Handling

- Agent interacts with customer
- Uses controls:
  - Mute
  - Hold
  - Transfer
- Follows script / CRM

Step 5: Call Completion

- Call ends (agent or customer)
- System moves agent to **Wrap-up**

Step 6: Disposition & Data Capture

- Agent selects outcome
- Adds notes
- Schedules callback if needed

Step 7: Next Call Cycle

- Agent returns to:
  - Ready (auto o manual)
- Next call is delivered

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