# Force Terminate

## How to enable and use Force Terminate in CoreEngage

Admin & Supervisor Guide | Altigen Technologies | 2026

# What Is Force Terminate?

Force Terminate lets an authorized supervisor clear a live call from an agent's CoreEngage screen, so the agent returns to Ready.

### Admins enable it

A CoreEngage admin turns on Force Terminate for specific supervisors in each queue's settings.

### Supervisors use it

From Live calls in the Supervisor tab, a supervisor right-clicks a call and confirms.

### It doesn't end the Teams call

The call is cleared from the agent's screen only. The Teams call itself keeps going.

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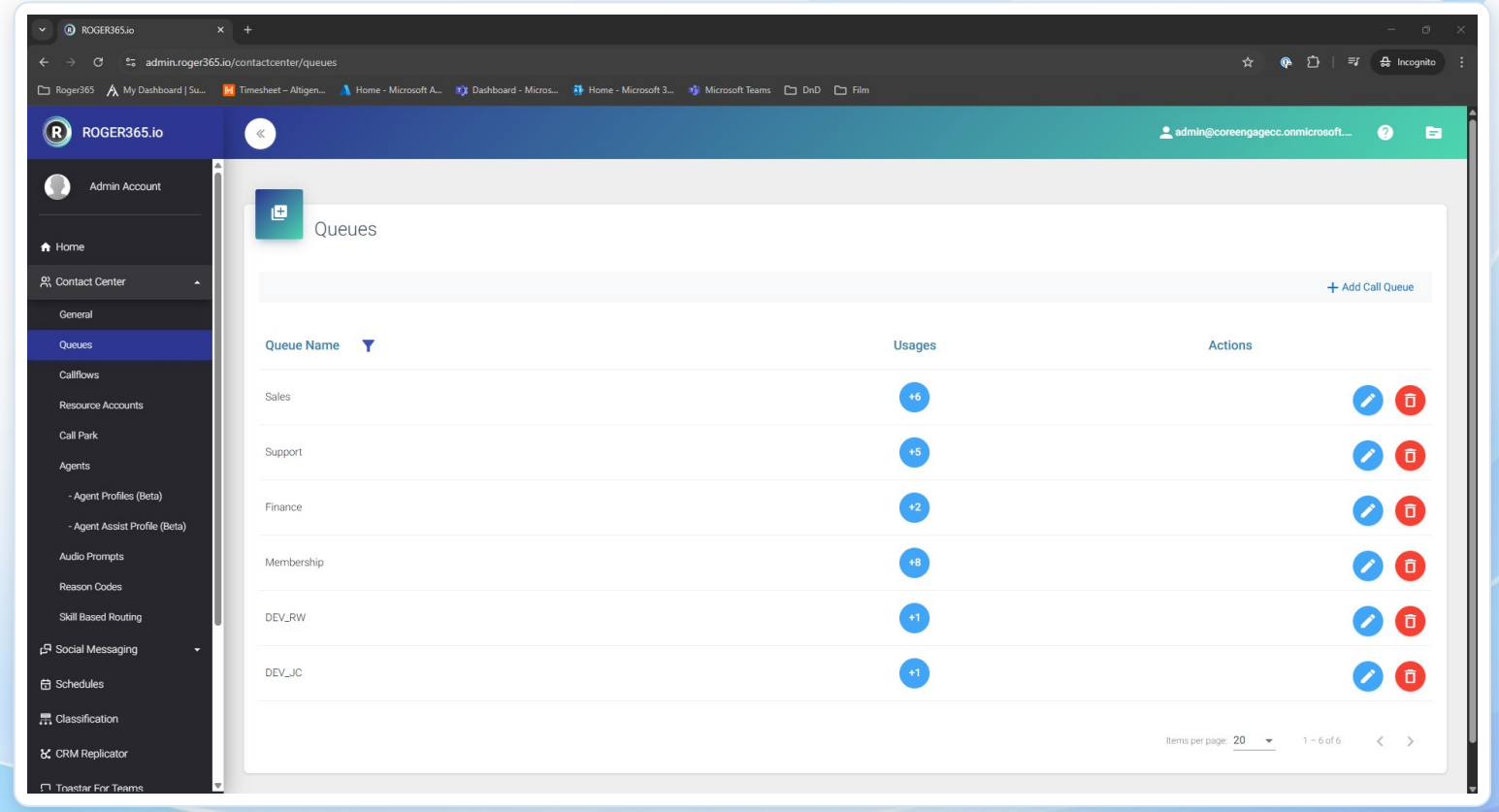
01

# Enable Force Terminate

For CoreEngage admins

# Open the Queue Settings

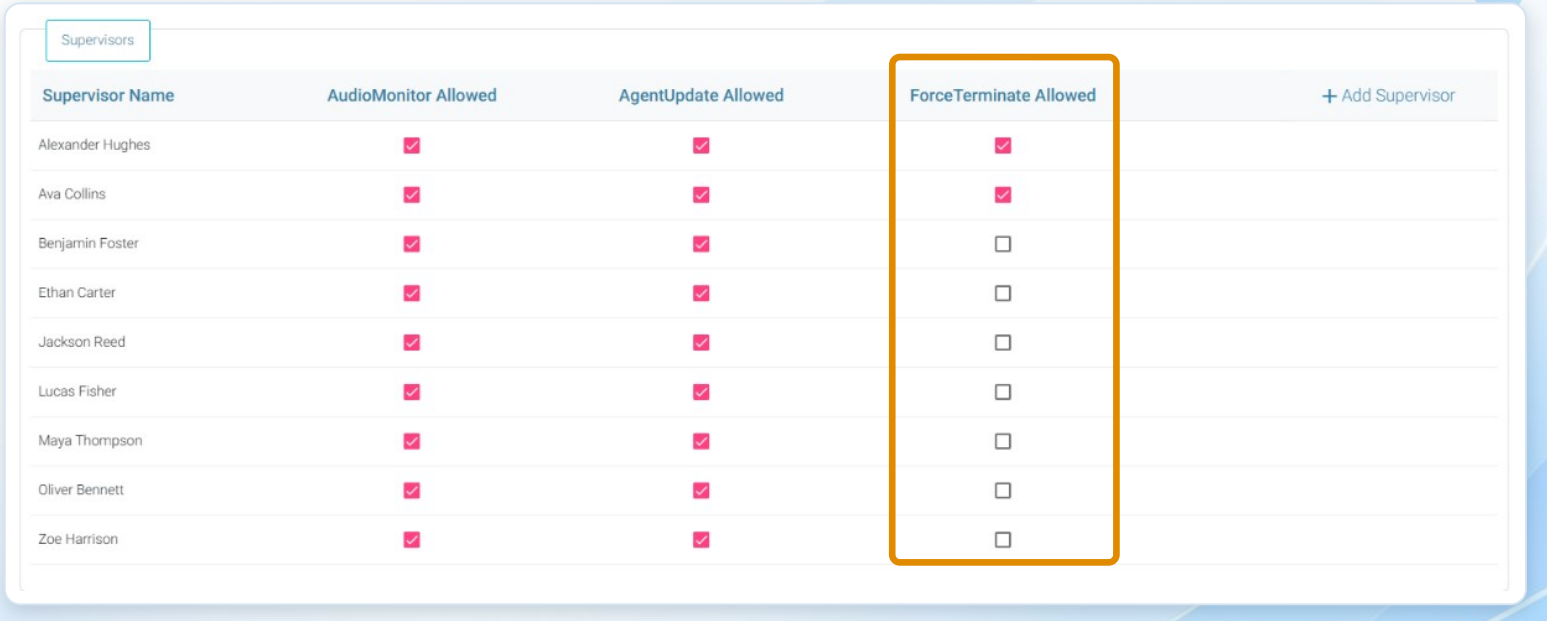
1. Sign in to the CoreEngage admin portal at admin.roger365.io.
2. Go to Contact Center > Queues.
3. Open the queue you want to update.




**Note:** Only a CoreEngage admin can turn on Force Terminate.

# Allow Force Terminate for a Supervisor

1. Scroll down to the Supervisors section.
2. Check ForceTerminate Allowed for each supervisor who needs it.
3. Select Save.




**Tip:** Supervisors without this permission won't see the Force terminate option.

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02

# Use Force Terminate

For supervisors

# When to Use Force Terminate

Use Force Terminate to clear a call that's stuck in CoreEngage but no longer exists in Teams.

## HOW A CALL GETS STUCK

### Transfer attempted

CoreEngage tries to transfer the call to a number on the Teams side.

### Number isn't valid

The number doesn't exist or is invalid, so the transfer fails.

### Call is stuck

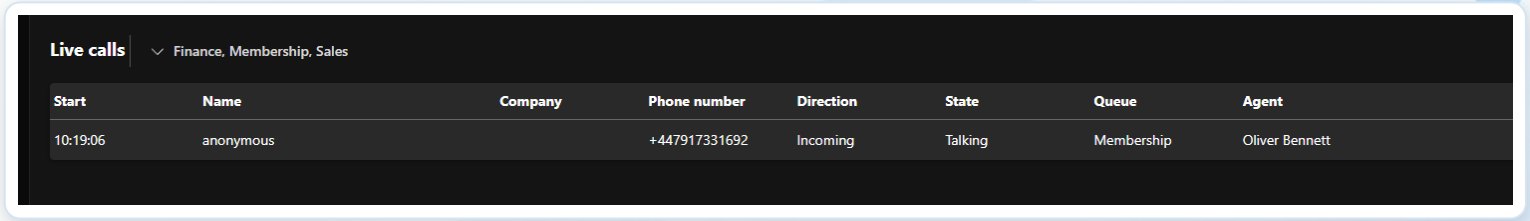
The call is gone from Teams but still shows as live in CoreEngage.

**How to spot it:** In Live calls, the stuck call shows as a really long call, but the agent has no active call in Teams.  The agent is stuck in a “busy” status

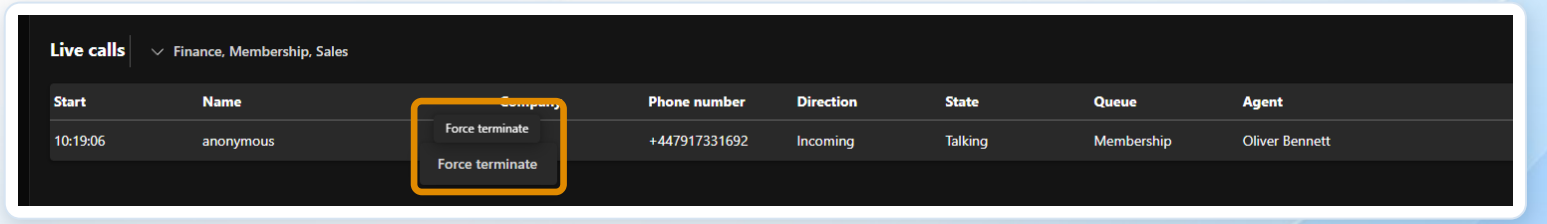
**The fix:** A supervisor uses Force Terminate to clear the stuck call from CoreEngage. The agent returns to Ready and can take new queue calls.

# Force Terminate a Live Call

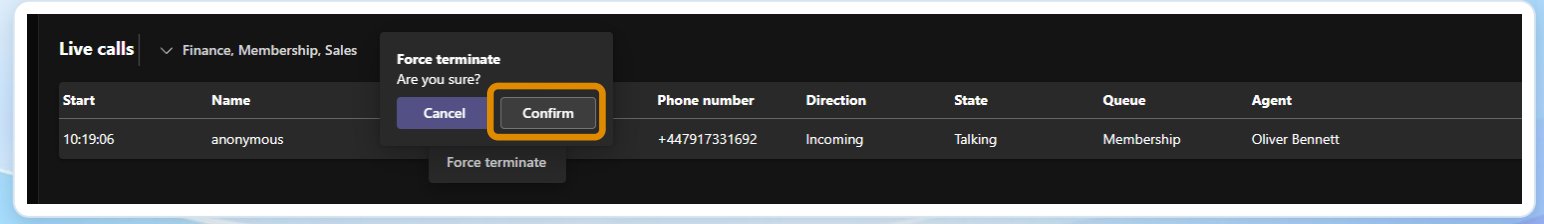
1. Go to the Supervisor tab and scroll down to Live calls.




2. Right-click the live call you want to end. Force terminate appears.




3. Select Confirm.



# What Happens Next

### Cleared from CoreEngage

The call is removed from the agent's screen and from the CoreEngage database.

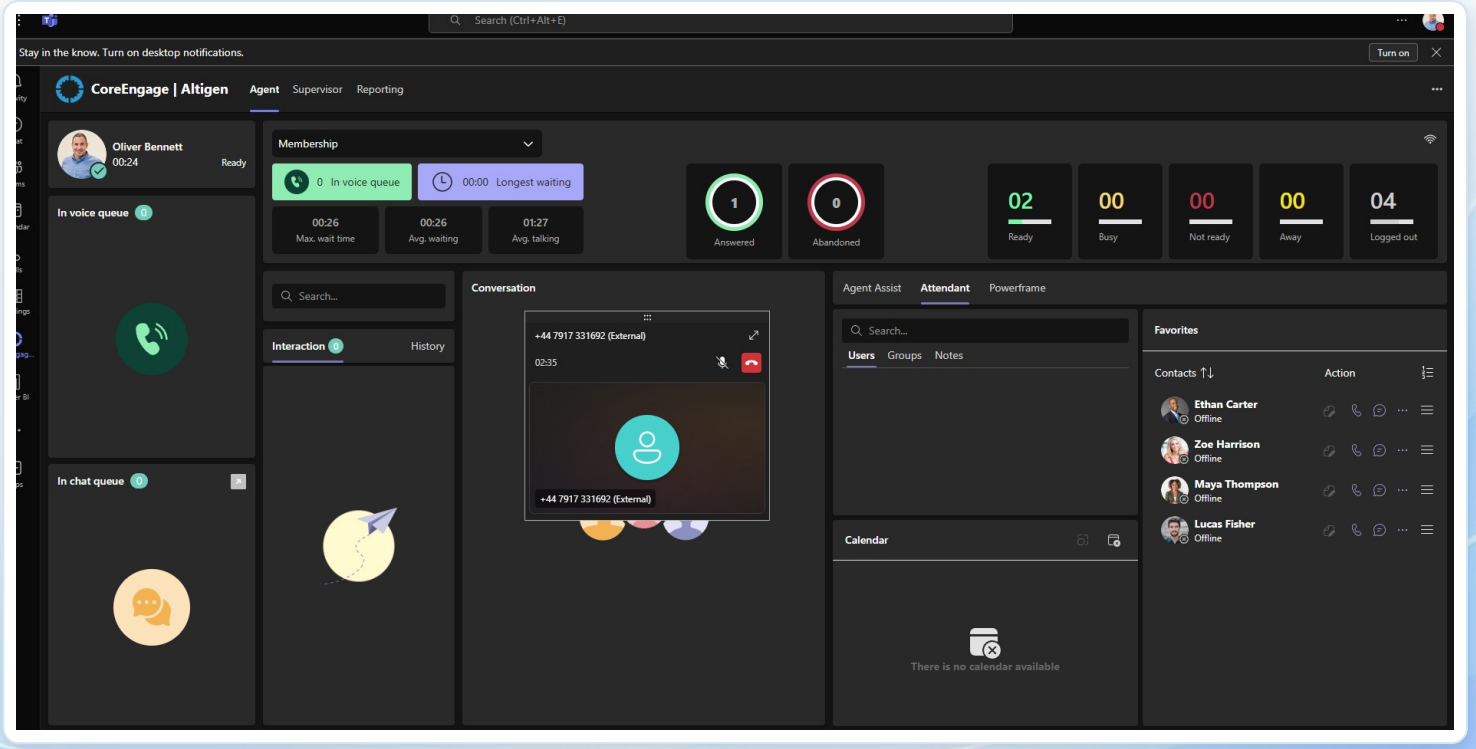
### Agent shows as Ready

Once their status is back to Ready, the agent can take new queue calls.

### The Teams call continues

Force Terminate doesn't end the call in Teams. The agent's call keeps going.

## AGENT VIEW AFTER FORCE TERMINATE



# Quick Reference

## ADMINS: ENABLE

1. Sign in to admin.roger365.io.
2. Go to Contact Center > Queues and open the queue.
3. Under Supervisors, check ForceTerminate Allowed, then Save.

## SUPERVISORS: USE

1. In the Supervisor tab, scroll to Live calls.
2. Right-click the call and select Force terminate.
3. Select Confirm.

**Remember:** Force Terminate clears the call in CoreEngage only. It doesn't end the call in Microsoft Teams.

# Questions?

Contact your CoreEngage administrator for access

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