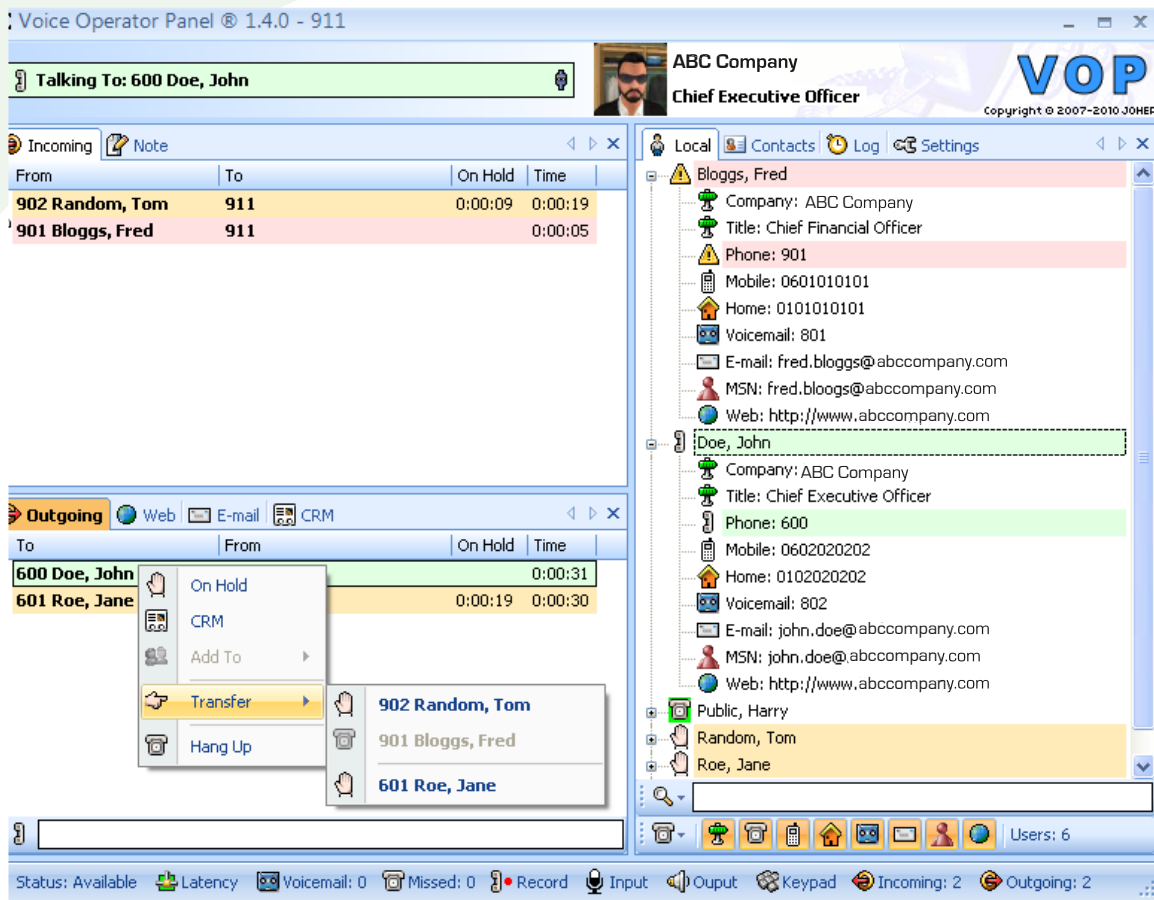
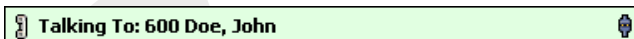


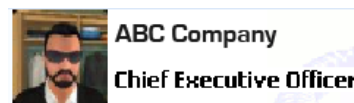
Voice Operator Panel User Interface



Status Line



This is the status line. If an error occurs, the status line turns to red and shows the error. When there is no error, it shows the status of the operator (online/offline). When talking to a correspondent it shows the correspondent phone number and name. It also shows the status of the proxy registration through the small icon at the right end. If the proxy registration fails, the icon turns to red and becomes disconnected. You can double click on the status line to pick up the first ringing call or to hang up the current call and to call or disconnect the hard phone. You can double click on the proxy registration icon to register or unregister from the proxy.



When the user is talking to a correspondent, it shows the correspondent picture, company, and title. The picture is retrieved from directories, Outlook, or a LDAP server. When no picture is available, nothing is shown.

Status Bar



Above is the status bar. From left to right the status bar consists of the following:

Status

Click here to switch between Available, Away, and Do Not Disturb. Double click to quickly switch between Available and Do Not Disturb. Leaving the cursor over this area shows the time when the status was last changed.

Latency

This icon shows the latency between the application and the remote proxy. The icon has three levels of latency: green, orange, and red. Leaving the cursor over this area shows the time when each of the three levels was last reached.

Voicemail

When the remote proxy supports voicemail, this shows the number of unread messages in your voicemail. Click (or double right click) here to call voicemail. Leaving the cursor over this area shows the time when this number last changed.

Missed

This shows the number of missed incoming calls. Click here to show the list of missed calls, to call back, or to clear the list. Double right click quickly to clear the list. Leaving the cursor here shows the time when the list was last cleared.

Record

This shows the recording status with the total recording time. Click here to start/stop recording or to browse the list of recordings. Double right click to quickly start/stop recording. Leaving the cursor here shows the time when the recording was started. This icon is only shown in softphone mode.

Input

Click here to summon a window that shows the sound input volume in real time and allows you to amplify or add sound effects. Double right click to quickly mute the sound input. Leaving the cursor here shows the gain value in decibels. This icon is only shown in softphone mode.

Output

Click here to summon a window that shows the sound output volume in real time and allows you to amplify it or switch to speaker. Double right click to quickly switch to speaker. Leaving the cursor here shows the gain value in decibels. This icon is only shown in softphone mode.

Keypad

Click here to summon a window with a keypad that is used to send DTMF to its correspondent. Click on the keys or use the

keyboard to send digits. If you press alphabetic keys they will be converted to their corresponding digits. Hold the control key to show the alphabetic keypad instead of the digit keypad. This icon is only shown in softphone mode.

Incoming

This shows the current number of incoming calls. Hover here to show the time and value of the peak number of calls.

Outgoing

This shows the number of outgoing calls. Hover here to show the time and value of the peak number of calls.

On Hold (not featured in screenshot)

This shows the current number of calls on hold. Hover here to show the time and value of the peak number of calls on hold.

Transferred

This shows the current number of transferred calls. Leaving the cursor here shows the time and value of the peak number of transferred calls. This icon is only shown in non release-transfer mode.

Incoming/Outgoing Call Lists

From	To	On Hold	Time
902 Random, Tom	911	0:00:09	0:00:19
901 Bloggs, Fred	911		0:00:05

To	From	On Hold	Time
600 Doe, John	911		0:00:31
601 Roe, Jane	911	0:00:19	0:00:30

These are the incoming (top) and outgoing (bottom) call lists. They can be resized using the horizontal and vertical dividers. They consist of four columns:

From

This is the caller/callee phone number and name. The text is in bold when the caller/callee is an identified user from a local directory.

To

This is the callee/caller phone number and name.

On Hold

This is the elapsed time since the call was put on hold. If the time is greater than the warn time, the text turns to bold and red. The warn time is configurable through the configuration file or the user settings. The default value is two minutes.

Time

This is the elapsed time since the call was answered (or since the call has been ringing).

The From/To columns can be resized.

There are four colors to show the priority of a call:

Green: The call priority is low; the user is talking to it.

Orange: The call priority is medium. The call is on hold and should be processed when you are ready.

Red: The call priority is high. The call is ringing and must be processed as soon as possible.

Blue: The call has been processed; the call has been transferred. This color is only shown in non release-transfer mode.

Managing Calls

- Double click on a ringing call to answer it (incoming only).
- Double click on an answered call to put it on hold or talk to it.
- Drag and drop an answered call to transfer it; drop it within the same list, to the outgoing list, or to a directory.
- Right click on a call to show a menu with all the available actions.
- Press F1 to edit the caller name (incoming only).
- Press F2 to edit the callee name of the selected call (incoming only).
- Press Insert on a selected ringing call to answer it.
- Press Insert on a selected answered call to put it on hold or to talk to it.
- Press Delete to hang up a call.
- Press Add on a selected answered call to transfer it to the selected outgoing call.

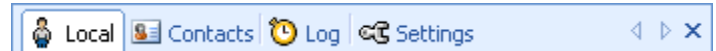
Outgoing Call Bar



This is the outgoing call bar. From here you can:

- Click on the phone icon to show the last phone numbers called.
- Enter any phone number and press Enter on the phone icon to start dialing.

- Use the up/down keys to recall the last dialed phone numbers.
- Begin typing a number in the input box and then choose from the auto completion list.
- Press F4 to jump directly to the input box.
- Move the bar within its window by dragging it.



These are the different tabs you can switch to. Reorder the tabs by dragging them. When there are many tabs, scroll through them using the left/right arrows. Close a tab by clicking on the cross. Move the tab to another window by dragging and dropping it to another window. Right click to pop up a tab menu.

Through the tab menu you can:

- Add new or closed tabs.
- Maximize/restore the current tab.
- Change the tabs design and location.
- Balance the size of every window.
- Reset the windows layout.
- Lock/unlock the windows layout.

The default tabs are:

Local

The directory of local users, which is managed by the user or built from the configuration file and/or from a LDAP server.

Contacts

The directory of external contacts, which is built from Outlook contacts and/or from a LDAP server.

Log

The daily call log.

Settings

The settings window is built from the user settings permitted in the configuration file.

Additional tabs can be added through the tab menu, including:

Directory

The directory window allows you to add new directories, then add users and contacts.

Email

Enables you to send emails.

Web

Enables you to browse websites.

Note

Allows you to type text that is automatically saved on exit.

Extra tabs are available through the settings or configuration file, including:

CRM

The CRM window is a web browser connected to the CRM from which you can view/modify user records.

Online

The online web settings window is a web browser connected to a remote web settings page at the IP PBX or the ITSP.

Directory of Users

A screenshot of a user directory entry for John Doe. The entry is highlighted with a dashed green border. It includes the following information:

- Doe, John**
- Company: ABC Company
- Title: Chief Executive Officer
- Phone: 600
- Mobile: 0602020202
- Home: 0102020202
- Voicemail: 802
- E-mail: john.doe@abccompany.com
- MSN: john.doe@abccompany.com
- Web: http://www.abccompany.com

This is a directory of users. Each user can have the following information: Company, Office, Department, Title, and custom information. Each user can also have multiple contacts, including Phone, Mobile, Home, Voicemail, Email, XMPP, MSN, and Web.

The Phone icon changes to match the present status of the phone when available. The XMPP or MSN icon changes to match the status of the user. The user name is in bold when online.

Double click on a callable contact (Phone, Mobile, Home, Voicemail) to call it. Double click on an email contact to write a message. Double click on a web contact to view the website within the web window.

Initiate a transfer by dragging and dropping an incoming or outgoing call on a callable contact. Right click on a contact to show a menu with all available action.

Press Insert on a callable contact to call it or on a called contact to put it on hold or talk to it. Press Delete to hang up on a called contact. Press Add on a contact to transfer the selected incoming call to it.



This is the search bar. Click on the icon to select the search type - Name, First name, Company, Office, Department, Title, Phone, Mobile, Home, Email, or MSN. The input box supports an auto completion list with all the matches, jumping to the closest match with each new character. Press F3 anywhere to jump directly to this input box. Move the bar within its window by dragging it.



This is the filter bar. Click the first icon to select the default contact for every user - Phone, Mobile, Home, Voicemail, Email, XMPP, MSN, or Web. The default contact will be used when you click directly on a user rather than a contact. Click on the other icons to filter the information and contacts shown for every user. Move this bar within its window by dragging it.