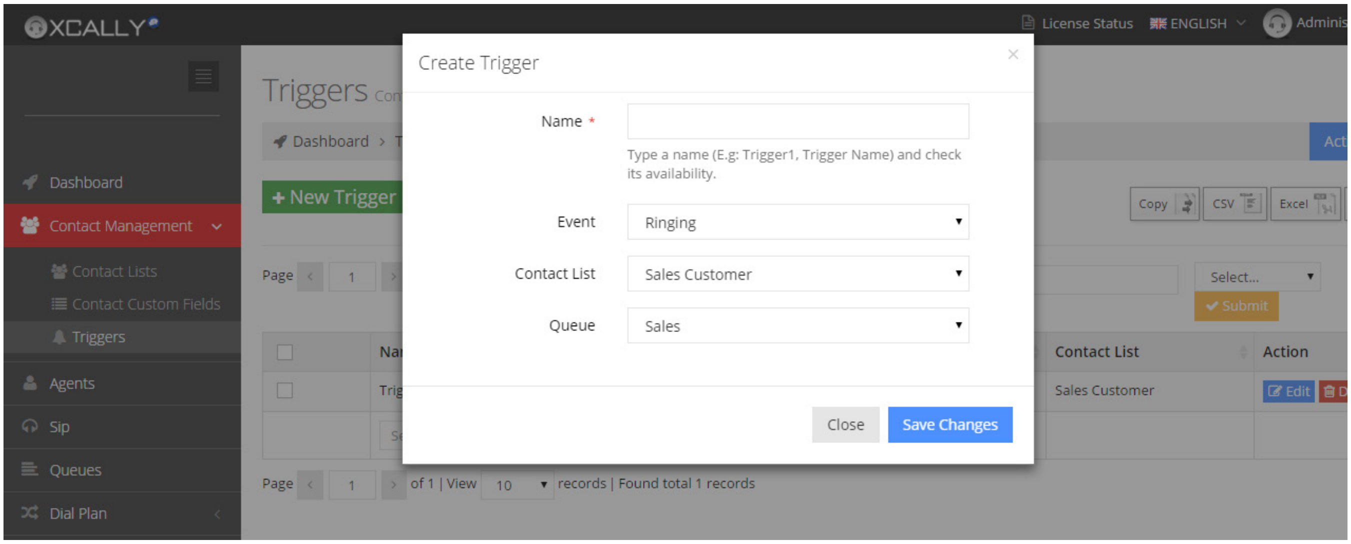
CM Triggers

The Triggers are used to set the behaviour of the call pop-ups, containing the information of the caller, that will be shown to the Agents when a call comes in. Click on the New Trigger button and define the requested fields:



First, choose a Name for the trigger.
Then, trough the **Event** field, you can decide when the pop-up (dedicated to the actual call, which includes all the relevant fields of the caller) will be created and shown in the xCALLY Agent web interface:

- *Ringing*: when the phone is ringing, before the agent's answer
- *Up*: when the agent picks up the call
- *Hang up*: when the agent hangs up the call
- *Unmanaged call*: when the caller has hang up before talking with an agent
- *Outbound call*: when the agent starts a call

You have also to select the **Contact List** of interest, from your created list, and to choose for which **Queue** the Contact Management module is valid.

If you need to apply it on more queues, you have to create one trigger for each queue.