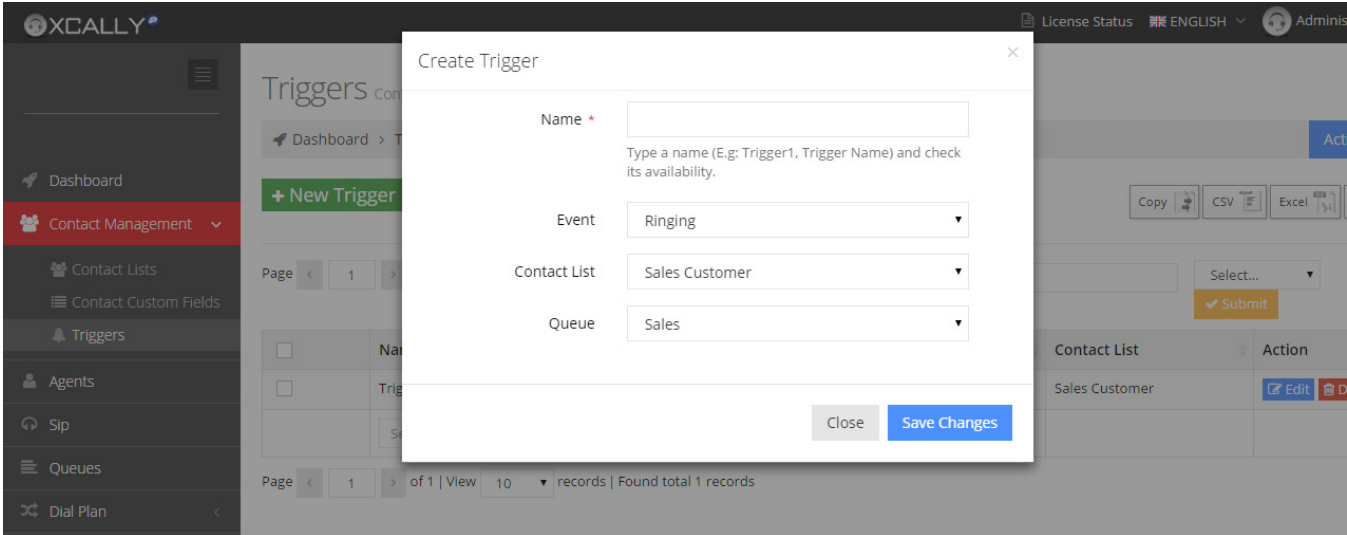


CM Triggers

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:



The screenshot shows the xCALLY web interface with a 'Create Trigger' modal window open. The modal contains the following fields and options:

- Name ***: A text input field with a placeholder instruction: "Type a name (E.g: Trigger1, Trigger Name) and check its availability."
- Event**: A dropdown menu with 'Ringing' selected.
- Contact List**: A dropdown menu with 'Sales Customer' selected.
- Queue**: A dropdown menu with 'Sales' selected.
- Buttons: 'Close' and 'Save Changes'.

The background interface shows a sidebar with 'Contact Management' selected, and a main area with a 'Triggers' table and a '+ New Trigger' button.

First, choose a Name for the trigger.

Then, through 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.