

Arc Connect Console Operator User Guide

Version 4.1

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Section 1: Introduction

Console Operator is a part of the Arc Connect Suite. It is an efficient application specially designed for handling calls and messages. This application enables the users to answer calls from predefined set of Queues and transfer them to desired extensions.

The Application

The application enables the users to perform comprehensive tasks like Call Conference, Call Transfer, Call Parking and Call Retrievals. The user-friendly design of the application gives speed and flexibility to the users and facilitates them to manipulate calls with simple mouse clicks or keystrokes.

About the User Guide

The purpose of this user guide is to

1. Provide information on configuring and initialising the Operator application.
2. Instruct the user how to perform actions related to answering, holding, receiving, camping on, conferencing, and transferring calls. It also discusses procedures for toggling, making and retrieving calls.

The Audience

The document is intended for,

- Those involved in the training of Arc Console Operator
- Users of Arc Console Operator

Inside the User Guide

The user guide is split into four main sections. These sections explain the functionality in a way that the users can easily get familiar with the Console Operator, perform different actions and customise it.

Getting Started

This section explains the interface of the Console Operator. The basic functions of starting up and logging into the application are explained here.

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Initialising Console Operator

This section guides the users to customise the application. Different configurations and preferences are also explained in this section.

Using Console Operator

This section covers topics on answering and clearing calls, taking notes, holding, transferring and making calls. It also instructs the ways to record and park calls and send instant text messages to IP Phone users.

A Glossary, a Table of Figures and an Index are also provided at the end of this document.

Conventions

The conventions used in this User Guide are,

- Tahoma font-face with 10pt font size
- Heading 1, Heading 2, Heading 3, Heading 4
- Some of the headings are created, Title, Sub-title, Intro font, Intro font 2
- The figures are captioned with Tahoma font-face and 8pt font size.
- Examples, Tips and Notes are given in image forms.
- Topics are numbered following the number of Sections.
- Numbered lists are used for procedures and steps.
- Bulleted lists are used for functionalities.
- Menu paths and specific application names are in *Italics*.
- Menu options and controls are given in **bold**.

Notes and Examples are given in the user guide where needed.

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Section 2: Getting Started

The Console Application must have the relevant telephony software and hardware installed and configured. A trained Technician such as the Network Administrator usually completes these procedures.

2.1 Keyboard Layout and Labels

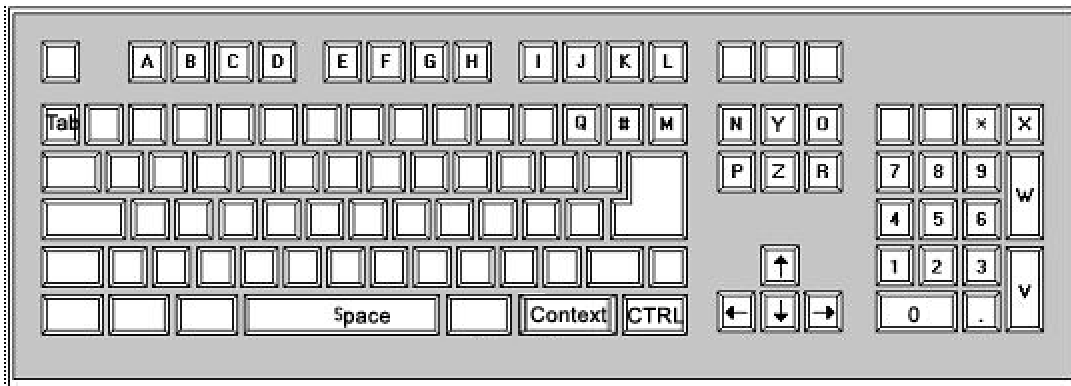


Figure 2-1: Keyboard Layout

The keyboard layout explains the functional keys that can be used to operate the Console application. The keys labelled in the *Figure 2-1* are explained below.

2.1.1 Label and Keyword Description

Label	Key Name	Description
A	F1	Help
B	F2	Busy Lamp Field
C	F3	Internal Directory Field
D	F4	External Directory Field
E	F5	Call Progress Field
F	F6	Speed Dials Field
G	F7	Active Calls Field

[<<TOC](#)

H	F8	Queued Calls Field
I	F9	Queues Field
J	F10	Go Unavailable
K	F11	Toggle Directory Groups
L	F12	Contact Details
M	Backspace	Number Correction. Cancels the misdialled numbers
N	Insert	Camp On. Used to stack a call against a busy extension
O	Page up	Hold with Notes. Annotate a call whilst it is on hold
P	Delete	Re-establish. Re try a call, for example, a camp-on returning on time out
R	Page down	Hold/Retrieve. One key depression places the call on Hold. Pressing the key again retrieves the held call. Any call that returns to the Call Progress Field; for example, no reply, a call camped-on to a busy extension or a parked call is retrieve in the same way
V	Enter	Connect/Clear. Either connects the call or clears the call down depending on the operating transaction in process
W	Plus	Answer Next/Toggle. Answers the next highest priority call or when offering a call will toggle between calling and called parties
X	Minus	Cancel Consult. Having offered a call, if the called party refuses, the key will drop the called party and the calling party is in circuit
Y	Home	Call Park. Press to park a call on a park extension number
Z	End	Conference. Used to start the conference procedure and the add parties

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
	Context Key	Used to bring up the associated menu in the highlighted Field Header, use   to required item and Enter key to select
	Space Bar	Used to delete the number whilst in the process of dialling out
	Tab Key	Used to jump across Directory search Fields

Table 2-1

2.1.2 Additional Functions

Additional functions are accessed by using the CONTROL (Ctrl) key. These are explained in the following table.

Ctrl+F12	Used to display the extensions associated with a Prime extension in the Directory
Ctrl+M	Used for sending an email to an extension user, which is not responding
Ctrl+F5	Used to display my camped on calls
Ctrl+E	Used to force a queue into emergency mode
Ctrl+R	Used to Reclaim a call

Table 2-2

2.1.3 Colour Coded Keyboard

The colour coded keyboard groups together the functions as follows:

Key Name	Colour	Functions
F1-F12	Yellow	
Call Control Keys	Green	Camp on, Re-establish, Hold/Retrieve, Hold with notes, Conference, Park
Call Handling Keys	Green	Answer Next/Toggle, Connect/Clear
Call Handling Keys	Blue	Consultation Cancel

Table 2-3

[<<TOC](#)

2.2 Logging In

The user is required to log in to the application with his Login Name and Password. Each user has a unique identity to log in to the Console Operator. Logging on to the Console Operator also logs on the user to the Arc CT Server. After logging on successfully the user can process both internal and external calls.

Select *File* → *Login*, this will open the **Login** window,



Figure 2-2 Login Screen

To login,

1. Type **Login Name** and **Password**.
2. Select an extension from the **Extension** drop down list.
3. Select device type, that is, **Headset** or **Handset**.
4. Click **Login**.



NOTE

The Handset and Headset are restricted options. Only the Administrator can allow the Operator to choose only a particular or any of these device types

2.3 Console Permissions

Permission will be allocated to certain log in names to amend, delete or add contacts in the directory fields. In addition, operators cannot change certain fields.

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2.4 Logging Out

When the Operators have done their tasks, they can logout from the application. To log out, select *File → Logout*.

2.5 Exit

The users can exit the application if required. To close the Console Operator application, select *File → Exit*.

2.6 Go Unavailable

The user can take a break by going unavailable for a specific time. The calls will still appear in Console but the user will not be able to answer them. The short cut key for going **Unavailable** is **F10**. Pressing **F10** will display the following window.

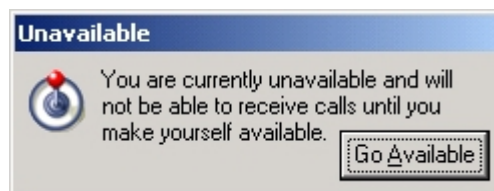


Figure 2-3 Go Available

To become available, click **Go Available**.



NOTE

If an Operator becomes Unavailable from his Queue after forwarding a call to an extension and the call returns on time out (Park, Hold, No Reply, Camp On), the call will be sent to another Operator in the same Queue.

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2.7 Interface

The main interface of Console Operator consists of the following areas,

1. Menu Bar
2. Tool Bar
3. Queues (F9)
4. All Queues (F8)
5. Active Calls Area (F7)
6. Directories
7. Call Progress Area (F5)
8. Call Parking Devices Field
9. Speed Dials Area (F6)

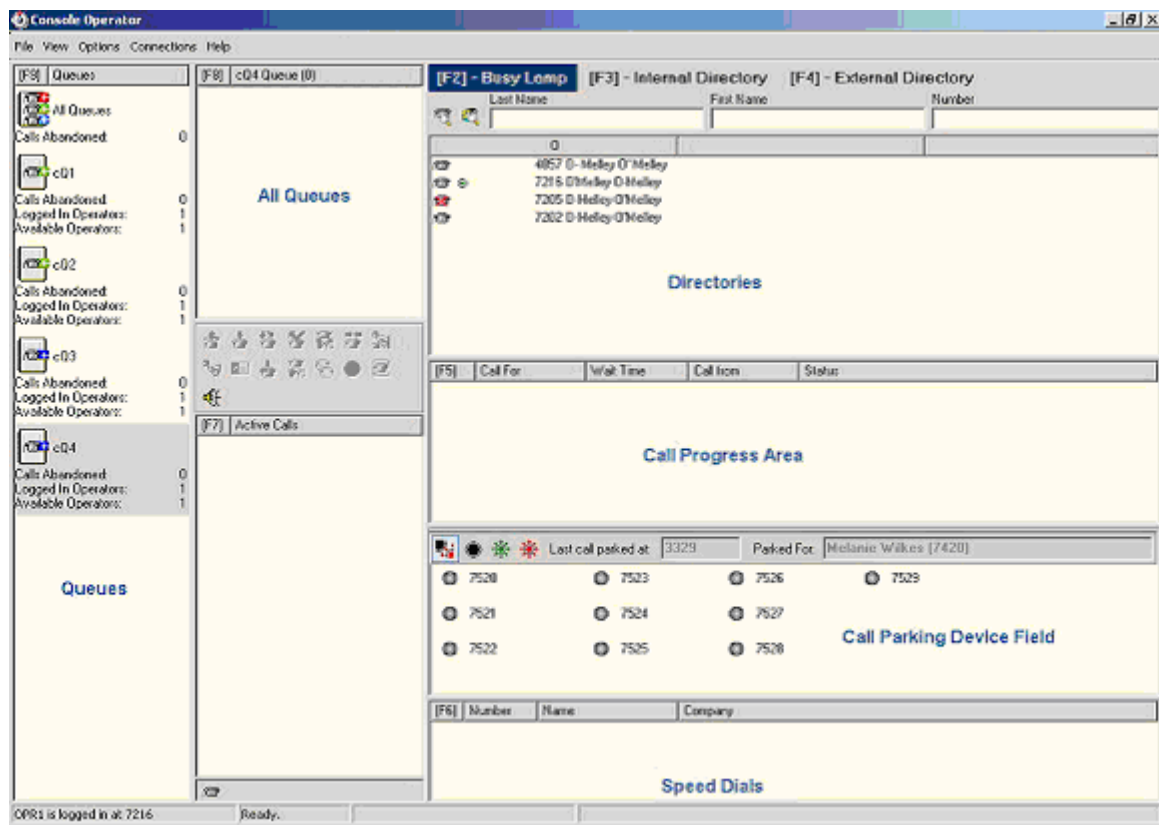


Figure 2-4 Main screen of Console Operator

[<<TOC](#)

2.7.1 Menu Bar

Control Name	Description
File	
Login	This option is used to login the user.
Log out	This option logs out the user from the Console Operator application.
Exit	This option is used to close the application.
View	
Tool Bar	This option activates/deactivates Call Control tool bar.
Queues	This option contains three choices, View All Queues and View Individual Queues and View Queue Statistics .
Speed Dial	This option activates/deactivates Speed Dial Field.
Display My Camped on Calls	This option enables/disables the display of camped on calls. The shortcut for this function is (CTRL + F5).
View Call Statistics	This option displays/hides statistics of each Queue in Queues ()F9 field.
Display Salutation	This option enables/disables the Salutation window.
Options	
Preference	This option opens the preferences window to customise the Console Operator application.
Emergency	The option allows the user to send his logged in Queue in Emergency Mode. All calls for the Queue will be forwarded to a predetermined destination.
Connections	
Primary Server	User can select this option to connect Console Operator to the Primary Server.
Alternate Server	User can always switch to the Alternate Server, if required.










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Help	
Contents	It opens on-screen help.
Key words Search	It allows the user to search required information using keywords.
About console Operator	It displays the version and copyright information.

Table 2-4

2.7.2 Tool Bar

The Call Control toolbar has the following options.

Control Name	Icon	Description
Answer Call		Click to answer a ringing call.
Clear Call		Click to clear an answered call.
Transfer Call		Click to transfer the answered call to another extension.
Retrieve Call		Click to retrieve a held call.
Toggle Call		Use this option to switch between Active and Held Calls .
Re-establish		Click to redo an action previously performed on a call.
Hold with Notes		Click to attach notes to the current call before placing the call on hold.
Hold		Click to place a specific call directly on hold without taking notes.
Contact Properties		Click to add or update contact details of the caller.

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Start Conference		Click to consult and start conference with another user.
Conference		Click to start a conference without consulting.
Camp on		Click to transfer a call to a busy Operator.
Record Call		Click to record the current call.
Park Call		Click to place the call on a Call Parking Device.
Personal Call Park		Click to place the call on a Personal Call Park.
Page		Click to send a text message to an IP Phone user.

Table 2-5

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2.7.3 Queues (F9)

The **Queues** field of the application displays the Queues that are available to the Operator. Each icon represents a different Queue. When an incoming call is delivered to the Queue, a numeric indicator appears indicating the number of calls waiting to be answered. A ringing tone is also heard until the call is answered.

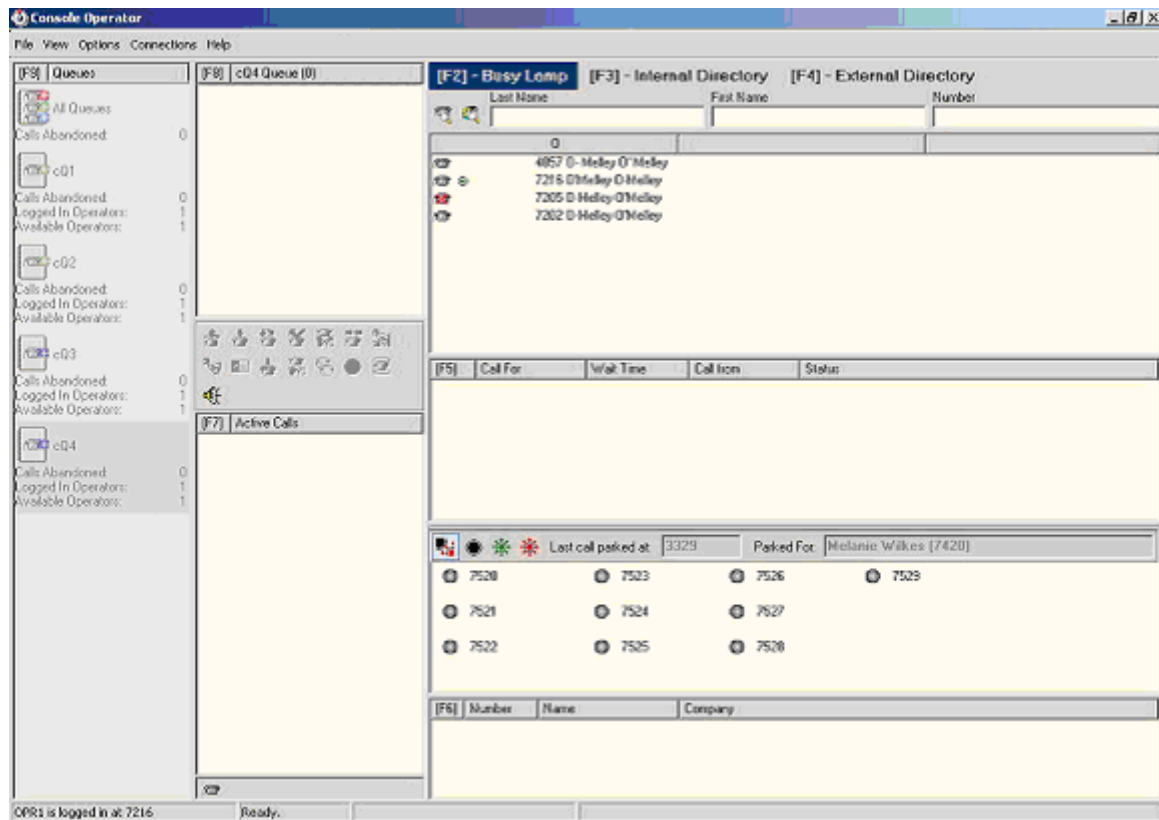


Figure 2-5 Queues section highlighted in the Console Operator interface

[<<TOC](#)

The following icons are displayed in this area.






Icons	Types of Queues
	Displays waiting calls in all available Queues.
	This is for the Console Queues that do not have Automatic Distribution set for them.
	This is for the Console Queues that have Automatic Distribution set for them in configuration.
	This icon represents the Queues that are currently in Break Hour.
	This is for the Queues that are put out of service by the Supervisor.

Table 2-6

[<<TOC](#)

2.7.4 All Queues (F8)

This field displays calls that are waiting in Queues. These Queues do not have Automatic distribution set for them.

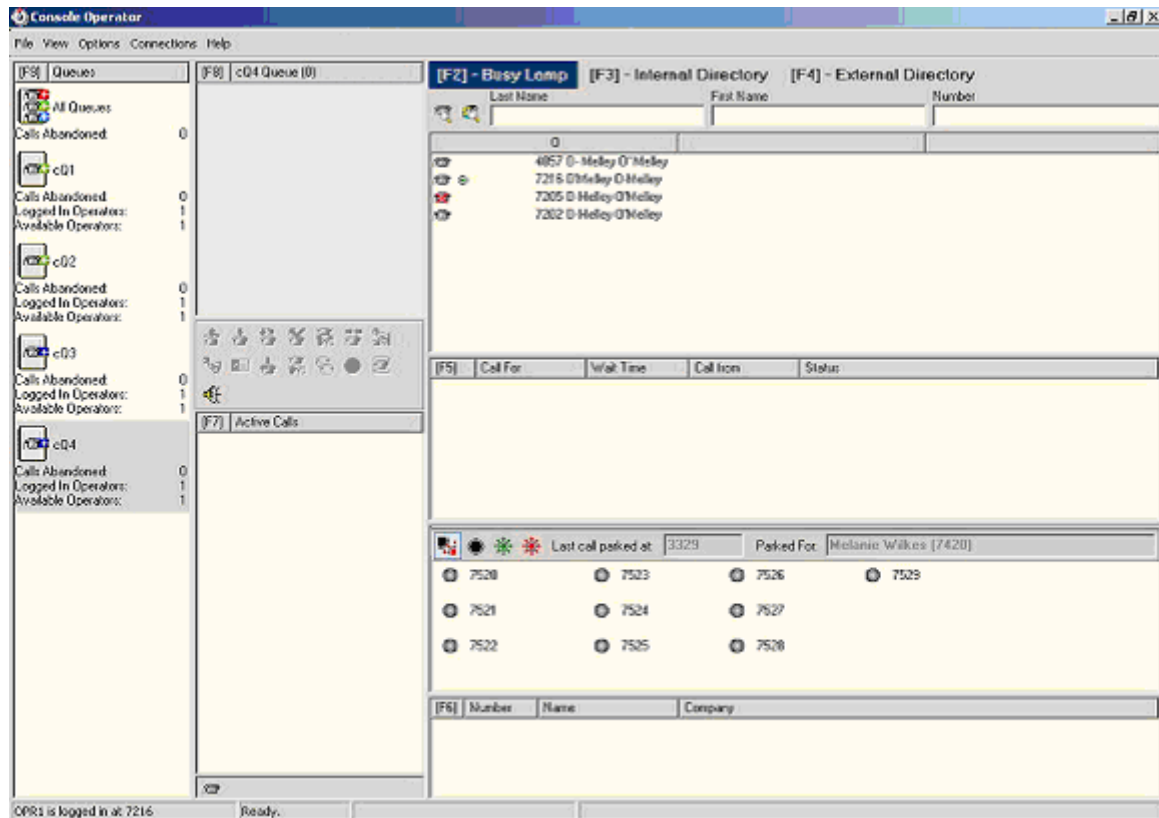


Figure 2-6 All Queues Area highlighted in the Console Operator interface

Calls displayed in this area also contain the **Name** and **Number** of the caller, the elapsed time the caller has been waiting, and the name of the **Queue**.

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2.7.5 Active Calls (F7)

The Active Calls Area displays calls that are currently being processed by the Operator. The user can view call information such as related Queue of the call and the current status of the call, that is, **Held**, **Calling**, **Talking** or **Busy**.

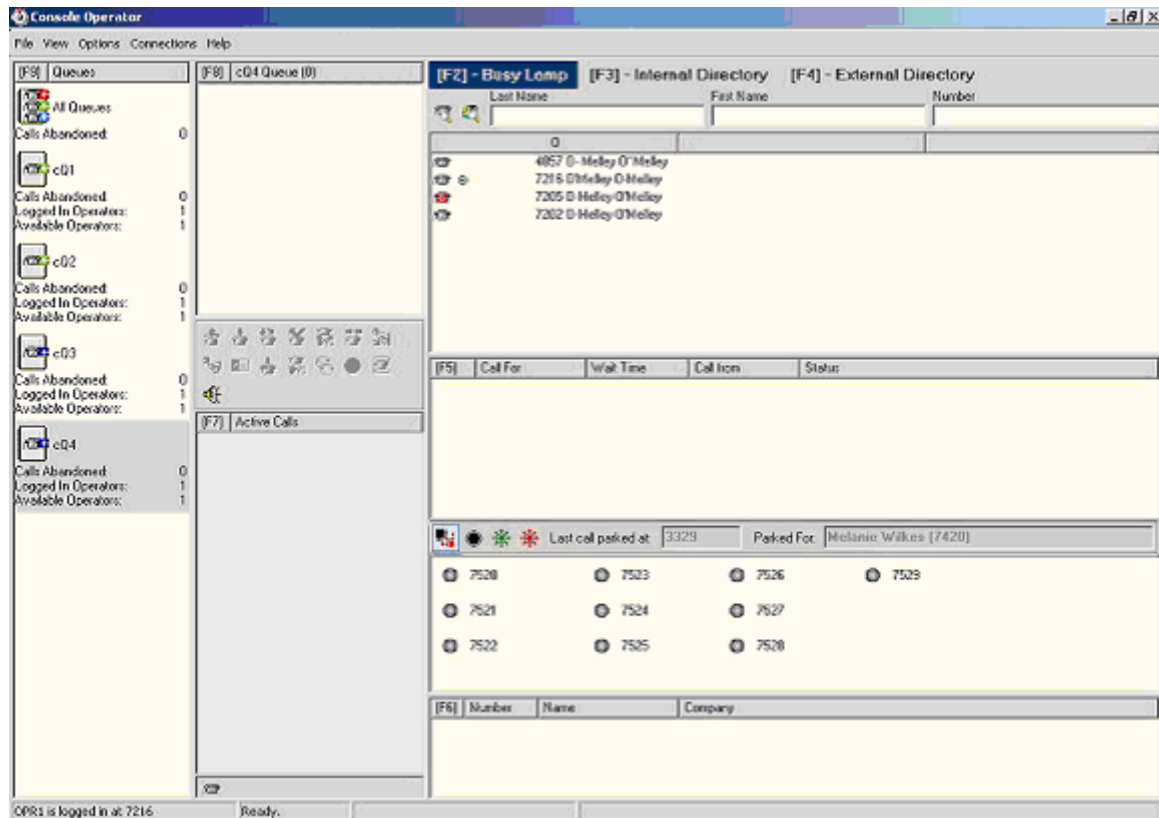


Figure 2-7 Active Calls Area highlighted in the Console Operator interface

[<<TOC](#)

This area displays the calls that belong to the Queues, which do not have Automatic Distribution set for them. The following keys are used in this area,

Key	Function
Enter	Press to answer the incoming call.
Enter	Press to clear the connected call.
Enter	Press to complete the Consult Transfer of the call.
PgUp	Press to hold the answered call with notes.
PgDn	Press to hold without notes.
PgDn	Press to retrieve the held call.
-	Press to cancel Consult Transfer.
Insert	Press to Camp On the call.
End	Press to add a call in the Conference.
Delete	Press to re-establish a call.
F12	Press to view, add or edit the Contact Properties.
Home	Press to park the answered call on a device

Table 2-7

2.7.6 Directories

There are three directories in the Console Operator,

1. Busy Lamp Field (**F2**)
2. Internal Directory (**F3**)
3. External Directory (**F4**)

The following keys can be used globally,

Key	Function
+	Answers the next incoming call.
F1	Opens Help.
F2	Opens the Busy Lamp Field.
F3	Opens the Internal Directory.
F4	Opens the External Directory.

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F5	Displays the list of held calls.
F6	Goes to Speed Dials Area.
F7	Activates Active Calls Area.
F8	Activates Waiting Calls list
F9	Activates Queues list.
F10	Go Unavailable
F11	Toggles Directory Group.
Backspace	Clears digits when typing a contact number
Enter	Connects/Clears call.
-	Cancels Consult transfer.
Delete	Re-establishes a call.
Space Bar	Clears the number while dialling out.
Insert	Camps on a call.
Page up	Holds the answered call with notes
Page Down	Hold the answered call without notes/ Retrieves the held call.

Table 2-8

2.7.6.1 Busy Lamp Field

The Busy Lamp Field (**F2**) displays the status of each internal extension. Console Operator can add, delete or change properties of the devices in the Busy Lamp Field.

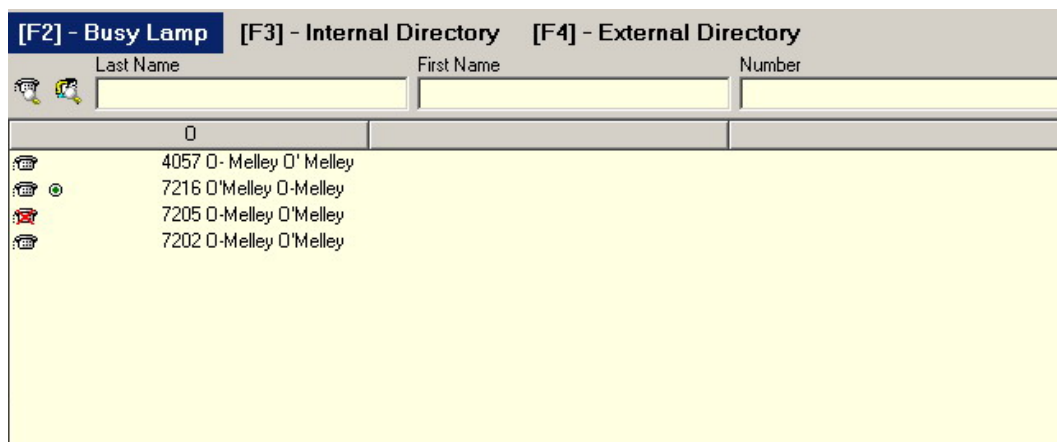


Figure 2-8 The Busy Lamp Field in the Console Operator

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The following keys can be used in this area,

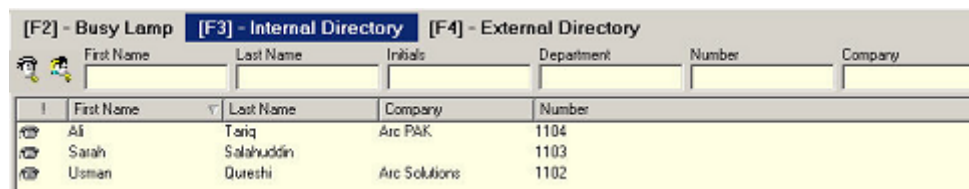
Key	Function
PgDn	Hold the selected call for the relevant extension
F12	Opens Contact Properties

Table 2-9

2.7.6.2 Internal Directory

The Internal Directory provides a list of the available internal extensions. Each icon displays the First Name, Last Name, Company and extension numbers of the user. These are the default settings and can be changed.

Each Internal contact number is represented by an icon showing the type of telephone number such as **Assistant**, **Alternate1**, **Alternate 2** and **Alternate 3** with the contact's **First Name**, **Last Name** and **Company**.



	First Name	Last Name	Initials	Department	Number	Company
1	First Name	Last Name		Company	Number	
2	Ali	Tariq		Arc PAK	1104	
3	Sarah	Salahuddin			1103	
4	Usman	Dureshi		Arc Solutions	1102	

Figure 2-9 Internal Directory in the Console Operator

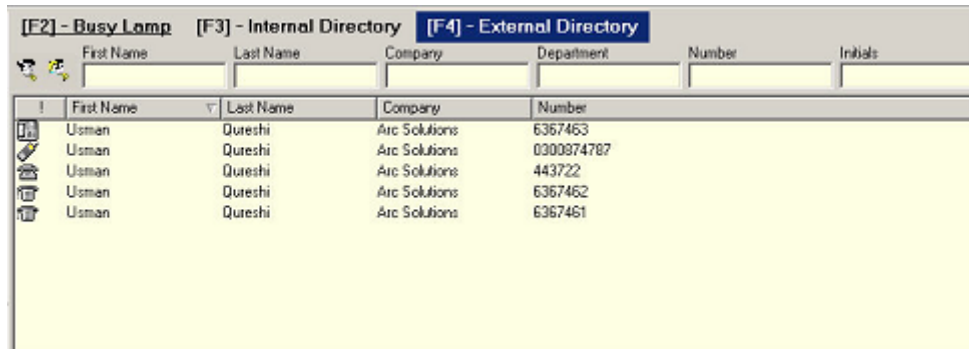
Key	Function
F12	Opens Contact Properties

Table 2-10

[<<TOC](#)

2.7.6.3 External Directory

The External Directory provides a list of available external numbers. External contact numbers can be added, imported and updated.



!	First Name	Last Name	Company	Number
	Usman	Qureshi	Arc Solutions	6367463
	Usman	Qureshi	Arc Solutions	0300374787
	Usman	Qureshi	Arc Solutions	443722
	Usman	Qureshi	Arc Solutions	6367462
	Usman	Qureshi	Arc Solutions	6367461

Figure 2-10 External Directory in the Console Operator

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Each External contact number displays an icon representing the type of telephone number such as **Mobile, Business, Home**, with the contact's **First Name, Last Name** and the **Company Name**.

Key	Function
F12	Opens Contact Properties.

Table 2-11

2.7.7 Call Progress

The Call Progress field displays two types of calls,

1. The calls that are placed on hold by the user.
2. The timed-out (returned to the user) calls that the user transferred, camped on or parked on a device.

The following information is displayed for each call,

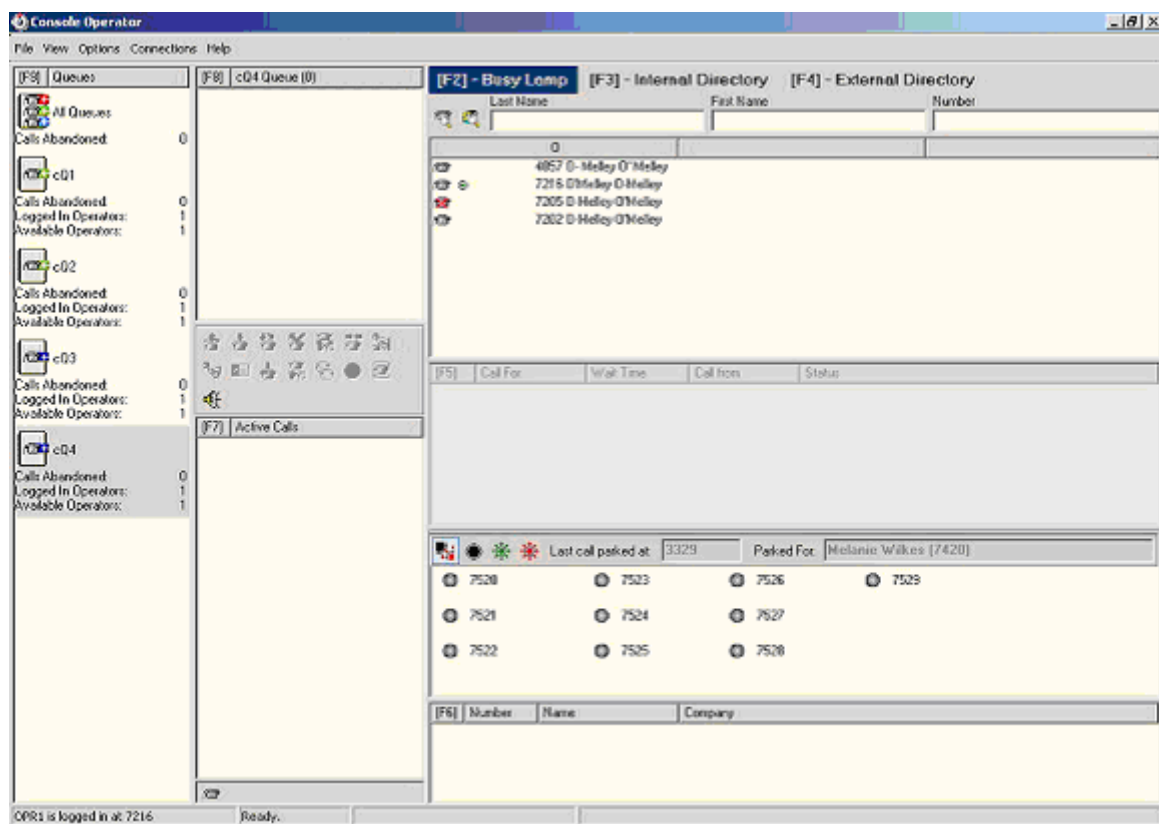


Figure 2-11 Call Progress Field highlighted in the Console Operator interface


Control Name	Description
Call Progress	Displays the caller's number.
Time	It is the elapsed waiting time of the caller.
Call For	The Name or Number appears if call was put on Hold with Notes.
Extension	Extension for which the call is camped on or transferred.
Status	This indicates whether the user has placed the call on hold, or, if the call has returned on time-out.
Label 	The label indicator is displayed to show that there are notes attached to the call.

Table 2-12

The following keys can be used in Call Progress Area,

Key	Function
Enter	Retrieves the answered call
F12	Displays hold details

Table 2-13

2.7.8 Call Parking Devices Field

The Call Parking Devices Field displays a list of Call Parking devices. By default the Operator can view all devices.

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The Operator can change the devices by clicking on the buttons as explained in the given table,

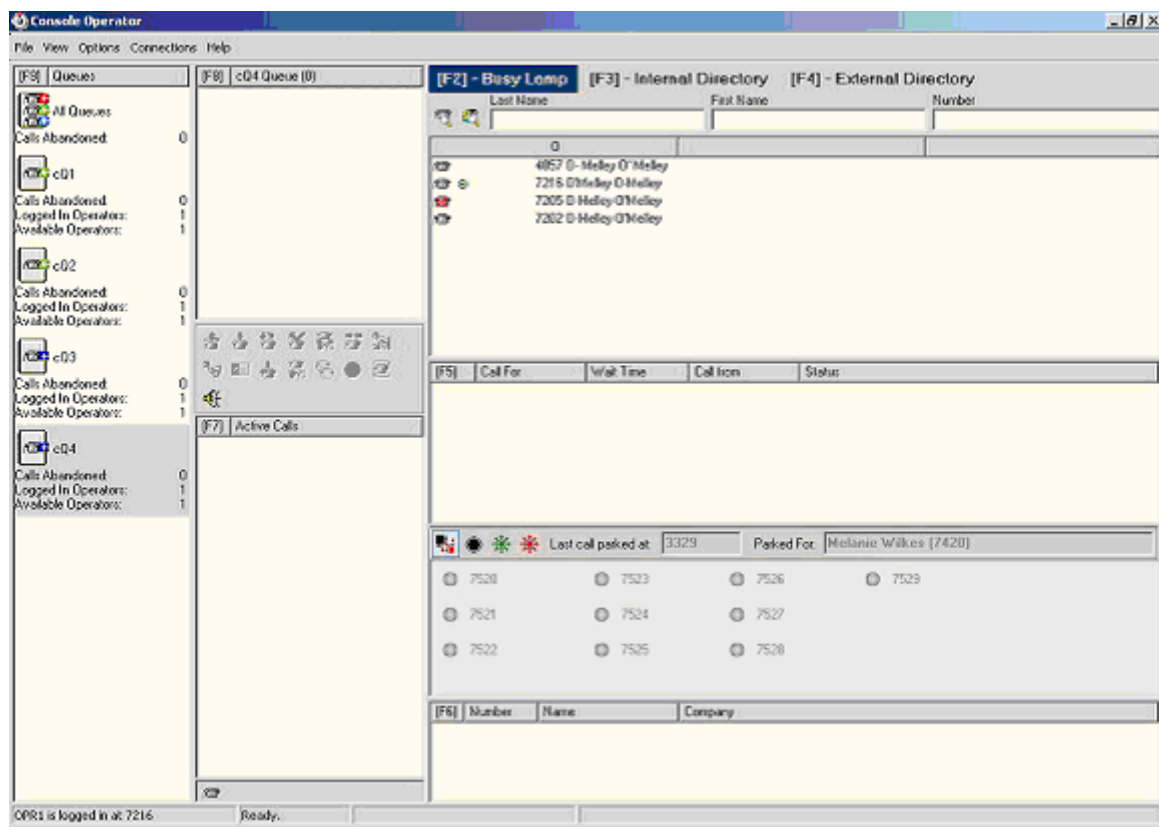



Figure 2-12 Call Parking Devices Area highlighted in the Console Operator interface

Buttons	Function
	Shows all Call Parking devices.
	Displays Call Parking devices available to the Operator.
	Shows devices where the user has parked calls.
	Show Call Parking devices where other Console Operators have parked their calls.

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Last call parked at: 3329	Displays the number where the Operator has parked the last call.
Parked For: Melanie Wilkes (7420)	Displays the name of the contact the call has been parked for.

Table 2-14

You may often find a Call Park Device with  icon. This indicates that the selected Call Park device is currently out of service.

2.7.9 Speed Dials Field

To enable the Operator to quickly dial calls, a field is provided for frequently called numbers. Speed dials can be either internal or external contacts.

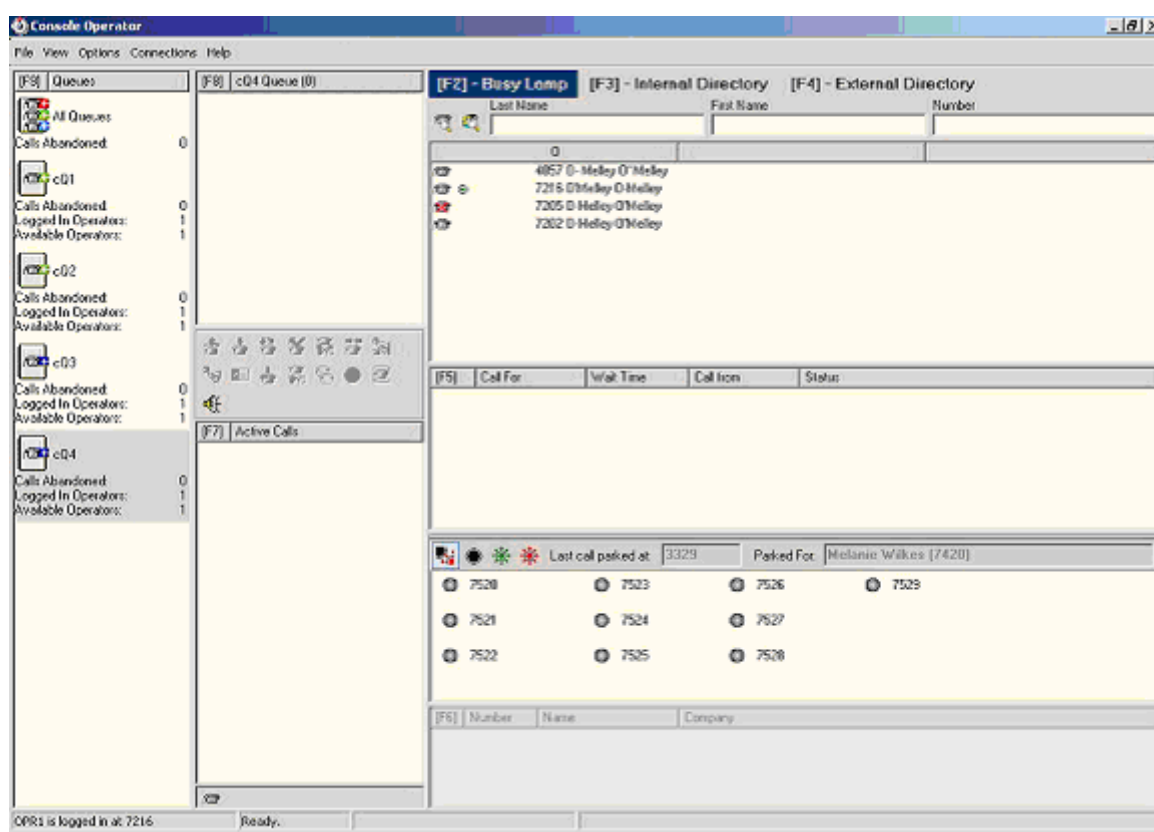


Figure 2-13: Speed Dials Area highlighted in the Console Operator Interface

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2.8 Working in the Fields

Here are some procedures the Operator can use while working in the Console application.

2.8.1 Adding Contact in Directories

The Operator can add a new **Contact** in any of the directories in the Console application. The methods for adding a contact are given below,

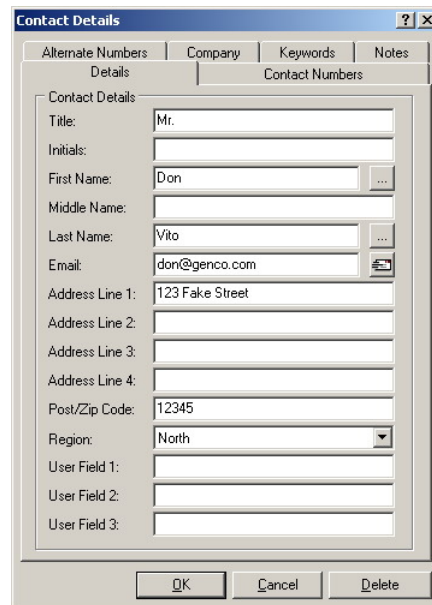


Figure 2-14 Adding contact



Add Contact using a keyboard,

1. Select the required directory by pressing the relevant **F-Key**, i.e. **F2**, **F3**, or **F4**.
2. Press context menu button to open popup menu.
3. In the popup menu, select *Add Contact*. This will open the Contact Properties window.
4. Enter contact details and press **Enter**.



Add Contact using a mouse,

1. Right click in the required directory and select *Add Contact*.
2. This will open the **Contact Properties** window.
3. Enter contact details and click **OK**.

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NOTE

Users will only be able to modify the contact fields that have NOT been mapped for LDAP Synchronization.

2.8.2 Finding Contacts in the Directories

The search option allows the user to find contacts in directories.

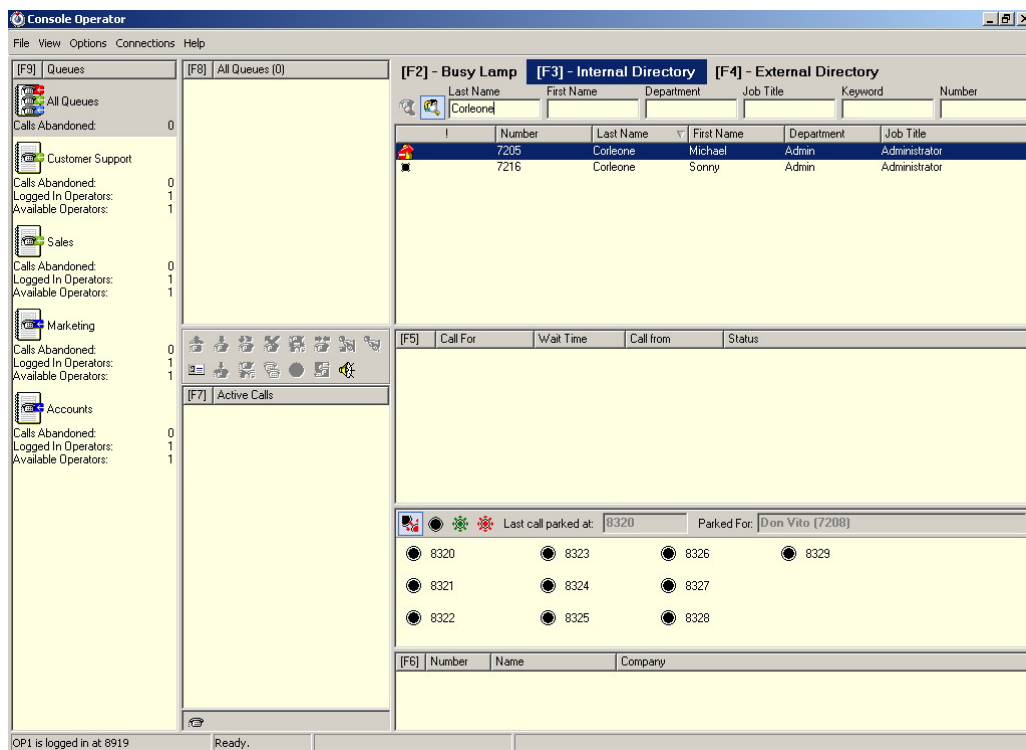


Figure 2-15 Finding Contacts



The procedure for finding a contact is listed below,

1. Press the relevant **F-Key** to select the **Busy Lamp Field (F2)**, **Internal Directory (F3)** or **External Directory (F4)**.

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2. The user can select different search criteria such as **Last name** or **Extension Number** by pressing the **Tab** key on the keyboard to jump between the search boxes. Or point and click the mouse on the relevant search box.
3. In the desired search box, type a keyword for the desired contact. The matching contact will be automatically highlighted in the directory.
4. Once contact is found, double click to call.

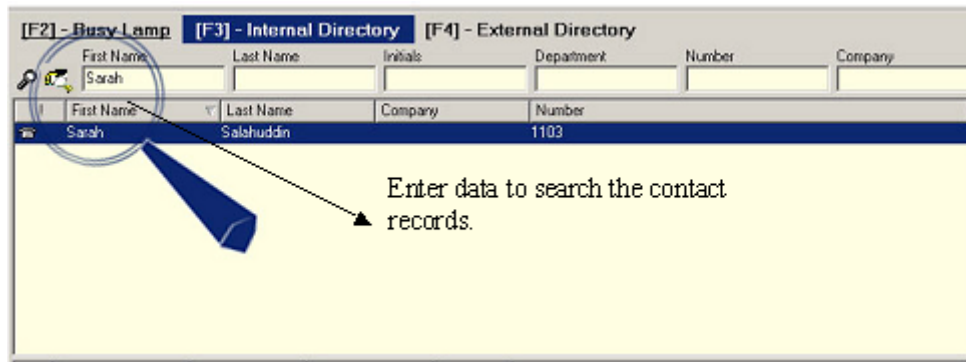




Figure 2-16 Search contacts from the added Contact Lists



NOTE

Search will filter contacts that do not match the criteria if the filter search button  is pressed. If this button is not pressed the application will only select the contact that match the given keyword. For instance, if the filter search button  is pressed and the user types "A" then the first contact that has its first letter "A" will be selected.

[<<TOC](#)

Once the search is performed the result are displayed in the main Internal Directory Field as follows:

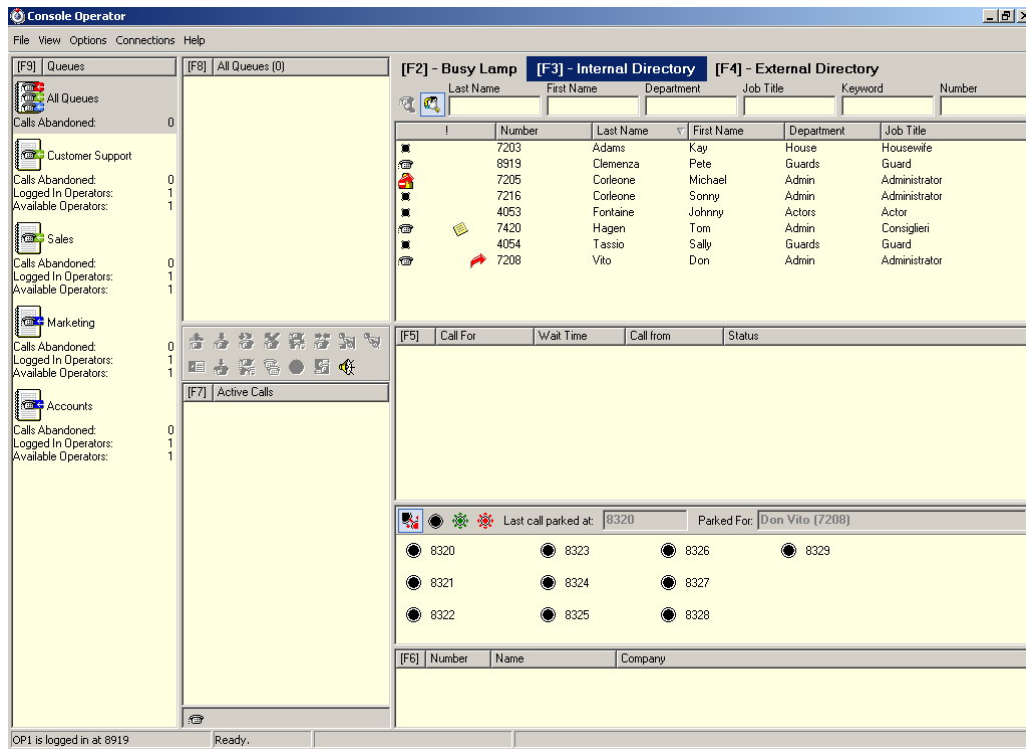


Figure 2-17 Contacts in the Main Internal Directory Field

2.8.3 To Add an entry to the Speed Dial Field

There are two methods of adding numbers in Speed Dial field,

1. Select and drag the desired contact into the Speed Dials Area using the mouse. The entries in this area are sorted alphabetically.

Or

1. Point the cursor in the Speed Dials field and right click to select *Add Speed Dial*.
2. Type Name, Number and Company Name of the contact.
3. Click **Ok**.

2.8.4 To Delete an entry from the Speed Dial Field

1. Select the speed dial you want to delete.
2. Right click and select *Delete Speed Dial*.

[<<TOC](#)

3. Select **Yes** on the confirmation message.

2.8.5 To Update an entry in the Speed Dial field

1. Select the speed dial you want to update.
2. Right click and select *Edit Speed Dial*.
3. Change the Name, Number and Company as required.
4. Click **OK**.

2.8.6 To Dial a number in the Speed Dial Field

1. Select and double click the required Speed Dial number.



NOTE

Deleting a contact from BLF permanently removes the contact from the system. Choose **Remove Number from BLF** option instead of **Delete Contact** option in the popup menu to avoid permanent deletion of contact.

2.8.7 Viewing Meeting Schedules

Calendar Server integration with the Arc Server allows the operator to view all the meeting schedules of each agent. This helps the operator to efficiently handle call queues and minimise waiting time.

To view meetings,

1. Right click on the contact in the BLF.
2. In the popup menu, select *View Meetings*.

[<<TOC](#)

The following window pops up,

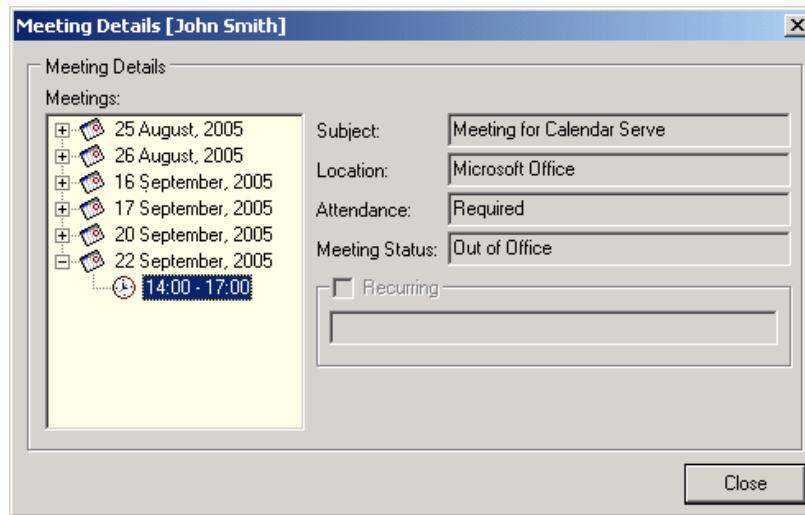


Figure 2-18 Window Displaying the Meeting Details for a Contact

The *Meeting Details* window is used to display the meeting schedules of an agent. The operator can view these details and know whether the agent is free at the moment or not. The table below describes the fields,

Fields	Explanation
Meetings	Displays the date and the meetings scheduled on that particular date.
Subject	Displays the subject of the meeting.
Location	Displays the location of the meeting.
Attendance	Displays whether attendance in the meeting is mandatory or not.
Meeting Status	Displays the status selected by the user. It may be busy, out of office, tentative or free.

[<<TOC](#)

Recurring	This field displays the recurrence pattern of the selected meeting. The operator would be able to know how many times a week a particular meeting is going to occur.
-----------	--

Table 2-15

[<<TOC](#)

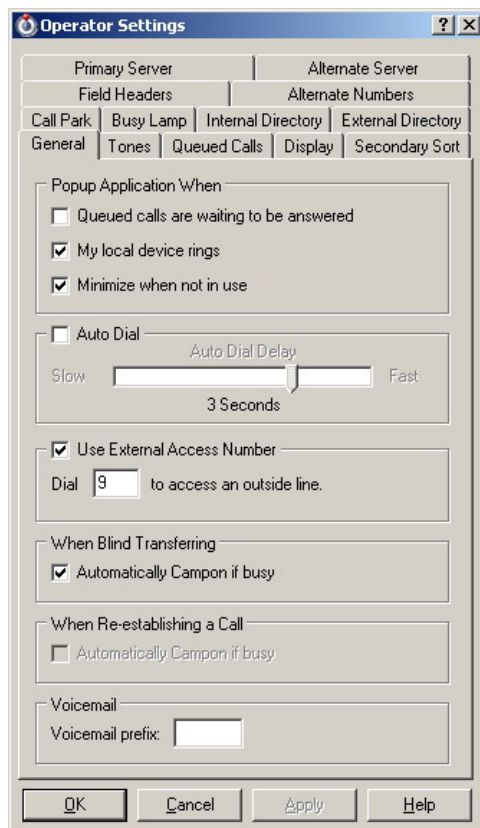
Section 3: Initialising Console Operator

The Arc Console Operator also provides the ability to customize both the appearance and functionalities of the application.

To access the console settings, select the *Options* → *Preferences* in the main menu. This will open the **Operator Settings** window. The tabs in this window are explained in the following.

3.1 General

The following settings are available in this section,



1. Popup Application When
2. Auto Dial
3. Use External Access Number
4. When Blind Transferring
5. When Re-establishing a Call
6. Voicemail

Popup Application When

The Operator application pops up when,

1. Queued calls are waiting to be answered
2. My local device rings
3. Minimize when not in use

If any or all of the above options are checked, the application will popup in front of the Operator if it is minimised.

Figure 3-1 General tab

[<<TOC](#)

Auto Dial

This option allows the users to automatically dial an internal or external number after a defined time. The Operator can set the duration of time for Auto Dial. The desired number is entered in the area below **Active Calls**.

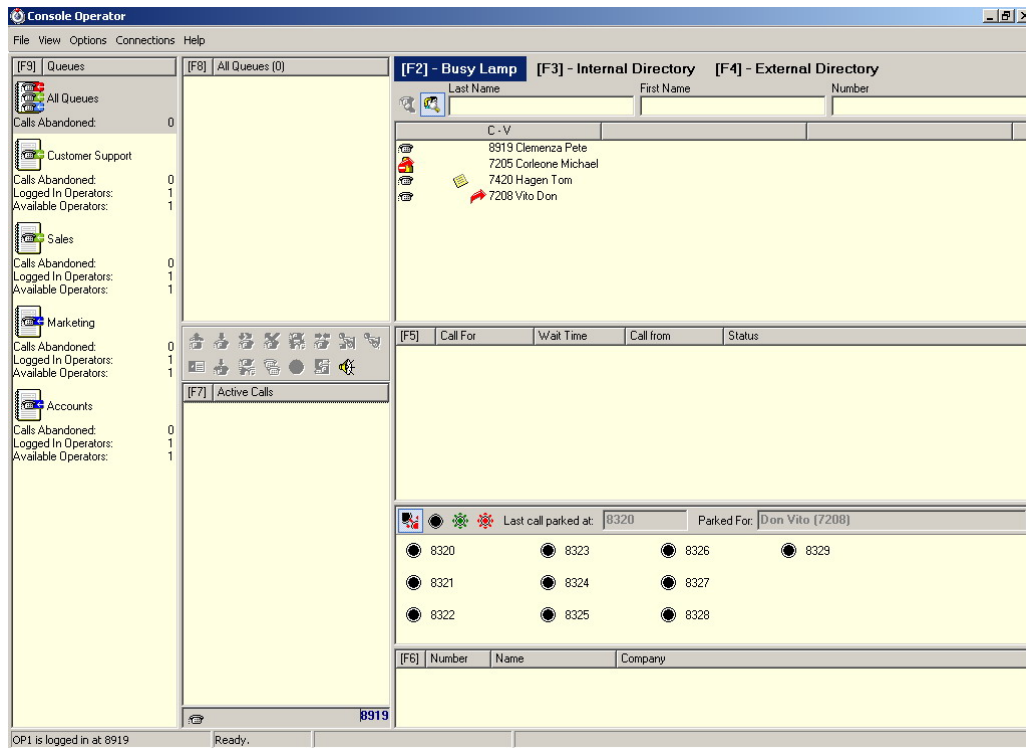


Figure 3-2 Auto Dial number entered in the area below Active Calls.

Use External Access Number

This option allows the Operator to specify a digit, which is added with the number when an External call is placed.



EXAMPLE

Jane enters a digit 9 for the **Use External Access Number**. Now whenever Jane has to dial an External number, 9 will be added with the number to indicate to PBX that this is an external call.

When Blind transferring or Re-establishing a call, **Automatic Camp On** if busy and Re-Establish should both be ticked as the camp on process is quicker enabling faster call handling.

[<<TOC](#)

The **Voicemail prefix code** is defined at installation and allows an operator to transfer a caller into an extension users greeting

To configure General settings,

1. Check the **Minimize when not in use** box, so that the application is automatically minimised when it is not in use.
2. Check the **Auto Dial** box and configure time.
3. Check the **Use External Access Number** box and enter a digit to indicate an external call.
4. Select **When Blind Transferring** and **When Re-establishing Call** options, if required.
5. Type **Voicemail prefix**.
6. Click **Apply**.

3.2 Tones

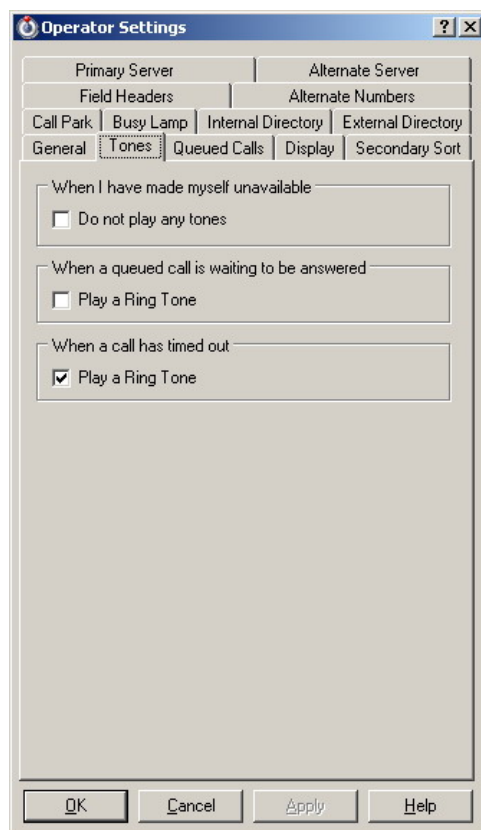


Figure 3-3 Tones tab display

The following options are available in this tab,

1. When I have made myself unavailable
2. When a queued call is waiting to be answered
3. When a call has reverted

When I have made myself unavailable

This option has a checkbox **Do not play any tones**. Check this options, if users require that the application does not play any tone while they are temporarily absent from the Console application.

When a queued call is waiting to be answered

This option has a checkbox **Play a Ring Tone**. If the user requires playing a tone while a call is waiting in a Queue.

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When a call has reverted

This option has a checkbox **Play a Ring Tone**. The user can check this box to signify the reverted call from the Call Progress Field, Call Parking Field or other.

3.3 Queued Calls

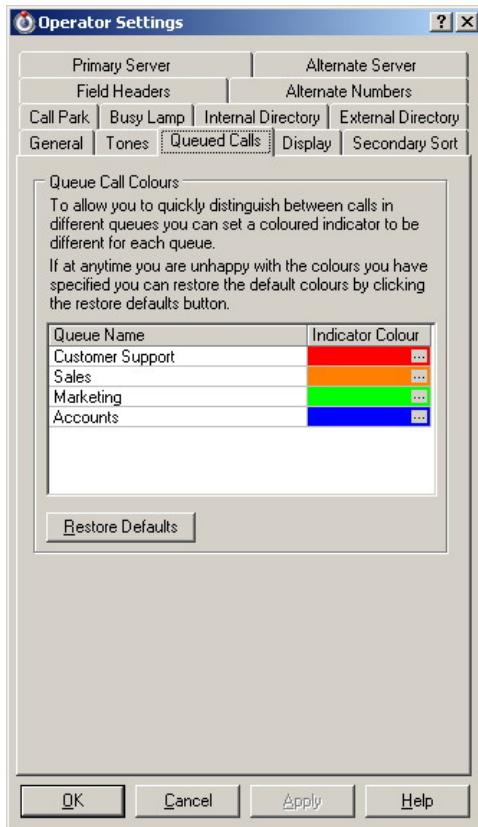


Figure 3-4 Queued Calls tab

The Queued Calls tab is for changing the behaviour of the application for the incoming calls. The two available options are,

1. When a queued call is selected
2. Queue Call Colours

When a queued call is selected

When a Queue is selected from the **Queued Call** area (**F8**), the Busy Lamp Field should show the devices that are related to it.


Queue Call Colours

The Operator can assign different colours to the Queues so that it is easy to distinguish the incoming calls.

Apart from assigning colours, user can restore the default colours anytime.

[<<TOC](#)

To assign colours to Queues,

1. Click  button in the **Indicator Colour** column.
2. The **Colour** window will open.
3. Select a colour.
4. Click **Ok**.
5. The colour will appear in front of the **Queue Name**.
6. Click **OK**.

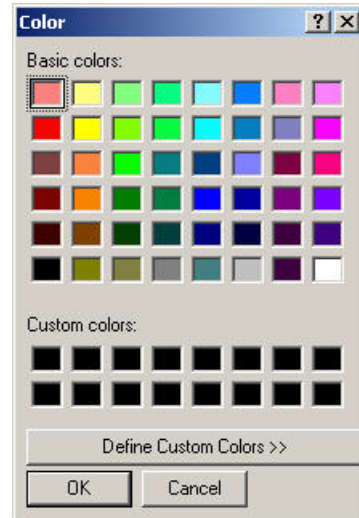


Figure 3-5 Colours

3.4 Display

The Display tab allows the Operator to set the display settings of the font, tag and reverted reasons. It has two segments,

1. When a section becomes selected
2. Display Call Information
3. When a call is selected
4. When making calls

[<<TOC](#)

When a section becomes selected

This setting allows the user to change the font colours of the **Labels** in Console Operator application for the selected area. This makes it easy to see where user is when operating the console.

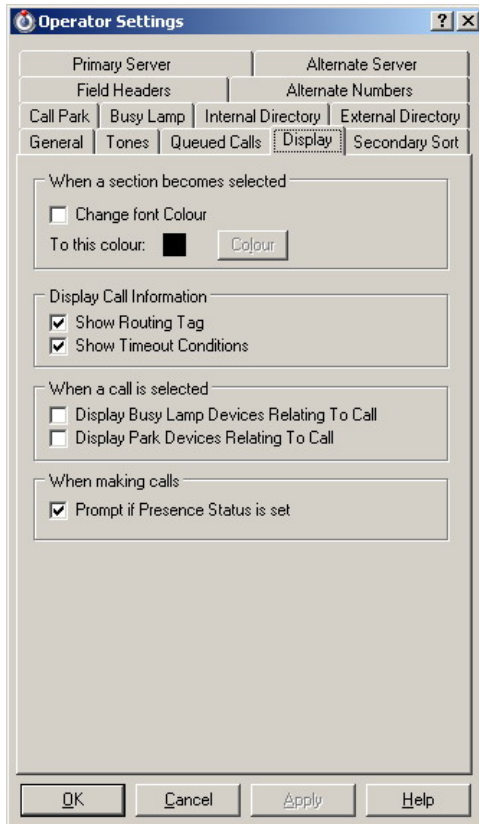


Figure 3-6 Display tab

The **Change Font Colour** setting allows the operator to change the heading of a console field when selected. This makes it easier to see which field is active when operating the console.

Display Call Information

The **Show Routing Tag** setting allows the Operator to display the required destination of the call. The destinations are determined using call filters that are set up within Configuration Application. Sales or Reception queues can be identified for example

ShowTime out Conditions enables the operator to present a good front door image to callers. For example the operator's salutation would be 'I am sorry the line is still busy'

When a call is selected

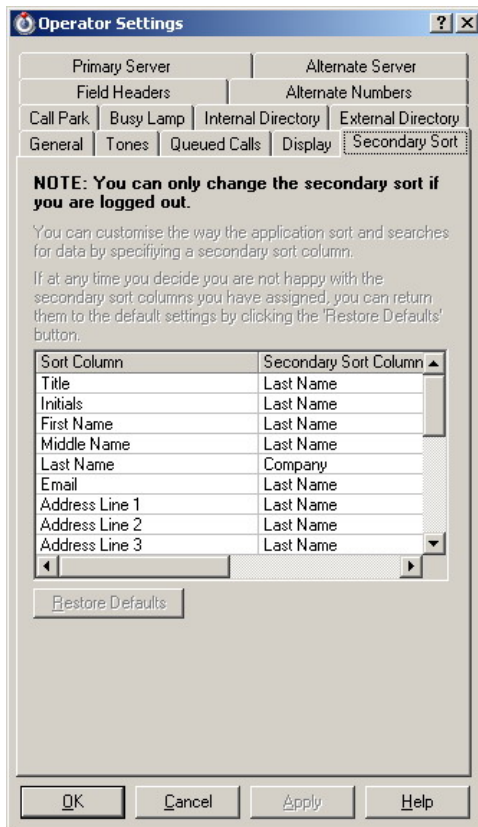
These settings allow the user to view Busy Lamp Devices and Call Park devices information related to the selected call.

When making calls

Selecting the **Prompt if Presence Status is set** checkbox would present the operator with an alert when transferring calls to extensions with a presence status assigned.

[<<TOC](#)

3.5 Secondary Sort



This tab is enabled only when the Operator is logged out.

User can customize the way the Console application sorts and searches the data by specifying a **Secondary Sort Column**.

The user can restore defaults if required.

The Restore Default button enables when a value is changed from the **Secondary Sort Column**.

Figure 3-7 Secondary Sort tab

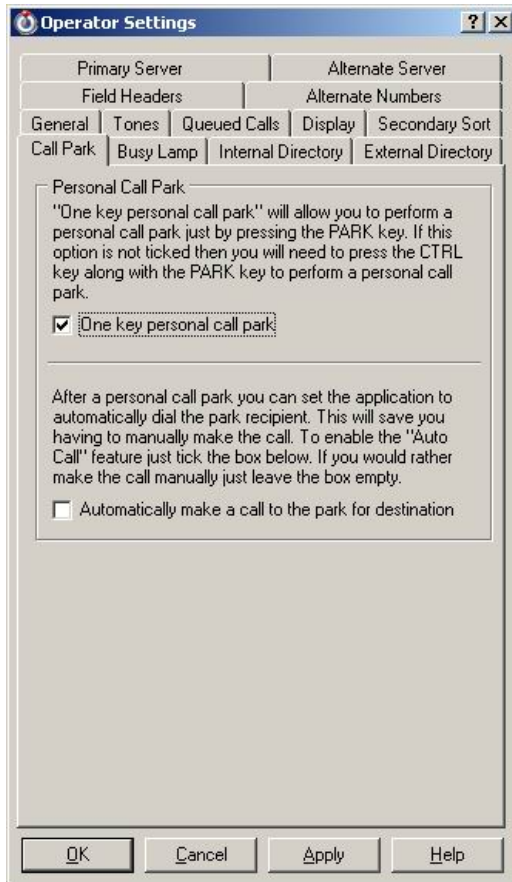
To change the values in Secondary Sort Column,


1. Click on a value in the **Secondary Sort Value**.
2. A drop down menu will appear with different values related to the values in the Sort Column.
3. Select one value to replace the previous one.
4. To change more than one value, repeat steps 1-3.
5. Click **OK**.



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3.6 Call Park

This tab specifies settings for personal call park. There are two checkboxes that provide different functionalities for personal call park. These are as follows:



One Key Personal Call Park: One Key Personal Call Park allows the user to perform a personal call park just by pressing the Park key. If this checkbox is selected, the user will see  call control speed button instead of the regular call parking button.

If this option is not selected, the regular call parking button,  will be displayed. The user will need to press the CTRL key along with the park key to perform personal call park. When the user selects a contact from the BLF or internal directory and presses the CTRL key, the regular call parking button would automatically change to  button.

Automatically Make a Call to the Park For Destination: After a personal call park the user can set the application to automatically dial the park recipient. This will save the user from

Figure 3-8 Call Park Tab

manually making the call. To enable the auto Call feature just select the checkbox. If the user wants to make the call manually, the checkbox must be left blank.

[<<TOC](#)

3.7 Busy Lamp

Busy Lamp Field (BLF) is the set of Internal Extensions assigned to the Operator. In this tab, the Operator can change the way this information is displayed in the Directory.

The three sections to set the preferences are,

1. Default Display Order
2. Show the following Information
3. Primary Server

Default Display Order

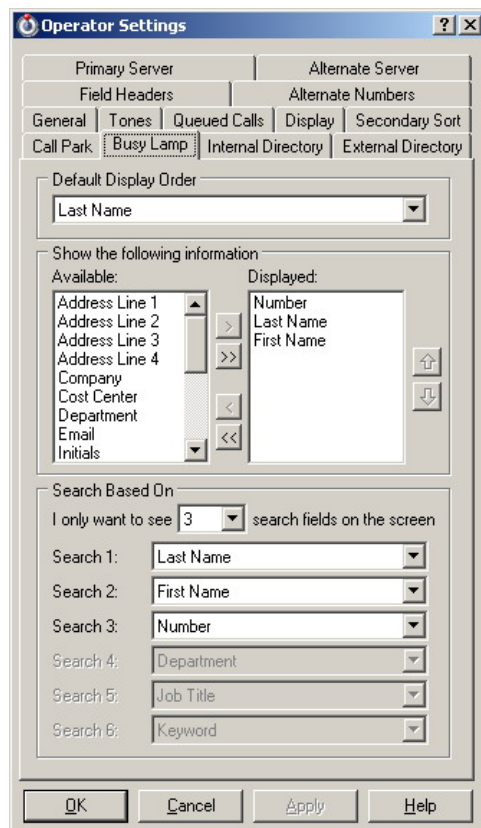


Figure 3-9 Busy Lamp tab

User can set the Default Display Order in Busy Lamp Field of Arc Console Operator application. It gives a drop down list consisting of default values.

Show the following information


The information selected here will be displayed in the Directories area. The Operator can select values from the **Available** and insert them in the **Displayed** list box.

Primary Server

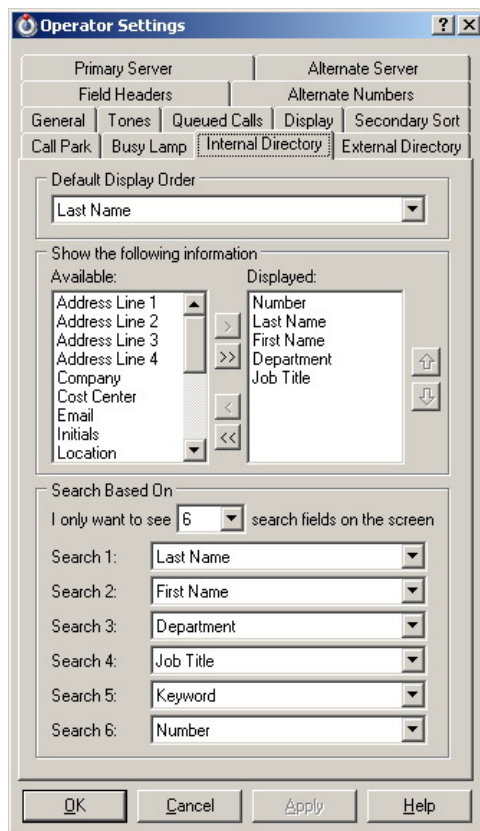
In this segment, the user can choose the Search fields required to display, which will be used to search a record in the Busy Lamp Field. User can choose maximum 6 Search Fields. If the Operator requires seeing less than six search fields, selecting the number from the option, **I only want to see** **search fields on the screen.**

[<<TOC](#)

To show information,

1. Select value i.e. **First Name** from the **Available** list box.
2. Click the  button, to insert it in the **Displayed** list box.
3. Click **Apply**.
4. Click **OK**.

3.8 Internal Directory



Internal Directory is a set of the Internal extensions of Call Centre. These are the devices added in Main Directory section in Administration utility. In this tab, the user can set the way these extensions appear in Arc Console Operator application. It has three segments same as in the Busy Lamp tab,

1. Default Display Order
2. Show the following information
3. Primary Server

Default Display Order

User can set the **Default Display Order** in Internal Directory of Console Operator application. It gives a drop down list consisting of default values.

Show the following information

This information selected here will be displayed in the Directories area.

Figure 3-10 Internal Directory tab

It has two list boxes with **Available** values and **Displayed** values. The Operator can select values from the **Available** and insert them in the **Displayed** list box.

[<<TOC](#)

Primary Server

In this segment, the user can choose the Search fields required to display, which will be used to search a record in the Internal Directory. User can choose maximum 6 Search Fields. If the Operator requires seeing less than six search fields, selecting the number from the option, **I only want to see** **search fields on the screen.**

3.9 External Directory

The screenshot shows the 'Operator Settings' dialog box with the 'External Directory' tab selected. The 'Default Display Order' is set to 'Last Name'. Under 'Show the following information', the 'Available' list contains: Address Line 1, Address Line 2, Address Line 3, Address Line 4, Company, Cost Center, Department, Email, and Initials. The 'Displayed' list contains: Last Name, First Name, and Number. Under 'Search Based On', the 'I only want to see' dropdown is set to '3'. The search fields are: Search 1: Last Name, Search 2: First Name, Search 3: Number, Search 4: Department, Search 5: Job Title, and Search 6: Keyword. The dialog has OK, Cancel, Apply, and Help buttons at the bottom.

Figure 3-11 External Directory Tab

External Directory is the list of External contacts.

These are the contacts added in External Directory in Administration utility. In this tab, the user can set the way these extensions appear in Console Operator application. It has three segments same as in the Busy Lamp and Internal Directory tabs,

1. Default Display Order
2. Show the following information
3. Primary Server

Default Display Order

User can set the Default Display Order in Internal Directory of Arc Console Operator application. It gives a drop down list consisting of default values. These values appear as shown in this drop down list.

Show the following information

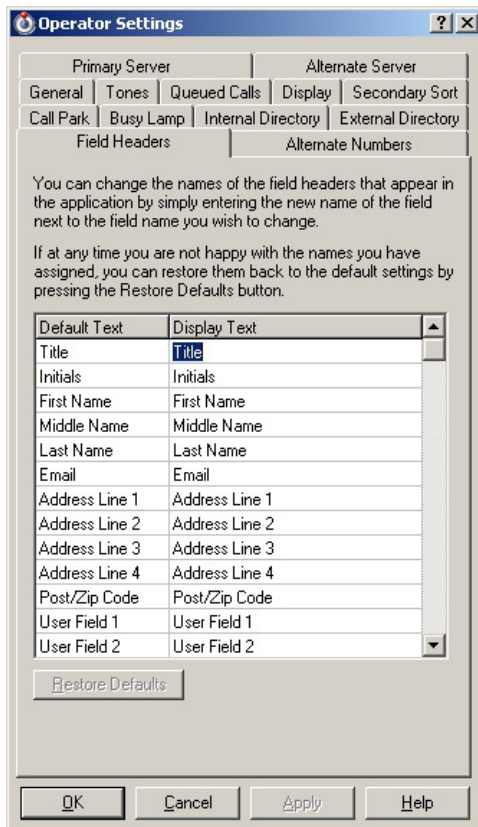
This information selected here will be displayed in the Directories area. It has two list boxes with **Available** values and **Displayed** values. The Operator can select values from the **Available** and insert them in the **Displayed** list box.

[<<TOC](#)

Primary Server

In this segment, the user can choose the Search fields required to display, which will be used to search a record in the External Directory. User can choose maximum 6 Search Fields. If the Operator requires seeing less than six search fields, selecting the number from the option, **I only want to see** **search fields on the screen.**

3.10 Field Headers



The user can choose the names of the Field Headers that appear in the application by simply entering the new name of the field next to the field name the user requires to change. These options are only for the Directories in Arc Console Operator application.

To change the Display Text

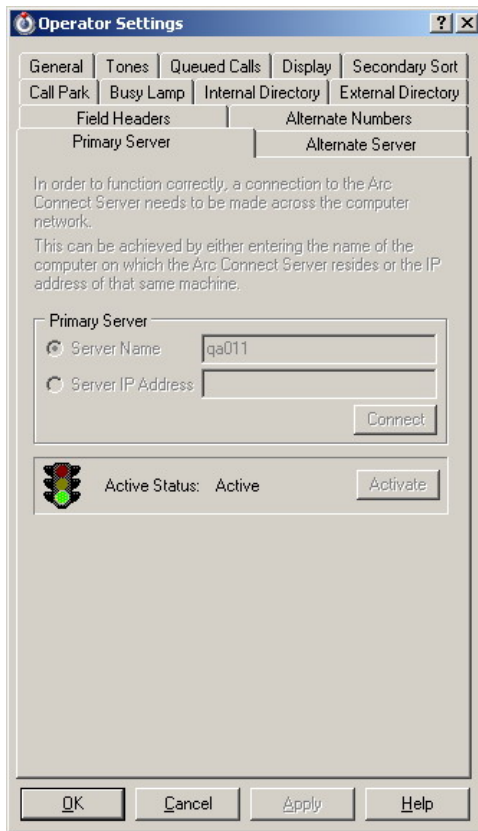
1. Click on the value in the **Display Text** column.
2. Type a new display text for the **Default Text**.
3. Click **OK**.

The users can Restore Defaults, if required.

Figure 3-12 Field Headers Tab

[<<TOC](#)

3.11 Primary Server



In order to function correctly, a connection to the Primary Arc Connect Server needs to be made across the computer Networks. This can be achieved by either entering the name of the computer on which the Primary Arc Connect Server resides or the IP address of that same machine.

To connect to the Primary server

1. Click the **Server Name** radio button.
2. Enter the **Server Name**.
3. Click **Connect**.

OR

1. Click the **Server IP Address** radio button.
2. Enter the IP Address of the system.
3. Click **Connect**.

Figure 3-13 Primary Server tab

[<<TOC](#)

If the **Active status** is not active, click the **Activate** button and a green light on the traffic signal icon gets enabled.

3.12 Alternate Server

In order to function correctly, a connection to the Alternate Arc Connect Server needs to be made across the computer Networks. This can be achieved either entering the name of the computer on which the Alternate Arc Connect Server resides or the IP address of that same machine

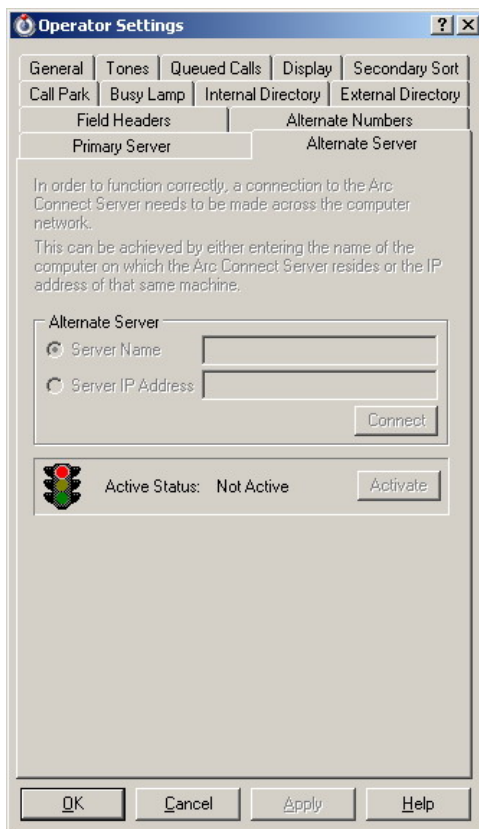


Figure 3-14 Secondary Server tab

To connect to the Alternate server

1. Click the **Server Name** radio button.
2. Enter the **Server Name**.
3. Click **Connect**.

OR

1. Click the **Server IP Address** radio button.
2. Enter the IP Address of the system.
3. Click **Connect**.

[<<TOC](#)

If the **Active status** is not active, click the **Activate** button and a green light on the traffic signal gets enabled.

3.13 Alternate Numbers

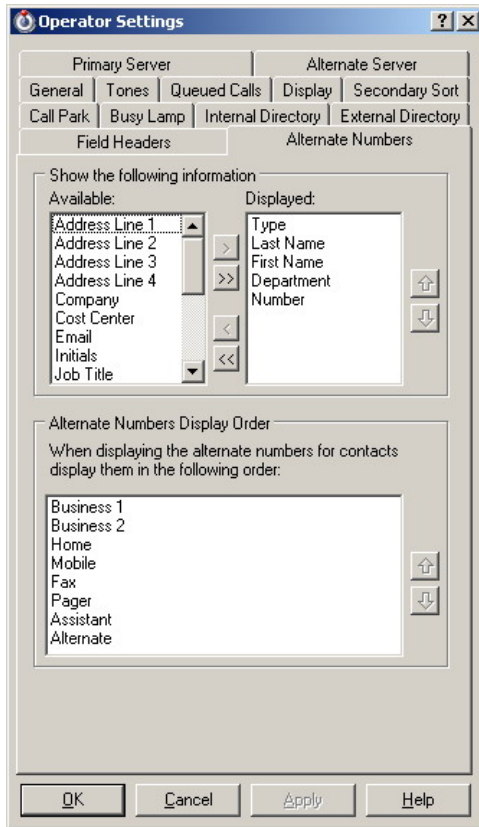


Figure 3-15 Alternate Numbers Tab

The **Show the following Information** setting allows the Operator to specify what information is displayed with the contact number. Use the arrows to move information from Available across to Displayed; the up/down arrows are used to select the order presented

Alternate Numbers Display Order,

It is a list of alternate numbers i.e. *Number, Last Name*, etc. The user can set their order while displaying for the selected Contact. It is recommended that the order presented on this pop up screen is the same as the display in F3 Internal Directory.

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Section 4: Using Console Operator

As the heading demonstrates, this section is about the operational flow of the application. It covers the topics relating to the call management. In this section, users are given instructions on how to work around within the Console Operator application. The user must be familiar with the following icons in order to properly handle the calls. These icons represent different states of devices in the BLF.

Icon	Description
	On-hook.
	Off-hook.
	Unavailable.
	Ringing in
	Ringing out
	Ringing out on busy extension
	Connected
	Call on hold
	Call forwarding
	Call forwarding to voice mail
	Notes
	Pending message(s).
	Not available for messaging.
	Contact not in BLF.
	Available to receive messages.

4.1 Answering Calls

Console Operator will answer two types of calls,

1. Internal Calls

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2. External Calls

Internal Calls

Internal calls are those made to the user's extension within the Call Centre. These calls appear in the **Active Call Area (F7)**.

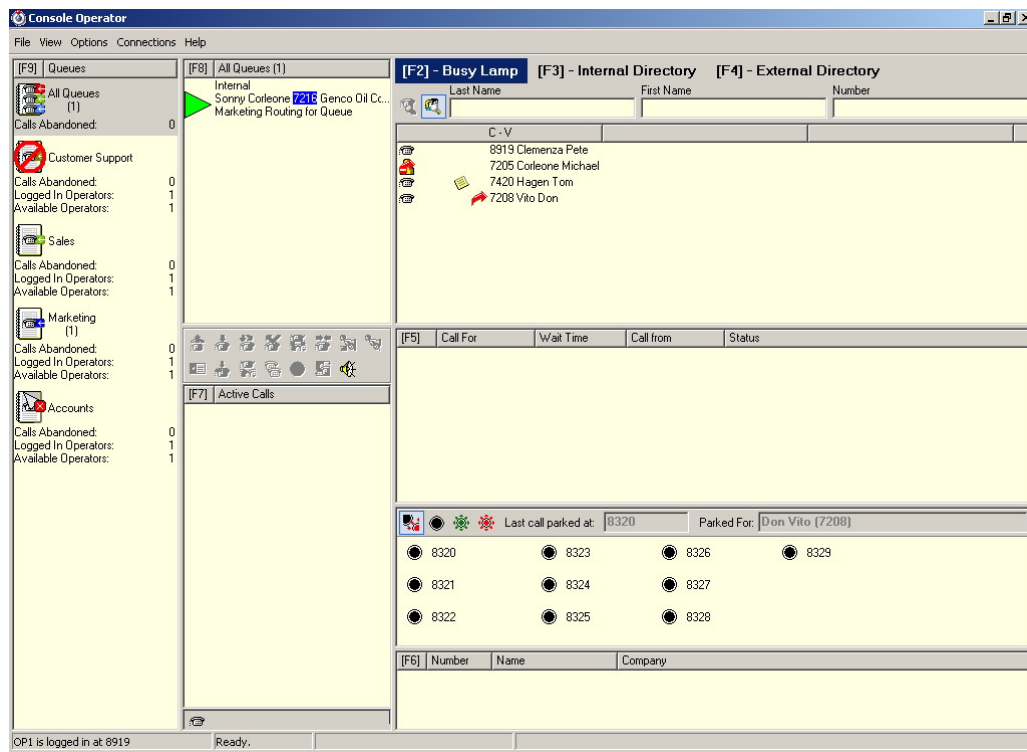


Figure 4-1 Internal Call ringing

External Calls

External calls can come in two types of Console Call Queues.

1. The calls that are waiting within the Queues and do not have the Automatic distribution set for them in configuration; appear in Queued Calls area.
2. The calls that are waiting within the Queues and have the Automatic distribution set for them appear in **Active Calls Area (F7)**.

[<<TOC](#)

To select the call(s) and answer them through the keyboard and mouse, there are various methods as mentioned below,

4.1.1 Selecting a Queue



To select a Queue using a keyboard,

1. Press **F9** to select the **Queues** field.
2. Use the up and down arrow keys to select the required Queue.
3. The **All Queues** field will display the calls that are waiting in the selected Queue.



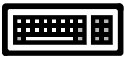
To select a Queue with the mouse,

1. Select the required Queue and click the left mouse button.
2. The **All Queues** field will display the calls that are waiting in the selected Queue.

After selecting the Queue, Operator is ready to take waiting calls.

4.1.2 Answering Calls

Calls can be selected for answering in a number of different ways.



To answer calls in the selected Queues, using a keyboard,

1. The most commonly used method is to select the next call with the highest priority.
2. This can be achieved by pressing the **Answer Next (+)** Key.

Or

1. Select the **All Queues** field by pressing the **F8-Key**.
2. Using the up and down arrow keys, select the call to answer.
3. Press the **Connect/Clear (Enter)** key to connect the call.



To answer calls in the selected Queue using a mouse,


Double Click

1. Point the mouse at the relevant call in the Queue.
2. Double click left mouse button.

OR Drag

1. Select the required call.
2. Press the left mouse button.
3. Whilst holding the mouse button down, drag the call to the **Active Calls** field and then release mouse button.

OR Click and Select

1. Point the mouse at the relevant call.
2. Click the left mouse button to select the call.
3. Once the call has been selected, click at the  **Answer Call** button in the Tool Bar.

OR Popup Menu

1. Click the left mouse button to select the call.
2. Click the right mouse button to view the popup menu.
3. Select **Answer** to answer the selected call. Select **Answer next** to answer the call with highest priority.

Salutation

A feature that is added to the answering of calls is a Salutation that appears on the screen. The Salutation is given in the Administration utility with the Call filters. When a call comes in, and the Operator answers it, immediately a Salutation window opens.

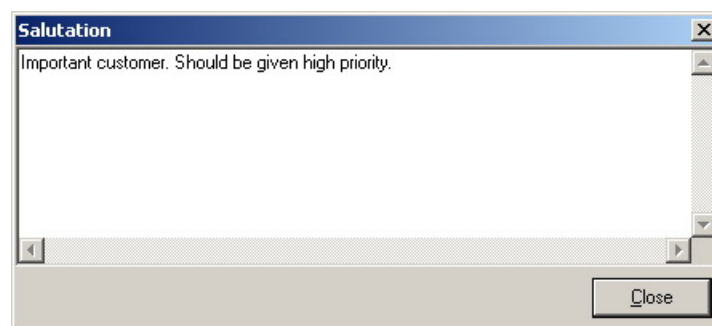


Figure 4-2 Salutation window

[<<TOC](#)

The advantage of this feature is that the Operator can deal with the caller in an effective and useful way by reading the script in the salutation window.

4.1.3 Answering Internal Calls

In addition to the above procedures the Operator is able to answer a personal call. This call will immediately appear in the **Active Calls** field. To answer the incoming Internal Calls, the Operator can apply any of the above stated methods.

4.2 Placing Calls on Hold

While answering a call, Console Operator can hold the active call to continue answering other incoming calls. The call is held on a Service Queue for the period of time set as **Hold Recall Time** in Administration utility. After the elapse of time, **Status** for the call will change from **Held** to **Reverted From Held** to capture the user's attention. This will bring the Operator's attention to pick up the held call.

There are two methods to hold the call.

1. Hold
2. Hold with Notes

[<<TOC](#)

In both the cases, call will be shown in **Call Progress** and can be reverted at any time.

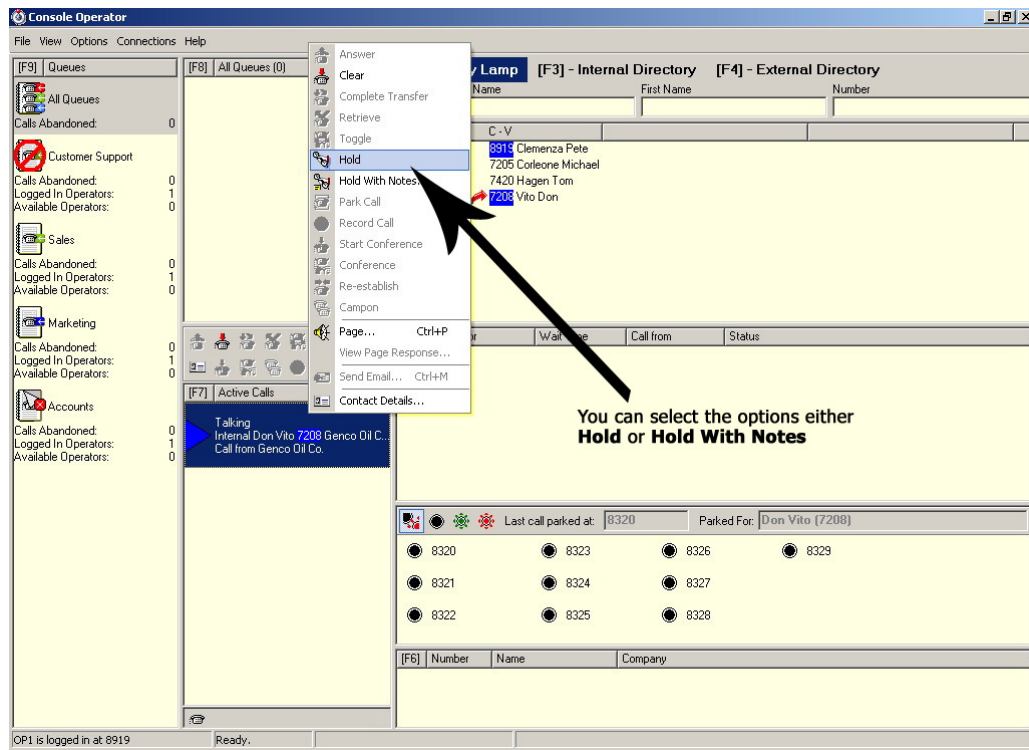


Figure 4-3 Holding Calls

4.2.1 Holding Calls

To hold an active call, there are various methods that can be done with the keyboard and mouse.



To hold a call with keyboard,

1. Select the call in the **Active Call** field.
2. Press the **Hold (Page down)** key.



To hold a call using a mouse,


Drag

1. Select the call in **Active Call** field.
2. Press the left mouse button.

[<<TOC](#)

3. Whilst holding the mouse button down, drag the call from the **Active Calls** field to **Call Progress** field and then release mouse button.

OR Click and Select

1. Select the required call.
2. Click the left mouse button.
3. Once the call has been selected, click at the  **Hold** button.

OR Popup Menu

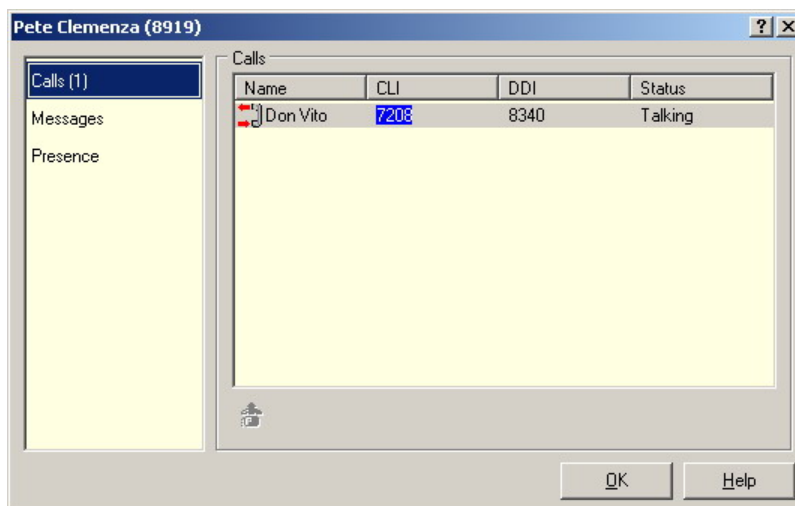
1. Click the left mouse button to select the call.
2. Click the right mouse button to view the popup menu.
3. Select **Hold** to hold the Call.

4.2.2 Device Status

The Operator can view the current status of any device in the BLF.

To view device status,


1. In the **BLF**, right click on a device and select *Status*.
2. In the new window, select *Calls*. The current status of the device will be displayed.

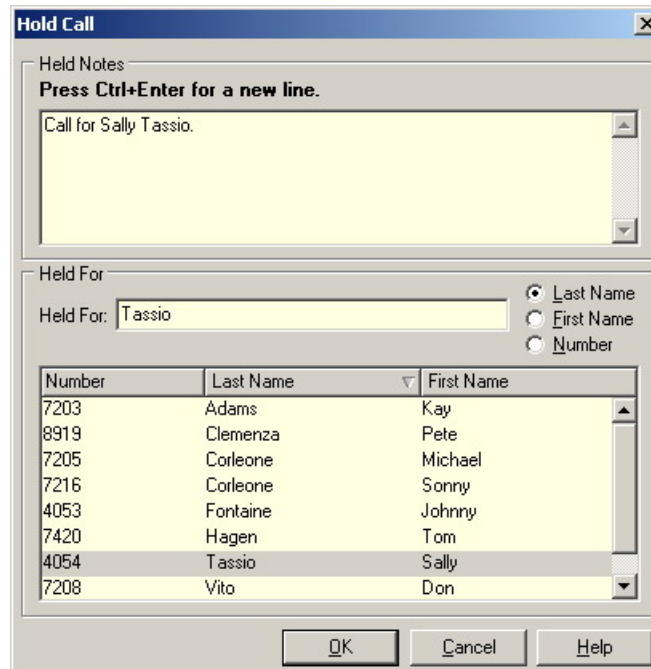


The Operator can also answer any ringing call by clicking the **Answer** button .

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4.2.3 To Hold Call with Notes

A call being placed on hold can be added with annotation. This is very useful when a number of calls are on hold simultaneously. The  icon will appear with the call to indicate the attached notes.



The 'Hold Call' dialog box contains a 'Held Notes' section with a text area containing 'Call for Sally Tassio.' and a 'Held For' section with a text field containing 'Tassio' and three radio buttons for 'Last Name' (selected), 'First Name', and 'Number'. Below these is a table with columns 'Number', 'Last Name', and 'First Name'.

Number	Last Name	First Name
7203	Adams	Kay
8919	Clemenza	Pete
7205	Corleone	Michael
7216	Corleone	Sonny
4053	Fontaine	Johnny
7420	Hagen	Tom
4054	Tassio	Sally
7208	Vito	Don

Buttons at the bottom: OK, Cancel, Help.

Figure 4-4 Enter Notes for Held Call



To hold a call with the keyboard,


1. Select the call in the **Active Call** field.
2. Press the **Hold with Notes (Page Up)** key.
3. Type the **Held Notes** to be attached with the call and **Name** or **Extension** number of the person for whom the call is to be held.
4. Press the **Enter** key to hold the call with Notes.

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To hold a call using a mouse,

Click and Select

1. Select the call.
2. Click the left mouse button to select the call.
3. Once the call has been selected, click at the  **Hold With Notes** button.
5. Type the Notes to be attached with the call and Name or Extension number of the person for whom the call is to be held.
4. Click the **Ok** button to hold the call with Notes.

OR Popup Menu

1. Click the left mouse button to select the call.
2. Click the right mouse button to view the popup menu.
3. Select **Hold with Notes** to hold the call.
4. Type the Notes to be attached with the call and Name or Extension number of the person for whom the call is to be held.
5. Click the **Ok** button to hold the call with Notes.

4.3 Retrieving Held Calls

Calls Placed on Hold can be retrieved from the Call Progress area to **Active Calls** area. Calls reverted from Hold, Parked, Camped On and Transferred will also be seen in **Call Progress** area. Methods for retrieving calls are same once the calls appear in **Call Progress** area.

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To retrieve a Call from **Call Progress** area, you can perform both the keyboard and mouse procedures.

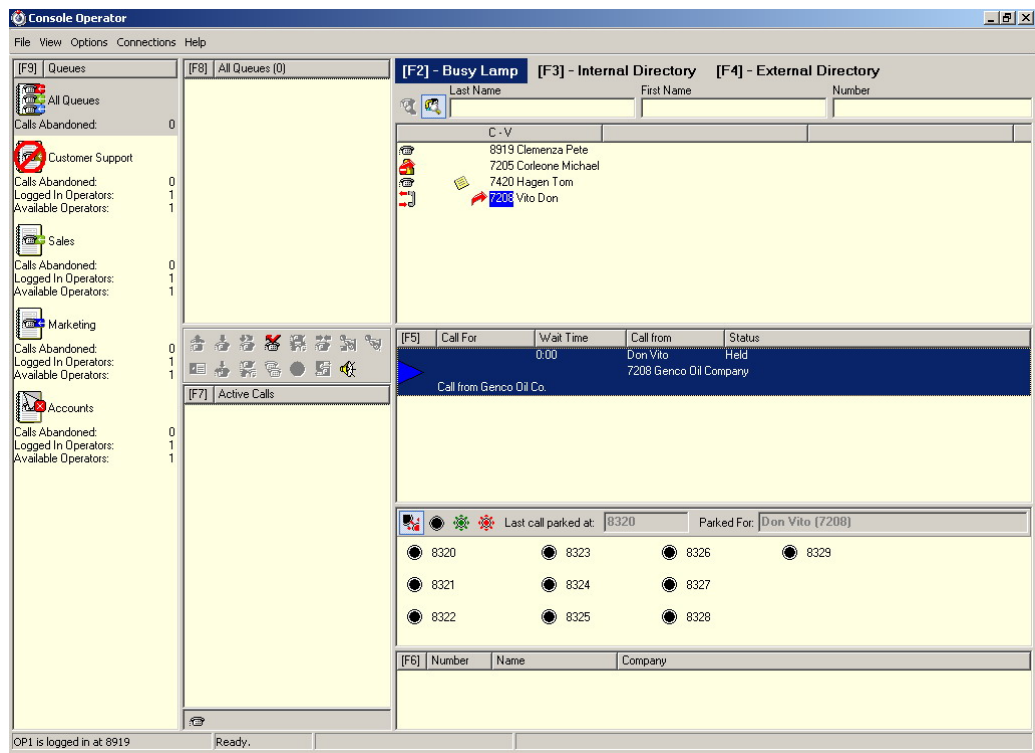


Figure 4-5 A held call in progress



To retrieve a held call,

1. Select the call in the **Call Progress** field.
2. Press the **Hold (Page down)** key again.

[<<TOC](#)



To retrieve the held call using a mouse,

Double Click

1. Double click the call in the **Call Progress** field.

OR Drag

1. Point the mouse at the call in **Call Progress** field.
2. Press the left mouse button.
3. Whilst holding the mouse button down, drag the call from the **Call Progress** field to **Active Call** and then release the mouse button.


[F5]	Call Progress	Time	Call For	Extension	Status
	Martin Taylor 3015	0:30			Park Timeout 3015

Figure 4-6 Call with no Notes in the Call Progress area

[F5]	Call For	Wait Time	Call from	Status
	Sally Tassio 4054 Call from Genco Oil Co.	0:00	Don Vito 7208 Genco Oil Company	Held

Figure 4-7 Call with Notes in the Call Progress Area

OR Click and Select

1. Select the held call with the left mouse button.
2. Once the call has been selected, click at the  **Retrieve** button.

OR Popup Menu

1. Click the left mouse button to highlight the held call.
2. Click the right mouse button to view the Popup menu.
3. Select **Retrieve** to retrieve the Call.

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To retrieve the Hold Details Window for changes,

1. Click the left mouse button to highlight the held call.
2. Click the right mouse button to view the Popup menu.
3. Select **Hold Details** to view the **Hold Notes**.
4. Change/Update the **Notes** for the call.
5. Click on the **Ok** button to hold the call again.



4.4 Using Emergency Mode

Console Operator application allows the Supervisor or Operator with permission, to set emergency mode for any particular Queue. When a Queue is in emergency mode, all calls for this Queue are automatically redirected to another destination, Night Service or Voicemail for example. These destinations are defined in Arc Connect Configuration Utility.





To Put a Queue in Emergency Mode using the Main Menu,

In the main menu, select *Options* → *Emergency*. A new window will appear,

1. Select **Available Queues** list
2. Select the **Queue** you want to put in emergency mode.
3. Press  to add the selected Queue to **Queues In Emergency** list. Pressing  inserts all Queues in **Queues In Emergency** list
4. Press **OK** to complete the process



To Set Emergency Using Queues List F9 and Pop up Menu,

1. In the **Queues** List, select the Queue you want to put in emergency mode.
2. Right click on the selected **Queue**
3. This opens a popup menu
4. Click **Emergency**
5. This opens a new window
6. Select **Available Queues** list
7. Select the **Queue**
8. Press  to add the selected Queue to **Queues In Emergency** list. Pressing  inserts all Queues in **Queues In Emergency** list
9. Press **OK** to complete the process

To Take a Queues out of Emergency Mode,

1. In the **Queues** list, select the Queue you want to take out from emergency mode.
2. Right click on the selected Queue. This opens a popup menu

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3. In the popup menu, click **Emergency**. This opens a new window
4. In the new window, go to **Queues in Emergency** list
5. Select the Queue, which you want to take out of Emergency Mode.
6. Click  to add the selected Queue to **Available Queues** list. Clicking  removes all Queues from **Queues In Emergency** list
7. Click **OK** to complete the process

4.5 Call Parking

The Console application provides the Operator with the ability to Park Calls on to Call Parking device. Any Agent or person can answer the call by dialling the number of Call Parking Device from the extension where the call is parked. User can see the available Call Parking devices.

Device where the call is already parked will look like

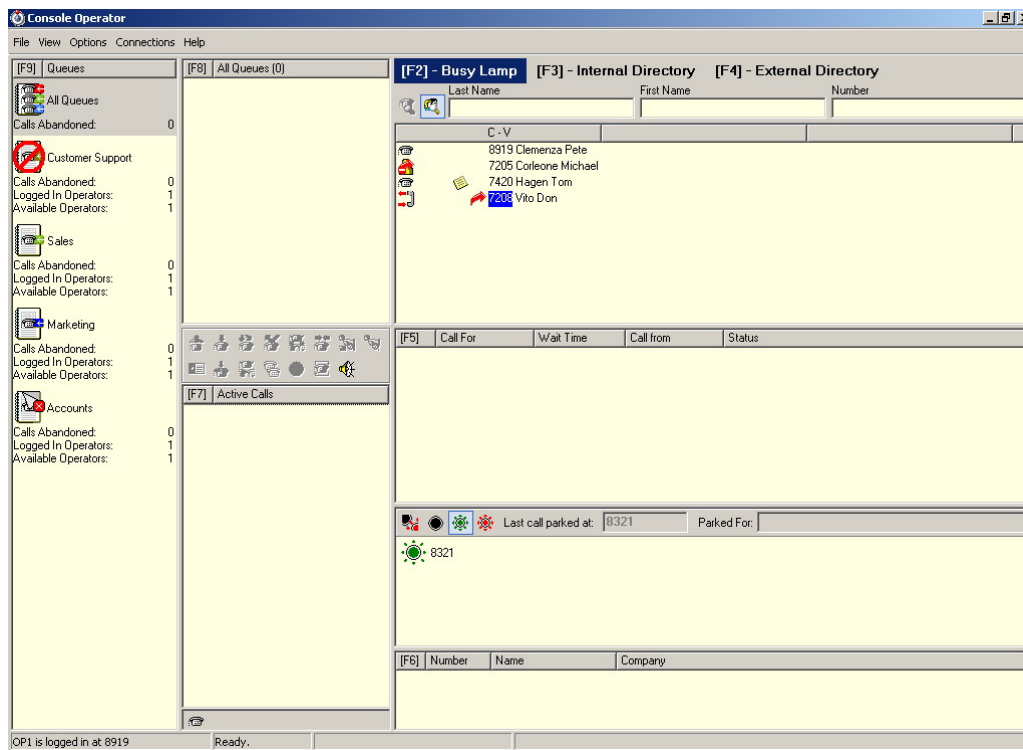


Figure 4-8 A call parked on a Call Parking Device




To park a call with the keyboard,

1. Select the call in the **Active Calls** field.
2. Press the keys **Home** key on keyboard.
3. The call will automatically park on one of the available Call Parking Devices.

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To park call using a mouse,

1. Select the call in the **Active Calls** field.
2. Click the Park Call  button.
3. The call will automatically park on one of the available Call Parking Devices.

OR Popup Menu in the Call Parking Field

1. Select the call in the **Active Calls** field.
2. Place the cursor at any available Call Parking device.
3. Click the right mouse button.
4. Select **Park Call** from the Popup menu.

OR Popup Menu in the Active Calls Field

1. Select the call within the **Active Calls** field.
2. Click the right mouse button.
3. Select **Park Call** from the Popup menu.
4. The call will be parked on one of the available **Call Parking Devices**.

4.6 Retrieving Parked Calls

To retrieve a parked call the Operator can use a mouse or a keyboard.



To retrieve a parked call using a mouse,

Double Click


1. Select the **Call Parking Device** where the call is parked.
2. Double click the device.

OR Drag

1. Point the mouse at the **Call Parking Device**.
2. Press the left mouse button.
3. Whilst holding the mouse button down, drag the call from the Call Parking Device to **Active Calls** field and then release mouse button.

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OR Click and Select

1. Point the mouse at the **Call Parking Device**.
2. Click the left mouse button to highlight the call.
3. Once the call has been selected, click at the  **Retrieve** button.

OR Popup Menu

1. Click the left mouse button to highlight the parked call.
2. Click the right mouse button to view the Popup menu.
3. Select **Retrieve** to retrieve the call.

If a parked call remains unanswered for the period of time set as **Call Park Recall**, it will revert back to the **Call Progress** area, from where the Console Operator can retrieve the call using methods stated in **Retrieving Held Calls** topic, **4.3**.

4.7 Personal Call Parking

The Console application provides the Operator with the ability to Park Calls onto a Call Parking device that is unique to the intended user. Unlike regular Call Parking, after a tannoy announcement that indicates that a call has been parked, the extension number of the park location is NOT given out. In order to ensure that the parked call is received by a specific user, a PIN code has been assigned to each of the users. The PIN is configured in *Arc Connect Administration*.

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Any Agent or person can answer the call by dialling the PIN code for Personal Call Park. User can see the available Call Parking devices.

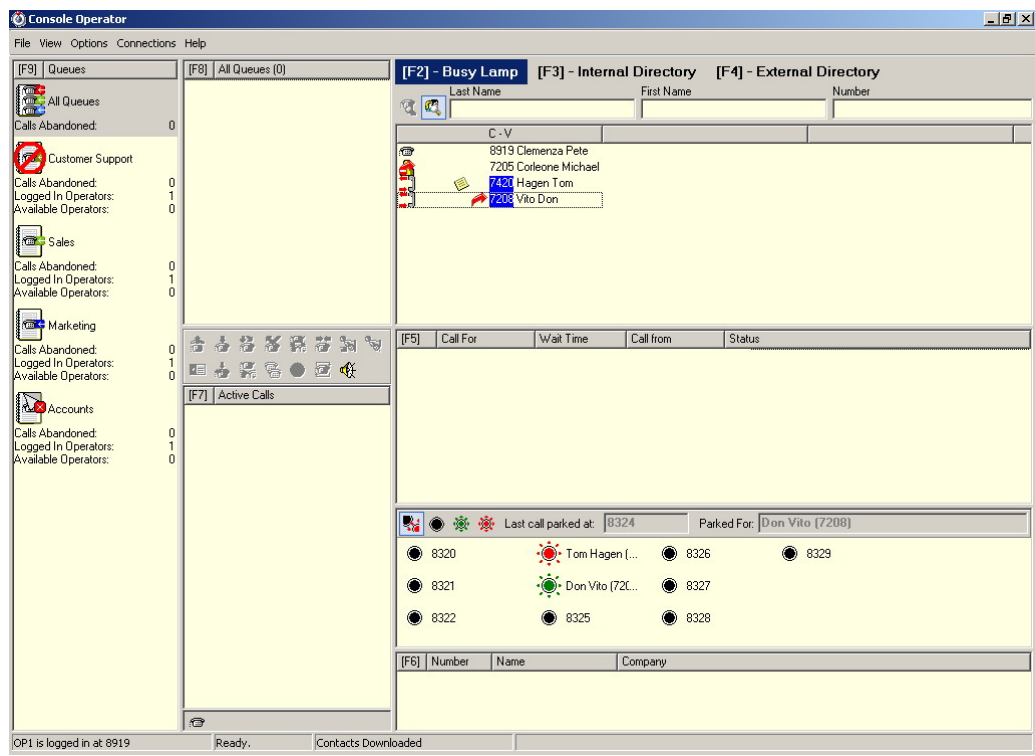




Figure 4-9 Personal Parked Call

Devices where the calls are already personal parked have the following two types:

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Local: Local Personal Call Park Devices are the ones where the user has parked calls. Such devices can be viewed by clicking on the *Show My Park Devices*,  icon. These Call Park devices will look like .

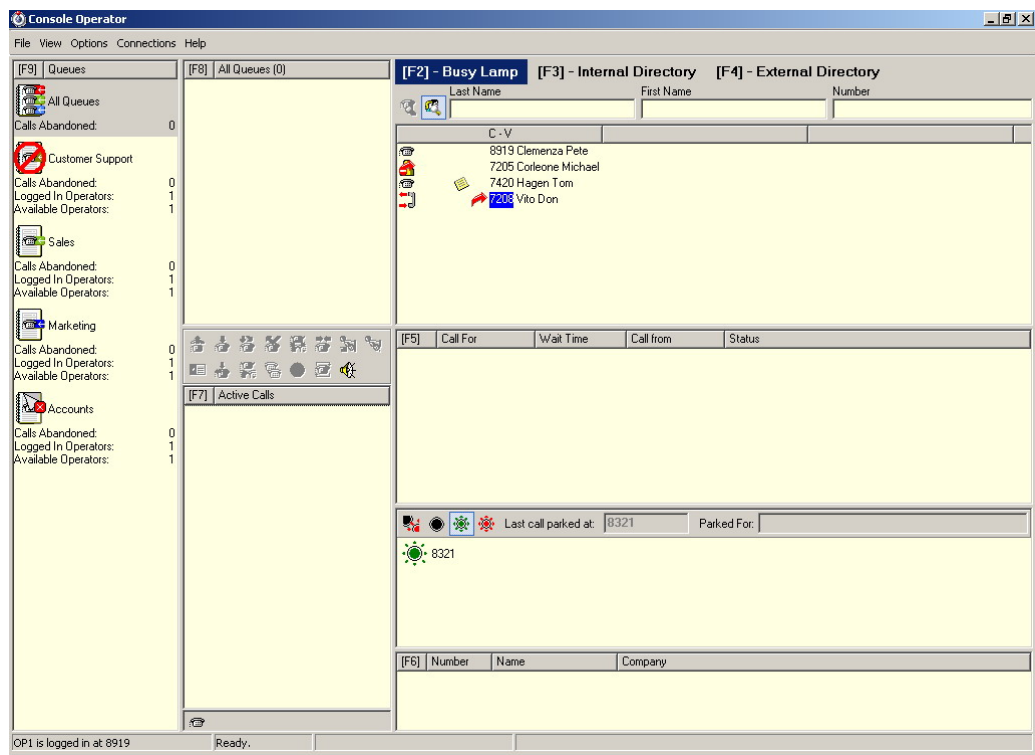



Figure 4-10 Personal Parked Call for the user

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Remote: These are the calls parked by other operators. Such devices can be viewed by clicking on the *Show Colleagues' Park Devices*,  icon. These Call Park devices will look like



The following image shows the Personal Call Park Devices in the Call Park Devices field.

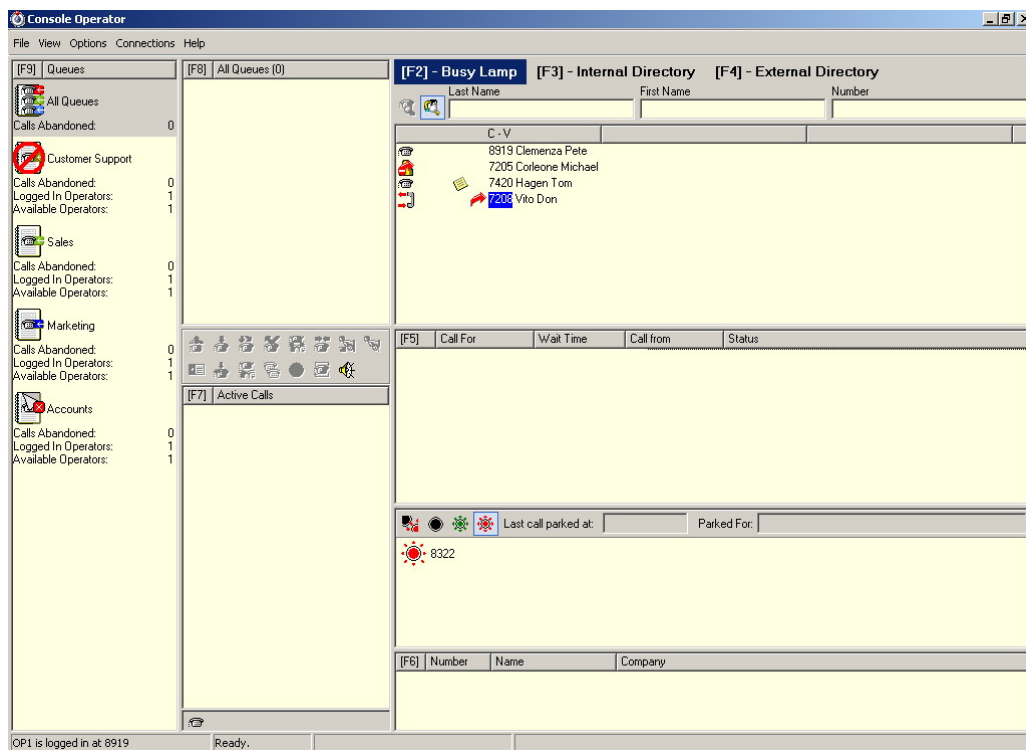


Figure 4-11 A personal parked all for a Colleague on a Call Parking Device




To personal park a call with the keyboard,

1. Ensure that the call that is to be placed into Personal Park is selected within the **Active Calls** field.
2. If **One Key Personal Call Park** option has been selected, press Home key on the keyboard to place a call onto a free Park position.
3. The free park position will now display the name of the contact the call has been parked for.

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To park call using a mouse,

1. Select the call in the **Active Calls** field.
2. Click the Personal Call Park  button.
3. The call will automatically park on one of the available Call Parking Devices.

OR Popup Menu in the Call Parking Field

1. Select the call in the **Active Calls** field.
2. Place the cursor at any available Call Parking device.
3. Click the right mouse button.
4. Select **Personal Park Call** from the Popup menu.

OR Popup Menu in the Active Calls Field

1. Select the call within the **Active Calls** field.
2. Click the right mouse button.
3. Select **Personal Park Call** from the Popup menu.
4. The call will be parked on one of the available Call Parking Devices.

4.8 Retrieving Personal Parked Calls

To retrieve Local Personal Call Park using a key board,

1. Select the local Personal Call Park.
2. Enter the extension number to the Pre CT Gateway that has been configured for local call parks. This extension number has been configured in the Arc Connect Administration.
3. Press **Connect** key.
4. The call will appear in **Active calls** Field.
5. The caller is in circuit.

To Retrieve Remote Personal Call Park,

1. Select the remote Personal Call Park.
3. Enter the extension number to the Pre CT Gateway that has been configured for remote call parks. This extension number has been configured in the Arc Connect Administration.

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3. Press **Connect** key. Once connected, the user will hear a tannoy announcement that prompts the user to enter the PIN code.
4. Enter **PIN** code.
5. The call will appear in **Active calls** Field.
6. The caller is in circuit.

To Retrieve on Time Out,

1. Select within the Call Progress Field.
2. Press the Retrieve key.
3. The call will appear in Active calls Field.
4. The caller is in circuit.

If the caller has agreed to wait until the called party becomes available

1. When the call returns on time out.
2. Select from the **Calls Progress** field.
3. Press the **Re-establish** key.
4. The call will return to the park position again.

If a parked call remains unanswered for the period of time set as **Call Park Recall**, it will revert back to the **Call Progress** area, from where the Console Operator can retrieve the call using methods stated in **Retrieving Held Calls** topic, **4.3**.

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4.9 Camp on Calls

The Console application provides the Operator with the ability to Camp on calls to a busy extension, when the extension becomes available the call will automatically ring on the extension.

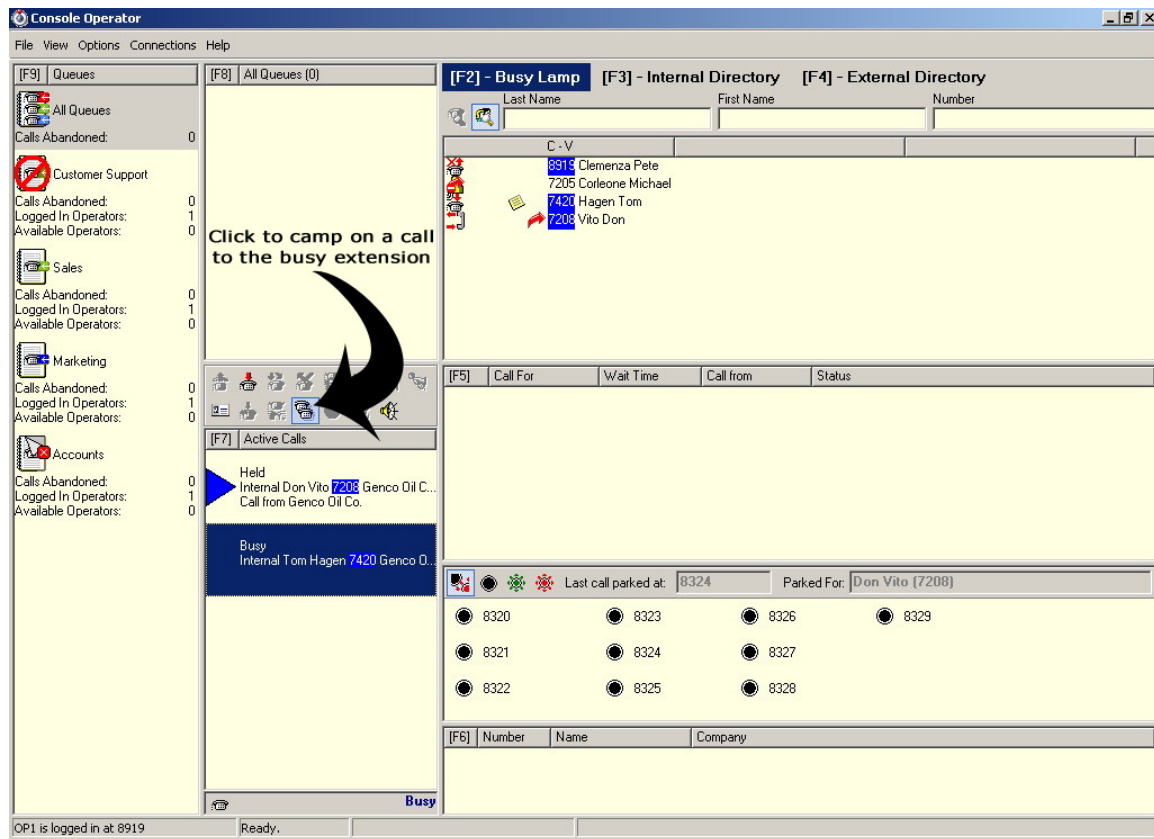


Figure 4-12 The button is enabled to camp on the call

The methods to Camp On calls are as follows,



To Camp on a call using a keyboard,


1. With the relevant call selected within the Active Calls area, make a call to the internal extension that is currently busy.
2. A busy tone is heard, the call display window will echo the word **Busy**.
3. To camp the call onto the busy extension, press the **Camp on (Insert)** key.
4. The call will leave the screen waiting for that extension to become free.

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To camp on the call using a mouse,

Camp on in the Active Calls Field

1. With the relevant call selected within the **Active Calls** field, make a call to the Internal extension that is currently busy.
2. A busy tone is heard, the call display window will echo the word **Busy**.
3. To camp the call onto the busy extension click on the **Camp On**  button.
4. The call will leave the screen waiting for that extension to become free.

OR Camp on from the BLF with Popup Menu

1. With the relevant call selected within the **Active Calls** area, make a call to the internal extension that is currently busy.
2. A busy tone is heard, the **Call** window will display the word **Busy**.
3. Point the mouse at the busy extension in **BLF** and click the right mouse button.
4. Select **Camp On** from the popup menu.
5. The call will leave the screen waiting for that extension to become free.

A camped on call will stay on the busy extension for a time period set as **Camp On Recall** in the Administration utility. After the elapse of this time, the call will return to the **Call Progress** field with a status as **Reverted Camp on**.

To retrieve the camped on calls, use methods stated in **Retrieving Held calls** topic, **4.3**.

4.10 Conference Calls

The Operator can start a conference of three persons, the caller, the Operator and any other third person.

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The methods for starting a conference call are as follows,



To start conference using a keyboard,



1. Ensure that the call is selected within the **Active Calls** area.
2. Select the extension that is to be added into the conference or type the number.
3. Press '**Start Conference**' key and the conference is initiated.
4. Wait for the 3rd party to answer and press '**Conference**' key.
5. Once the conference is in progress an additional field is highlighted in the **Active Calls** area. The field is labelled as **Conference Controller** and is used to drop the Operator from the call once all the parties are in conversation.



To start a conference using a mouse,

1. Ensure the call is selected within the **Active Calls** field.
2. Select the extension that is to be added into the conference from Directory or type the number.
3. Press **Start Conference** button, the conference is initiated.
4. Wait for the 3rd party to answer and press **Conference** button.

OR

1. Ensure the call is selected within the **Active Calls** field.
2. Select the extension that is to be added into the conference from Directory or type the number.
3. Right click on the call and select the **Start Conference**  option from the popup menu.
4. Select the extension that is to be added into the conference from Directory or type the number.
5. Press **Start Conference** button, the conference is initiated.
5. Wait for the 3rd party to answer and press **Conference** button .

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6. Once a conference is in progress an additional field appears in the **Active Calls** area. This is labelled as the **Conference Controller** and will be used to drop the operator from the call once all parties are in conversation.



NOTE

If the third person does not want to start the conference then Console Operator should clear the initiated call. This will take the Operator back to the original call.

4.11 Transfer Calls

After answering the call, the Operator can transfer it to a requested device, station or external number. This can be performed in a number of different ways,

1. Blind Transfer - Internal
2. Blind Transfer - External
3. Consult Transfer - Internal

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4. Consult Transfer – External

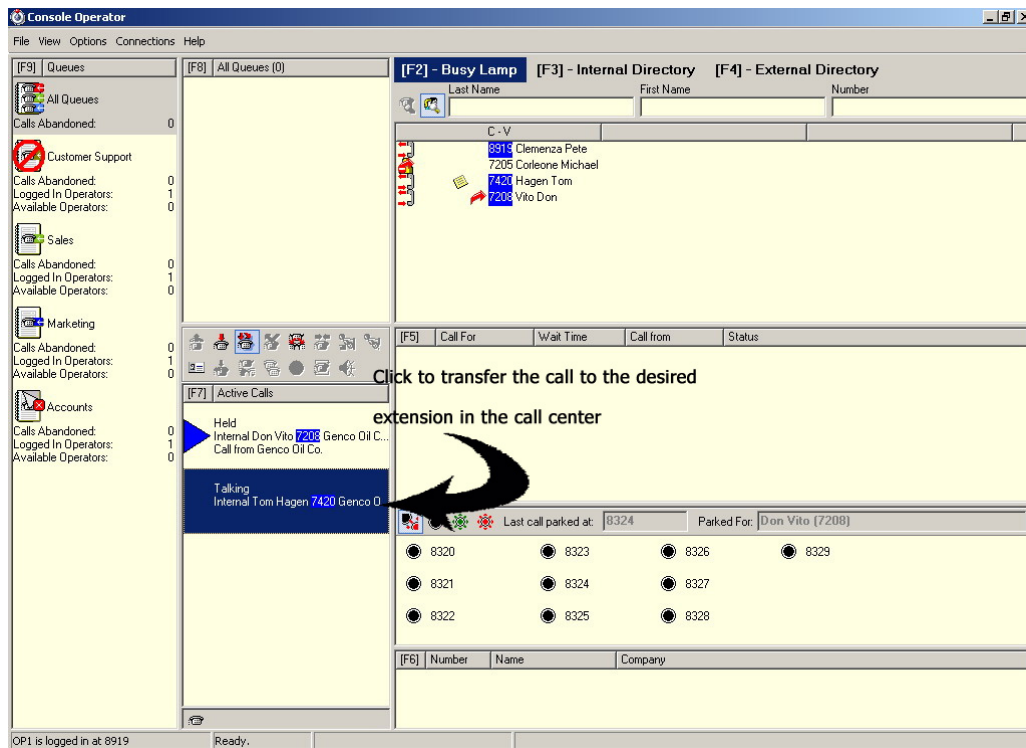


Figure 4-13 Call Transfer between External and Internal Calls

4.11.1 Initiating An Internal Blind Transfer

In this transfer type, destination of the transfer is not consulted.



- To blind transfer a call to an internal device with keyboard,
1. Select the call in the **Active Calls** field.
 2. Using the Number Pad on the right hand side of the keyboard, dial the number of the Internal extension.
 3. Notice that the Call Display window displays the digits entered. Press **Connect (Enter)** key.
 4. To complete the transfer, press the **Connect** on the keyboard again.

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4.11.2 Initiating An External Blind Transfer



To blind transfer a call to an external extension using a keyboard,

1. Select the call in the **Active Calls** field.
2. Using the number pad on the right hand side of the keyboard dial the number of the External extension.
3. Notice that the Call Display window displays the digits entered. Press **Connect (Enter)** key.
4. To complete the transfer, press the **Connect (Enter)** key again.

OR

1. Select the Internal or External Directory by pressing the relevant **F-key, F3 or F4**.
2. Use the up and down arrows to select the relevant destination and press the **Connect** key.
3. The Active call area is blank until the call condition i.e. ringing is heard.
4. Press **Connect** key again to transfer the call.



To blind transfer to an external destination using a mouse,

Double Click

1. Select the call in the **Active Calls** field.
2. Point the mouse at the relevant destination within the **Internal** or **External Directory** or **Speed Dial** fields.
3. Double click to call the person.
4. Double click again on the new call to transfer the call.

OR Drag

1. Point the mouse at the relevant call within the **Active Calls** field.
2. Press the left mouse button.
3. Whilst holding the mouse button down, drag the call to the relevant destination within the **Internal** or **External Directory** fields and then release mouse button.

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OR Popup Menu

1. Select call's details that are displayed in the **Active Calls** field.
2. Point the mouse at the relevant destination within the **Internal** or **External Directory** or **Speed Dial** fields and click the right mouse button to reveal a Popup menu.
3. From the popup menu select call.
4. Ensure that the call initiated is selected within the **Active Calls** field.
5. Then point the mouse at the **Complete Transfer** button and press the left mouse button.

4.11.3 Initiating an Internal Consult Transfer

The destination of the transfer is consulted before the actual transfer takes place.



To consult transfer an Internal extension,

1. Select the call's details that are displayed in the **Active Calls** field.
2. Using the number pad on the right hand side of the keyboard dial the number of the internal extension called. Notice that the **Call** window displays the digits entered.
3. Press **Connect (Enter)** key to dial.
4. Stay on the line until the extension answers.
5. Offer the call to the extension and **Connect** key again to release if accepted. If declined press **Cancel Consultation** key to return to the calling party.

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4.11.4 Initiating an External Consult Transfer

The destination extension is consulted before the actual transfer takes place,



To consult transfer to an external extension,

1. Select the call's details that are displayed in the Active Calls field.
2. Using the number pad on the right hand side of the keyboard dial the external access number. Notice that the **Call** window mimics the digits entered. Press **Connect** key to dial.
3. Stay on line until the external contact answers.
4. Offer the call and press **Connect** key again to release if accepted. If declined press **Cancel Consultation** key to return to the calling party.



NOTE

The external access number you will dial is the one you have set in the **General** tab of the Preferences.

OR

1. Select the External Directory by pressing the relevant **F-key, F4**.
2. Use the up and down arrows to select the relevant destination and press the **Connect (Enter)** key.
3. Stay on the line until the call is answered.
4. Offer the call, if accepted press **Connect** key, if declined press **Cancel Consultation key (-)**.



To consult transfer to an external destination using a mouse,

1. Select the call's details that are displayed in the **Active Calls** field.
2. Point the mouse at the relevant destination within the **External Directory** field and double click to call.

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3. Press the right mouse button to reveal a Popup menu. From the popup menu select **Call**.
4. Stay online until the call is answered.
5. Offer the call to the called contact.
6. Click the right mouse button to reveal the Popup menu.
7. Select **Complete Transfer** if to transfer the Call. Select **Clear** to clear the call and go back to the original call.

4.11.4.1 FAC and CMC Settings

The user may need to provide Forced Authorisation Code (FAC) and Client Matter Code (CMC) to perform an External Consult Transfer. These codes are configured by the Administrator.

Forced Authorization Code (FAC): Forced Authorization Codes are used to provide security in the CallManager for dialling "Route Patterns". Traditionally, this is used to block calls to external numbers. For example, often in call centres, only some callers are allowed to make external consult transfers to certain numbers. In order to enforce security, these callers are provided with a Forced Authorization Code. The concept of FAC is that if the user makes such an external call transfer that is protected by a FAC, the user must enter the FAC before the call can continue. If an incorrect FAC is entered, or if no FAC is entered, the call fails.

Client Matter Code (CMC): Client Matter Codes are used to provide extra call logging facilities within the CallManager. This is used to log calls from different destinations.

The concept of the CMC is that the user has to enter their CMC Code before their external consult transfer can proceed. The value of this is that the call detail records are updated with the CMC code along with the call information. This can then be used later on to charge calls to different cost centres.

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4.12 Toggle Calls

The Operator can toggle an active call with a Held one. There are two types of call toggling,

1. Call Toggle during a Consult Transfer.
2. Call Toggle during a Conference Initialisation

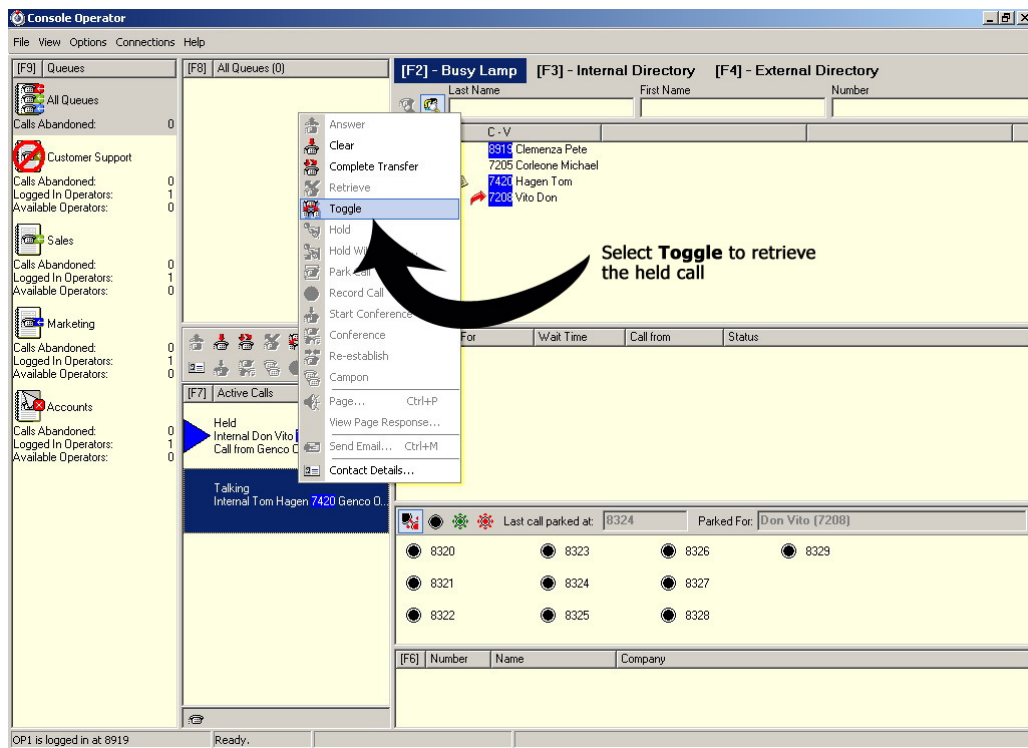
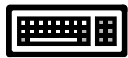


Figure 4-14 Selecting Toggle option from the drop down menu

4.12.1 Toggle Calls during Consult Transfer



To toggle calls during a consult transfer,

1. Select the call details that are displayed in the **Active Calls** field.
2. Using the number pad on the right hand side of the keyboard dial the external number.
Notice that the Call Display window mimics the digits entered. Press **Connect (Enter)** key to dial.

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3. Stay online until the external contact answers.
4. The original incoming call is on Hold while operator is talking to the call initiated by him.
5. Press the menu key to reveal the Popup menu. From the popup menu select Toggle call.
The held call will become active and the active call will be put on Hold.
6. Operator can always come back to the last stage by using the toggle call option again.

OR

1. Select the Directory by pressing the relevant **F-key**.
2. Use the up and down arrows to select the relevant destination and press the **Connect (Enter)** key.
3. Stay online until the call is answered.
4. The original incoming call is on Hold while operator is talking to the call initiated by him.
Press the menu key to reveal the Popup menu. From the popup menu select Toggle call.
The Held call will become active and the active call will be put on Hold.
5. Operator can always come back to the last stage by using the toggle call option again.



To use toggle calls option during consult transfer using a mouse,

1. Select the call's details that are displayed in the Active Calls field.
2. Point the mouse at the relevant destination within the External Directory field and double click to call.
3. Press the right mouse button to reveal a Popup menu. From the popup menu select call.
4. Stay online until the call is answered.
5. Offer the call to the called contact.
6. Click the right mouse button to reveal the Popup menu.
7. The original incoming call is on **Hold** while operator is talking to the call initiated by him.
Press the mouse right button to reveal the Popup menu. From the popup menu select Toggle call. Or press the **Toggle** call button. The held call will become active and the active call will be put on **Hold**.
8. Operator can always come back to the last stage by using the toggle call option again.

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4.13 Sending Email

When the Operator forwards a call to an extension and the call is returned on time out, the operator has the option to send an email to the person not available on the desired extension and provide important information about the call. The shortcut key for sending email is Ctrl+M.

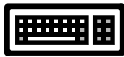
4.14 Making Calls

The Operator can dial calls from the Console application. There are two types of call,

1. Internal Call
2. External Call

4.14.1 Make an Internal Call

To call a station in the **Active Calls** field,



To make an internal call using a keyboard,

1. Using the keypad, dial the required number.
2. Press **Connect/Clear (Enter)** key to end dialling.
3. The call will appear in the **Active Calls** field.
4. The conditions change from **Ringling** to **Talking** when answered.



To make an internal call using a mouse,

Double Click

1. Double click the relevant destination within the **BLF**, **Internal Directory** or **Speed Dial** fields.
2. A call will be initiated to the party.

OR Popup Menu

1. Point the mouse at the destination in the **Internal** or **External Directory** or **Speed Dial** fields.
2. Right click to reveal the Pop-up menu.

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3. Select **Call** option.
4. A call will be initiated to the party.

4.14.2 Making External Calls

Make an outgoing call using either of the following procedures,



To make an external call using a keyboard,

1. Using the number keypad on the right hand side of the keyboard dial the number of the access code and then the external number.
2. The details are displayed in the **Call** window.
3. Press **Enter** key to start dialling and **Enter** key again to make the call.

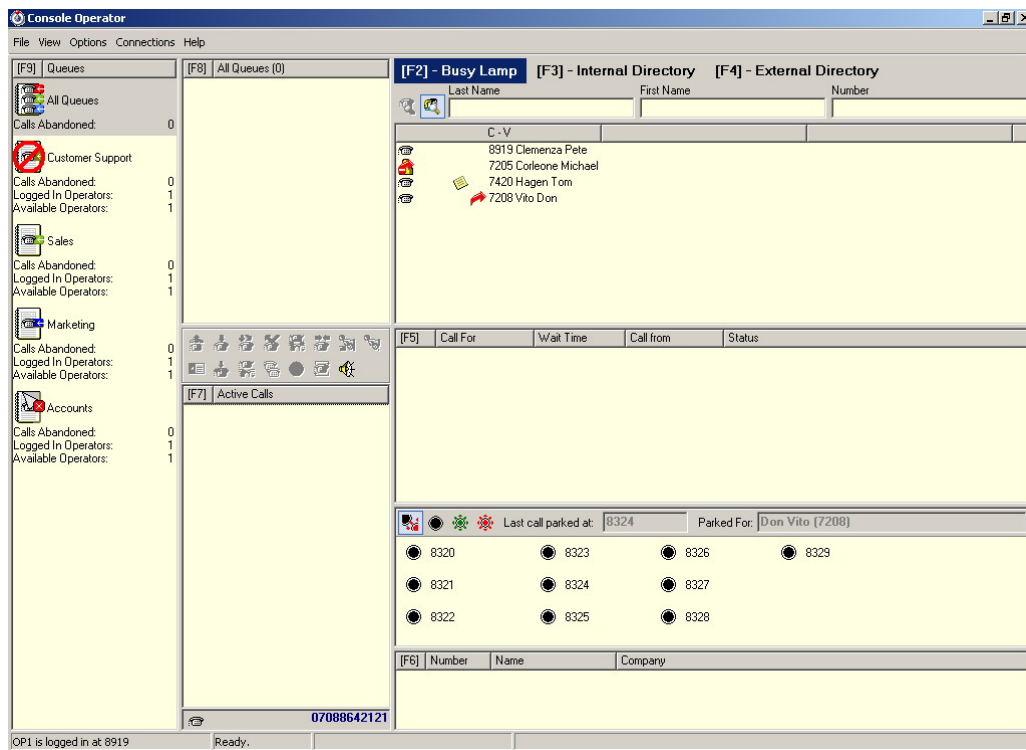


Figure 4-15 Number is shown under the Active Calls area

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OR

1. Select the External Directory by pressing the relevant **F-key, F4**.
2. Use the up and down arrows to select the relevant number and press the **Enter** key.



To make an external call using a mouse,

1. Select the External Directory using the mouse.
2. Double click on the number to dial.

Also to make an external call, you can set preferences as we did in topic **3.1, General**. The **Use External Access Number** checkbox should be selected and a digit should be there to be added with the number for an External call.

To make an external call with the Access number

1. Check the **Use External Access Number** box and enter a digit to indicate an External call in the **General** tab of the **Preferences**.
2. Enter the required telephone number.
3. It will automatically dial an External call.



TIP

It is not necessary to place the cursor in the Calling Box, when you start typing the numerical values, it will automatically type in it.

4.14.2.1 FAC and CMC Settings

The user may need to provide Forced Authorisation Code (FAC) and Client Matter Code (CMC) to perform an External Consult Transfer. These codes are configured by the Administrator.

Forced Authorization Code (FAC): Forced Authorization Codes are used to provide security in the CallManager for dialling "Route Patterns". Traditionally, this is used to block calls to external numbers.

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For example, often in call centres, only some callers are allowed to make external international calls. In order to enforce security, these callers are provided with a Forced Authorization Code. The concept of FAC is that if the user makes such an external call that is protected by a FAC, the user must enter the FAC before the call can continue. If an incorrect FAC is entered, or if no FAC is entered, the call fails.

Client Matter Code (CMC): Client Matter Codes are used to provide extra call logging facilities within the CallManager. This is used to log calls from different destinations.

The concept of the CMC is that the user has to enter their CMC Code before their external call can proceed. The value of this is that the call detail records are updated with the CMC code along with the call information. This can then be used later on to charge calls to different cost centres.

4.15 Speed Dials

The Speed Dials field is for dialling an external call with one click. The users do not need to enter numbers and then make a call, they can click on the **Contact** and the system will dial the call automatically.

To Add Speed Dials by dragging

1. Click the Contact in the **Directories**.
2. Drag it to the **Speed Dials** field.

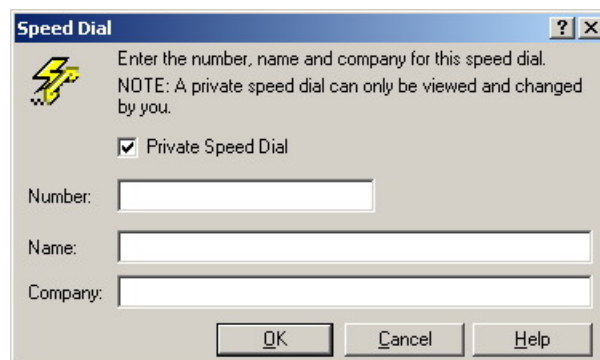


Figure 4-16 Speed Dial

[<<TOC](#)

To Add Speed Dials in Popup Menu

1. Right click the mouse in the **Speed Dials** field.
2. A Popup menu appears.
3. Select the **Add Speed Dial** option.
4. The above window will open.
5. Enter the Extension **Number, Name** and **Company**.
6. Click **Ok**.

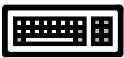
To Edit Speed Dial

1. Right click the mouse in the **Speed Dials** field.
2. A Popup menu appears.
3. Select the **Edit Speed Dial** option.
4. A window will open.
5. Change the Extension **Number, Name** or **Company**.
6. Click **Ok**.

4.16 Recording Calls

The Console application provides the Operator with the ability to record the active calls. Once recording starts, Operator cannot stop the recording until the call has finished.

The methods for Recording Calls are as follows,



To record call using a keyboard,

1. With the relevant call selected within the **Active Calls** field, press the **Record** key.
2. The call will be recorded.



To record call using a mouse,

Click and Select

1. Select the call in the Active Calls field.
2. Select the **Record Call** button.

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OR Popup Menu

1. Place the cursor at the call in Active Calls field and press the right mouse button.
2. Select **Record Call** from the Popup menu.

4.17 Clearing Calls

To disconnect an active call when the caller has completed the enquiry:



To clear call using keyboard,

1. Select the call within the Active Calls field.

[<<TOC](#)

2. Press the **Clear** key.



To clear call using a mouse,

Click and Select

1. Select the call within Active Calls field.
2. Click the **Clear** button.

OR Popup Menu

1. Select from the Active Calls field, press the right mouse button to open a Popup menu.
2. From the Popup menu select the **Clear Call** option

4.18 Re-establish Calls

This feature is a time saving one. The re-establishing of calls means to repeat the previous process with one click. The Operator can re-establish the calls to undo the previous action as in the following areas,

1. Hold Call
2. Hold with Notes
3. Transfer Call
4. Conference Call
5. Camp on Call
6. Park Call

If due to some reasons the process does not succeed, the Operator can click the **Re-establish** button to repeat it.

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4.19 Contact Properties

Details can be tagged with all the contacts present in the Directories. The Console Operator can also see the details already attached with the contact through Administration utility. Details include information and phone numbers of contact. These details will be shown to the user with the calls in Arc Console Operator application.

To see the contact details for an incoming call, click on the **Contact Properties** button or press the **Contact Properties (F12)** on the keyboard. User will be presented with the Contact Properties window. User can change the details right there and click on the **Ok** button to save the changes.

If the contact calling has no record with the Operator, then by pressing the **Contact Properties** button or key **(F12)** on the keyboard a window with no record and information will open.



NOTE

Users will only be able to modify the contact fields that have NOT been mapped for LDAP Synchronization.

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Operator can add new contact details in this window.

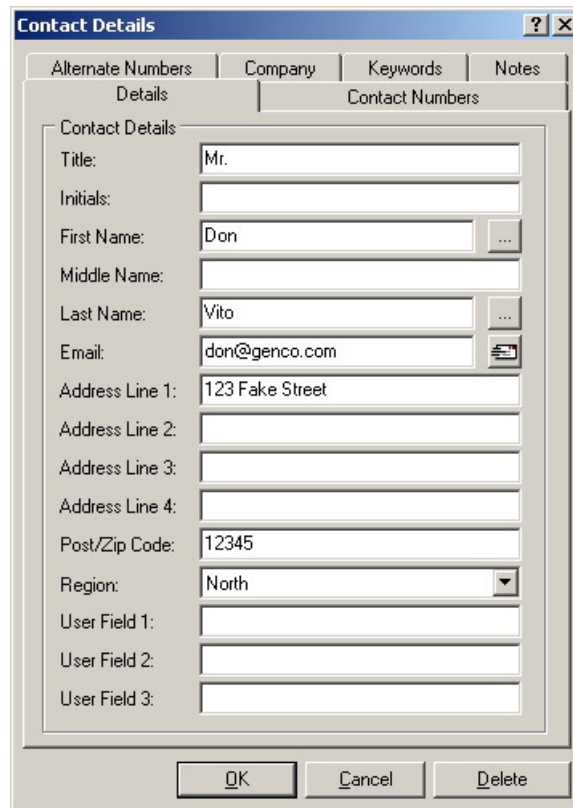



Figure 4-17 Enter contact information

Email Contact

If the electronic mail address of the contact person is added in the Contact Details, then the Console Operator can mail the contact from this window. It will open the mail client configured on the User's PC i.e. it can be Outlook. The icon for this feature is .

Use Number

In the **Numbers** tab of the **Contact Details** window, the user can select an External phone number of the contact person, and click the **Use Number** button to automatically dial a number. This external number can be viewed in the Call Box.

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4.19.1 Adding Contact Properties

It is possible for the console user to add a new contact in any of the Extensions shown in Directories in Console application.

The methods for adding Contact Properties are listed below,



To add contact information using keyboard,

1. Select the required contact area by pressing the relevant **F-Key**.
2. Press the right click (context menu) key on the keyboard to open the popup menu.
3. Select **Properties** from Popup menu.
4. The user will be presented with the **Contact Properties** window.
5. Give the contact details as required.
6. Press the **Enter** key.



To add contact using a mouse,

1. Select the required Contact.
2. Now right click on the Contact to reveal the Popup menu.
3. Select **Properties** from Popup menu.
4. The user will be presented with the **Contact Properties** window.
5. Give the contact details as required.
6. Click the **Ok** button.

4.19.2 Adding Absent Message and Contact Information

It is also possible to add Absent Messages and General Contact Information by means of a second tab within the Contact Properties.

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Contact Information

Console Operator can add extra information with any of the contact in the **Directories**. This contact information can be seen on all Operators' screens with the contact as tool tip.

Absent Message

Console Operator can add an absent message with any of the devices in **Busy Lamp** and **Internal Directory**.

This absent message can be seen on all Operators' screens with the contact as tool tip.

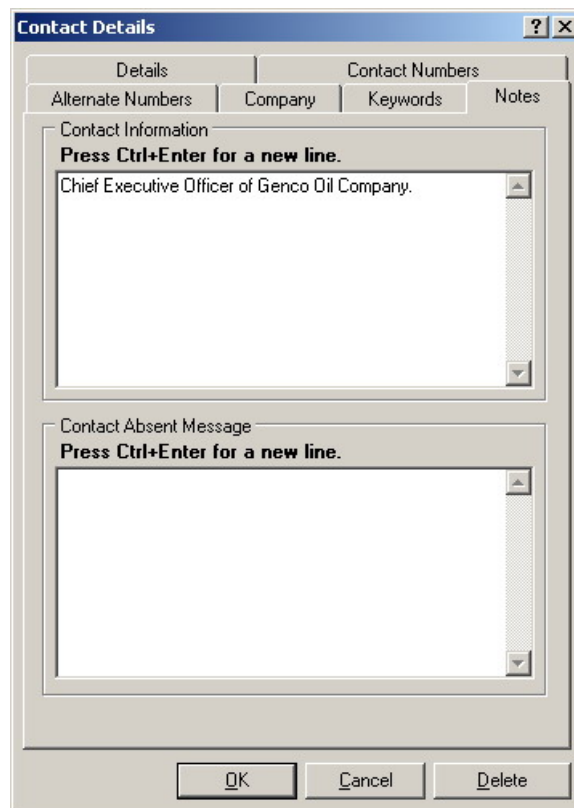


Figure 4-18 Add contact information and absent message



To add Contact information or absent message,

1. Select the required **Contact**.
2. Now right click on the contact to open the popup menu.







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3. Select **Properties** from popup menu.
4. The user will be presented with the contact properties window.
5. Select **Information** tab.
6. Operator can give contact information in contacts of all the Directories.
7. Give the Absent message; however **Absent Message** is not available for external contacts.
8. Give the information as required.
9. Click **OK**.

4.20 Paging

The paging functionality allows the Console Operator to send instant text messages to IP Phone users. These messages are called Page Requests. The Operator can send a Page Request to one IP Phone or a group of IP Phones as well. The IP Phone user can respond to a message by typing a reply using his IP Phone keys or selecting a pre-configured Page Response.

The users should be familiar with the following icons in order to properly use the paging functionality.

Icon	Description
	Appears in the BLF and indicates that the device is available to receive messages.
	Appears with a device in BLF, which has pending message(s).
	Appears in BLF and represents the device which is not available for messaging.
	Appears in the Call Progress Area with a Page Response.
	Appears with Page Response of an urgent message in Call Progress Area.
	Appears in Call Progress Area when a Page with Call Park or Page with Call is timed out.

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	Appears with a timed out Page Request when the sender (another Operator in the same Queue) has logged out.
	Appears in the Internal Directory Field and indicates that the device is not available in the BLF.

Table 4-1


4.20.1 Paging a Single IP Phone User

The Operator can send three types of Page Request,

1. Page Request
2. Page Request with Call
3. Page Request with Call Park

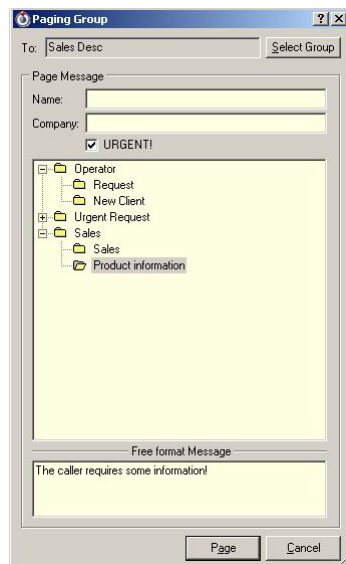
Sending Page Request to a User: The Operator can send a Page Request to an IP Phone user. The recipient can dismiss the Page Request or send a response by typing a text reply or sending a pre-configured Page Response using his IP Phone.

To send Page Request to a user,

1. In the **BLF**, select the user to whom you want to send a Page Request.
2. In the toolbar, click on  or press **CTRL + P**. This will open the **Paging Individual** window.
3. Type name and company information and click **Urgent** checkbox, if required. This information is sent with the Page Request.
4. Open a Page Group and select the desired Page Request. A Page Group might already be open if configured by the Administrator. In this example, the *Operator* and *Sales* groups are already open whereas *Urgent Request* group is closed by default.

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5. Type any additional information in the **Free format Message** field. This information is added to the Page Request. This option is available only if allowed by the Administrator.



6. Click **Page** button to send the desired Page Request.



TIP

Click right mouse button on a contact in the **BLF** and select *Page* to open Paging Individual button.

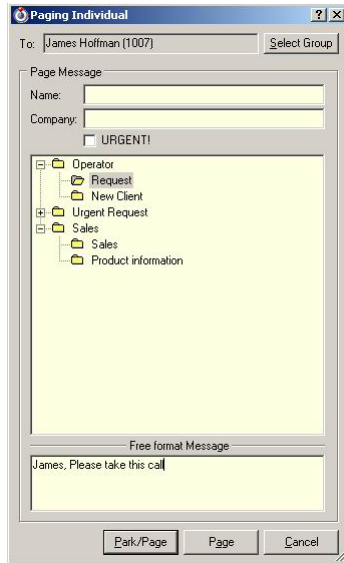
Sending Page Request with Call to a User: The Operator can also send a Page Request with a call to an IP Phone user. The recipient can take the call, put it in a Queue, forward it to another extension or send it to Voice Mail.

To send Page Request and Call to a user,

1. In the **Active Calls Area (F7)**, select the call you to send to a user.
2. In the **BLF**, right click on the contact whom you want to send call and select *Page*. This will open **Paging Individual** window.
3. Type name and company information and click **Urgent** checkbox, if required.

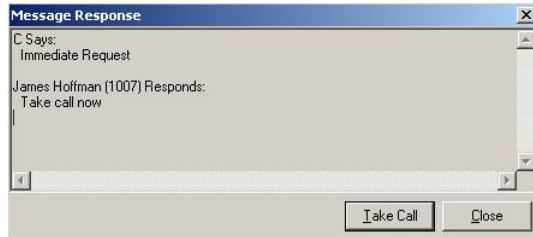
[<<TOC](#)

4. Open a Page Group and select the desired Page Request.
5. Type any additional information in the **Free format Message** field. This information is added to the Page Request. This option is available only if allowed by the Administrator.

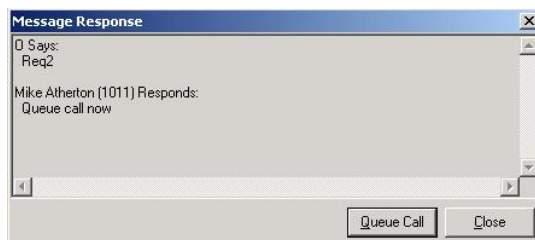


[<<TOC](#)

6. Click **Page**. This will send the call and the Page Request to the desired user. The recipient is required to respond through a Page Response when he is ready to take the call. A Page Response is sent to the Operator when the recipient accepts the call.

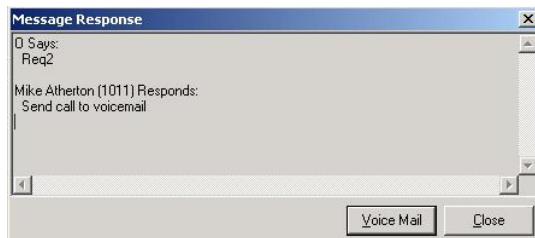


7. Click **Take Call** to send call to the user.
8. If the recipient is not ready to take the call, he can request the operator to put the call in Queue. In this case, a notification is sent to the Operator as seen in the figure below.



The operator is required to click **Queue Call** to put the call in Queue.

9. Similarly, the recipient can send a call to Voice Mail. In this case, the Operator receives a request in the Message Response window.



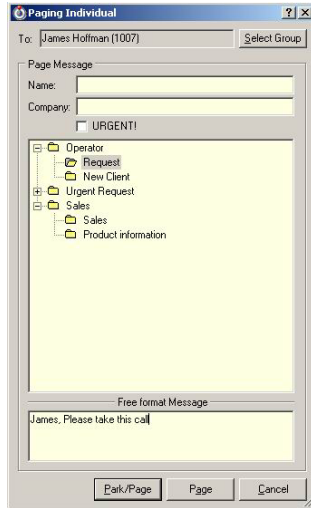
Click **Voice Mail** to send call to Voice Mail.

Sending Page Request with Call Park to a User: The Operator can also park a call and notify the IP Phone user through Page Request. The recipient has the options to take the call, put it in a Queue or send it to Voice Mail.

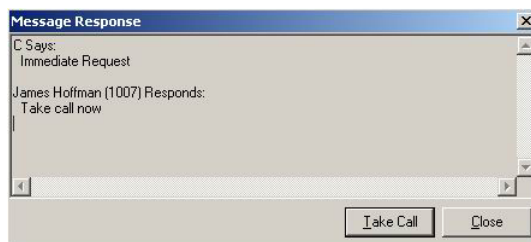
[<<TOC](#)

To send a Page Request with Call Park to a user,

1. In the **Active Calls Area (F7)**, select the call you want to send to a user.
2. In the **BLF**, right click on the contact whom you want to send call and select *Page*. This will open **Paging Individual** window.



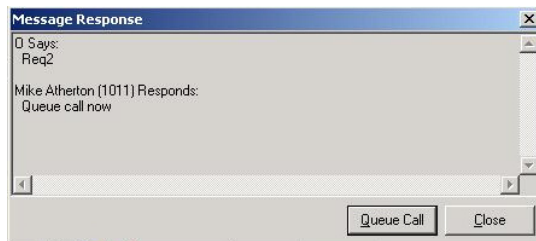
3. Type name and company information and click **Urgent** checkbox.
4. Open a Page Group and select the desired Page Request.
5. Type any additional information in the **Free format Message** field.
6. Click **Park/Page**.
7. The recipient is required to respond through a Page Response when he is ready to take the call. A Page Response is sent to the Operator when the recipient accepts the call.



8. Click **Take Call** to send call to the user.

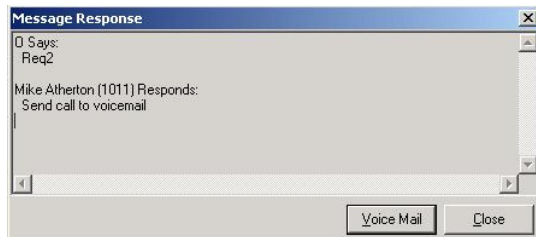
[<<TOC](#)

9. If the recipient is not ready to take the call, he can request the operator to put the call in Queue. In this case, a notification is sent to the Operator as seen in the figure below.



The operator is required to click **Queue Call** to put the call in Queue.

10. Similarly, the recipient can send a call to Voice Mail. In this case, the Operator receives a request in the Message Response window.



Click **Voice Mail** to send call to Voice Mail.

4.20.2 Paging a Group


The Operator can send three types of page requests to a group of IP Phones.

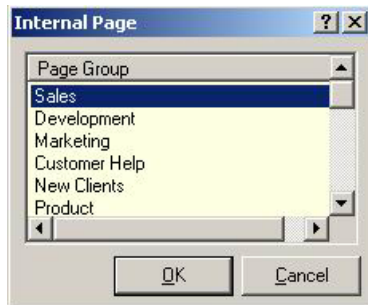
1. Page Request
2. Page Request with Call
3. Page Request with Call Park

Sending Page Request to a Group: The Operator can send a Page Request to a group of IP Phone users. When a Page Request is sent to a group, the message is displayed to all IP Phones in the group however the message is delivered only to the user who takes the message first.

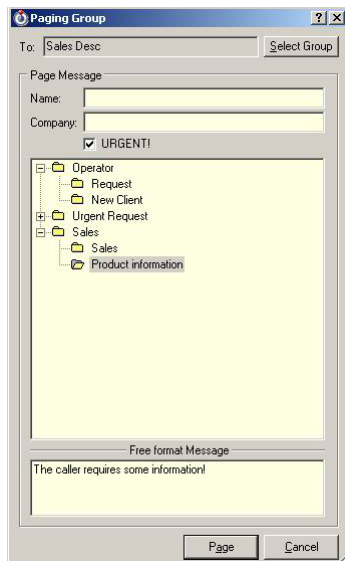
[<<TOC](#)

To send Page Request to a group,

1. In the toolbar, click on  or press **CTRL + P**. This will open the **Internal Page** window.
2. Select the group you want to send message to.



3. Click **OK**. This will open **Paging Group** window.
4. In the **Paging Group** window, type name and company information and click **Urgent** checkbox, if required. This information is sent with the Page Request.
5. Open a Page Group and select the desired Page Request. A Page Group might be already open if configured by the Administrator. In this example, the *Operator* and *Sales* group are already open whereas *Urgent Request* group is closed by default.




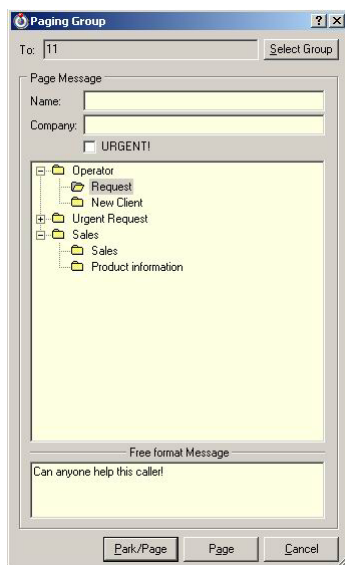
[<<TOC](#)

6. Type any additional information in the **Free format Message** field. This information is added to the Page Request. This option is available only if allowed by the Administrator.
7. Click **Page** button to send the desired Page Request.

Sending Page Request and Call to a Group: The Operator can send a Page Request with a call to a group of IP Phone users. When a call with Page Request is sent to a group, the message and the call are displayed to all IP Phones in the group however they are delivered only to the user who responds first.

To send Page Request with Call to a group,

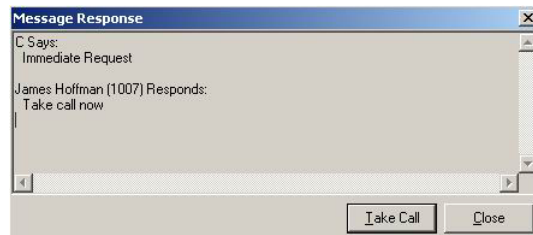
1. In the **Active Calls Area (F7)**, select the call you to send to a group.
2. In the toolbar, click on  or press **CTRL + P**. This will open the **Internal Page** window.
3. Select the desired group and click **OK**. This will open **Paging Group** window.



4. Open a Page Group and select the desired Page Request. A Page Group might be already open if configured by the Administrator. In this example, the *Operator* and *Sales* group are already open whereas *Urgent Request* group is closed by default.

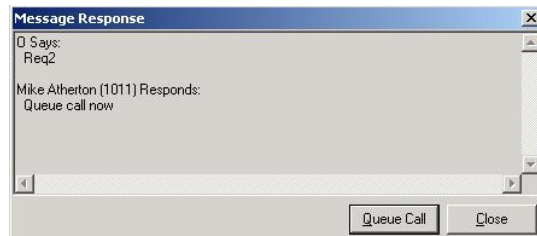
[<<TOC](#)

5. Type any additional information in the **Free format Message** field. This information is added to the Page Request. This option is available only if allowed by the Administrator.
6. Click **Page** button to send the desired Page Request and Call to the selected group.
7. The recipient is required to respond through a Page Response when he is ready to take the call. A Page Response is sent to the Operator when the recipient accepts the call.



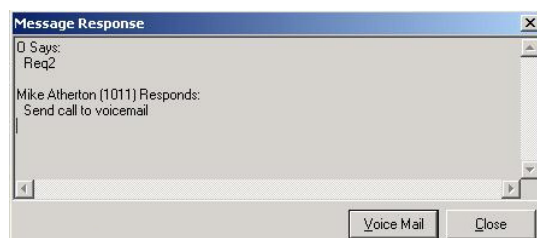
Click **Take Call** to send call to the user.

8. If the recipient is not ready to take the call, he can request the operator to put the call in Queue. In this case, a notification is sent to the Operator as seen in the figure below.



The operator is required to click **Queue Call** to put the call in Queue.

9. Similarly, the recipient can send a call to Voice Mail. In this case, the Operator receives a request in the Message Response window.




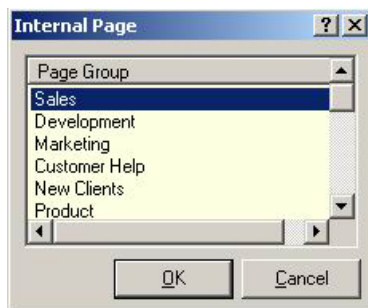
Click **Voice Mail** to send call to Voice Mail.

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Sending Page Request with Call Park to a Group: The Operator can park a call send a Page Request to a group of IP Phones. When a call is parked and a Page Request is sent to a group, the Page Request and the call are displayed to all users in the group. However, the call and the Page Request are delivered only to the user who is the first to respond.

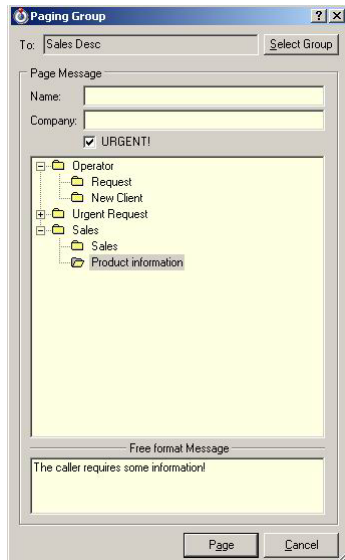
To send a Page Request with Call Park to a group,

1. In the **Active Calls Area (F7)**, select the call you to send to a group.
2. In the toolbar, click on  or press **CTRL + P**. This will open the Internal Page window.
3. Select the desired group and click **OK**. This will open **Paging Group** window.



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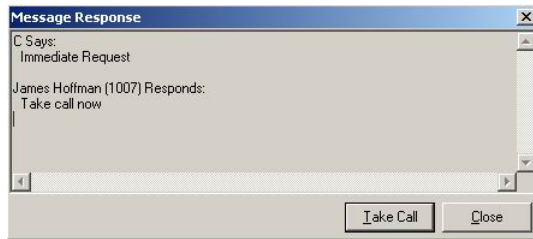
4. Open a Page Group and select the desired Page Request. A Page Group might be already open if configured by the Administrator. In this example, the *Operator* and *Sales* group are already open whereas *Urgent Request* group is closed by default.



5. Type any additional information in the **Free format Message** field. This information is added to the Page Request. This option is available only if allowed by the Administrator.
6. Click **Park/Page** button to send the desired Page Request and Call to the selected group.

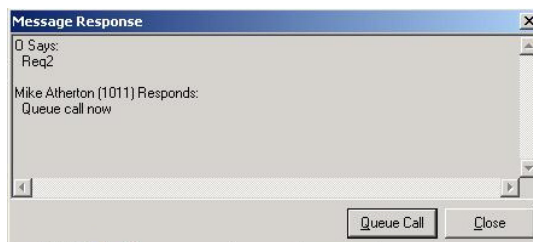
[<<TOC](#)

7. The recipient is required to respond through a Page Response when he is ready to take the call. A Page Response is sent to the Operator when the recipient accepts the call.



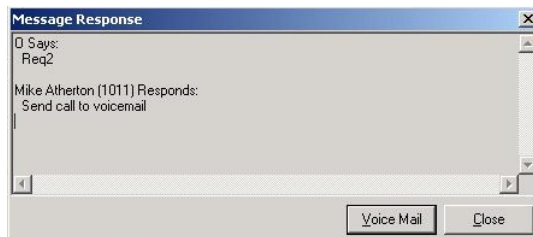
Click **Take Call** to send call to the user.

8. If the recipient is not ready to take the call, he can request the operator to put the call in Queue. In this case, a notification is sent to the Operator as seen in the figure below.



The operator is required to click **Queue Call** to put the call in Queue.

9. Similarly, the recipient can send a call to Voice Mail. In this case, the Operator receives a request in the Message Response window.






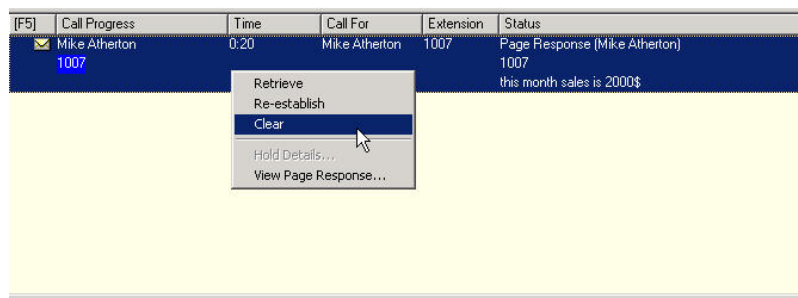
10. Click **Voice Mail** to send call to Voice Mail.

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4.20.3 Handling Page Responses

All Page Responses sent to the Operator appear in **Call Progress Area (F5)**. The Operator has the following options to handle a Page Response,

1. Retrieve: Click  in the toolbar or right click on the Page Response and select *Retrieve* to take the message. The Page Response will go to the **Active Calls Area (F7)**.
2. Re-establish: Click  in the toolbar or right click on the Page Response and select *Re-establish*. This will send the Page Request again.
3. Clear: Click  in the toolbar or right click on the Page Response and select *Clear*. This will clear the Page Response.
4. View Page Response: Right click on the Page Response and select this option to view the response sent by the IP Phone user.




4.20.4 Reclaiming a Page Request

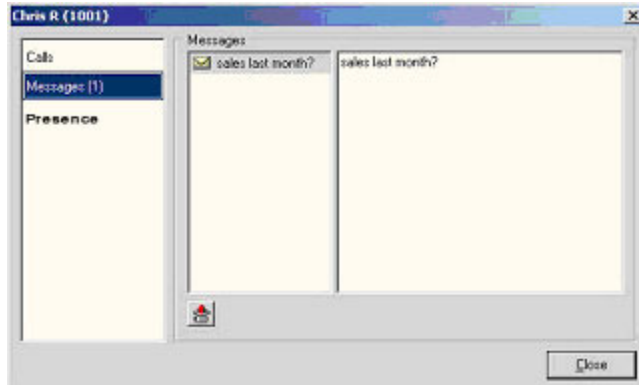
The Operator has the option to reclaim a sent Page Request. The message disappears from the IP Phone and returns to the Operator in the **Call Progress Area (F5)**. The Operator can send this Page Request again by clicking the re-establish button .

To reclaim a Page Request,

1. In the BLF, right click on the device where the Page Request is sent.
2. Select *Status*.
3. In the new window, select *Messages*.

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4. Select the required Page Request in the right pane and click reclaim button .





This method can be used to reclaim all types of Page Requests.

4.20.5 Handling Timed out Page Requests

The recipient has a limited time to respond to Page Request. This time is configured by the Administrator. If the recipient does not respond to a Page Request in the given time, the Page Request and the call (if any) are timed out and sent back to the Operator. All timed out Page Requests and calls are displayed in the **Call Progress Area (F5)**. The Operator has the option to re-establish these Page Request and calls.

To retrieve and re-establish,





1. In the **Call Progress Area (F5)**, select the timed out Page Request and call (if any).
2. Click retrieve button  on the toolbar. The Page Request and related call will come to the **Active Calls Area (F7)**.
3. Click re-establish button  to send the time out Page Request and the related call.

4.21 Presence Status

Arc Console Operator can view and manage presence status information for all contacts. IP Phone users can now set a status for themselves that is reflected onto Console Operator's BLF and Internal Directory. This allows operator to manage calls efficiently since it can be easily found out whether a particular contact is available or not.

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Where a contact status has been set, the following presence status icons will be displayed:

Icon	Description
	Presence management status has been set.
	Presence management status has been set with do not disturb (DND).
	Presence management status has been set with an alternative contact number.
	Presence management status has been set with do not disturb (DND) and an alternative contact number.

To view Presence Status,

1. Select a contact in BLF or Internal Directory.
2. Hover over a presence status graphic.
3. Presence Status details will be displayed.

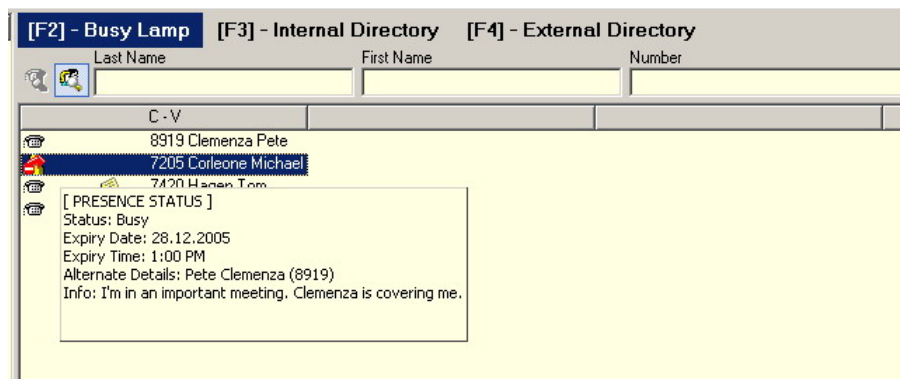


Figure 4-19 Presence Status Pop up

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NOTE

Presence Status for each contact is set to *Available* by default.

4.21.1 Viewing Status Details

Operator can view the presence status details through the console screen. Some operators are also provided with privileges to edit presence status for contacts. These rights are assigned to operators by Administrator.

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To view status details,

1. Select a contact from BLF or Internal Directory.
2. Right click on the contact.
3. Select *Status*.
4. Select *Presence*.

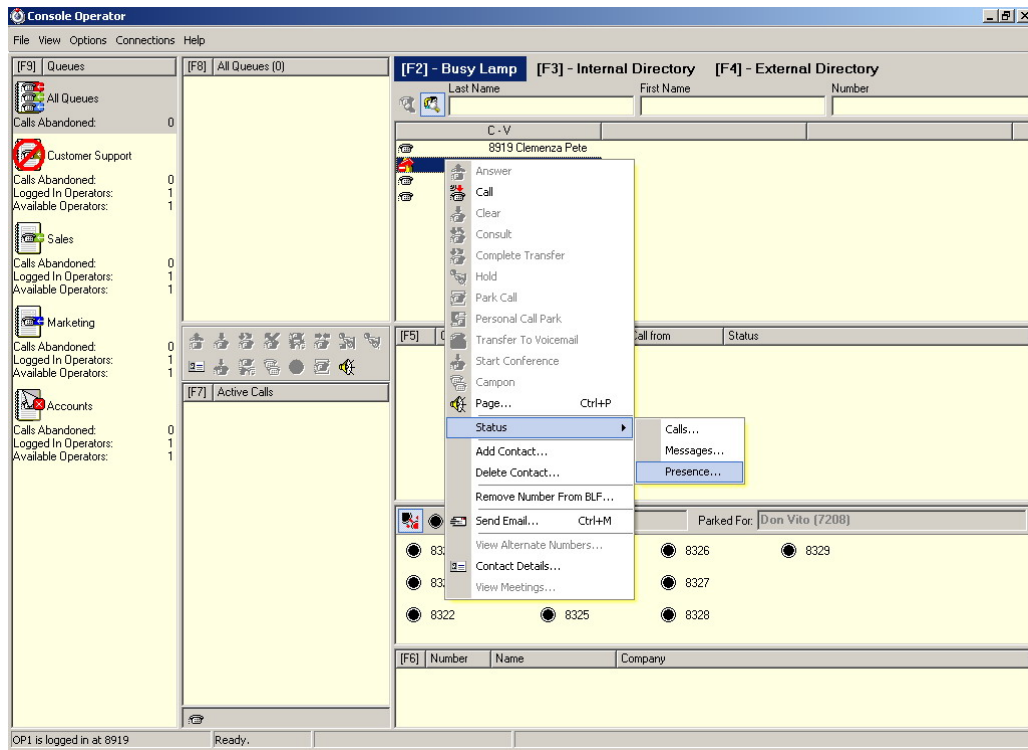


Figure 4-20 Viewing Presence Status Details

[<<TOC](#)

This will take the user to a new window that displays the status details for the selected contact as follows:

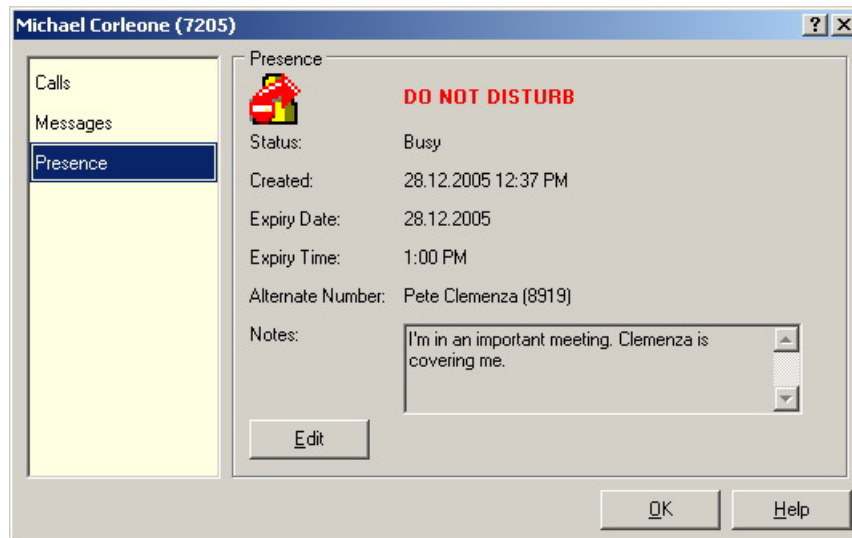


Figure 4-21 Presence Status Details

This window displays the following fields:

Control	Description
Status	Description of Presence Status that is assigned to the contact.
Created	This specifies the date and time stamp that denotes when the status was last modified. This field will show N/A for a presence status of <i>Available</i> .
Do Not Disturb	If this option is set, then the message will display "Do Not Disturb" in bold, red letters.
Expiry Date	This specifies the date at which the presence status expires.
Expiry Time	This specifies the time at which the presence status expires.

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Alternate Number	This specifies the number to which the call must be forwarded. If the number is saved in the internal or external directory, contact's full name will be displayed instead of the number itself.
Notes	This specifies free format text that a user enters to give additional detail of his status.
Alternative Contact Details	This specifies list of alternative contacts and contacts.

The status window also has the **Edit** button, therefore, operators assigned privileges to modify status can change the presence status of any contact they want, including all the relevant attributes of the selected status.



NOTE

Only operators with **Allow Presence Status Amendments** privileges can amend a user's presence status.

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To edit Presence Status Details,

1. Click **Edit** button.
2. In the new window that opens, as shown in the figure below, enter the information required in the fields. These attributes have already been explained in the table above.

Michael Corleone (7205)

Presence

DO NOT DISTURB

Status: Busy

Expiry Date: 28.12.2005

Expiry Time: 1:00:00 PM

Alternate Number: 8919

Notes: I'm in an important meeting. Clemenza is covering me.

NOTE: Items in red are required!

Apply Cancel

OK Help

3. Click **Apply** to save changes or **Cancel** to abandon modifications.
4. Click **OK** and return to the Console Screen.

Attributes that have been disabled will be greyed out and the user will not be able to make any changes in such fields. Attributes that are indicated to be required will be labelled in bold, red letters. The statement **NOTE: Items in red are required!** will also be displayed right below the attributes to be modified.

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4.21.2 Operator Call handling

When an operator transfers calls to extensions with a presence status assigned, a message pops up, prompting the user that the person the call is being forwarded to currently has a presence status set. The figure below shows the message prompt:

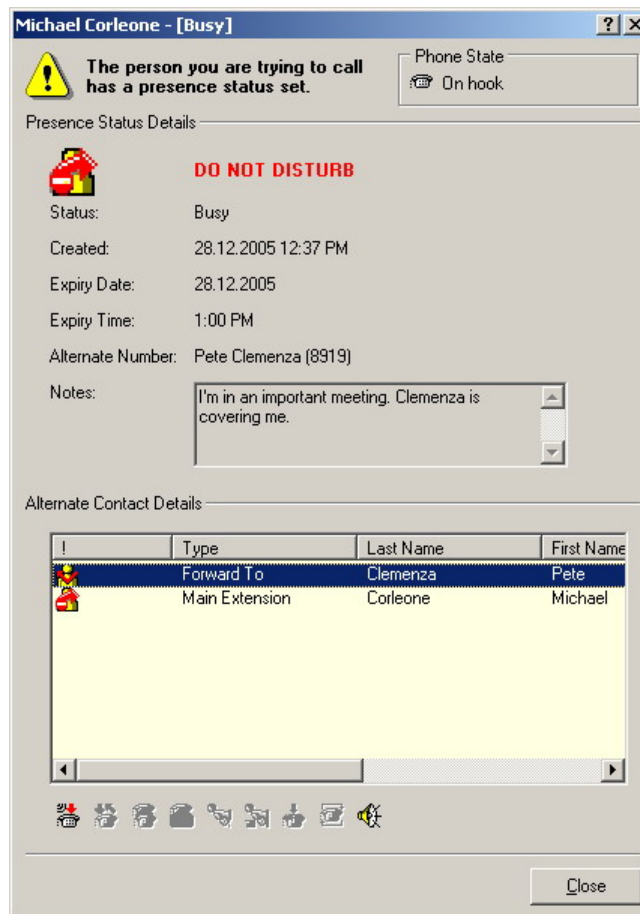


Figure 4-22 Prompt for Presence Status

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Control	Description
Phone State	Displays the current status of the contact. The phone state is represented by phone status icon and text as displayed in BLF.
Name	Full name of contact.
Presence Status	Description of Presence Status that is assigned to the contact.
Created	This specifies the date and time stamp that denotes when the status was last modified. This field will show N/A for a presence status of <i>Available</i> .
Do Not Disturb	If this option is set, then the message will display "Do Not Disturb" in bold, red letters.
Expiry Date	This specifies the date at which the presence status expires.
Expiry Time	This specifies the time at which the presence status expires.
Alternative Number	This specifies the number to which the call must be forwarded. If the number is saved in the internal or external directory, contact's full name will be displayed instead of the number itself.
Notes	This specifies free format text that a user enters to give additional detail of his status.
Alternative Contact Details	This specifies list of alternative contacts and contacts.

To transfer call,

1. Select a contact from Alternate Contact Details.
2. The operator can click on any of the following options as required:
 - a. Call
 - b. Consult Transfer
 - c. Blind Transfer
 - d. Transfer to Voicemail

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- e. Hold
 - f. Hold with Notes
 - g. Start Conference
 - h. Park Call
 - i. Page
3. Click **Close** to cancel.

The following keystrokes may also be used in order to make the desired transfers:

Key	Description
Enter	The call is consulted to the selected alternative number.
Enter + Enter	The call is blind transferred to the selected alternative number.
CTRL + P	Park and Page dialog opens for the call for selected alternate contact. This only applies if the paging is running, the selected contact is internal and paging is supported by the selected alternate phone.

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Section 5: Reverted Call Control

When an operator transfers a call to a contact, there are times when the call is reverted back as an active call. This may be because the contact could not answer the call in time.

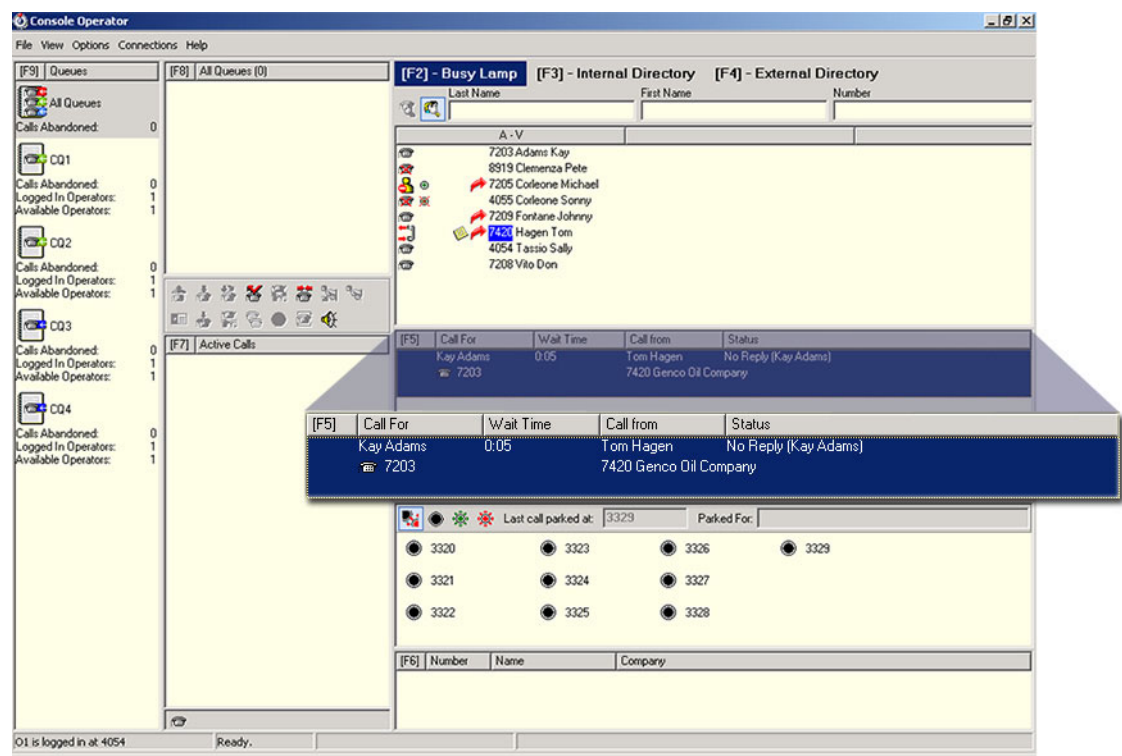


Figure 5-1 Reverted Call

Operator might not want to search the contact all over again in order to re-transfer the call. Therefore, Arc Console Operator offers a set of call controls specifically configured to handle reverted calls.

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Once the call hits the Active Calls area after being recalled from the Call Progress area, the user can view the Reverted Call Controls by simply right-clicking on the call.

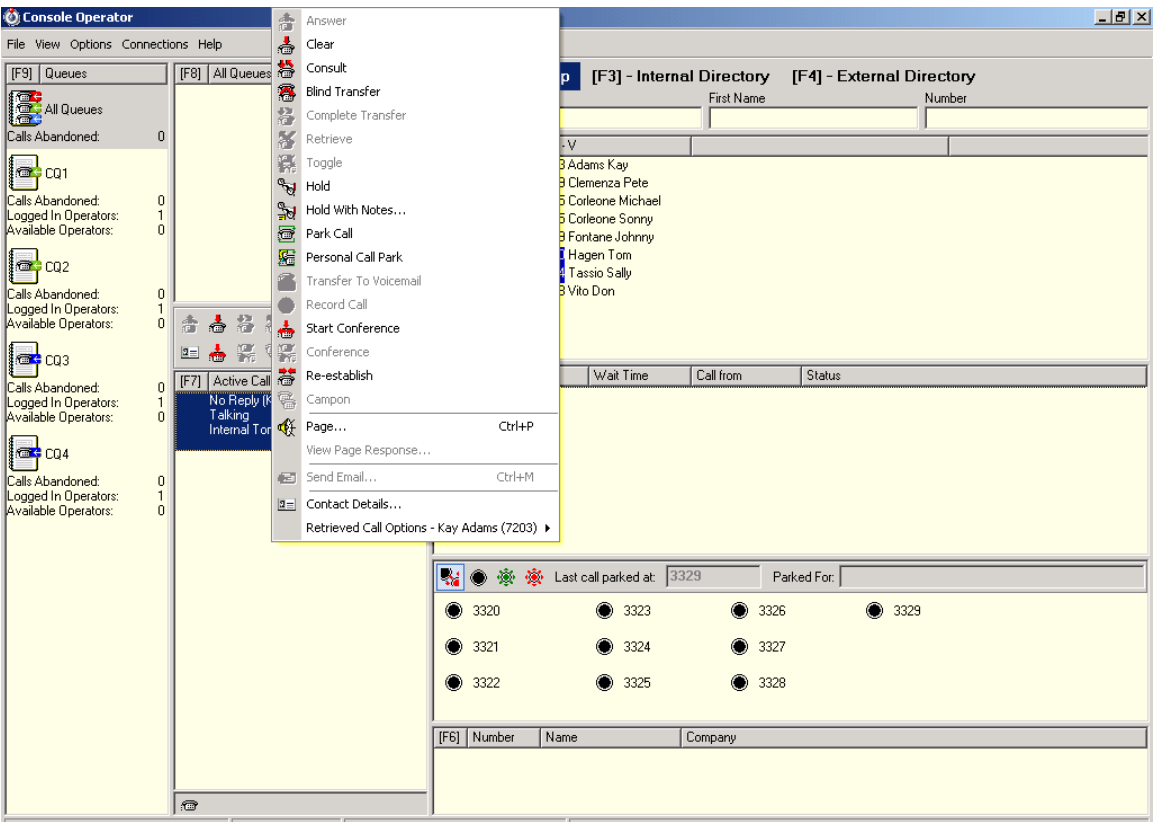


Figure 5-2 Right-click Menu for Retrieved Calls.






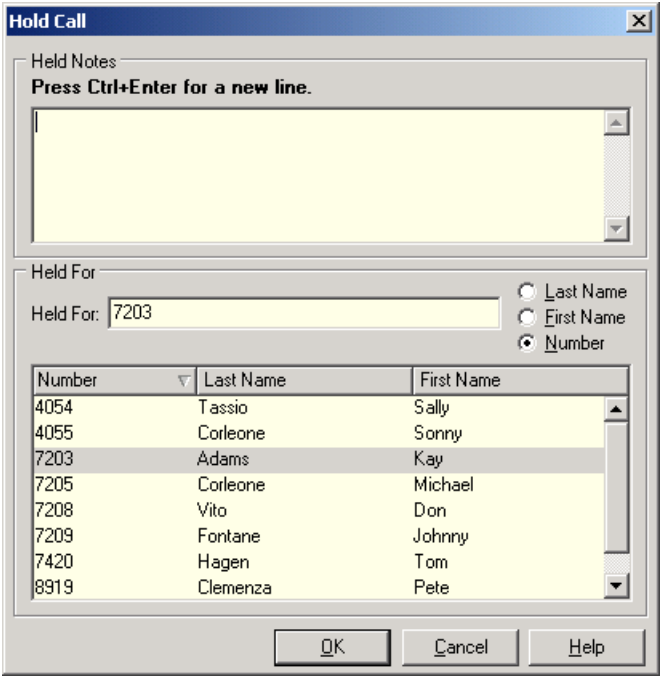
The call controls displayed above are similar to the ones explained previously. The only difference is that in case of reverted calls, all the call controls are in context to the contact the call was initially transferred to.

If the user right-clicks on the retrieved call and clicks *Start Conference*, the contact on the extension from where the call was reverted will be added to the conference automatically. Operator would not need to search through the directory or specify the extension for that particular contact himself.







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5.1 Call Controls for Retrieved Calls

The following table gives a brief description of the functionalities that can be performed on a retrieved call.

Control Name	Icon	Description
Clear Call		Click to clear an answered call.
Consult		Click to consult and transfer the answered call to the extension from where the call was initially reverted.
Blind Transfer		Click to transfer the answered call to the extension from where the call was initially reverted.
Re-establish		Click to redo an action previously performed on the reverted call.
Hold with Notes		Click to attach notes to the reverted call before placing the call on hold. The extension from where the call was reverted is selected by default as shown in the following image: 

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Hold		Click to place the reverted call directly on hold for the same extension/contact the call was reverted from, without taking notes for the contact.
Contact Properties		Click to add or update details of the contact from whom the call was reverted.
Start Conference		Click to consult and start conference with the contact the call was reverted from.
Park Call		Click to place the call on a Call Parking Device.
Personal Call Park		Click to perform Personal Call Park for the contact the call was originally reverted from.
Page		Click to send a text message to the contact from whom the call was reverted.

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Section 6: Glossary

Absent Message	A little note about the extension when it is not to be disturbed or absent.
Busy Lamp Field	Set of Internal Extensions assigned to the Operator. Operator can monitor their status through Arc Console Operator Application.
Call Origin	Whether the call is an internal or external call. (INT or EXT).
Call Parking Devices	Virtual devices where calls can be held temporarily and picked from any other call centre extension.
Camp On	Holding calls for any extension that is busy at the moment. Arc Console will ring the extension when it becomes free.
CLI Number	It is defined as Caller Line Identification The caller's number.
CLI Tag	An additional piece of useful information added to the CLI. This could be the name of the customer or any other related piece of information.
Call Status	It tells what is currently happening to the call. It can be Ringing, Held, Connected or Busy.
Call Type	It tells whether the call is an inbound, outbound or a transferred call. (IN/OUT/TFR).
Directory Group	Set of Internal extensions grouped together to be assigned to any Operator afterwards in Configuration.
Extension	Physical phone in call centre.
External Director	External Directory is the list of External contacts. These are the contacts added in External CLI section in Configuration.
Field Headers	Titles of different sections in the Console application.
Internal Directory	Internal Directory is the Internal Extensions of Call Centre. These are the devices added in Main Directory section in Configuration.
Page Request	An instant text message sent on IP Phones.
Page Response	Recipient's reply to a Page Request sent through an IP Phone.

Routing Tag	A piece of information, which comes in with the call from the call queue. It may provide some information about the nature of the call. For example, the call may be associated with a particular marketing campaign.
Call Queuing	The ability for a physical phone to have several calls stacked on the line waiting to be answered.
Toggle	User can retrieve a held call during the consult transfer.
Reverted Call	A call that hits the Call Progress area if it is left unanswered by a contact.

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