

Hang up a Call

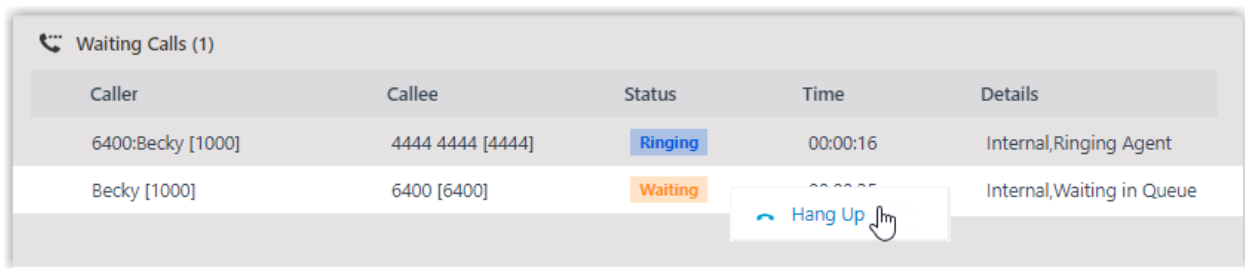
This topic describes how to hang up a call.

Prerequisites

To hang up agents' calls, **allow for picking up or hanging up agents' calls** permission is required.

Procedure

1. In the Linkus Web Client, go to **Queue Panel**.
2. On the **Waiting Calls** or **Active Calls** panel, hover your mouse over a call.
3. Right click the call, and select **Hang Up**.



| Caller | Callee | Status | Time | Details |
|-------------------|------------------|---------|----------|---------------------------|
| 6400:Becky [1000] | 4444 4444 [4444] | Ringing | 00:00:16 | Internal,Ringing Agent |
| Becky [1000] | 6400 [6400] | Waiting | 00:00:05 | Internal,Waiting in Queue |

4. In the pop-up dialog box, click **OK**.
The system ends the call.