

Manual Dial

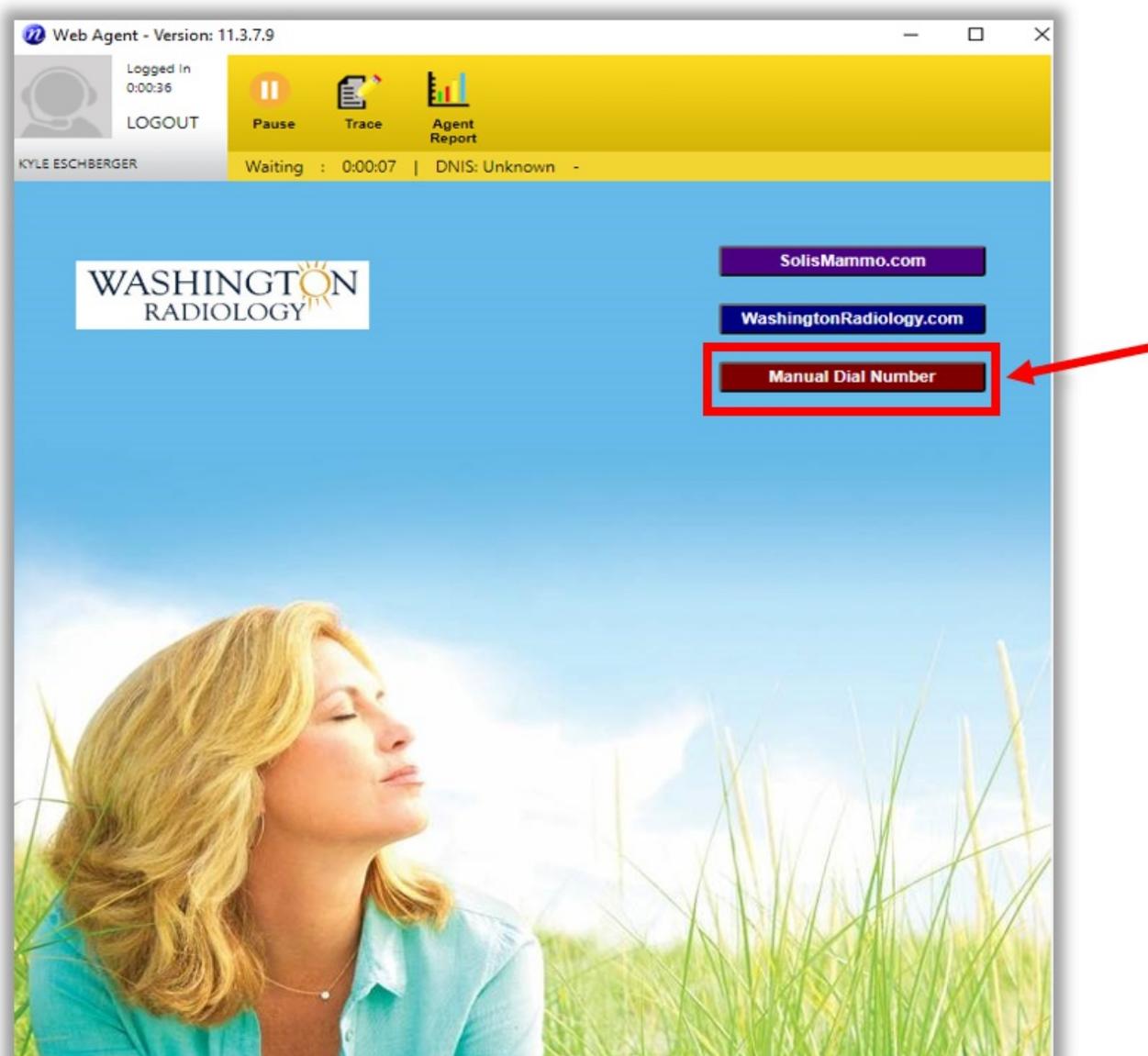
Last Modified on 11/11/2020 3:30 pm EST



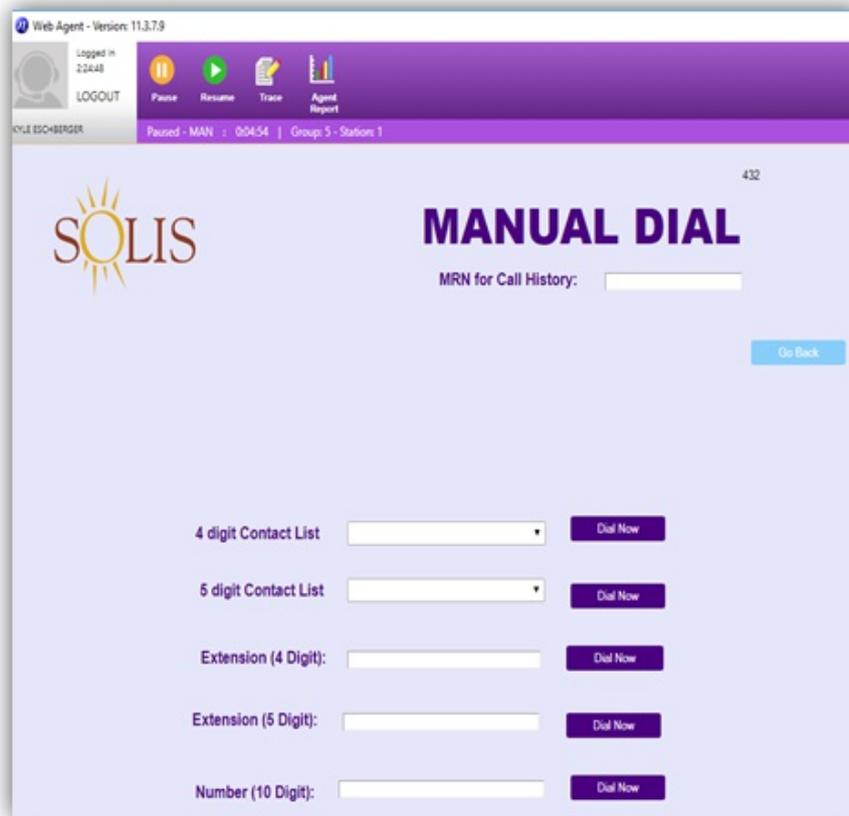
Contact Center
Noble Systems
Manual Dial

Manually Dialing a phone number in the Noble System is easily completed from the “In Between Call” screen.

1. From the In Between Call screen, click “Manual Dial”



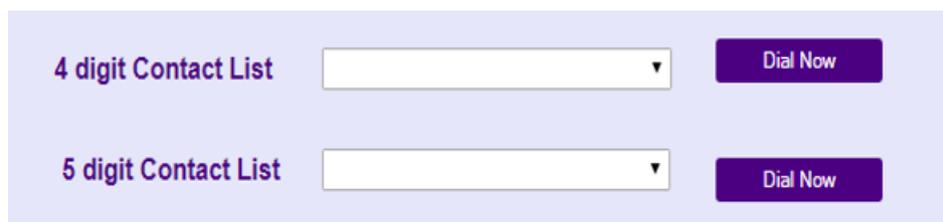
The Manual Dial screen will open



1. On the Manual Dial screen, there are 3 different ways to make outbound calls:

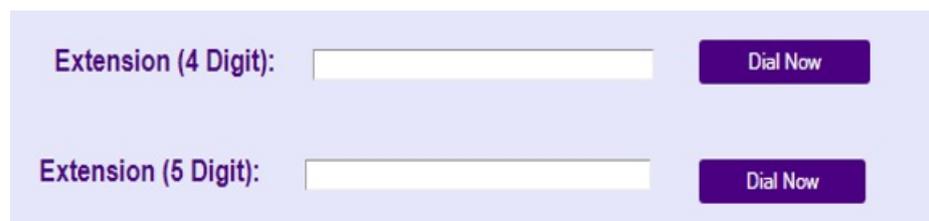
1. Contact List – List of extensions for centers

1. Use the drop down to select the number



2. Extension (4 digit or 5-digit) – Extensions only

1. Dial a 4-digit or 5-digit extension directly



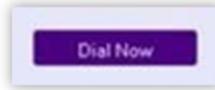
3. Number (10 digit) – Enter a full 10-digit number

1. No dashes needed

2. Some numbers require entering a 1 first

Number (10 Digit):

1. After entering number selection, click on “Dial Now” next to option



2. Enter MRN for Call History Log

MRN for Call History:

3. Hang Up



4. Terminate -



5. Select Status Code
6. Returns to In Between Call screen
7. Verify returned to “Waiting”