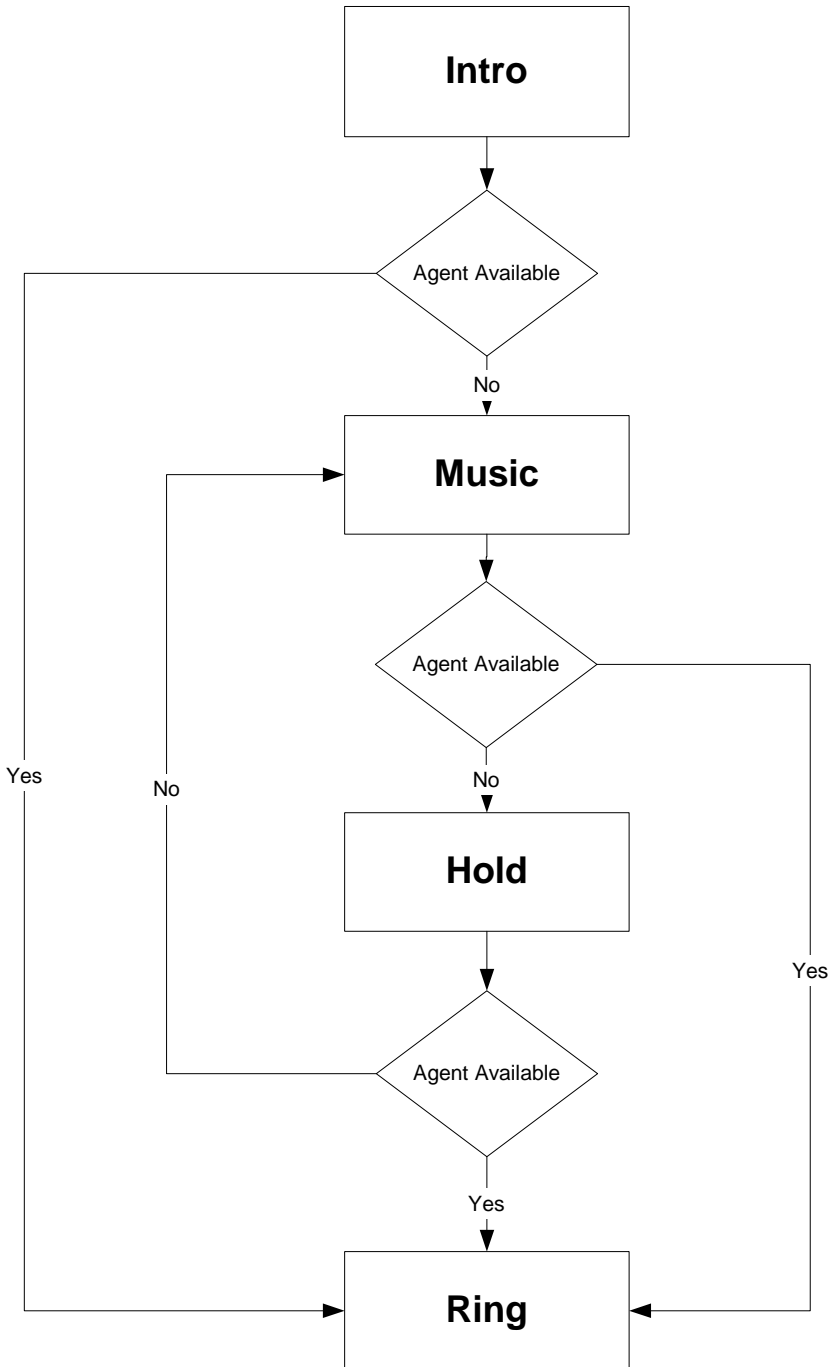
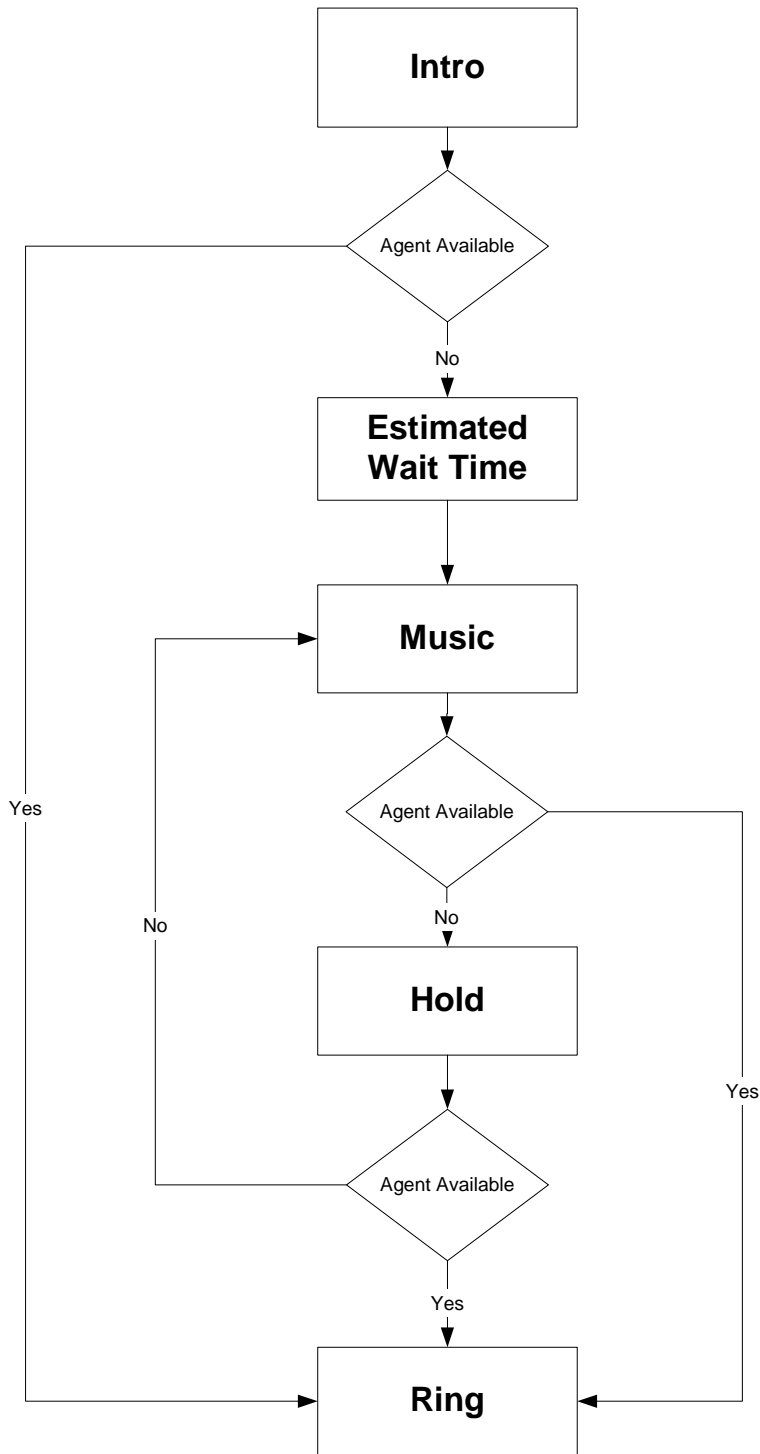


Basic Workgroup Recordings



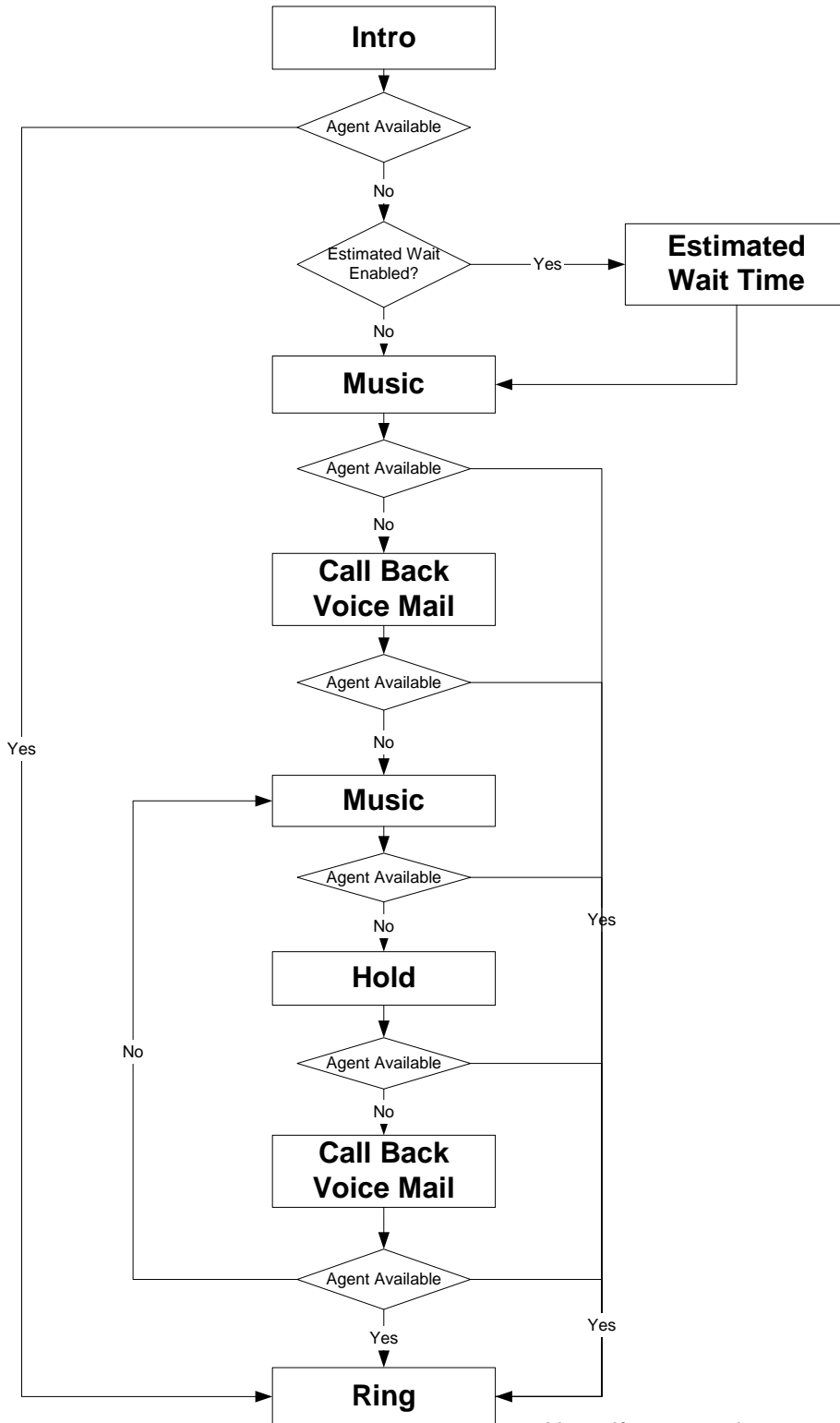
Note: If an agent becomes available during any step, Ring will immediately occur

Workgroup Recordings With Estimated Wait



Note: If an agent becomes available during any step, Ring will immediately occur

Workgroup Recordings With Options



Note: If an agent becomes available during any step, Ring will immediately occur