

# Make an Outgoing Call

To make an outgoing call:

1. Make sure your status is available
2. Click the dial pad icon on your taskbar
3. Enter the phone number
4. Choose your queue from the dropdown
  - a. Queue name should be the same as your contact center
5. Click the phone icon to place the call

**Note:** For voicemails, you should use the “callback” button in the voicemail task box to return a voicemail task. If a caller wants to be called back at a different number than that attached to the voicemail, then use these instructions.

