



TPx Receptionist Client cheat sheet

General

More information: defkey.com/ps/tpx-receptionist-client-shortcuts

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Esc	Same as click the "Close" (X) button in a dialog box
Esc	Cancel changes
?	Click the Search text box
Down arrow	Click the scroll bar or the next item on a list
Up arrow	Click the scroll bar or the previous item on a list
Page Down	Scroll down one page
Page Up	Scroll up one page
[1 - 9]	Select a call in the Call Console
Space	Click Answer on the selected incoming call in the Call Console
.	Click End on the selected call in the Call Console
Enter	Click Dial
Enter	Click Search
+	Click Transfer in the Dialer
Shift + [1 - 9]	Select a ringing call and click Answer
Shift + [1 - 9]	Select an active call and click Hold
Shift + [1 - 9]	Select a held call and click Retrieve
S	Click the Settings link
B	Click the Back to Application link
R	Click the Call History button
H	Click the Help link
Shift + L or Shift + L	Click the Sign Out link
D	Call Center Supervisors only: Click the Dashboard link
Shift + A	Call Center Agents only: Set ACD state to Available
Shift + U	Call Center Agents only: Set ACD state to Unavailable
Shift + W	Call Center Agents only: Set ACD state to Wrap-Up

Source: tpx.com (Knowledge Base)

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