Vonage Contact Center
NewVoiceMedia in Zendesk

Contents

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NewVoiceMedia and Zendesk integration

You can install NewVoiceMedia into your existing Zendesk org to give agents a single desktop to work from. After you install and configure NewVoiceMedia within Zendesk, ContactPad is available within Zendesk, enabling telephony features such as inbound screen pops, outbound Click to dial, and call logging in Zendesk.

Using

- Using NewVoiceMedia in Zendesk

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- Configuring NewVoiceMedia in Zendesk

Overview of NewVoiceMedia and Zendesk

Zendesk is a web-based Customer Relationship Management application (CRM). Zendesk is primarily used for helpdesks, which need to handle telephone based ticket inquiries, email and webchat.

NewVoiceMedia integrates ContactPad with Zendesk to provide NewVoiceMedia features, supporting inbound and outbound calls, call logging, and screen pops.

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Installing NewVoiceMedia into Zendesk

Contact support for the latest version of the NewVoiceMedia managed package.

Because NewVoiceMedia is an app that is installed onto your Zendesk org, we only support NewVoiceMedia running on browsers that Zendesk supports. For information on the browsers that Zendesk supports, see Zendesk help.

To install NewVoiceMedia onto the host Zendesk org, perform the following steps:

1. Log into your Zendesk account as an Admin user. Zendesk appears.
2. To access the administration area, click the cog icon in the lower-left corner. ADMIN HOME appears.
3. On the left side of the Zendesk window, in the APPS section, click **Manage**. *My Apps* appears.
   - If you already have a NewVoiceMedia installation you must either delete or disable the app before installing another version.

   To delete the app, perform the following steps:
     a. Click the cog icon that appears as you move your mouse pointer over the app. A menu appears.
     b. Click **Change Settings**. The app's settings appear.
     c. Make a note of your current settings to reuse them in the version you are upgrading to. Click **Uninstall app**. *Uninstall App* message appears.
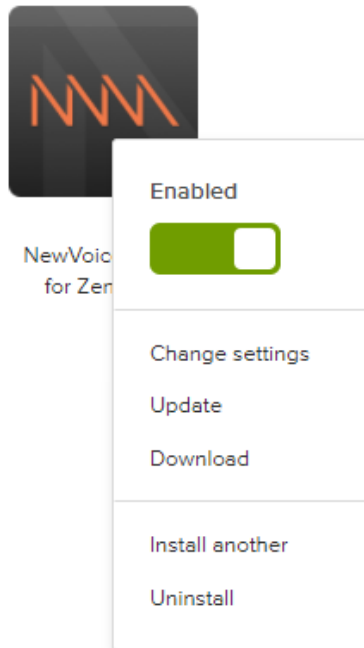   d. Click **Uninstall App** to confirm. The app is removed.
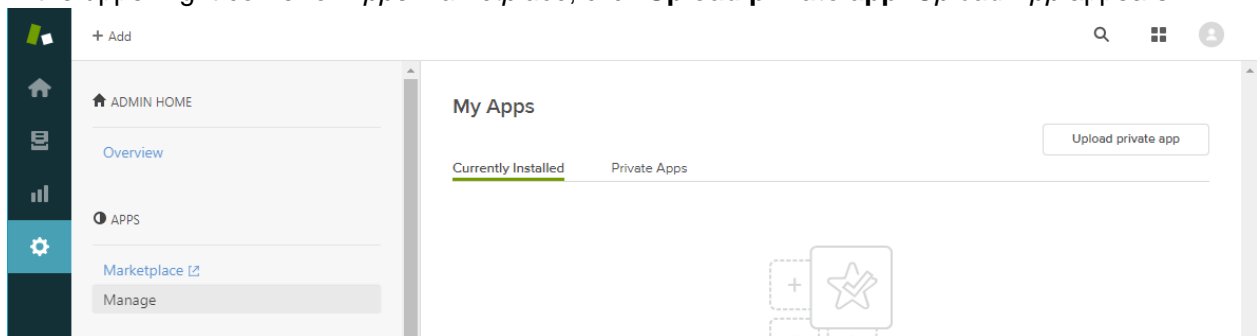
Manage Apps appears and NewVoiceMedia in Zendesk is no longer listed.
To disable the app, click the cog icon that appears as you move your mouse pointer over the app. A menu appears. Click the toggle to disable the app.

4. In the upper-right corner of *Apps Marketplace*, click **Upload private app**. *Upload App* appears.

5. In **App Name**, type a name for the app, for example, NewVoiceMedia in Zendesk. Click **Choose File**. An *Open* dialog appears.

6. Locate and select the zip file that contains the latest version of NewVoiceMedia. Click **Open** and then click **Upload**. *Creating a new App* appears.

7. Read the information and click **Upload**. The zip file is uploaded. *Apps Marketplace* appears.

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Apps Marketplace

NewVoiceMedia in Zendesk
add your app short description here. max 80 characters

INSTALLATION

Title*

NewVoiceMedia in Zendesk

☐ internationalSearch

☐ cloud11

☐ popWindowAutomatically

domain*

cloud11.contact-world.net

phoneFields

ticketFormId

accountKey
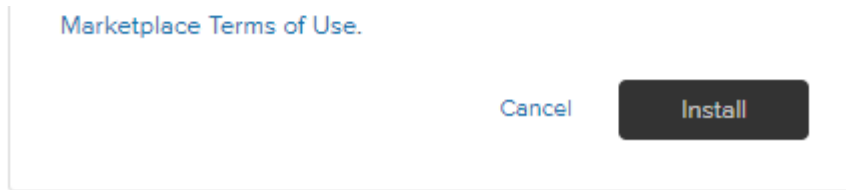
authenticationToken

☐ Enable role restrictions?

Select the roles that should have access to this app:

☐ Enable group restrictions?

Select which groups should have access to this app:

By installing this app you hereby agree to the Zendesk

Marketplace Terms of Use.

Cancel   Install

8. Verify and update the information if required. For information on what is required in each field, see C
onfiguring NewVoiceMedia in Zendesk. Click **Install**. NewVoiceMedia is installed and ContactPad
appears in the top-right corner.

My Apps appears and your newly installed app is listed within the *Currently Installed* area under **Ena
bled apps**.

After installing NewVoiceMedia, enabled users can see the app in the upper-right navigation bar. For
information on accessing NewVoiceMedia, see Using NewVoiceMedia in Zendesk.

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Configuring NewVoiceMedia in Zendesk

After you have installed NewVoiceMedia into Zendesk you can configure various settings.

In this page
- How do I configure NewVoiceMedia in Zendesk?   - How do I reconfigure NewVoiceMedia in Zendesk to use an alternative node?   - Reconfiguring NewVoiceMedia (supervisor actions)   - Reconfiguring NewVoiceMedia (wallboard user actions)   - How do I configure the enforced disposition codes feature for NewVoiceMedia in Zendesk?

How do I configure NewVoiceMedia in Zendesk?

To configure NewVoiceMedia, perform the following steps:

1. Log into your Zendesk account as an Admin user. Zendesk appears.
2. To access the administration area, click the cog icon in the lower-left corner.
   ADMIN HOME appears.
3. On the left side of the Zendesk window, in the APPS section, click **Manage**. *My Apps* appears.

4. Click the cog icon that appears as you move your mouse pointer over the app. A menu appears.

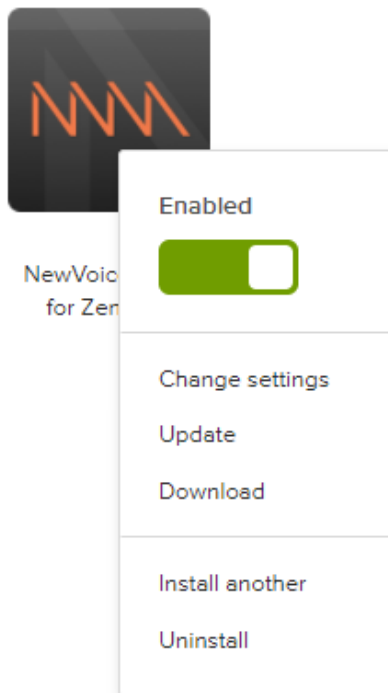5. Click **Change Settings**. Your app's settings appear.

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NewVoiceMedia in Zendesk
add your app short description here. max 80 characters

General Settings   App Configuration   Install Instructions

App details   Location: Top Navigation, Ticket, User Profile, Background
                         Version 1.0 - Last updated 1 minute ago

Email   zendesk@newvoicemedia.com

Display name   NewVoiceMedia in Zendesk

                         You may change the name that is displayed
                         on the app panel

Role restrictions   ☐ Enabled

                         You may restrict use of this app to specific
                         roles within your account

Group restrictions   ☐ Enabled

                         You may restrict use of this app to specific
                         groups in your account

Uninstall app   Save settings

6. Provide the following information:

Field	Description
Display name	The name of the app. Users see this name when they move their mouse pointer over the NewVoiceMedia icon in the top right navigation bar of Zendesk. Example: NewVoiceMedia in Zendesk
Role restrictions	You can restrict access to the app to certain user roles. To restrict access to the app, select the **Enabled** check box. You can now specify the user roles that you want to have access to the integrated ContactPad. Click in the field below the **Enabled** check box and click to add the required user role or roles.

Group restrictions	You can restrict access to the app to certain user groups.
	To restrict access to the app, select the **Enabled** check box.
	You can now specify the user groups that you want to have access to the integrated ContactPad. Click in the field below the **Enabled** check box and click to add the required user group or groups.

Click **Save settings**. Your settings are saved.

7. Click **App Configuration** and provide the following information:

Field	Description
internationalSearch	When making an outbound call—using either Click to dial or the **Make Call** button—in NewVoiceMedia in Zendesk, NewVoiceMedia searches for a user record and ticket related the dialed number. NewVoiceMedia uses the number in either national format or both natio and international formats to search for the related records. The format or formats NewVoiceMedia uses depends on your configuration.
	Searching for numbers in both formats helps ensure that NewVoiceMedia locates and links outbound calls to the correct user records and tickets.
	To use both national and international phone number formats, select the **internationalSea** heck box.
	By default, the **internationalSearch** check box is cleared. We recommend that you select **nternationalSearch** check box.
cloud11	If your account is set up on cloud11, when your agents make outbound calls to the United Kingdom—using either Click to dial or the **Make Call** button—the international prefix is removed from the dialed number. If you have selected the **internationalSearch** check box ensure that NewVoiceMedia correctly searches for user records and tickets using both nati and international format, you must also select **cloud11**.
	To ensure that NewVoiceMedia can use national and international phone number formats f searching on cloud11, select the **cloud11** check box. You must also select **internationalS** .
	By default, the **cloud11** check box is cleared. If you use cloud11, we recommend that you select the **cloud11** check box.
popWindowAutom	When you log in to Zendesk, ContactPad can be popped automatically or require agents to click the NewVoiceMedia icon in the top right navigation bar of Zendesk.
	To pop ContactPad automatically for agents when they log in to Zendesk, select **popWind utomatically**.

at ic al ly	
d o m ain	The address of the NewVoiceMedia cloud you want to use with Zendesk. Agents log in to t address to use NewVoiceMedia. Example: cloud11.contact-world.net
p h o n e Fi el ds	NewVoiceMedia uses standard Zendesk phone fields in two ways: • Screen pop display. NewVoiceMedia displays screen pops for inbound and outbound ca NewVoiceMedia locates the information to pop by matching the inbound or outbound telephone number with a user record or ticket within Zendesk. • Click to dial. The Click to dial feature enables agents to make an outbound call to a customer, simply by selecting the phone number in the application and clicking **Click to** To use custom phone number fields for screen pops and Click to dial, type the field key for custom field in **phoneFields**. Separate multiple field keys with commas. To find the field key or keys for your custom field or fields, click **User Fields** in the MANAGE section in the menu on the left side of the window. *User Fields* appears. Click the name of the field whose key you want to know in the Active fields list. The Field key appears on the right. For further information on custon fields within Zendesk, see <u>Zendesk help</u>. Example: Primary phone number
ti c k et F	Zendesk administrators use ticket forms to create specific ticket templates for users, presenting whichever fields are appropriate for different types of tickets. To specify the form that agents use when they create new tickets through the app, type the specific ticket form

or m Id	To find the ID for your ticket form, click **Ticket Forms** in the MANAGE section in the menu on the left side of the window.
	Ticket Forms appears. Click the name of the form whose ID you want to know in the Active forms list. The Form ID appears at the end of the URL in your browser address bar. For example, in the URL https://not.real.zendesk.com/agent/#/admin/ticket_form /edit/12345, 12345 is the ticket form ID. For further information on ticket forms within Zendesk, see Zendesk help.
a c c o u nt K ey	NewVoiceMedia requires values in the **accountKey** and **authenticationToken** fields for th enforced disposition codes feature.
	For information about configuring the enforced disposition codes feature for NewVoiceMed Zendesk, see *How do I configure the enforced disposition codes feature for NewVoiceMed Zendesk?*.
a u t h e n ti c a ti o n T o k en	

Click **Save settings**. Your settings are saved.

How do I reconfigure NewVoiceMedia in Zendesk to use an alternative node?

Sometimes, usually for disaster recovery, you will need to migrate your Vonage Contact Center account to an alternative node. The following table contains Vonage Contact Center's primary and secondary nodes.

Primary node (cloudA or sfcA)	Secondary node (cloudB or sfcB)
cloud11	cloud8
cloud17	cloud16
cloud12	cloud14

In most cases you will migrate from your primary to your secondary node. For example, if you usually access the VCC Admin Portal on cloud11, you will migrate to cloud8. Vonage will notify you when you need to migrate your account and which node you need to migrate your account to.
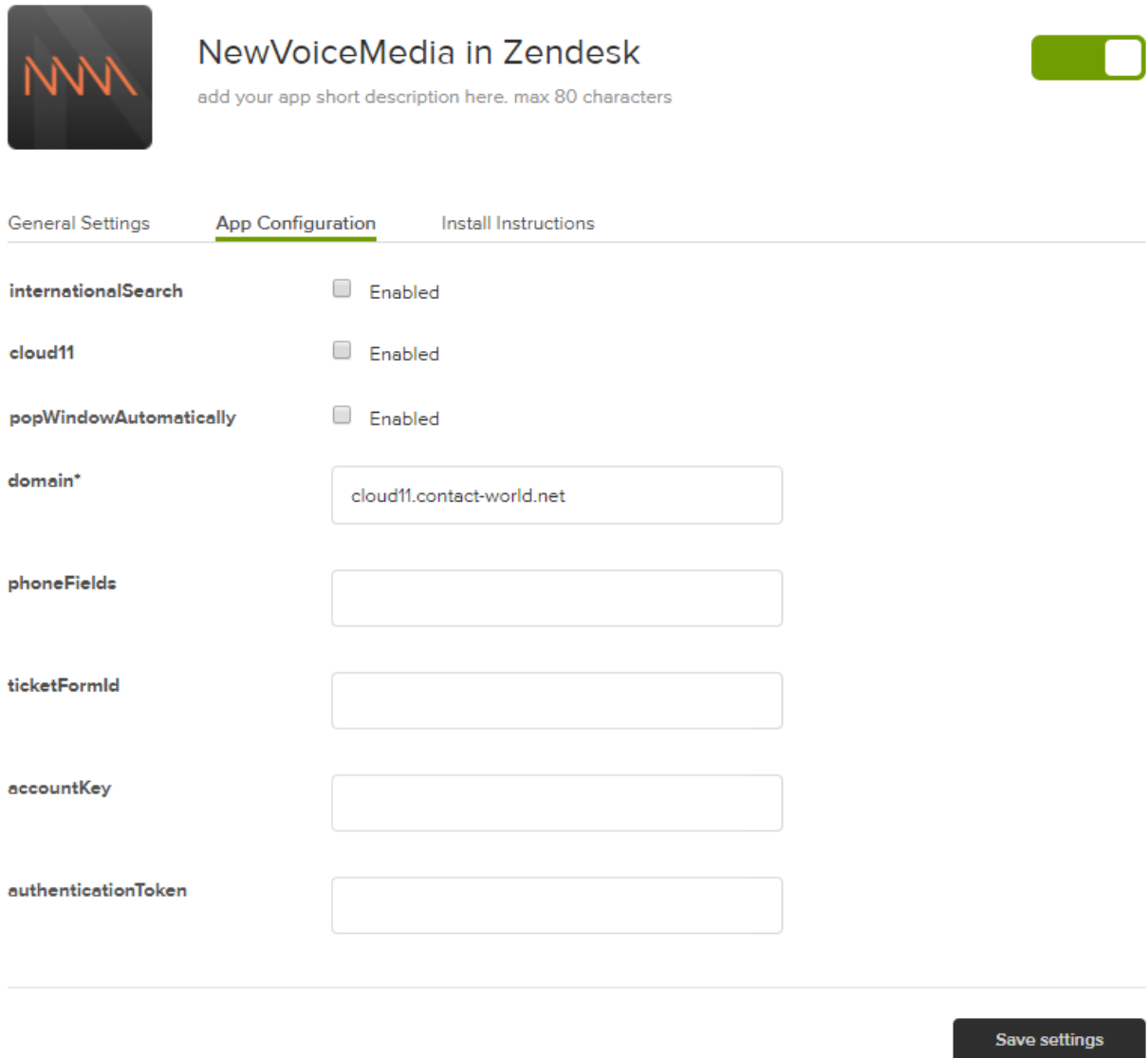
To configure your NewVoiceMedia to use an alternative node in Zendesk, perform the following steps:

1. Log into your Zendesk account as an Admin user. Zendesk appears.
2. To access the administration area, click the cog icon in the lower-left corner. ADMIN HOME appears.

3. On the left side of the Zendesk window, in the APPS section, click **Manage**. *Manage Apps* appears.
4. Click the cog icon to the bottom right of the installation. A menu appears.
5. Click **Change Settings**. NewVoiceMedia in Zendesk Configuration settings appear.

6. Click **App Configuration**.

7. Update the value in **domain*** to the address of your secondary node, for example cloud8.
   contact-world.net.
8. Click **Save Settings**.

RECONFIGURING NEWVOICEMEDIA (SUPERVISOR ACTIONS)

If you are a supervisor, to use an alternative node, you must perform the following steps:

1. Optional: If you are logged in to the VCC Admin Portal on *cloudA*, log out.
2. Go to https://*cloudB*.contact-world.net/.
3. Log in to the VCC Admin Portal on *cloudB* with your usual credentials.

You can now use the VCC Admin Portal as normal.

RECONFIGURING NEWVOICEMEDIA (WALLBOARD USER ACTIONS)

If you are a wallboard user, to use an alternative node, you must perform the following steps:

1. Optional: If you are logged in to the VCC Admin Portal on *cloudA*, log out.

2. Go to https://*cloudB*.contact-world.net/.

3. Log in to the VCC Admin Portal on *cloudB* with your usual credentials.

You can now use Real Time as normal.

How do I configure the enforced disposition codes feature for NewVoiceMedia in Zendesk?

To ensure that agents always provide a disposition code at the end of a call, use the enforced disposition codes feature.

To use enforced disposition codes in NewVoiceMedia in Zendesk, the feature must be enabled for your NewVoiceMedia account. You must then configure the feature in NewVoiceMedia. For information about configuring enforced disposition codes in NewVoiceMedia, see Configuring enforced disposition codes.

Finally, you must provide values in the **accountKey** and **authenticationToken** fields in *App Configuration*. For information about where to find these values, see Getting your account key and API authentication token.

Using NewVoiceMedia in Zendesk

Using NewVoiceMedia in Zendesk, all inbound and outbound calls are logged against the ticket that you select or create. When you receive an inbound call or make an outbound call, you must ensure that you open or create an appropriate ticket against which NewVoiceMedia can log the call. You can access an existing ticket through a screen pop, by searching Zendesk, or through the associated user record.

In this page
• How do I use ContactPad in Zendesk?
• What happens when I receive an inbound call in Zendesk using NewVoiceMedia?
• How do I make an outbound Click to dial call using NewVoiceMedia in Zendesk?
• How do I create a new Zendesk user record while on an inbound call?
• How do I open an existing user record while on a call in Zendesk using NewVoiceMedia?
• How do I open an existing Zendesk ticket while on a call?
• How do search for user records or tickets in Zendesk while on a call?
• How do I create a new Zendesk ticket while on a call?
• How do I end a call if the enforced disposition codes feature is enabled?

For more information about what NewVoiceMedia logs for inbound and outbound calls, see NewVoiceMedia call logging in Zendesk.

### How do I use ContactPad in Zendesk?

Whenever you log into Zendesk, ContactPad appears in the top-right corner. If you do not see ContactPad, click the NewVoiceMedia icon in the top right navigation bar of Zendesk. ContactPad appears below.
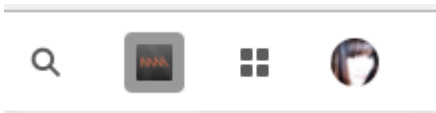
> If you cannot see the icon, contact your supervisor as you might not be in the required user role.

To use ContactPad, you must log in. For information about logging into ContactPad, see Logging in to ContactPad.
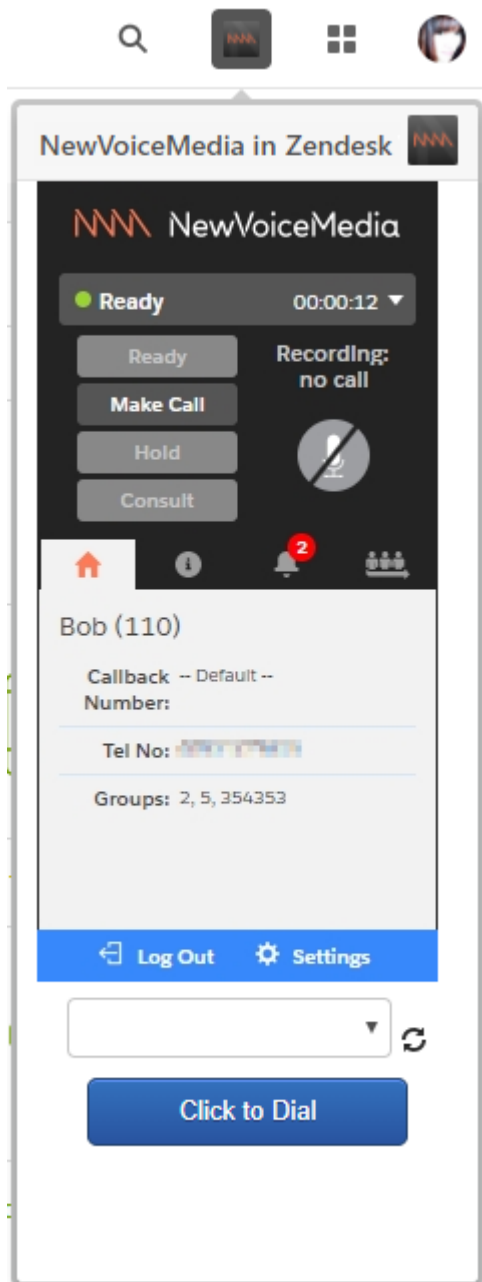
Using ContactPad you can now operate Zendesk and handle NewVoiceMedia phone calls in a single browser window. For information about using ContactPad, see Getting started with ContactPad.

Click the NewVoiceMedia icon again to hide ContactPad without logging you out.

What happens when I receive an inbound call in Zendesk using NewVoiceMedia?

When you use ContactPad to receive calls using NewVoiceMedia in Zendesk, you get the same functionality as you would using ContactPad with NewVoiceMedia. For information about receiving calls using ContactPad, see Receiving an inbound call.

In additional to this standard functionality, NewVoiceMedia also logs the inbound call against a Zendesk ticket. You must open or create the appropriate ticket for the call. You can access an existing ticket by searching Zendesk or through the associated user record.

When NewVoiceMedia connects the inbound call to an agent, NewVoiceMedia looks for any existing user records that are associated with the inbound telephone number in Zendesk. If one or more records are found, NewVoiceMedia pops a list containing the record or records.

If no record is found NewVoiceMedia pops an empty list.

You can then perform one of the following tasks:

- Open one of the existing user records, if found. For information about opening a user record, see How do I open an existing user record while on a call in Zendesk using NewVoiceMedia?.
- Search for an existing user record or ticket. For information about searching for an existing user record or ticket, see How do search for user records or tickets in Zendesk while on a call?.

- Create a new user record to associate with the inbound telephone number. For information about creating a new user record, see How do I create a new Zendesk user record while on an inbound call?.

How do I make an outbound Click to dial call using NewVoiceMedia in Zendesk?

Using NewVoiceMedia in Zendesk you can make outbound calls using ContactPad in the standard way. For information on making outbound calls using ContactPad, see Making an outbound call.

In additional to this standard functionality, you can also make outbound calls using the Click to dial feature. The Click to dial feature in NewVoiceMedia in Zendesk saves you time, and avoids you making mistakes when manually entering the phone number. NewVoiceMedia also logs the call against a Zendesk ticket—if you use Click to dial from a ticket, NewVoiceMedia automatically logs the call against that ticket. If you use Click to dial from a user record, you must open or create the appropriate ticket for the call. You can access an existing ticket by searching Zendesk or through the associated user record.

When you open a user record or a ticket relating to a user record that contains a phone number field, the following elements appear below ContactPad:

- the name of the user in the open or associated user record
- a list containing the available number or numbers on the open or associated user record.
- a **Click to Dial** button

Updating the Click to dial numbers
A refresh icon appears alongside the **Click to Dial** button.
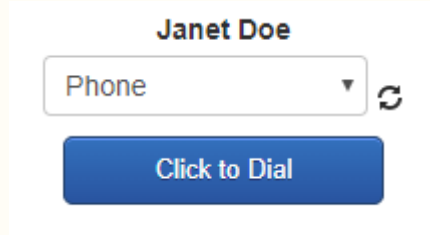
You must click the refresh icon to update the name and numbers above the **Click to Dial** button in the following situations:

- If you open a different user record or ticket
- If you have a new record
  The Click to dial feature is not immediately available for new records—unless you create them through a screen pop—because telephone numbers on the new records are not available until you save the record.
- If you amend the phone number on a record
  Click to dial only works on the numbers that are available when you open a record.

You can also click the NewVoiceMedia icon in the top-right of the navigation bar of Zendesk to close and reopen ContactPad to refresh the list.
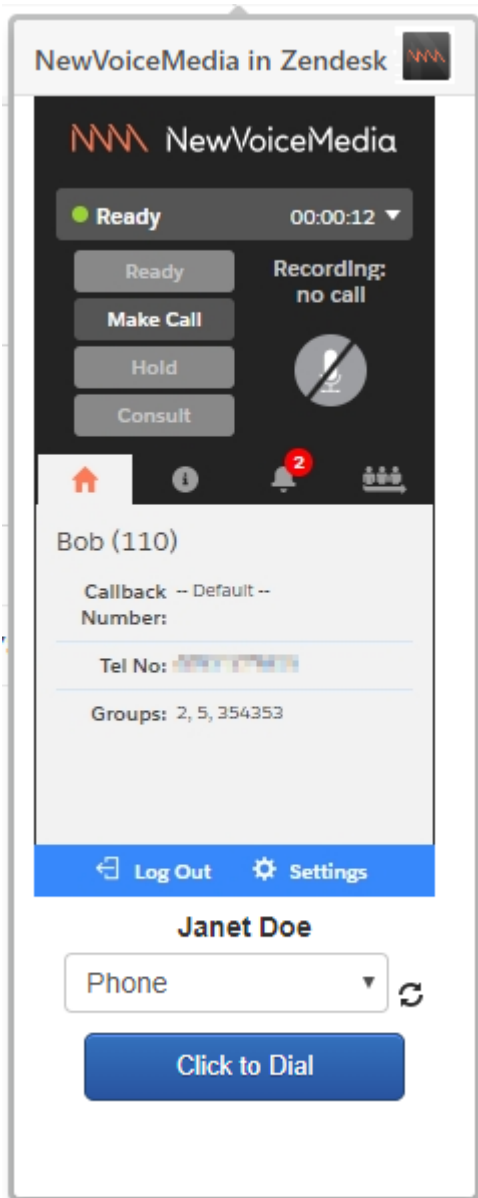
To use Click to dial, click the name of the phone number in the list, and then click **Click to Dial**. In the same way as if you click **Make Call** in ContactPad, your state changes to **Busy Outbound**. Next your telephone rings and, when you answer, you hear ringing until you are connected to the number that you clicked to dial.
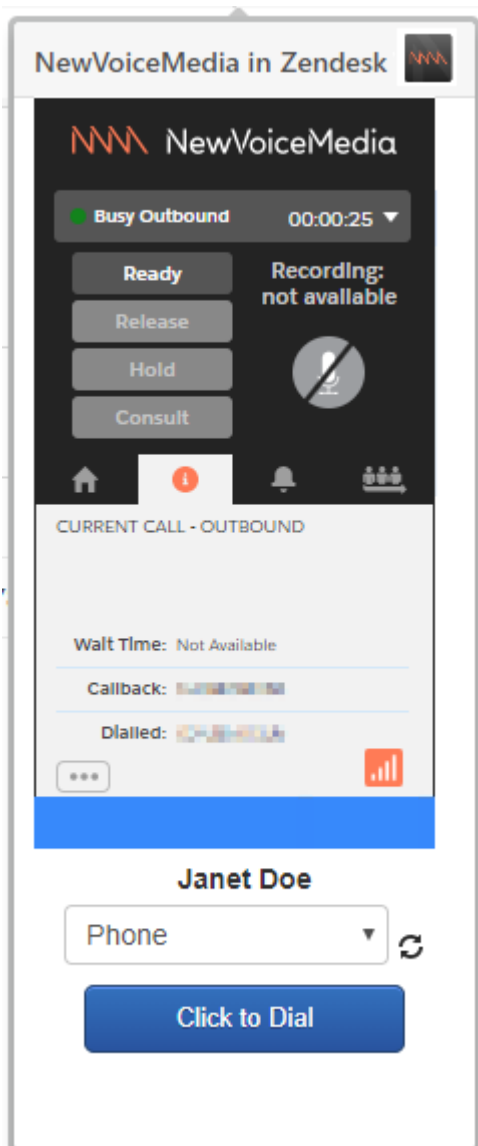
If you are viewing a ticket when you make the Click to dial call (and therefore Click to dial got the outbound telephone number from the ticket), NewVoiceMedia logs the call against the open ticket.

If you are viewing a user record when you make the Click to dial call (and therefore Click to dial got the phone number from the user record), you must open or create an appropriate ticket against which NewVoiceMedia can log the call:

- For information on opening an existing ticket, see How do I open an existing Zendesk ticket while on a call?.
- For information on searching for an existing ticket, see How do search for user records or tickets in Zendesk while on a call?.
- For information on creating a new ticket, see How do I create a new Zendesk ticket while on a call?.

How do I create a new Zendesk user record while on an inbound call?

While on an inbound call, NewVoiceMedia searches Zendesk for user records relating to the inbound telephone number and then pops a list containing the user records, or an empty list if no records are

found. From this list, you can create a new user record. Even if NewVoiceMedia found an existing user record, you might want to log the call against a different record, for example, if two different customers live at the same address and have the same telephone number.

To create a new user record, in the popped list click **Create New User**. A message appears in the upper-right corner of the window to inform you that the new user has been created. For information on creating Zendesk users at other times, see Zendesk help.

> The new user record has a default name of 'NVM Caller:' followed by the inbound telephone number. Each user record has a unique User ID so you can differentiate between user records with the same inbound number.
>
> You can edit the new user record using standard Zendesk functionality. For information on editing Zendesk user records, see Zendesk help.

The popped list automatically updates to show a list of existing tickets associated with the user record. A new user record is unlikely to have any existing tickets. You can then perform one of the following tasks:

- Search for an existing ticket. For information about searching for an existing ticket, see How do search for user records or tickets in Zendesk while on a call?.
- Create a new ticket. For information about creating a new ticket, see How do I create a new Zendesk ticket while on a call?.
- Return to the popped list of user records. To return to the list, click **Back**.

How do I open an existing user record while on a call in Zendesk using NewVoiceMedia?

When you receive an inbound call, if NewVoiceMedia locates one or more existing user records in Zendesk relating to the inbound telephone number, NewVoiceMedia pops a list that contains the record or records. In addition, if you perform a search while on a call (inbound or outbound) NewVoiceMedia pops a list of results that can contain both user records and tickets.

To open an existing user record, click the record you want to open in the list.
NewVoiceMedia looks for any existing tickets that are associated with the user record you select. If one or more tickets are found, NewVoiceMedia pops a list containing the ticket or tickets.

If no ticket is found NewVoiceMedia pops an empty list.

You can then perform one of the following tasks:

- Open one of the existing tickets, if found. For information on opening a ticket, see How do I open an existing Zendesk ticket while on a call?.
- Search for an existing user record or ticket. For information on searching for an existing user record or ticket, see How do search for user records or tickets in Zendesk while on a call?.
- Create a new ticket. For information on creating a new ticket, see How do I create a new Zendesk ticket while on a call?.
- Return to the list of user records. To return to the list, click **Back**.

For information on opening Zendesk user records at other times, see Zendesk help.

How do I open an existing Zendesk ticket while on a call?

When you select a user record on an inbound call, or use Click to dial to perform an outbound call from a user record, NewVoiceMedia searches for Zendesk tickets relating to the user record selected. NewVoiceMedia then pops a list of—up to the last 100—tickets, or an empty list if no tickets are found. Alternatively you can search for a ticket yourself. For information on searching for tickets while on a call, see How do search for user records or tickets in Zendesk while on a call?.

To open an existing ticket, click the ticket that you want to open in the list of tickets—you cannot select a closed ticket.

The ticket appears. You can perform various tasks on this ticket such as add notes, attach files, change status, and when you are finished you can submit the ticket. For information about the tasks you can perform on tickets, see Zendesk help.

NewVoiceMedia logs call details against the ticket that you have open during the call.

> **Click to dial from a ticket**
> If you Click to dial from a ticket you cannot log the call against another existing or new ticket. NewVoiceMedia logs the call against the ticket from which you clicked to dial.

> **Merging Zendesk tickets**
> If you have created a new ticket for your call in error you can merge the new ticket with another existing ticket—this is standard Zendesk functionality. For more information, see https://support. zendesk.com/hc/en-us/articles/203690916-Merging-tickets

How do search for user records or tickets in Zendesk while on a call?

While on a call, at appropriate times, NewVoiceMedia displays lists of Zendesk user records or tickets. From these lists you can directly or indirectly open a ticket against which NewVoiceMedia can log the call. Alternatively, you may wish to search for a different ticket for NewVoiceMedia to log your call against, if your caller has changed their telephone number for example.

For information about when NewVoiceMedia might search for and display user records or tickets, see What happens when I receive an inbound call in Zendesk using NewVoiceMedia? and How do I make an outbound Click to dial call using NewVoiceMedia in Zendesk?.

To search for an existing user record or ticket, in the popped list click **Search**. A search box appears.

Type the text you want to search for.

> You can use any standard Zendesk search terms: text, numbers, keywords, and so on. For further information on searching in Zendesk, see Zendesk help.

As you type, NewVoiceMedia performs a search. Any matching user records or tickets appear.

If your search returns the required user record or ticket, click to open the user record or ticket. If you open a ticket, NewVoiceMedia logs the current call against that ticket. For information on opening user records or tickets, see How do I open an existing user record while on a call in Zendesk using NewVoiceMedia? and How do I open an existing Zendesk ticket while on a call?.

If your search does not return the required user record or ticket, either try searching again or click the icon in the upper-right corner of the popped search box to close the search box and return to the original list.

For further information on searching in Zendesk, see Zendesk help.

How do I create a new Zendesk ticket while on a call?

When you receive an inbound call or make an outbound call, NewVoiceMedia searches Zendesk for tickets relating to the selected or open user record. NewVoiceMedia then pops a list of the tickets, or an empty list if no tickets are found. From this list, you can create a new ticket. Even if NewVoiceMedia found an existing ticket, you might want to log the call against a different ticket, for example, if this call relates to a new request or problem.

To create a new ticket, in the popped list click **Create New Ticket**. A message appears in the upper-right corner of the window to inform you that the new ticket has been created.

> On an inbound call, if the inbound telephone number does not match any number in the user record to which the new ticket belongs, a dialog box appears asking if you want to update the user record with the current telephone number.
>
> Perform one of the following tasks:
>
> - Click **No** to leave the user record unchanged.
> - Click **Update** to update the record. If NewVoiceMedia uses more than one phone number field on a user record, a menu appears—select the telephone number field you wish to update. The user record is updated. In future, if you receive an inbound call from this number, NewVoiceMedia will find this user record. In addition, you can now make a Click to dial call to this number.

The new ticket appears. The ticket opens with a default name of 'Outbound call to: *telephone number*', or 'Inbound call from: *telephone number*'. You should change the ticket name to something more meaningful. You can perform various tasks on this ticket such as add notes, attach files, change status, and when you are finished you can submit the ticket. For information about the tasks you can perform on tickets, see Zendesk help.

NewVoiceMedia logs call details against the ticket that you have open during the call.

How do I end a call if the enforced disposition codes feature is enabled?

If the enforced disposition codes feature is enabled for your account, when you release a call, NewVoiceMedia sets your state in ContactPad to **Logging the call**. While in this state, you cannot receive or make any new calls. You must either manually change your state to **Ready**, or save a ticket to automatically change your state to **Ready**.

VONAGE

NewVoiceMedia and Zendesk integration reference

In this section
• NewVoiceMedia call logging in Zendesk

NewVoiceMedia call logging in Zendesk

NewVoiceMedia logs the following call information in Zendesk:

	Notes	Inbound	Outbound
At the start of the call:			
"Inbound Call From" + the caller's telephone number	The number that the call was made from. For example: Inbound Call From 01234567890	Yes	No
"Outbound Call To" + the outbound telephone number	The number that the agent is calling. For example: Outbound Call To 01234567890	No	Yes
Received by	The name and ID of the agent who received or made the call. For example: Received by Agent X (123)	Yes	Yes
Call Start Time	The start time of the call as recorded in the agent's browser—standard Zendesk ticket behavior. For example: Wed Jul 30 2014 08:57:14 GMT+0100 (GMT Daylight Time)	Yes	Yes
Agents callback number	The number that is presented to the recipient of the outbound call.	No	Yes
Customer Dialled	The telephone number that the caller dialed. For example: Customer Dialled: 01234567890	Yes	No
Agent's phone number	The agent's phone number (DDI)—only available if this feature is enabled for your account. For example: Agent's Phone Number: 07890123456	Yes	Yes
Unique Call Id	A unique number given to each call. For example: Unique Call Id: 01478588-3cec-4f5a-acc1-6d8445706d7e	Yes	Yes
ContactWor	The name of the telephone line that the caller dialed.	Yes	No

ld call plan service name	For example: Service Name: Main service		es	
Agent's ACD	The name of the ACD applet that routed the call to the agent. For example: Agent's Acd: ACDBasic		Yes	No
After the call has ended:				
"End Inbound Call from" + the caller's telephone number	The number that the call was made from. For example: End Inbound Call from 01234567890		Yes	No
"End Outbound Call to" + the caller's telephone number	The number that the agent called. For example: Outbound Call To 01234567890		No	Yes
Call End Time	The end time of the call as recorded in the agent's browser—standard Zendesk ticket behavior. For example: Wed Jul 30 2014 09:03:12 GMT+0100 (GMT Daylight Time)		Yes	Yes
Call Duration	The duration of the call in hours, minutes, and seconds. For example: 00:05:58		Yes	Yes
Call Recording	A link to a recording of the call recording is only available if recording is enabled for your account. The call recording is stored in NewVoiceMedia Call Recordings. You can therefore only access the recording if you have the correct permissions within NewVoiceMedia. For information on the permissions required to access call recordings, see Vonage Contact Center users.		Yes	Yes

EXAMPLE

Inbound call logging   *Outbound call logging*