





































































































Contact Center





Icon Set Comparison

Description	New	Old	Description	New	Old
Activate Release with Code			Logout Specific Group		
Open Agent Board Application			Login Primary Group		
Agent Busy = no (basic integration)			Resume		
Agent Busy = yes (basic integration)			Barge in		
Call-type indication = abandoned return			Answer Call		
Call type indication = ACD-IN			Help On / Off		
Call type indication = Callback IVR			Hangup		
Call type indication = Callback WEB			Start Conference		
Call type indication = dial list			Make Call		
Call indication = busy			Divert		
Call indication = no answer			Transfer by Agent Number		
Call indication = terminate			Start Transfer		
Control Wrap on/off			Enter Wrapup Code		
Login to specific Groups Manager			Open ACD Calls Window		
Media indication = chat			Run Application		
Media indication = mail			Ready		
Media indication = voice			On Line Help		
Swap Calls			Complete Transfer		
Login Specific Group			Call Status Window		
Logout Primary Group			Call Log Window		

Contact Center

Description	New	Old
Exit Call Manager Agent		
Setup Window		
Telephony Window		
Resume simultaneous browsing – Synchronize to agent		
Resume simultaneous browsing – Synchronize to customer		
Suspend Simultaneous browsing		
Tree object – text		
Tree object – URL		
Complete Conference		
Hold		

Icon Set Comparison

Description	New	Old
Display Next Call		
Re-connect		
Release		
Retrieve		
Silent Monitor		
Single Step Transfer		
Help About	