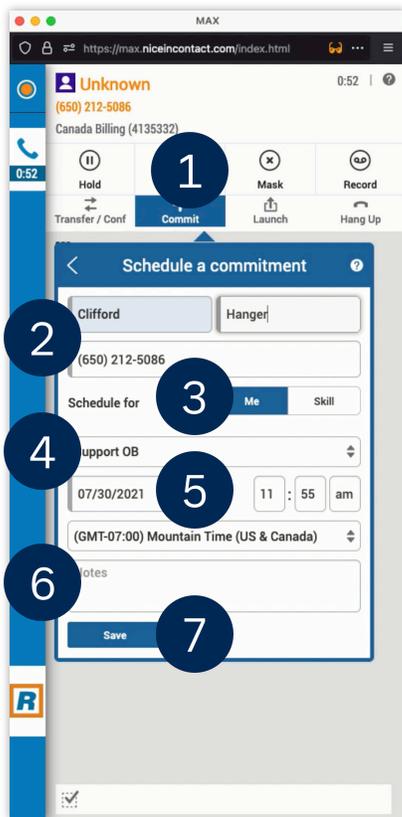


Managing Commitments | Contact Center MAX Agent

While using the MAX Agent to handle contacts, it allows you to schedule commitments to call customers back. Commitments are reminders that you can use when you need to follow up with a contact.

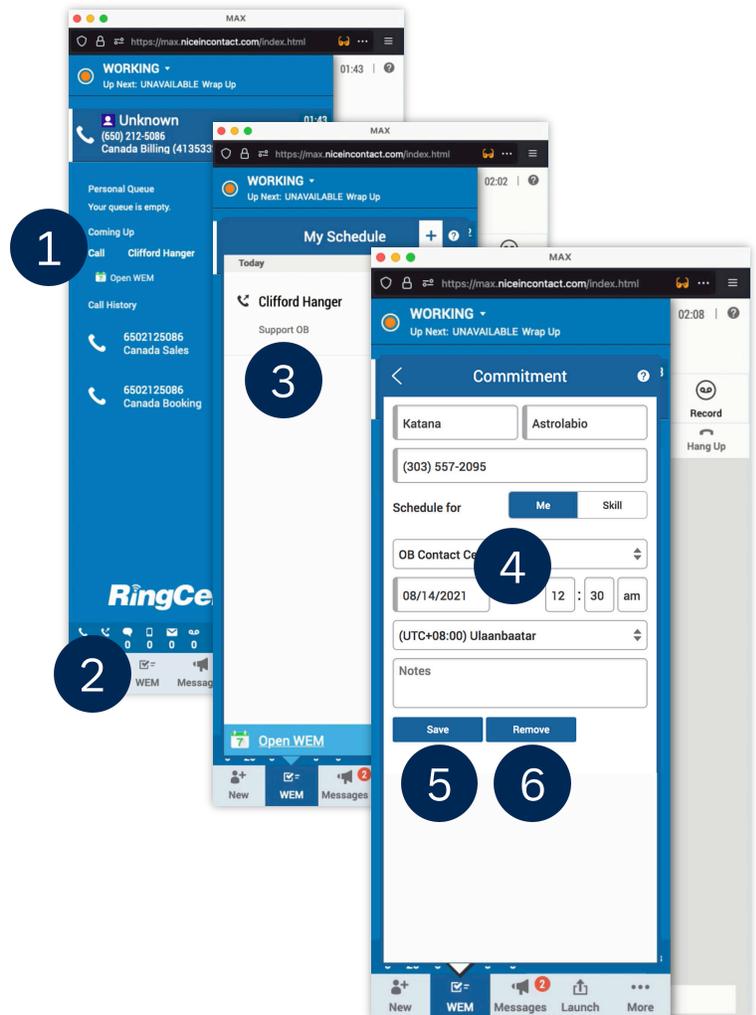
Scheduling commitments while on a call

1. Click **Commit**.
2. Type the customer's name. The phone number field automatically populates with the phone number the customer is calling from. You can change it, if needed.
3. Select between scheduling the commitment for yourself, or for a skill. If you select skill, the next agent who is available at this time is chosen to make the call.
4. Select the skill to be used in making the call.
5. Select the date and time for the commitment.
6. Type your notes.
7. Click **Save**.



Editing commitments

1. Once the commitment is saved, it is scheduled and appears in the Coming Up section of the MAX Agent.
2. To edit commitments, click **WEM**.
3. Click the commitment to edit.
4. Edit the fields, as needed.
5. Click **Save**.
6. Alternatively, click **Remove** to delete the commitment.



Scheduling commitments outside of a call

Commitments can also be scheduled outside of a call.

1. Click **WEM**.
2. Click the **plus sign**.
3. Type the customer's name. The phone number field automatically populates with the phone number the customer is calling from. You can change it, if needed.
4. Select between scheduling the commitment for yourself, or for a skill. If you select skill, the next agent who is available at this time is chosen to make the call.
5. Select the skill to be used in making the call.
6. Select the date and time for the commitment.
7. Type your notes.
8. Click **Save**.

