

Quick Reference Guide

Console Operator

5.1

This document provides quick reference procedures for Console Operators

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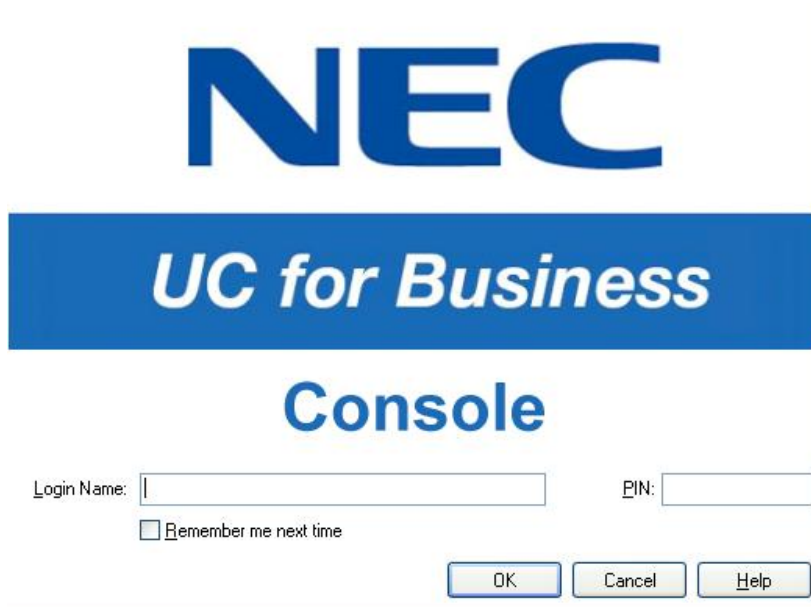
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Logging In and Out of Console

Log In to Console

Console gives you the ability to manage and redirect phone calls for users in your organization from one easy to use application on your PC.



1. Double-click the Console shortcut icon  on your PC Desktop.
2. Enter your full name into the *Login Name* field. You may notice that your name displays automatically after you enter a few letters.
3. Enter your PIN number into the *PIN* field. Initially your PIN will be 2222 until you change it to a unique number.
4. *Remember Me ...* checkbox saves your name for the next time you start Console.

Change PIN


Note: Your default start-up PIN will be 2222 until a new PIN is created.

1. In the menu bar, click *File > Change PIN...*
2. Enter the *Old PIN*. (default = 2222)
3. Enter the *New PIN*.
4. Enter *Verify New PIN*.

Note: Remember to enter your new PIN the next time you open Console.

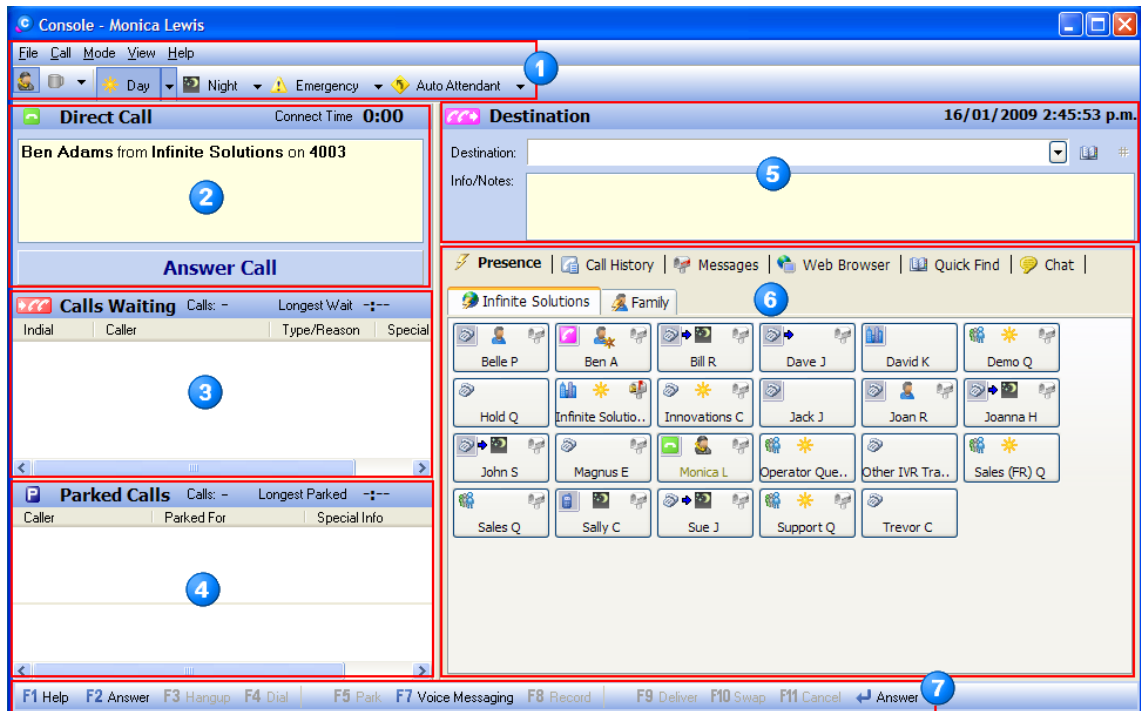


Logout of Console

When exiting Console remember to first log out of the Operator queues using the *Logout of Queues* button .

The Interface

The main Console screen is divided into several sections or panes. These panes help you to see current calls and call history at a glance.

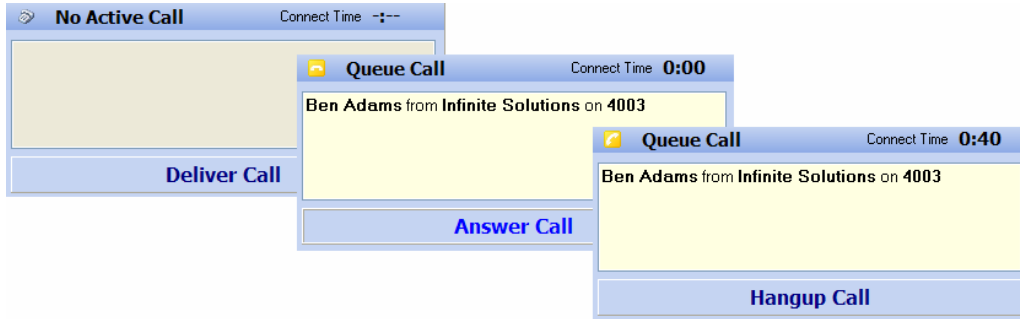


1	Taskbar and Menu enable the operator to set the queue mode and their breaks.
2	Active Call and Default Action pane shows information about the current call including Caller ID, Phonebook information, and any previous handling. The <i>Default Action</i> is linked to the <i>Enter</i> key on your keyboard.
3	Calls Waiting pane shows a list of unanswerd and recalling calls, as well as dial Operator calls from Voicemail.
4	Parked Calls pane shows all calls currently parked at any extension. Separate lists show calls parked by operators and calls parked from phones or Voicemail.
5	Destination pane is used to enter a name or number to call, or to transfer the current call to. Shows Phonebook information and the currently active Profile (for Voicemail users).
6	Additional Functions pane provides tabbed functional screens with additional functionality: <ul style="list-style-type: none"> • Presence functions/buttons to view extension status at a glance and route calls to the extension or voicemail. • Call History to view recent call details. • Message information to manage voicemail and fax messages for company mailboxes. • a Web browser • Quick Find to quickly see a list of phonebook entries matching a partial entry in the Destination field • Desk-to-desk Chat to respond textually to information requests from other users.
7	The Speedbar provides quick mouse access and keyboard shortcuts to available options for the current call.

Console: Default Action Button

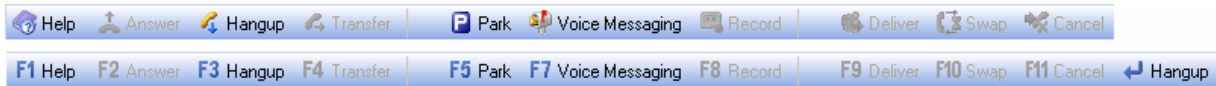
The main button in Console is the default action button. It allows you to quickly perform the most common action for the current call or other activity. You can perform the action by clicking the button with the mouse, or by simply pressing *Enter* on your PC keyboard.

In the image below, three examples are shown – Deliver; Answer; Hangup Call.



Speedbar Functions and Keyboard Shortcuts


The speedbar can be used to perform the active call functions using either the mouse or the keyboard. Use the View menu to select the desired format of the Speedbar.



You can also use the Enter key and function keys (F1 to F12) to perform any of the active Speedbar functions. When Console is not active, you can use global hot keys to perform some actions.

Console hot keys are active when Console is the active application.

Global hot keys can be used when Console is open but not the active application. Global Hot Keys can be enabled using the *File>Preferences>General* menu. Use the Console hot key simultaneously with

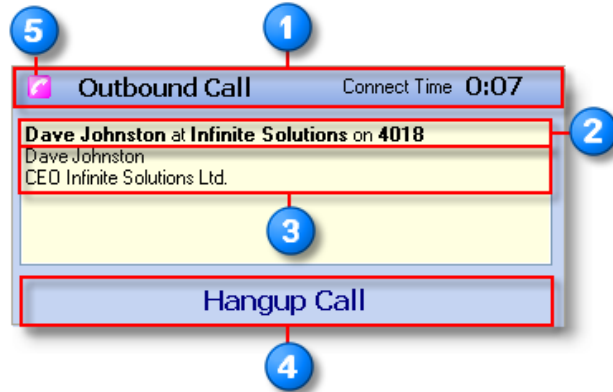
the  Windows Key on your keyboard.

Console Function	Console Hot Key	Global Hot Key	Function Description
Answer Call	F2	WIN + F2	Answers a call ringing at your phone.
Bring to Front		WIN + F12	Brings Console into focus.
Deliver Call	F9	WIN + F9	Delivers the call at the top of the Calls Waiting queue (or the specific call that you have selected) to your telephone; the call is then displayed in the Incoming Call field.
Dial	F4		Dials the destination displayed in the Destination field.
[Destination] Cancel	F11		While transferring a call, or toggling, allows you to disconnect the party you are currently in conversation with, connecting you automatically to the held party.
Exit	Alt + F4		Closes Console (this is a standard Windows command to close the active application).
Hang Up Call	F3	WIN + F3	Hangs up a call on your phone.
Help	F1		Opens the Online Help screen.
Park Call	F5	WIN + F5	Parks the call.
Unpark Call	F5		Retrieves the parked call.
Hold Call	F6	WIN + F6	Places the call on hold.
Unhold Call	F6	WIN + F6	Unholds the call.
Add Notes to Call	Ctrl + I		Opens a dialog that allows you to enter text notes for a call. These notes will be visible to other Console or Desktop users if they receive the call (either in the info/notes area, or in a tooltip for the call).
Login/Logout	Ctrl + L		Opens the Queue Login screen. If you are logged in to queues, logs you out.
Make Call	F4		Makes a call to a selected number.
Record/Stop Record Conversation	F8		Records a conversation in progress into your voice mailbox.
Swap Held Call	F10		Holds the party you are speaking with, and connects you instead to the party you were holding (while transferring a call, or toggling two calls).
Transfer	F4		Holds the active call while dialing the number displayed in the Destination field.
Voice Messaging	F7		Calls Voice Messaging. This key transfers a call ringing OR in conversation at your phone to any mailbox.

Console Features Overview

Active Calls Pane

This pane shows information about the current connected call.



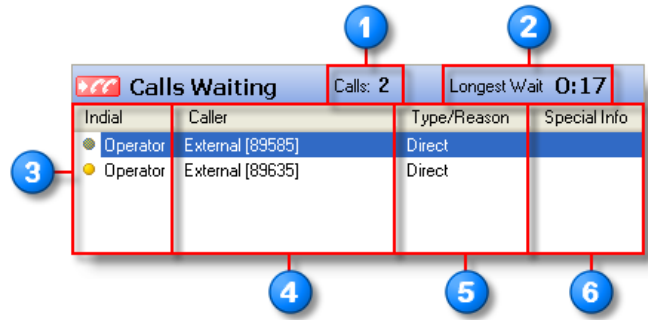
1	Call type and connect time
2	Caller's phone number, and CLI information from the Phonebook if available, such as person's name and company name.
3	Previous call handling, and any additional notes from the Phonebook or entered for this call with <i>Ctrl+I</i>
4	Default Action, linked to the Enter key on the keyboard.

The Phone Status Icon at the top left of this pane displays the status of the operator's phone at a glance:

5		No call – the operator's extension is currently idle.
		(Yellow) A queue delivered call is currently ringing on the extension. The caller dialed the number for your company, or another general number.
		(Green) A non-queue call is currently ringing on the extension. The caller dialed the operator's telephone or extension number directly.
		(Pink) The operator has dialed a number and is waiting for answer.
		(Yellow) A call is in progress that was delivered by the queue.
		(Green) A non-queue call is in progress.
		(Pink) An outbound call dialed by the operator is in progress.
		The operator has parked this call using the personal park function at the extension (not the Console <F6> Hold function).
		Another party has put this call on hold.

Calls Waiting Pane

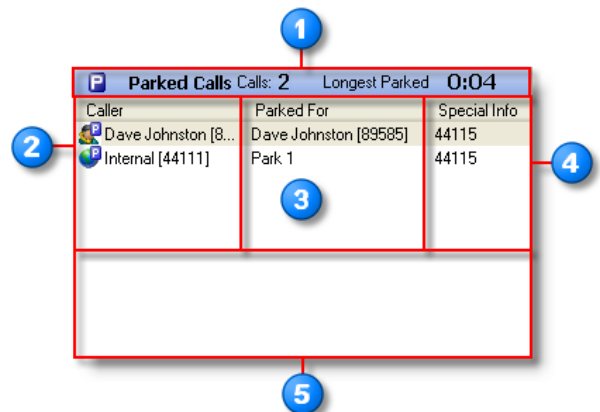
Calls Waiting are calls that have not yet been answered by the Operator. The list of calls scrolls if necessary so that all calls waiting can be viewed.



1	Number of calls waiting to be answered.
2	The time that the oldest call has been waiting in the queue
3	Call priority (shown as a colored dot) and indial identifier (number called) if any
4	Caller information (CLI or phonebook details of the contact)
5	Call type, or reason call is in the queue. Types include: <ul style="list-style-type: none"> • Forward: Calls forwarded from unanswered, unavailable or busy extensions (additional information is given in the Special Info field). • Recall: Unanswered or held calls recalled to the Operator • Consult: Calls in the process of being transferred internally to the Operator (the transferring extension has not hung up). • VM Transfer: The caller has selected a <transfer to operator> one touch key from a mailbox (Special Info shows the mailbox name the caller has been transferred from). • Assist: An internal user has dialled the operator queue (different to Consult where the caller does not have anyone on Hold pending transfer) • Direct: Direct or new call that has not been previously handled by the system.
6	Additional info such as the internal call source and any notes from the Phonebook.

Parked Calls Pane

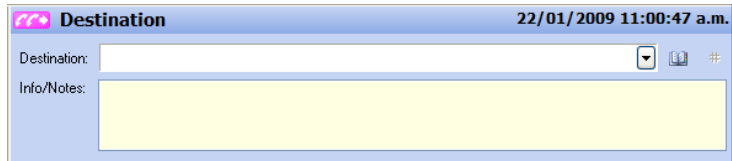
The Parked Calls pane shows all calls currently parked at any extensions. Separate lists show parked calls and transferred calls waiting for pickup. You can pickup any parked call by double-clicking on it



1	Number of calls parked and longest park
2	Caller ID and type of parked call (person for your calls, globe for others' calls)
3	Person the call is parked for (or park slot)
4	More info about the call, such as the person who parked it
5	Calls below the line have been transferred but not yet answered by the new party.

Destination Pane

The Destination pane enables you to enter a name or number to call or transfer the current call to. The field shows Phonebook information and the currently active presence profile (for Voicemail users).



The *Destination field* auto-completes with the default number from the Phonebook. Click the drop-down arrow to see other numbers for this contact

The *Info/Notes area* shows Phonebook information and the currently active profile (for voice messaging users)

Additional Functions Pane

This pane contains six tabbed screens that provide additional useful functionality.

- **Presence Tab:** Presence pages and buttons to provide a visual indication of extension and Presence profile status and can be used for managing calls.
- **Call History Tab:** displays a running history of calls made or received from Console.
- **Messages Tab:** view and manage fax and voicemail messages and mailbox settings.
- **Web Browser Tab:** a simple web browser is embedded within Console.
- **Quick Find Tab:** enables you to locate, select and dial contacts, based on a partial entry in the Destination field.
- **Chat tab:** provides desk-to-desk text chat between users at a site.

Presence Functions and Buttons

Presence Buttons

There are two types of Presence buttons:

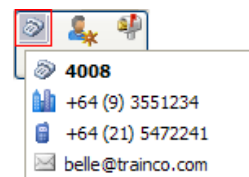
- **External** (telephone numbers outside your office)
- **Internal** (in-house extension numbers)



Internal Presence buttons enable you to view the user's extension status by viewing icons and the status tool tip. You can also perform advanced call functions for an extension using the right-click popup menu. The user's name displays in mustard text if they are logged into queues as an agent.

Left click - more numbers

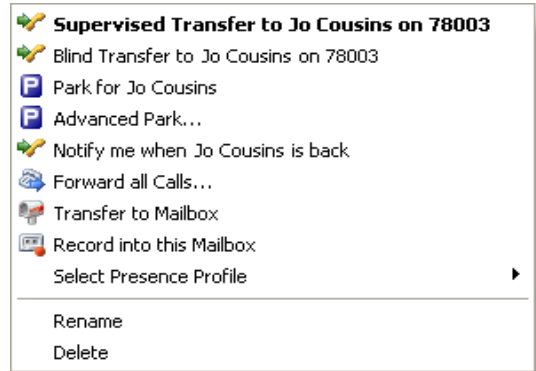
Click the phone status icon to display additional contact numbers. Click the number you wish to call.



Right click - other functions

Right-click on the Presence button to display the pop-up menu.




Note: The actual options available will depend on the type of PBX being used, how the system is setup and your enabled security permissions. Certain options will also only be visible when there is an active call on your extension.










	Call 'user' on extension	Initiate a call to the user on the designated telephone number.
	Supervised Transfer to 'user'	Transfers your Active Call to the user's extension and enables you to talk to the user before completing the transfer.
	Blind Transfer to 'user'	Transfers your Active Call to the user's extension.
	Transfer Call	Transfers your Active Call to the user's extension.
	Park for 'user'	Holds your Active Call at the user's extension; the user can then retrieve the call.
	Advanced Park	Parks your Active Call and pages the user.
	Notify me when user' is back	A screen-pop will inform you when the user is in the office and available to take your call.
	Forward all Calls	Forwards all your call to a specified internal or external number.
	Leave a Voice Message	Record a Voice Message for the recipient.
	Ask 'user' to call me back	The user will receive a pop-up call-back request on their return.
	Transfer to Mailbox	Transfers your Active Call to the user's Voicemail mailbox.
	Record Conversation to Mailbox	The conversation is saved to the current user's mailbox (if installed).
	Send Message to digital Phone	Send a short text message to the LCD screen of the user's digital phone.
	Select Presence Profile	Change the user's Presence profile.
	Rename	Rename the Presence button.
	Delete	Delete the Presence button.

Presence Button Symbols

Phone Call Types		(Gray) Extension is idle
		(Various colors) Extension is ringing or 'offering'
		(Various colors) Extension busy (on the phone)
		Extension is forwarded to another number (internal or external)
		Forwarded to Voicemail
		(Green) Inbound non-queue call

		(Pink) Outbound non-queue call
		(Yellow) Inbound queue call (if queuing is installed)
		(Blue) Outbound queue call (if queuing is installed)

Profiles		In the Office
		In a Meeting
		Out of the Office
		On Vacation
		(Gray Head) Agent is logged in to queues

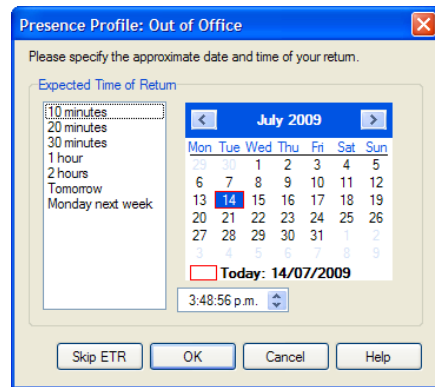
Voicemail Status		No messages
		1 or more ordinary messages
		1 or more urgent messages

Set ETR

Your *Estimated Time of Return* (ETR) can be set for those Presence profiles used when you are not available. Selecting one of these profiles will automatically display the ETR window.

Note: Setting of ETR can be skipped unless ETR is set as mandatory in the system settings.

1. Select your date of return using the calendar function.
2. Select your approximate time of return using the standard times in the left panel or by setting the time using the clock function.
3. Click OK to save the ETR and activate the selected Presence Profile.



Add a New Presence Page - Wizard

The *Add Presence Page* wizard can be used to create either Standard or Dynamic Presence Pages. A Dynamic Presence Page lists the contacts for a company or department automatically, while contacts on a Standard Presence Page are added and arranged manually.

Note: Only Users with System Administrator rights can add or edit Global Presence Pages.

1. To start the *Add Presence Page* wizard:
 - select *Add new Presence Page* on the *File menu*, or
 - right-click in the Presence pane and select *Add a Personal Presence Page*.
2. Select the *Create Personal Presence Page* option. Only administrators can create global pages.
3. Select the type of page to be created.

Standard Page Presence buttons must be added and arranged manually.

Automatic Page Presence buttons are automatically added and updated for the selected company/department.

4. Create Standard page:
Type a name for your Presence page; go to step 10.

5. Create Automatic Page:
Select a company from the listed companies.
6. Optionally select to list all contacts or only contacts from selected departments.
Note: This step is only displayed if departments have been defined.
7. Select the department(s) to display if the department option was selected in step 6 and click Next.
8. Optionally click the checkbox and specify the number of buttons per page.
This defines a maximum number of Presence buttons per page and automatically creates an additional page when this maximum is reached.
9. Enter a name for your Presence page and click Next.
10. Verify the settings and click Finish to create the Presence Page.

Rename a Presence Page

1. Select *Rename this Page* from the File menu, or right-click in the Presence page and select *Rename this Page* from the pop-up menu.
2. Type in the new name for the page and click OK.

Delete a Presence Page

1. Open the page you want to delete and right-click on any blank area. Select *Delete This Page* from the pop-up menu.
2. Click Yes to confirm the deletion when prompted.

Add a Presence Button

1. Right-click on the Presence page and select the *Add a Presence button* option.
2. Select either the contact name or the contact number and click OK to create a Presence button.
Note: You can also simply drag a contact name or number from the phonebook to the Presence page to create a Presence button.

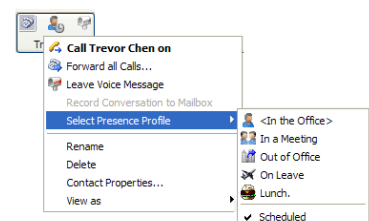
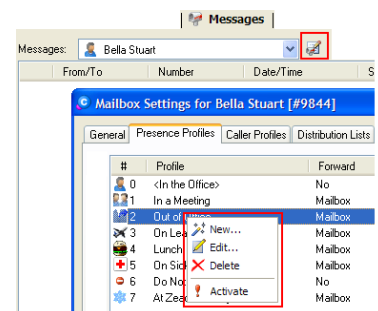
Delete a Presence Button

1. Right-click on the Presence button and from the pop-up menu, select *Delete*.

Set Presence Profile





Select and set your Presence Profile from the:

1. Presence Profiles tab of a User's Mailbox Settings, or
2. Presence button (right-click).



Call History Tab

The Call History Tab displays a running history of calls made or received from Console. The Recent Calls listing is automatically cleared whenever Console is shut down.

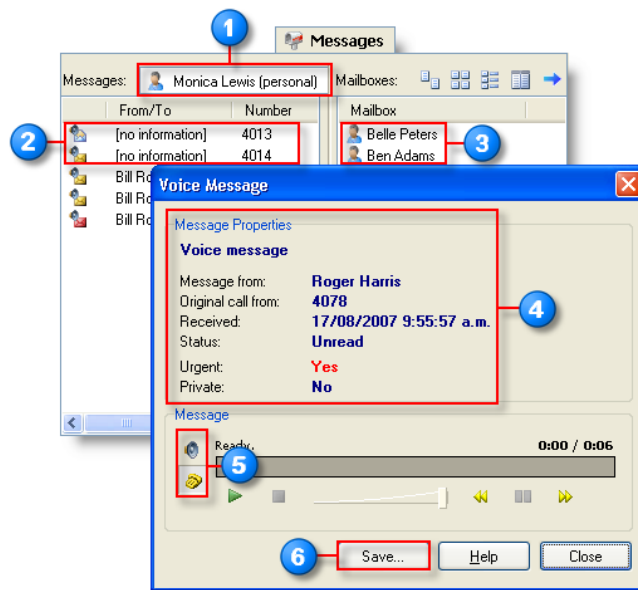
The Call History indicates the call direction (incoming: , outgoing: , incoming queue calls: ); ID of incoming calls (CLI); date of call; time commenced; and call duration. The exclamation mark icon:  indicates a missed call.


Deleting Calls

Right click on the call record to be deleted and select the *Delete Calls* option from the pop-up menu. Multiple call records can be selected by holding down CTRL and left clicking on each call. All calls can be selected by pressing CTRL + A.

Messages Tab

The Messages tab enables the operator to view and manage fax and voicemail messages and mailbox settings for their own personal mailbox and for selected company mailboxes.



<p>1</p>	<p>Select a mailbox to view. You can view your personal mailbox and any system mailboxes. You can edit the properties of the selected mailbox by clicking the Mailbox Properties icon .</p>
<p>2</p>	<p>Messages in the selected mailbox are shown in the main pane. Double-click to open the message. Right-click a message to delete it, or mark it as unread or saved.</p>
<p>3</p>	<p>Mailboxes on the system are shown in the right pane. Personal mailboxes are shown with a person icon, and company mailboxes are shown with a world icon. You can move a message from the main pane to a mailbox in the right pane by dragging it.</p>
<p>4</p>	<p>When you open a voice message, the properties display (to open, right-click and select "Play message").</p>
<p>5</p>	<p>You can play the message through the PC speaker or the phone.</p>
<p>6</p>	<p>Click Save to save the message to a .WAV file on your PC. You can play this file using Windows Media Player or other multimedia applications.</p>

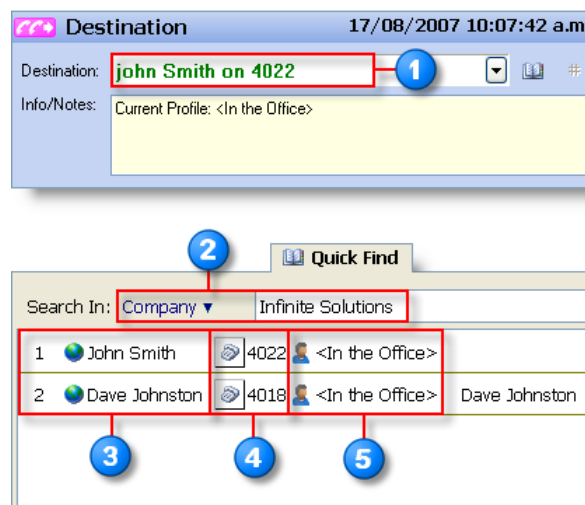
Web Browser

Console includes a simple Web browser. This browser allows you to send and receive URLs within desk-to-desk Chat calls with other users (running Console or Desktop). Most of the basic settings of the browser come from the Internet Explorer settings of the Windows user and workstation.

Quick Find

Quick Find enables you to search, select and dial contacts, based on a partial entry in the Destination field. The search results are limited to a maximum of 10 matching entries. To use Quick Find, click the Quick Find tab in the Additional Information area.

Note: If the Quick Find tab is not present, you can enable it from the General tab of Preferences.

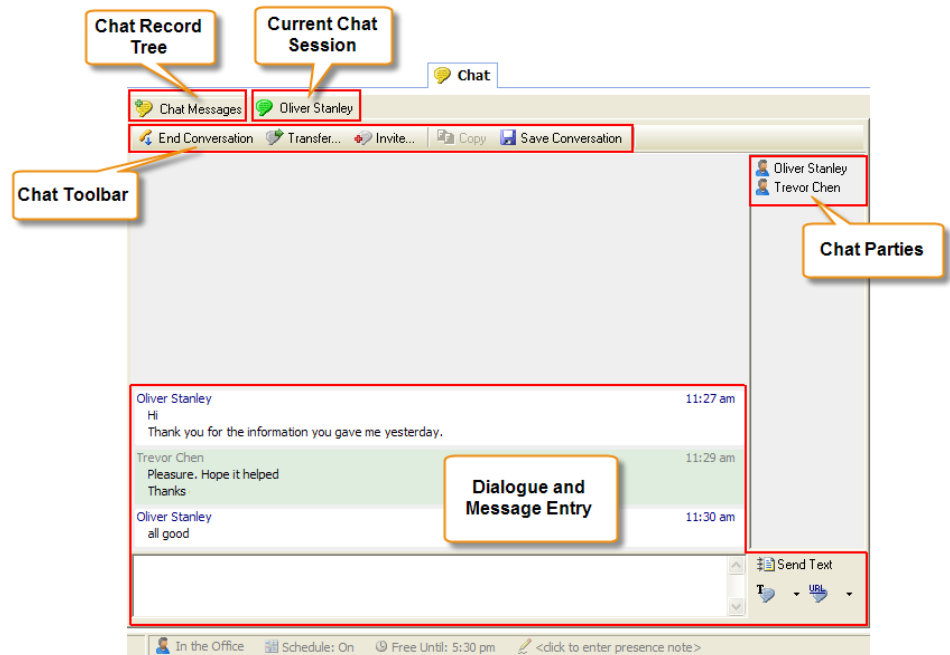


1	Type the first few letters of the party's name in the Destination field. Quick Find provides a list of matching names.
2	<p>The Quick Find results show up to 10 matching names, with phone status, profile, and special info.</p> <p>You can select an entry in the list using Hot Keys Ctrl+1, Ctrl+2... Ctrl+0. Selecting an entry places it in the Destination field.</p> <p>You can dial an entry using Hot Keys Ctrl+Shift+1, Ctrl+Shift+2... Ctrl+Shift+0</p> <p>Note</p> <p>You must use the main keyboard for Ctrl+Shift functions (the number pad does not allow these functions).</p>
3	<p>You can right-click a contact for additional options such as to call the extension, leave a voicemail message, record into the mailbox, send a message to the Digital Phone display, change Mailbox profile or create a Speed-dial. On an active call, the right-click option allows you to transfer, park, or place the call on hold.</p> <p>Note</p> <p>Not all of these options are available for external contacts.</p>
4	If a contact has more than one phone number, left-click the phone icon to see a list of numbers.
5	For internal contacts with mailbox profiles, the profile displays. Left-click the profile to select a different profile for the user.

Chat

The Chat function enables desk-to-desk text chat between site users and is a good way of exchanging information in real time and saving a transcript record. A Web site URL or the sequence of URLs can be automatically sent to the other chat participant as you browse. You can have more than one Chat conversation open at a time.



Click on the Chat tab in the Phone bar to open the Chat screen.






Chat Toolbar buttons and Controls

	Click to start a new chat call to either a selected chat User or Chat Queue.
	Click to end the current Chat call.
	Click to Transfer the current chat call to either a selected Chat User or Chat Queue.
	Invite one or more chat users to join the current chat call. Invitees must accept the invite to join.
	Select the chat dialogue and click the Copy button to copy to the clipboard.
	Save a transcript of the chat conversation in a text format to a specified disk directory.
	Click to transmit the typed text. Alternatively simply press the keyboard Enter key.
	Close the current chat pane.
	Add, edit or delete standard chat phrases or commonly used URL links
	Select saved text phrases from the drop-down list. These are sent directly to the other chat parties.
	Select saved URLs from the drop-down list. These are sent as links directly to the other chat parties.
	Push your current Desktop browser URL to the chat recipients.
	Automatically send a series of web page URLs as you navigate using the Desktop web browser. The Trace URL button toggles the feature on/off.
	Pink - Outbound Chat conversation
	Green - Inbound Chat conversation


Make a Chat Call

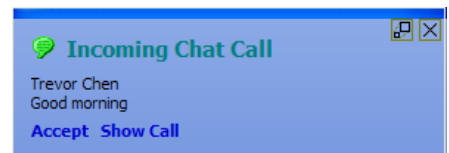
1. Click the  button to start a new chat call.
2. Select either the *Chat User* or *Chat Queue* option and then select the specific entry from the drop-down list.
3. Click the Chat button in the dialog window. A new conversation pane opens.
4. Type in the message in the message text field, then click  or simply press the keyboard *Enter* key to transmit the typed text. An outbound chat call will be shown as waiting in the *Active Calls* pane until the recipient answers the call.


End a Chat Call

1. Click the  button.
2. Optionally, click the  button to save a transcript of the chat conversation in a text format to a specified disk directory.
3. Click the  button to close the conversation pane.

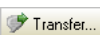
Answer a Chat Call

1. When a new chat call pop-up message is displayed:
 - Click *Accept* on the pop-up message to answer the chat call, and then navigate to the *Chat* pane by clicking on the *Chat* tab, or
 - Click *Show Call* on the pop-up message to display the Chat pane, and then click the  button.

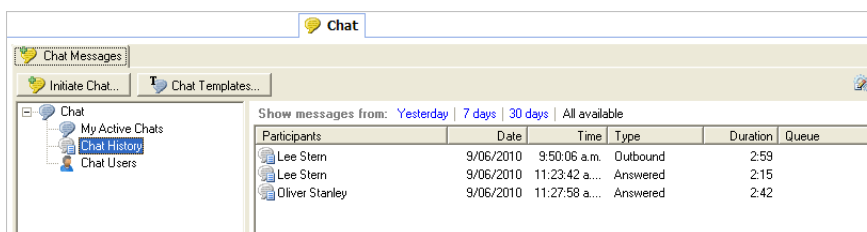


2. Type in the reply message in the message text field, then click  or simply press the keyboard *Enter* key to transmit the typed text.

Transfer a Chat Call

1. Click the  button to transfer the current chat call.
2. Select a chat User or Queue from the drop-down list. Optionally check the *Include current chat conversation* box to give the recipient access to the prior dialogue.
3. Click the *Transfer* button to complete the call transfer.

Chat Messages



Chat Messages provides an organised listing of chat conversations and chat users. Select the required category and then use the right-click menu to access the available functions for the selected chat session or user. Refer to the online help for more details.

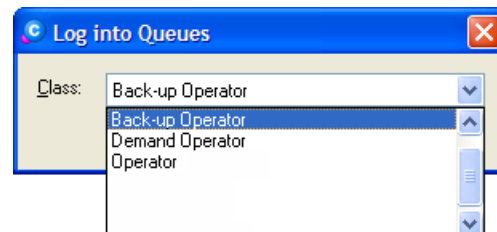
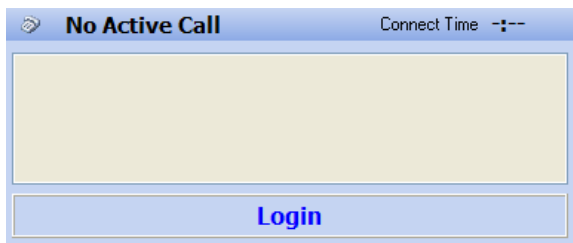
Additional Chat Functions


Refer to the online help for additional less frequently used functions and configuration settings.

Basic Operator Tasks


Login to Queues

Before using Console to process calls, each Operator must log in and select an Operator class.. The Class settings determine which Queues you answer calls for and how soon they are offered to you.




1. To Log In:
 - Click the default action Login bar, or
 - Select Login from File menu, or
 - Type Ctrl+L (Console Hot Keys), or
 - Click the Login icon  on the toolbar.
2. Select the appropriate Class from the dropdown list.

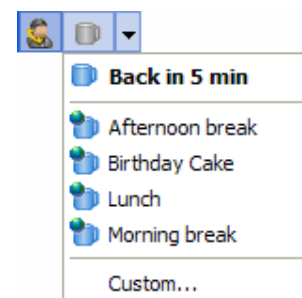
Logout of Queues

Click the Login icon  on the toolbar to logout of any queues.

Note: Remember to logout out of any Operator queues before closing the Console application.

Request a Break

1. To take the default break (usually 5 minutes), click on the  button in the toolbar.
2. Alternately, open the drop-down list and select a break reason and set the required breaktime. If you need a custom reason choose *Custom* from the drop-down list and fill out the dialog box accordingly.
3. Click on the same button to end your break.



Working with Calls

When callers ring a Console indial number, the call joins an operator queue. Calls from the Operator Queue(s) are delivered to any free Console operators who are logged in to take calls.

Receiving Calls

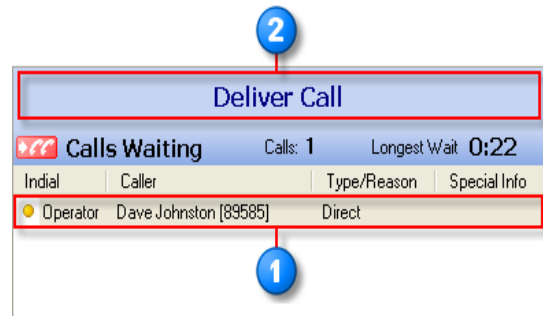
Console lets you answer calls in several different ways. Operators can use the method they are most comfortable with. They can use different methods depending on the other tasks they are performing when a call arrives.

When a call comes to the Operator queue, if calls are automatically delivered the call will ring on the operator's extension. Details of the caller will be shown in the Active Call pane.

Delivering Calls

When an inbound Operator queue call is received:

- It will ring on the operator's extension if automatic call delivery is set up. Details of the caller will be shown in the Active Call pane.
- If demand delivery is configured (non-automatic) or there are additional calls in the queue, the calls are shown in the Calls Waiting pane.

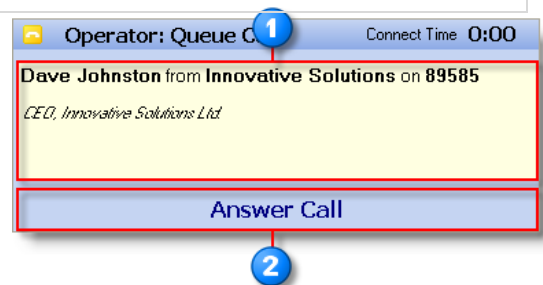


1	In the Calls Waiting pane, select a call. The Default Action shows Deliver Call.
2	To deliver the call to your extension, use the mouse, keyboard, or function keys: <ul style="list-style-type: none"> • Click the Default Action button, or click the Deliver/F9 icon in the Speedbar, or • Press Enter, or • Press F9.

Answering Calls

Once the call has been delivered, it is shown in the Active Call pane.

1	An offering call is presented in the Active Call pane. The Default Action shows Answer Call.
2	To answer the call, use the mouse, keyboard, or function keys: <ul style="list-style-type: none"> • Click the Default Action button, or click the Answer/F2 icon in the Speedbar. • Press Enter. • Press F2. <p>Note: If the operator is using a headset and has selected Auto Answer, the call is automatically connected</p>

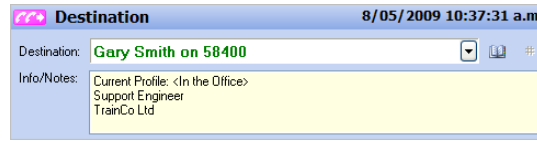


Operators can also answer calls ringing on other extensions. See Speed-dial functions.

Note: If you are using a headset and you have selected *Auto Answer* (*File menu | Preferences | Telephone tab*), the call is automatically connected for you.

Transfer Calls using the Destination Field

1. Make or answer a call
2. Begin typing a name from the Phonebook in the *Destination field*. The field entry will auto-complete as you type.
3. Press *Enter* once to perform a supervised transfer.
4. Press *Enter* again to complete the transfer.



Note: You can also type a phone number directly into the *Destination field* to transfer to an outside phone number or you can click on a presence button to pass a number into the destination field.

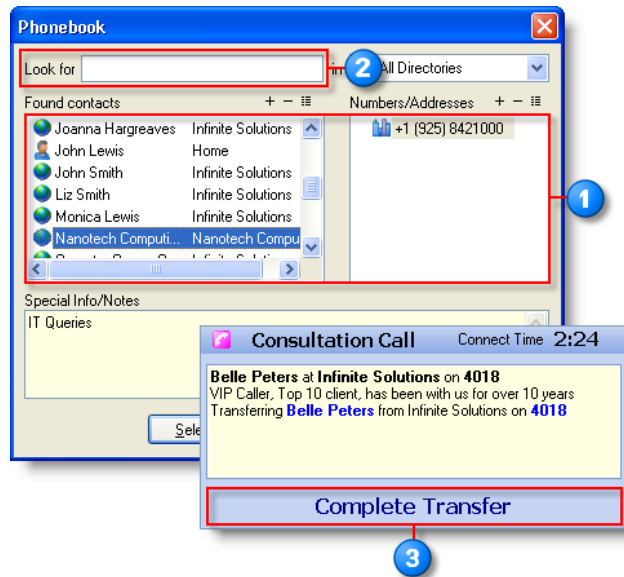
Transfer Calls using Presence Buttons

Make or answer a call, then:



1	On the Presence tab, right click on the Presence button of the person that you wish to transfer the call to.
2	<p>Select one of the following options:</p> <ul style="list-style-type: none"> • <i>Supervised Transfer to:</i> The original call is placed on hold and the second party dialed. To complete the transfer click <i>Complete Transfer</i>. This will connect the two parties and disconnect you from the call. • <i>Blind Transfer to:</i> The original call is transferred through to the second party and you are disconnected from the call.

Transfer Calls using the Phonebook



1	To select the extension to transfer the call to, open the Phonebook and double-click on a name or number to call it.
2	To search for a name, you can type the name into the Phonebook Search Field. The Phonebook searches for and displays all the matches for your name. Click a name from the results and select the required number.
3	To finalize the transfer: <ul style="list-style-type: none"> • click the <i>Complete Transfer</i> button on the Speedbar, or • press F3 or • press <i>Enter</i> on the keyboard. <p>The call is connected to the transfer number.</p>

Park a Call

Console allows you to park a call for yourself or park it into another extension.

Park a Call for Yourself

With a call in the Active Call pane:

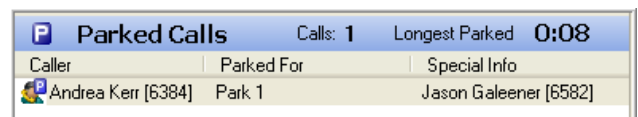
- click the Park button on the Speedbar, or
- press F5 on the keyboard.

The CLI and Console Operator extension are displayed in the Parked Calls field (the longest parked call is automatically highlighted).

Retrieve a Parked Call

Select a call in the Parked Calls pane.

- Click the *Unpark button* on the Speedbar, or
- Press F5 on the keyboard.



Park a Call for an Extension

Locate the *Presence Button* for the extension you want to park the call on.

Right-click the Presence button and select *Park for <Name>* from the pop-up menu.

The CLI (Caller) and 'Parked for' name are displayed in the Parked Calls field.

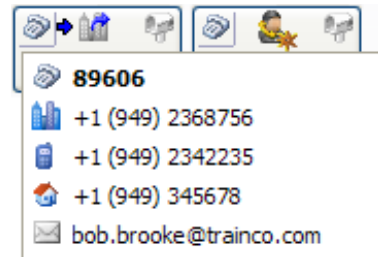


Making Calls

You can make a call using Presence buttons, or by entering a name or number in the Destination field.

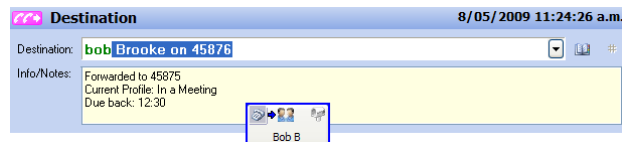
Finding a Number Using Presence buttons

1. Locate the Presence Button of the party you want to call.
2. If the party has only one number in the Phonebook, click the Presence button to make the call.
3. If the party has more than one number in the Phonebook, click the phone icon to see a list of alternate numbers.
4. Click a number to make the call.



Finding a Number Using the Destination field

1. Type the first few letters of the party's name in the Destination field.
2. If the name is found in the Phonebook, Console auto-completes the name and shows the default number and any info/notes.



Note: The party's Presence button will also have a blue border to facilitate location.

3. To see other numbers, click the drop-down arrow beside the Destination field. Select a number from the list then press Enter or click the default action button to make the call.
4. You can also enter numbers in the Destination field, just as you would on a phone keypad. For external calls, remember to enter any access codes (such as 1 for outside call).

Note: If you have Quick Find enabled, you can search through similar names more quickly.

Console Administrative Features

An Operator can perform the following administrative functions from within Console *only* if they have been granted the required security permissions via the Administrator application.

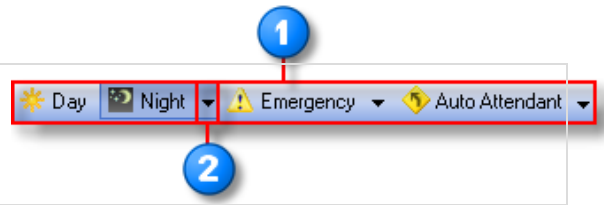
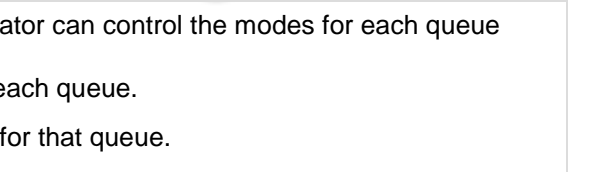
Operator Queue Modes

A Mode is a set of parameters that control how and where calls are delivered, and the announcements that are played at different times of day. Modes can be scheduled, but the Operator can manually override the Mode.

Some modes are provided by default:

- Calls ring at the main Operator Console when Day mode is active.
- When Night mode is active, calls may go to a Night bell, or an after hours contact number, or be played an after hours announcement with more contact information.
- When Unattended mode is active, calls may go to a back-up Operator.
- When Emergency mode is active, calls may go to an announcement, or a mobile phone.

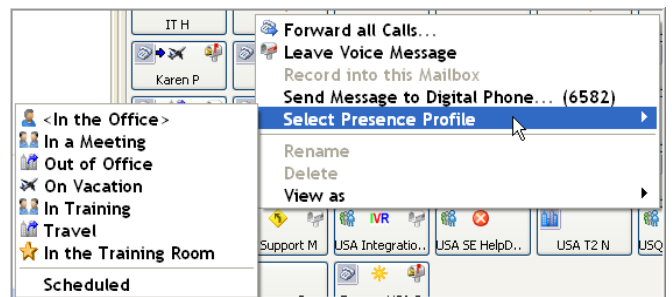
Viewing and Changing Modes

<p>1</p>	<p>The Mode toolbar includes a button for each available Mode of the Operator queue, with the active mode indicated depressed.</p>	
<p>2</p>	<p>If there is more than one operator, the Operator can control the modes for each queue separately.</p> <ul style="list-style-type: none"> • Click the arrow to see the modes for each queue. • Click a queue name to set that mode for that queue. 	

Change User Profiles

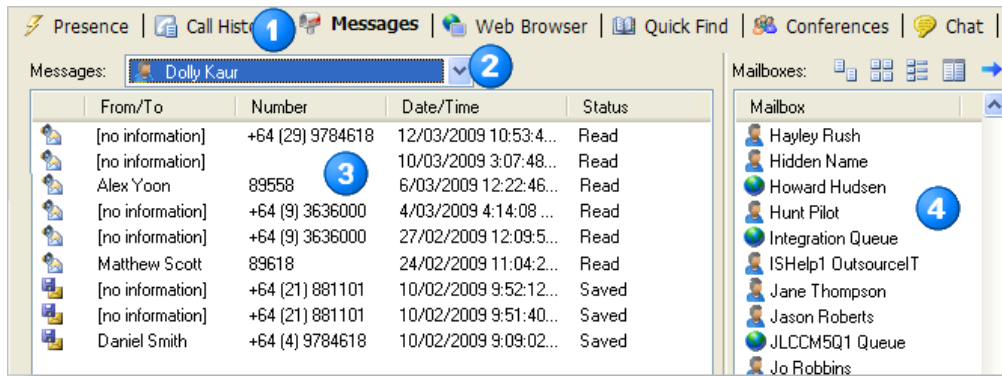
Occasionally Operators will change the Presence Profiles of other persons who are shown as in the office when in reality they are traveling or out of the office in some way.

1. Right-click on the users *Presence Button*.
2. From the resulting shortcut menu choose *Select Presence Profile* and then choose the correct profile from the list.



Managing Messages

Operators have the ability to transfer voice messages from the Operator Console. This is most common when an Operator is in charge of a company mailbox where they listen to messages left overnight and then route them to the necessary people. This feature must be enabled by the administrator.



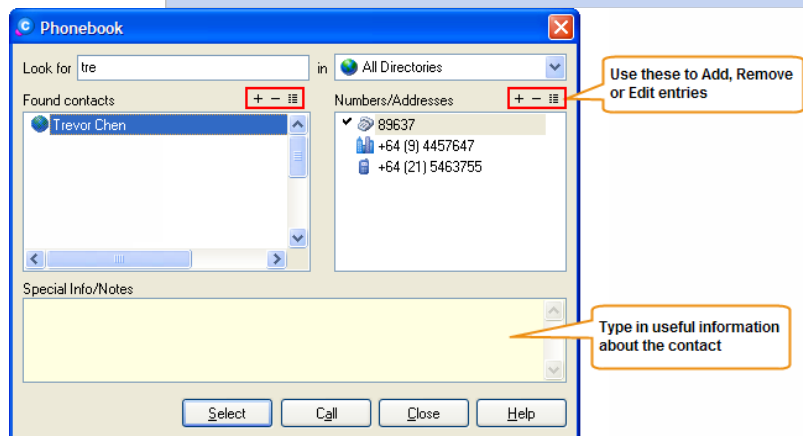
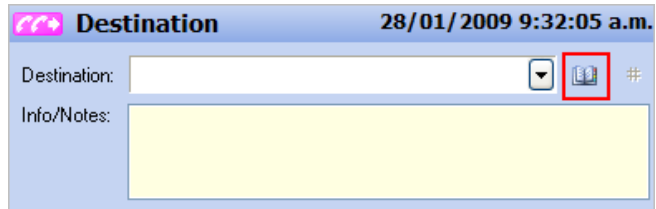
- | | |
|----------|--|
| 1 | Click on the <i>Messages</i> tab. |
| 2 | Select which mailbox you want to view (you must have security rights). |
| 3 | View and/or listen to messages. |
| 4 | Drag and drop them into a queue or other person's mailbox. |

Edit the Global Phonebook

The Phonebook in Console allows you to enter information about internal employees or external customers. You can create or edit entries in the Global, company or in your own Personal Directory depending on your security rights.

From within the Phonebook you can enter:

- Phone, fax, pager numbers, etc.
- Email addresses
- Special Info/Notes (descriptive text about that person)



Preferences

Preferences allow each Operator to customize the view and behavior of Console. The available preference settings are grouped logically on different tabs of the dialog.

These are some of the common options that you can change from within *File menu|Preferences*.

Login to Default Class

Automatically use your default login class when you start Console.

Use Global Hot Keys

Enable the functionality provided by the hot keys and keyboard shortcuts.

Using a Headset

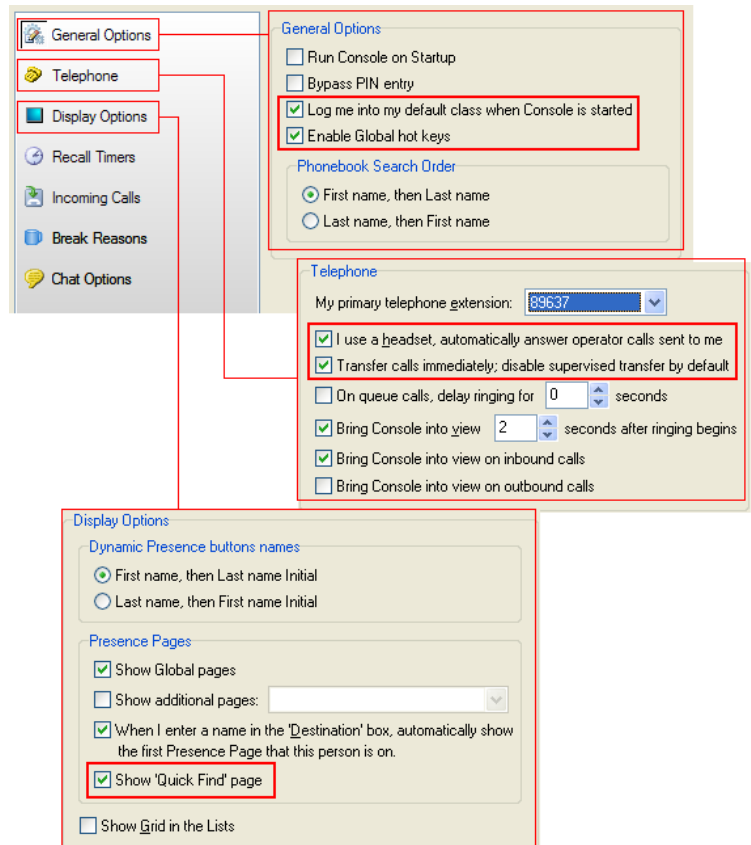
Choose auto-answer if you use a headset, to connect immediately to delivered calls without Operator intervention.

Supervised Transfers

When you transfer a call, do you want to speak with the receiving party before you transfer the call (i.e. Supervised or Executive transfer) or do you want to transfer the call automatically without speaking to the receiving party.

Use Quick Find

Enable Quick Find to search for and select contacts, based on an entry in the Destination field.



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