



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"



Wieb Agent - Version: 11.3.7.9   Logges in 224.48   LOGOUT   Passe   Resume   Trace   Agent Apport	
Paused - MAN : 00454   Group: 5 - Station: 1	17
SÖLIS	MANUAL DIAL
	Go Back
4 digit Contact List	Did Nov
5 digit Contact List	Dial Nov
Extension (4 Digit):	Dial New
Extension (5 Digit):	Dial Now
Number (10 Digit):	Dial Nov

- 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

4 digit Contact List	•	Dial Now
5 digit Contact List	•	Dial Now

- 2. Extension (4 digit or 5-digit) Extensions only
  - 1. Dial a 4-digit or 5-digit extension directly

Extension (4 Digit):	Dial Now
Extension (5 Digit):	Dial Now

- 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):
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1. After entering number selection, click on "Dial Now" next to option



2. Enter MRN for Call History Log

MRN for Call History:	[	
19467782267632827777777767226*54		

3. Hang Up



4. Terminate -



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

Edited: 11/11/2020