RINGURA TRAINING

Agent quick reference

One page to keep at your desk: status, offers, replies, calls, transfers, outcomes and the keyboard shortcuts.

For: Agents · Last checked 29 October 2026 · Online, always current: https://ringura.com/help/agent-quick-reference/ · Printed 29 October 2026

Steps

1. **Start the shift**
   Sign in with your code. Open **Workspace**, choose **Ready** under **Your status** and **Set status**. Open the phone from the top bar and wait for **Registered**.
2. **Pause**
   Choose **Not ready**, pick the **Reason** (Break, Lunch, Training, Admin work, Meeting) and **Set status**. No offers arrive until you are **Ready** again.
3. **Take work**
   Under **Offers**, choose **Accept** before the countdown ends, or **Decline**. **Assign to me** takes waiting work from **Team inbox**.
4. **Reply**
   Write and choose **Send** (Ctrl + Enter). **Internal note** is for colleagues only. On WhatsApp after 24 hours of silence, only a **Template** can be sent.
5. **Calls**
   Enter the number with its country code, choose **Call**. **Answer** or **Decline** incoming calls. **Mute**, **Hold**, **Hang up**.
6. **Transfer**
   Chat: **Transfer to** a queue, then **Transfer**. Call: **Transfer**, enter the number or extension, then **Transfer now** or **Consult first**.
7. **Finish**
   Pick the **Outcome when you resolve**, then **Resolve** (or press E). Dialler call: choose the **Outcome** and **Save outcome**.
8. **Shortcuts**
   J and K: next and previous. R: reply. N: note. E: resolve. /: search. ?: all shortcuts. Esc: leave a field or close the conversation.
9. **If something fails**
   Phone not connected: **Try again**, use a headset, turn off the VPN. **Not responding**: set yourself **Ready**. Full guide: Agent guide.

Good to know

- Never type or write a card number. For card payments on a call, use **Card payment** in the phone: see Take card payments on calls.
- **My performance** shows your figures and goals; **My quality** shows your scores and coaching notes.