

Arc Presence Status User Guide

Version 4.1



Arc Solutions (A Division of IDL), 1st Floor, Office Suite 2,
Cambridge House, Cambridge Road, Harlow, Essex,
CM20 2EQ United Kingdom.

Tel: +44 (0)127 964 5700, Fax: +44 (0)127 945 1157

www.arcsolutions.com
cti@arcsolutions.com

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Section 1: Introduction

Arc Presence Status is a web-based, user-friendly service that allows XML-enabled Cisco IP Phone users to set status against their profiles. This status is reflected in the *Arc Console Operator's* Busy Lamp Field (BLF), allowing the operator to inform the caller of the recipient's status before transferring the call to the IP Phone user.

The Application

Presence status is a feature that allows the users to associate themselves with a particular status or activity. For example, a user may set his status to "Out for Lunch" or "On Holiday", confirming his availability to the operator. The user-friendly design of the application gives speed and flexibility to the users and facilitates them to manipulate their status with simple mouse clicks or keystrokes. It provides the following advantages to the users:

- Provide IP phone users with the ability to set their presence status.
- Provide a web-based interface for users to set their presence status.
- Allow Arc operators to view and manage presence status information.
- Allow Arc operators to use presence status to manage calls, such as call transfers.

Arc Presence Status is the web version of the Presence Status module integrated in the XML-Based IP Phones. Arc Solutions Ltd. has introduced this web application in order to facilitate users to:

1. Set their status while out of office, using the internet.
2. Set their status internally, if they do not possess a 7940+ IP phone.

The configurations for Presence Status are specified in the *Arc Connect Administration*.

About the User Guide

The purpose of this user guide is to instruct the user how to perform actions related to changing one's status or performing search on various other contacts.

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The Audience

The document is intended for,

1. Those involved in the training of Arc Presence Status.
2. Users of Arc Presence Status.

Inside the User Guide

The user guide is split into two main sections. These sections explain the functionality in a way that the users can easily get familiar with Arc Presence Status and perform different actions.

Getting Started

This section explains how to start using the web application. The basic functions of starting up and logging into the application are explained here.

Running Arc Presence Status

This section will cover topics on changing and searching for status of difference internal contacts.

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

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Section 2: Getting Started

Before running the Arc Presence Status web application, you must make sure that the *Arc Connect Server* is running and all the necessary configurations have been done through *Arc Connect Administration*. These configurations have been mentioned in Arc Connect Installation Guide Version 3.3.

In order to get started, an initial URL will be used to access a Presence Status web session. This URL will be in the following format:

http://<arc machine name or ip address>/Arc/PresenceWeb/default.aspx

For example, `http://localhost/Arc/PresenceWeb/default.aspx` may be the URL required to access the web session. The URL, as provided by the network administrator will be entered in the Address Bar of the web browser, as shown in the following image:

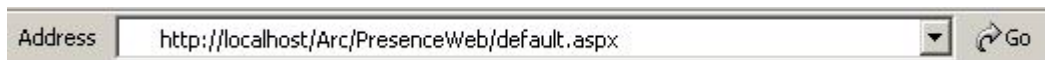


Figure 1 URL for Arc Presence Status

Following a successful log in, the user will be shown *My Status* page.

2.1 Logging In

The user profile property is used to store the Windows NT user profile name for each internal contact. This profile is used to identify and authenticate a user session.

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Therefore, when the user enters the URL for Arc Presence Status in the web browser, the following window pops up:



Figure 2 Windows Login Prompt

To Log in,

1. Enter *User Name*. This is the User Name that is used for logging into the Windows account.
2. Enter *Password*.
3. To save the User Name and Password, select the checkbox under the *Password* field.
4. Click **OK**.



NOTE

In case of incorrect User Name or Password, the user will be prompted again for correct input.

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2.2 Multiple Contact Selection

Often the same profile is assigned to multiple internal contacts. In this case, the *Contact Selection* page shown below, is displayed after a successful login:

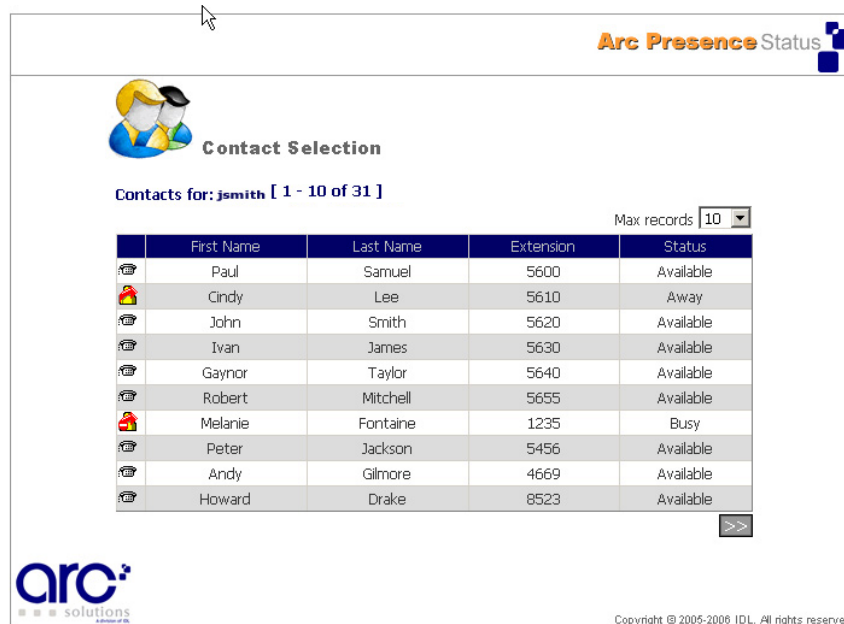




Figure 3 Contact Selection Page

As shown in the figure above, after login, the Contact Selection page displays a table containing all the internal contacts with the same profile name. The fields mentioned in the Contact Selection table are described as under:

Field Name	Description
Max Records	This drop-down box specifies the number of records that will be displayed in the contact selection table at a time. For example, if a user selects 5, only five records will be displayed in the table at a time. Click  button, at the bottom right side of the table, to view the next five records. In order to view the previous records, click  button, that appears on the bottom left side of the table.

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First Name	First name of the contact.
Last Name	Last name of the contact.
Extension No.	Extension number assigned to a contact.
Status	Current status of contact.

Table 2-1

From the number of records being displayed, the user can select a contact by clicking on the icon on the left side of First Name field. This will take the user to *My Status* page of the contact.

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Section 3: Running Arc Presence Status

As the heading demonstrates, this section is about the operational flow of the application. It covers the topics relating to the functionalities provided related to the presence status of the user. In this section, users are given instructions on how to work around within the Arc Presence Status web application. The sections under this heading have been divided according to the names of the web pages of the application.

3.1 My Status

Once the user has been logged in and has selected his profile, the user is redirected to the *My Status* page. This page serves as the Arc Presence Status home page for the user.

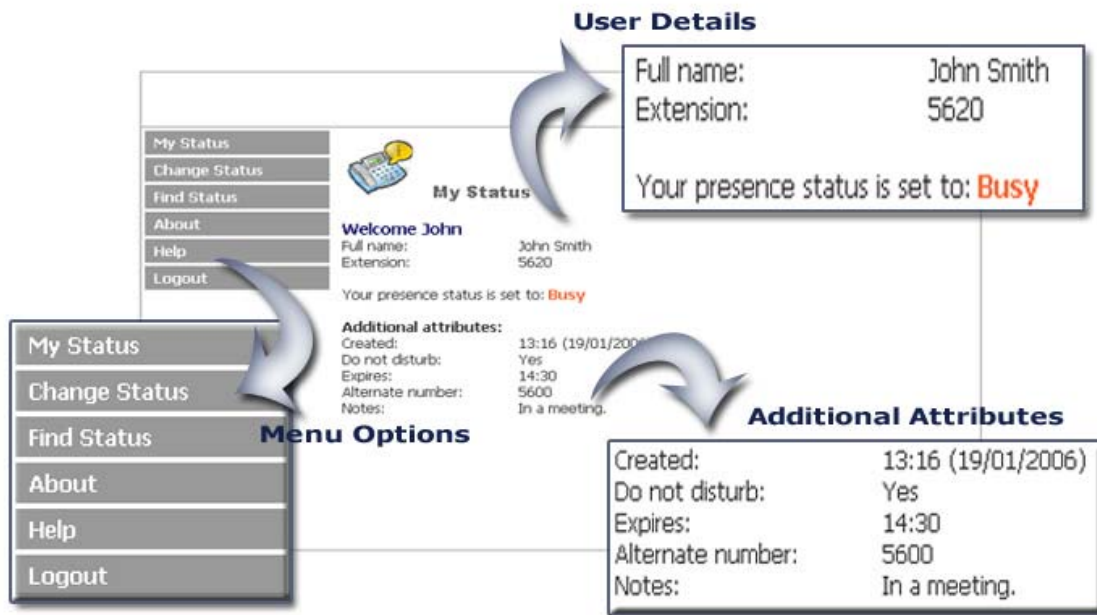


Figure 4 *My Status* Page

For better understanding, we may divide the above-mentioned page into following three sections:

1. Menu Options

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2. User Details
3. Additional Attributes

3.1.1 Menu Options

Menu options are available to the user throughout the web session.

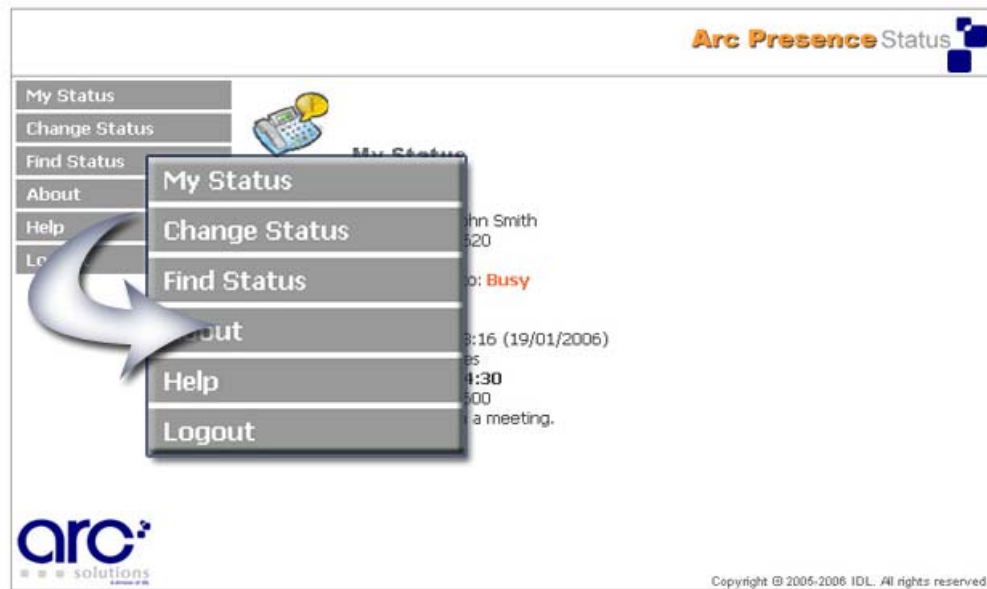


Figure 5 Menu Options

These options provide the user with the ability of changing current status and performing search on various other internal contacts. Options that are available in the menu are mentioned in the following table:

Menu Option	Description
My Status	Takes the user to <i>My Status</i> page.
Change Status	Takes the user to <i>Change Status</i> page.
Find Status	Takes the user to <i>Find Status</i> page.

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About	Takes the user to the <i>About</i> page.
Help	Takes the user to the web help for the application.
Logout	Takes the user to the page that indicates that the user has logged out.

Table 3-1

3.1.2 User Details

My Status page displays the following user information:

User Detail	Description
Full Name	Name of the contact.
Extension Number	Extension number of the contact.
Presence Status	Current status of the contact.

Table 3-2

3.1.3 Additional Attributes

Additional Attributes are the properties associated with a particular presence status. The categories for these attributes are configured in the *Arc Connect Administration* by the Administrator at the time of presence status creation. These attributes have been explained in the following table:

Additional Attributes	Description
Do Not Disturb	This option is set when creating and managing a presence status option in the <i>Arc Connect Administration</i> . A status with an enabled <i>Do Not Disturb</i> attribute would tell that the user does not want to be interrupted with a call.

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Expiry Date	The operators and phone users can determine when a presence status should expire. Expiry date specifies that the users will make themselves available on or before this date. All phone users can specify an Expiry Date for their status on the <i>Change Status</i> page.
Expiry Time	The operators and phone users can determine when a presence status should expire. Expiry Time specifies that the users will make themselves available on or before this time. All phone users can specify an Expiry Time for their status on the <i>Change Status</i> page.
Alternate Number	The phone users can specify an alternative internal directory number. This can be used by the operator as a preferred number to dial when making or transferring calls to a user with a presence status assigned. All phone users can specify an Alternate Number for their status on the <i>Change Status</i> page.
Notes	Additional notes can also be associated with the current presence status. This can also be done through the <i>Change Status</i> page.

Table 3-3

3.2 Change Status

IP phone users often need to change their presence status in order to let the operators know whether they are available to take calls or not.

The Change Status page allows users to change their status and set values for the Additional Attributes. The categories for these attributes are configured in the *Arc Connect Administration* by the Administrator at the time of presence status creation. The attributes are divided into following three categories:

1. Required
2. Optional
3. Not Required

3.2.1 Required

For such attributes, it is important to give a valid input. The *Required* attributes are denoted by [<<TOC](#)

an asterisk (*) as follows:

Expiry date: / / * (dd/mm/yyyy)

Figure 6 Required Field

If the user leaves the field blank, the asterisk (*) becomes red as shown in the figure below:

Expiry date: / / * (dd/mm/yyyy) **Required**

Figure 7 Blank Input

and for an invalid input, the message will be displayed as follows:

Expiry date: / / * (dd/mm/yyyy) **Invalid date**

Figure 8 Invalid Input



NOTE

The error messages in red will only be displayed when the user clicks the **Submit** button.

3.2.2 Optional

For attributes falling under the *Optional* category, the users can either leave the field blank or enter a valid input. In this case, no error message is displayed on leaving the field blank. Although, an invalid input will not be accepted.

3.2.3 Not Required

The user cannot enter information in the fields that are categorized as *Not Required*. Such fields are disabled and the user cannot enter any value. The following image shows the *Notes* attribute that has been configured as *Not Required* in *Arc Connect Administration*.

Notes:

Figure 9 Not Required Field

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The above-mentioned attribute categories can only be changed using *Arc Connect Administration*. The Change Status page is used to change the values of the additional attributes and the presence status. Change Status is displayed as shown below:

Figure 10 *Change Status* Page

To change the presence status,

1. Click on the drop down box and select the desired presence status. If the Presence Status has been set to **Available**, the Additional Attributes will not be displayed on this page.

Figure 11 Selecting Presence Status

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2. Enter *Expiry Date*, according to the format displayed next to the field, as shown below:

Expiry date: / / * (dd/mm/yyyy)

Figure 12 *Expiry Date* Field

The date format can be configured in *Arc Connect Administration*. The format can be configured either to European or American style.

3. Enter *Expiry Time*, according to the format displayed next to the field, as shown below:

Expiry time: : * (hh:mm)

Figure 13 *Expiry Time* Field



4. Enter *Alternate Number*. The user can enter up to 40 digits for the extension.
5. Enter an *Additional Note*. The user can enter up to 255 characters in this field.
6. Click **Submit**.





NOTE

The categories for the Additional Attributes are configured in *Arc Connect Administration*. Once the Status has been submitted, the user can also view the *Date of Creation* of presence status on *My Status* page.

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).

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	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.

3.3 Find Status

Arc Presence Status allows other IP phone users to search through a number of contacts and check their status as well.



Figure 14 Find Status Page

Find Status page provides the user with various search options. These are follows:

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3.3.1 Find by Name

To search using *Name* filter, enter the contact's first and last name. Click **Find** button to view results. The user must enter both the first and the last name in order to view search results.



The form is titled "By name" in blue. It contains two input fields: "First name" with the value "John" and "Last name" with the value "Smith". To the right of these fields is a grey "Find" button.

Figure 15 Name Search Filter

3.3.2 Find by Extension

To search using the *Extension Number* filter, enter the desired extension and click the **Find** button.



The form is titled "By extension" in blue. It contains one input field labeled "Extension" with the value "5600". To the right of this field is a grey "Find" button.

Figure 16 Extension Search Filter

3.3.3 Find by Status

To search using the *Status* filter, select the desired presence status from the drop down box and click the **Find** button.



The form is titled "By status" in blue. It contains a dropdown menu labeled "Status" with the value "Away" selected. To the right of the dropdown is a grey "Find" button.

Figure 17 Status Search Filter

3.3.4 Find by Windows Login

To search using the *Windows Login* filter, enter the desired Windows user name and click the **Find** button.



The form is titled "By windows login" in blue. It contains one input field labeled "Windows login" with the value "jsmith". To the right of this field is a grey "Find" button.

Figure 18 Windows Login search Filter

When the user clicks **Find** button, the results are displayed on the *Search Results* page.

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The **Max Records** field specifies the number of records that will be displayed in the search table at a time when the **Find** button is clicked. The user can specify the number of records by simply selecting a number from the drop down box.



NOTE

The user can search using a single search criterion at a time.

The user can also perform keyword search, that is, the search performed would show a list of records that are the closest match to the value entered in the search field. For example, if the user enters 'Jo' in the *First Name* field, the *Search Results* page would show a list of contacts that have the First Name starting with 'Jo'.

Once the search request has been submitted, the search results are displayed on the *Search Results* Page. This page displays the results for the search made by the user. It gives a list of contacts that are filtered according to the search criterion entered by the user on the *Find Status* page.

Arc Presence Status

Search Results

Search all [1 - 5 of 31] Max records [5]

	First Name	Last Name	Windows Login	Extension	Status
	Andrew	Ian	kkaleem	4522	Available
	Andy	Gilmore	kkaleem	4669	Available
	Angela	Bullock	kkaleem	1485	Available
	Cindy	Lee	kkaleem	5610	Away
	Damon	Bradley	kkaleem	1463	Available

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Figure 19 Search Results Page

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From the number of records being displayed, the user can select a contact by clicking on the icon on the left side of First Name field. This will take the user to *Colleague Status* page of the contact as shown below:

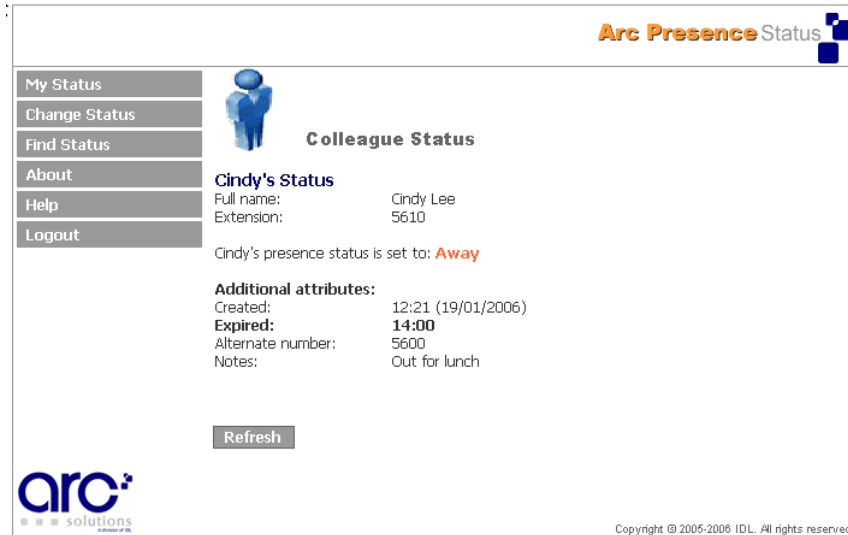


Figure 20 *Colleague Status* Page

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Section 4: Glossary

Arc Connect Administration	Arc Configuration Utility used to configure the entire Arc Suite of Applications.
Busy Lamp Field	Set of Internal Extensions assigned to the Operator. Operator can monitor their status through Arc Console Operator Application.
Extension	Physical phone in call centre.
URL	Abbreviation for Uniform Resource Locator, the global address of documents and other resources on World Wide Web.

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