

Call Control

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Managing calls is one of the main aspects of the iSymphony system. All iSymphony call management is handled in the iSymphony Client Interface via Click and Drag and Drop actions in the Client UI.

Originating Calls

There are several methods to origination calls in the iSymphony Client Interface.

Double Click Users

If you double click a User box in the [Users Widget](#) the system will originate a call from your Default Account (See [My Stream Widget](#) for more information) to the Account of the User that was double clicked.

The account that is currently selected on the User box will determine the destination for the origination. See [Users Widget](#) for more information.

Call Action

The **Call Button** at the top of the iSymphony Client Interface will allow Users to originate calls to specific destinations in the system or to arbitrary external numbers. See [Actions](#) for more information.

Drag and Drop

Users can drag and drop extension Accounts to other extension or alternative phone number Accounts in order to originate a call between the two. See [My Stream Widget](#), [Users Widget](#) and [Queue Agents Widget](#) for more information.

Transferring Calls

There are several methods used to transfer calls in the iSymphony Client Interface.

Transfer Action

The Transfer Button at the top of the iSymphony Client Interface will allow Users to transfer one of their calls to another location in the system or arbitrary external number. See [Actions](#) for more information.

Drag and Drop

Calls can be transferred to different locations in the system by simply dragging the call to the desired destination within the iSymphony Client Interface. The following Widgets allow for transferring of calls between them. See the specific Widget documentation for more details on drag and drop behavior.

- [My Stream Widget](#)
- [Users Widget](#)
- [Parking Lot Widget](#)
- [Conference Room Widget](#)
- [Queue Widget](#)

Placing Calls On Hold

Users can use the **Hold Button** in the [My Stream Widget](#) and User boxes in the [Users Widget](#) in order to toggle a calls hold state.

Parking Calls

Users can park calls using the **Park Button** in the [My Stream Widget](#) or by dragging and dropping the call into the [Parking Lot Widget](#).

Recording Calls

Users can start and stop on demand call recordings, on their extensions or the extensions of other users. To start an on demand recording, simply select the microphone icon on a call in the My Stream or a user in the Users Widget. To stop recording the call simply select the icon again.

Note on recording permissions in FreePBX

When on a FreePBX based system, you must set the **On Demand Recording** option to **Enabled** in **Applications->Extensions->[extension]**, for any extensions you wish to record calls on. If not set, no recording file will be created when toggling the record icon in the panel.

Barging Calls

In iSymphony, a user can barge a call to listen in, coach an agent, or join the conversation.

Initiating a Barge

When a user is on a call, a barge button will be added to their user box, in the Users Widget. When you select the barge button your phone will ring. When you pick up you will be barged in on the agent's call. You will automatically be muted, and the other parties will not be able to hear you.

Switching Barge Modes

Once you are on a barge call, you will see a barged call item in your My Stream. This call item will have a new button that will allow you to switch between the following barge modes:

- **Mute** : The other parties on the call will not be able to hear you.
- **Agent Only** : Only the agent, you started the barge on, will be able to hear you.
- **Unmuted** : All parties on the call will be able to hear you.