



# VICIdial® Agent Manual: version 2.13

*Matt Florell*

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## **VICIdial® Agent Manual: version 2.13** Matt Florell

This is the official VICIdial® Contact Center Agent Manual. Proceeds from the sale of this book go to support the development of the free and open VICIdial project. This manual contains detailed instructions with illustrations for how to use all of the features of the VICIdial agent screen, from placing manual dial calls, to receiving inbound queue calls as well as handling emails and customer website chats and messaging with other agents.

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