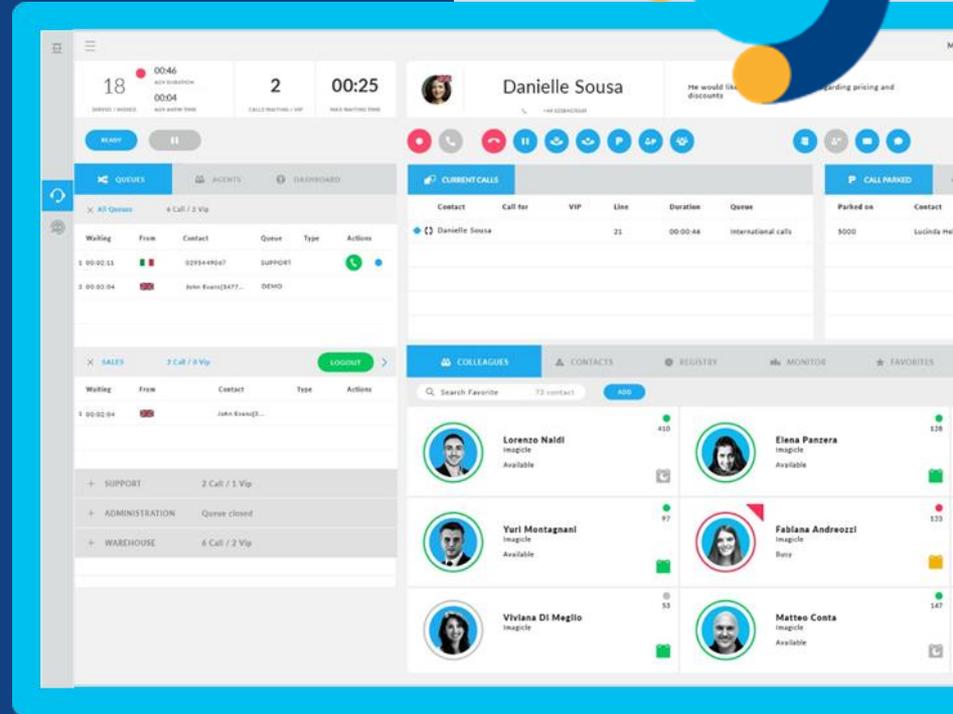
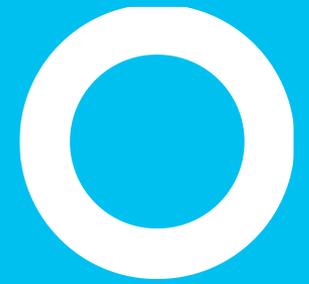


# Imagicle UCX Attendant & Agent Console

User Guide for any Calling  
Platform





# UCX Attendant & Agent Console.

General overview.



# 2 different workspaces.

With the same calling interface.



## Attendant Console

To easily handle incoming and outgoing calls through an intuitive and complete interface.



## Agent Console

To easily handle not only calls (from the same interface of AC), but also chat requests coming from different channels through a dedicated UI.

## UCX Console



# Imagicle Attendant Console.

Simplify and improve the handling of incoming and outgoing calls for all operators.

Easy to use interface with everything in one click

Answer, transfer, park calls and manage queues

Start and control recordings

The screenshot shows the Imagicle Attendant Console interface. At the top, there's a status bar with the time 00:04, a user profile for Omar Sundberg, and a message: "He would like to have information regarding pricing and discounts". Below this, there are several tabs: "CURRENT CALLS", "CALL PARKED", and "COLLEAGUES". The "CURRENT CALLS" tab is active, showing a table with columns: Contact, Call for, VIP, Line, Duration, Queue, Parked on, Contact, VIP, Duration, Parked from. The table contains one entry: Danielle Sousa, Call for 21, Duration 00:00:46, Queue International calls, Parked on 5000, Contact Lucinda Wells, VIP 00:01:49, Parked from Elena Neri. Below the table, there are sections for "COLLEAGUES" and "CONTACTS". The "COLLEAGUES" section shows a grid of operator status cards for Adam Johnson, Erica Norman, Alvaro Diaz, Arthur Young, Georgina Crawford, April L. Riche, Sienna Bowmann, Tobias Andersen, and Olov Johansson. Each card displays the operator's name, profile picture, and status (e.g., Busy, Tentative, Free).

Always know who is calling with caller ID

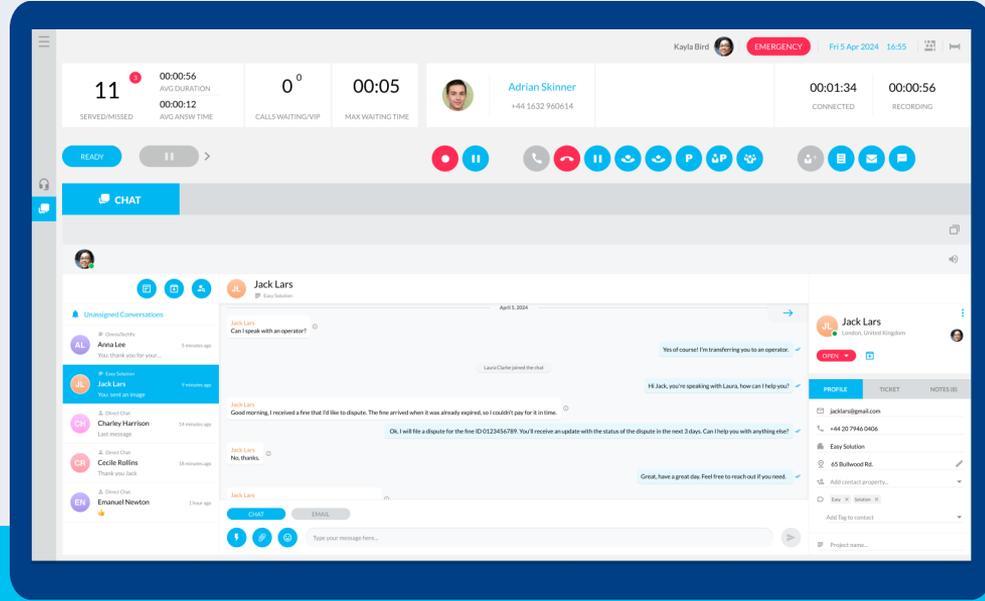
Integrated with your directories and CRM

Available for visually impaired and blind users



# Imagicle UCX Agent Console.

An Omnichannel console to make easier welcoming customers through voice and digital channels, keeping agent and customer happier than ever.



## YOUR CALLS JUST A CLICK AWAY

You see the incoming caller details. Answer with a click, route the call to another agent, or queue it if busy. Monitor queues and team status quickly, and much more.

## LIVE CHAT WITH YOUR CUSTOMERS

Easily manage customer requests coming from different channels, like your website, WhatsApp, Telegram, Messenger, and more.

## HUMAN & VIRTUAL TOGETHER

Free your agents from repetitive tasks. Let users digitally or vocally speak to virtual agents ready to escalate to human ones when needed.

# A clean interface, with everything you need.

## CALLS

The screenshot displays the Imagicle interface with three main sections:

- Top Section (Calls):** Shows a call in progress with agent **Danielle Sousa**. It includes call controls (mute, hold, transfer, etc.), a call log table, and a 'CALL PARKED' table.
- Bottom Left Section (Queues):** Displays a list of queues and their current status.
- Bottom Right Section (Contacts and Colleagues):** Shows a grid of agent status cards.

Contact	Call for	VIP	Line	Duration	Queue
Danielle Sousa			21	00:00:46	International calls

Parked on	Contact	VIP	Duration	Parked from
5000	Lucinda Hellis		00:01:49	Elena Neri

Queue	Agents	Status
All Queues	6 Call / 2 Vip	
SALES	2 Call / 0 Vip	LOGOUT
SUPPORT	2 Call / 1 Vip	
ADMINISTRATION	Queue closed	
WAREHOUSE	6 Call / 2 Vip	

Name	Role	Status	Count
Lorenzo Naldi	Imagicle	Available	410
Elena Panzera	Imagicle	Available	128
Bernardo Federigi	Imagicle	Busy	110
Yuri Montagnani	Imagicle	Available	97
Fabiana Andreozzi	Imagicle	Busy	123
Sonia Vicini	Imagicle		201
Viviana Di Meglio	Imagicle		53
Matteo Conta	Imagicle	Available	147
Samuele Franceschi	Imagicle		85

**OPTIONS AND VOICE/CHAT SELECTION (Only with Agent Console)**

# Agent & Attendant Console - Calling interface.

The screenshot displays the Agent & Attendant Console interface with the following callouts:

- 1. CALLER COUNTRY FLAG AND NAME**: Points to the caller information for Danielle Sousa, including a small Italian flag and her name.
- 2. PANIC BUTTON**: Points to the red 'EMERGENCY' button in the top right corner.
- 3. PARKED CALLS PANEL**: Points to the 'PARKED CALLS' section on the right side of the interface.
- 4. COLLEAGUES**: Points to the 'COLLEAGUES' tab in the bottom navigation bar.
- 5. SEARCH FIELD**: Points to the search bar in the 'COLLEAGUES' section.
- 6. LOG IN/OUT**: Points to the 'LOGOUT' button in the bottom left navigation bar.
- 7. SPECIFIC QUEUES PANEL**: Points to the 'SALES' queue panel on the left side.
- 8. ALL QUEUES PANEL**: Points to the 'QUEUES' panel on the left side.
- 9. AGENT STATUS**: Points to the 'READY' status indicator at the top left.

**Current Call Details:**

- Agent: Micaela Pirtoagnani (MP)
- Emergency: EMERGENCY
- Caller: Danielle Sousa (+44 1238457618)
- Call for: Danielle Sousa
- Line: 21
- Duration: 00:00:46
- Queue: International calls

**Current Calls Table:**

Contact	Call for	VIP	Line	Duration	Queue
Danielle Sousa			21	00:00:46	International calls

**Parked Calls Table:**

Parked on	Contact	VIP	Duration	Parked from
5000	Lucinda Hellis		00:01:49	Elena Neri

**Queues Panel (QUEUES):**

Waiting	From	Contact	Queue	Type	Actions
1	00:02:11	🇮🇹 0295449067	SUPPORT		
2	00:02:04	🇬🇧 John Evans[3477...	DEMO		

**Queues Panel (SALES):**

Waiting	From	Contact
1	00:02:04	🇬🇧 John Evans[3...

**Colleagues Panel:**

Name	Status	Availability
Elena Panzera	Imagicle	Available
Bernardo Federigi	Imagicle	Busy
Fabiana Andreezzi	Imagicle	Busy
Sonia Vicini	Imagicle	Available
Samuele Franceschi	Imagicle	Available
Matteo Conta	Imagicle	Available
Viviana Di Meglio	Imagicle	Available
Yuri Montagnani	Imagicle	Available

# Agent Console only - Chat interface.

The screenshot displays an agent console interface for a chat agent. At the top, there is a status bar with a 'CALL PANEL' showing statistics: 11 SERVED/MISSED, 00:00:56 AVG DURATION, 0 CALLS WAITING/VIP, and 00:05 MAX WAITING TIME. The agent's name, Kayla Bird, and a red 'EMERGENCY' indicator are visible. The main chat area shows a conversation with Jack Lars, including messages and a contact profile. A sidebar on the left lists 'Unassigned Conversations' with entries for Anna Lee, Jack Lars, Charley Harrison, Cecile Rollins, and Emanuel Newton. Five callouts are present: 1. CALL PANEL (top right), 2. CURRENT CHAT (center), 3. BUTTONS TO OPEN TICKET, ARCHIVE CHATS, AND LOOK FOR CONTACTS (center bottom), 4. CONTACT DETAILS (right), and 5. ACTIVE CHATS (left).

**1. CALL PANEL**  
When working on chats, operators can still see call statistics and active calls with the same commands as Attendant Console.

**2. CURRENT CHAT**

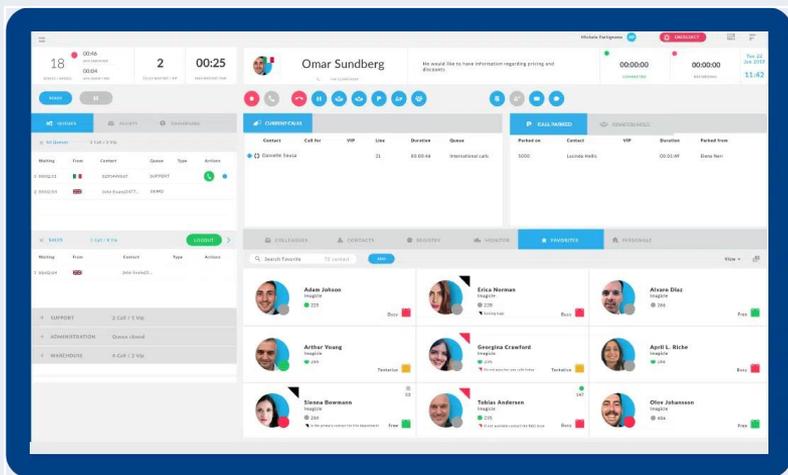
**3. BUTTONS TO OPEN TICKET, ARCHIVE CHATS, AND LOOK FOR CONTACTS**

**4. CONTACT DETAILS**  
Name and details of the person that has contacted the operator

**5. ACTIVE CHATS**  
Chats the operator is handling that haven't been terminated yet.

# Imagicle UCX Console

## Installation requirements



### Supported client operating systems

- ✓ Windows 7
- ✓ Windows 8
- ✓ Windows 8.1
- ✓ Windows 10
- ✓ Windows 11
- ✓ 32 or 64bit

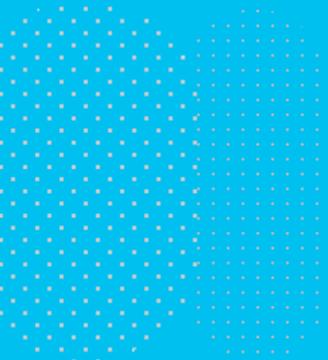
### Hardware requirements

- ✓ 19" monitor, 1280 x 1024 resolution or above
- ✓ Dual-core CPU or higher
- ✓ 4GB RAM



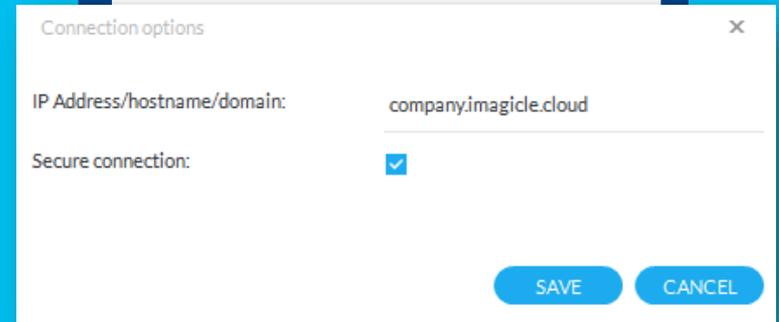
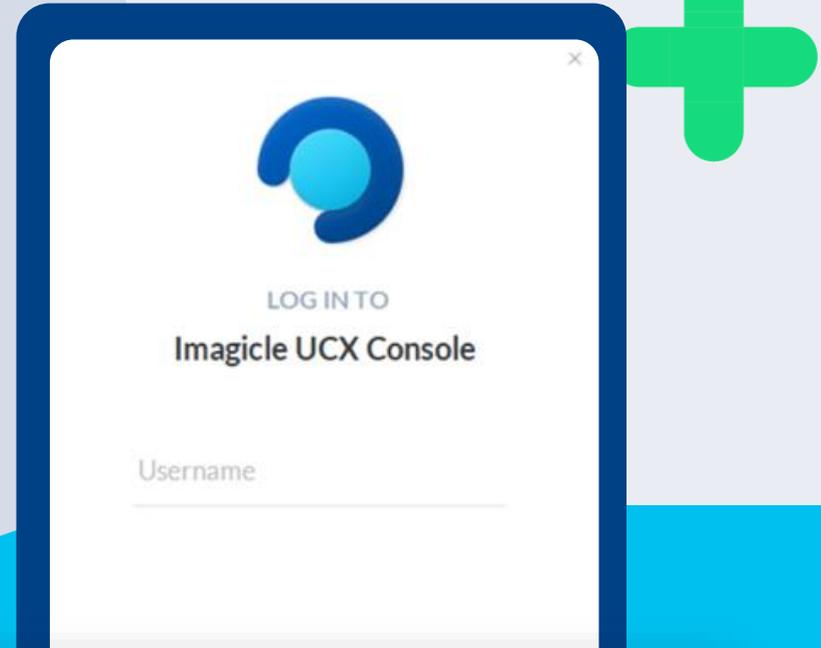
# Imagicle UCX Console

Log in.



# First time Login.

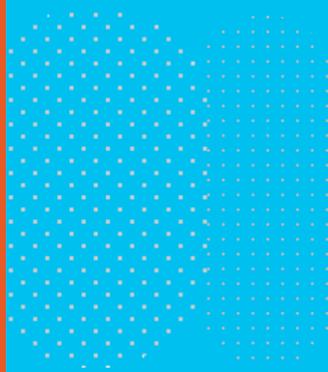
- First time you launch UCX Console client:
  - The application prompts you to enter the FQDN or IP address of Imagicle UCX Suite server. For HA environments, please enter Primary Imagicle Server's IP/FQDN
  - If "Secure connection" is flagged, then UCX Console connects to UCX Cloud Suite through a secure, TLS 1.2 TCP session.
  - Then you are prompted to enter your user's credentials. SSO is supported.
  - If UCX Suite is synched with Active Directory or Entra ID, you just have to enter your Windows login credentials.





# Imagicle UCX Console

Themes.

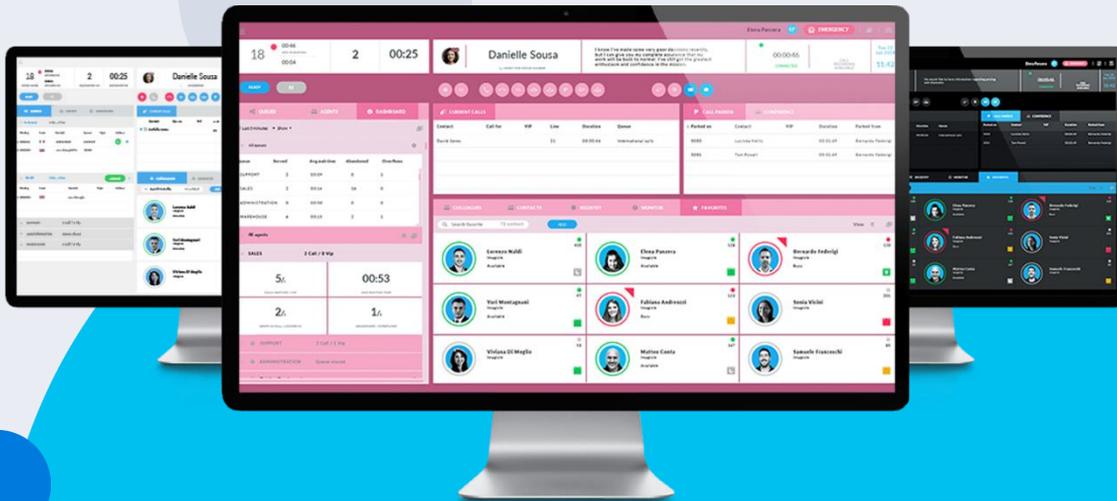


# Adapt it to your mood.

Within “**Themes**” menu, you can choose the skin you wish.



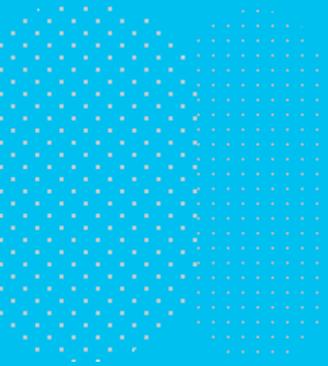
VIEW	▶
SELECT LANGUAGE	▶
MANAGE HOTKEYS	
OPTIONS	
THEMES	▶
HELP	▶
EXIT	
	LIGHT
	MEDIUM
	<input checked="" type="checkbox"/> PINK
	DARK
	VIOLET





# Imagicle UCX Console

Panels.



# Adapt it to your needs.

From top-left menu → VIEW, you can display/hide the panels included in Imagicle Attendant Console main layout.

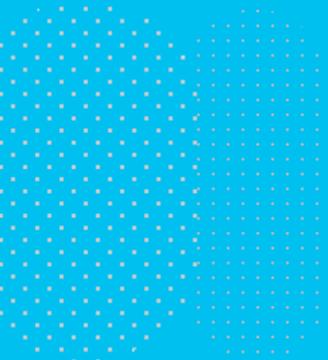
The screenshot displays the Imagicle Attendant Console Enterprise interface for user Stefano Raffaelli (501). A top-left menu is open, listing various panels that can be toggled on or off. The 'VIEW' menu item is highlighted, and a list of panels is shown to its right. Each panel has a green checkmark indicating it is currently active. The background interface includes a search bar with the placeholder text 'Insert the phone number', a set of call control icons (phone, end call, hold, transfer, park, hold), and a chat window titled 'Attiva la tua chat!' with a form to activate a 30-day free trial. The trial form includes an email input field and a checkbox for receiving communications.

Menu Item	Status
VIEW	Active
LANGUAGE	Active
MANAGE HOTKEYS	Active
OPTIONS	Active
THEMES	Active
HELP	Active
EXIT	Active
SIGN OUT	Active
QUEUES	Active
AGENTS	Active
DASHBOARD	Active
ACTIVE CALLS	Active
COLLEAGUES	Active
CONTACTS	Active
CALL REGISTRY	Active
MONITOR	Active
CHAT	Active
SALES	Active
SUPPORT	Active
FRIENDS	Active



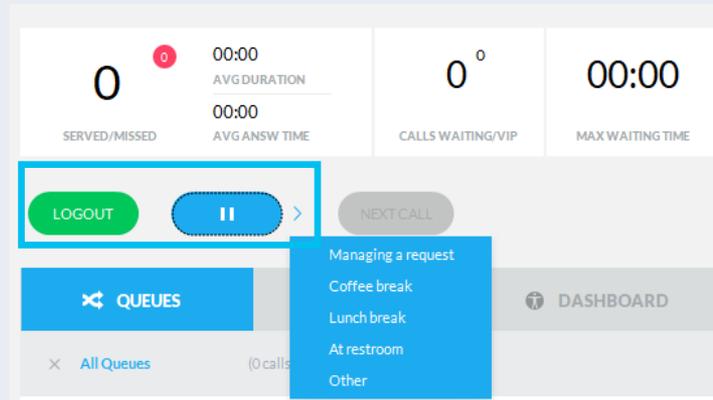
# Imagicle UCX Console

Queues.



# Queues panel.

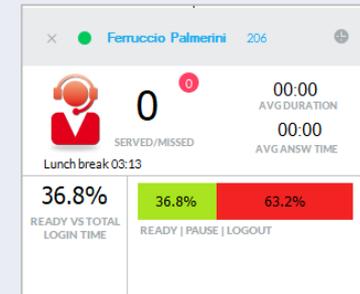
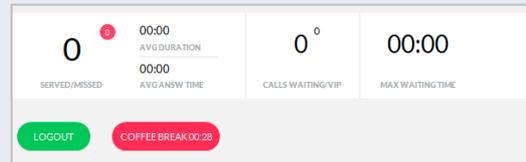
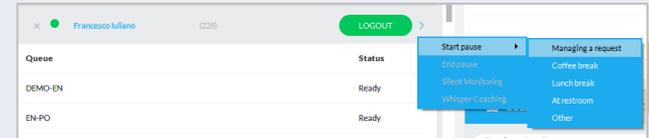
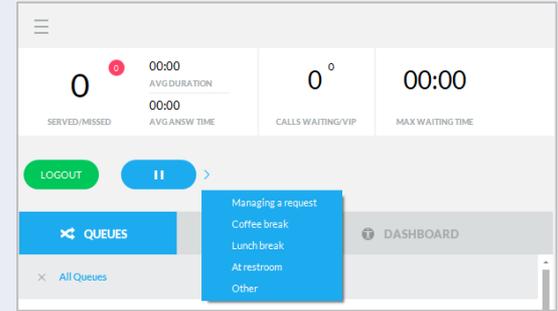
- This panel helps you to set your status and get a flavor of all queues you have been assigned, showing number of served and missed calls, how many waiting calls, waiting time, average call duration and answering time
- “Ready” toggle button allows to set yourself ready to serve calls to ALL queues you have been assigned
- After having set the Ready status, the button changes to “Logout” to allow you to toggle to NOT READY to serve calls (after working hours)
- “Pause” toggle button allows you to temporary logout from queue, by choosing pause reason (coffee break, lunch, others...)





# Pause Reasons.

- When multiple pauses are configured on the server, pause button requires Agent to select a specific reason while setting himself in pause state. Available pause states are displayed, as per picture on the side
- Supervisors can also set pause reason for Agents
- Pause reasons are displayed on Attendant Console



# Agent/Operator status description.

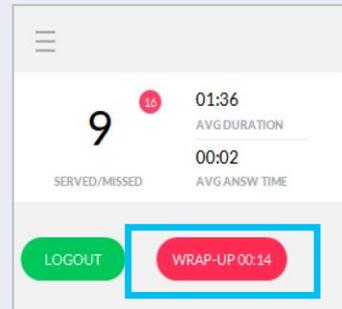
STATUS	ICON	DESCRIPTION
Logged out on all queues		NOT READY to serve calls for any queue (i.e. out of working hours)
Ready on all queues		At work and READY to serve calls for ALL queues
Ready on selected queues		At work and READY to serve calls for selected queues
Pause / Wrap-up	 	At work, but in manual or automatic Pause. Temporarily not available to serve calls for ANY queue (i.e. lunch break or after a served call)



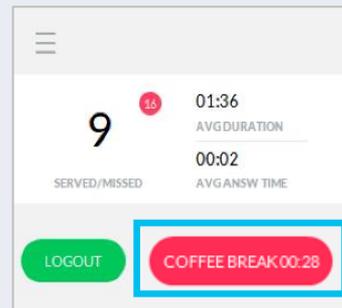
# Wrap-up.

If configured in Advanced Queueing, a “Wrap-Up” time starts at the end of each handled call, where you are automatically set in pause on all queues, allowing you to accomplish admin procedures like CRM/ERP data entry or other workflow tasks

- At the end of wrap-Up time, your status is automatically reverted to Ready
- Both wrap-up and pause times are reported into agent’s statistic data



← Example of Wrap-Up status



← Example of Pause status



# Queue info details.

- Panel where you can see all calls waiting in the queues
  - “All Queues” window lists all the waiting calls for all the queue where you have been assigned
  - Moreover, for each assigned queue, a dedicated window is available below. You can view waiting calls for each specific queue, you can manually login/logout from each queue and you can force queue opening/closing (if authorized)
- Info available in Queues panel:
  - Queue name
  - Waiting time
  - Caller Country
  - Caller Contact name and/or number
  - Type: can be “VIP” if call is coming from a contact included into a Contact Manager VIP directory; can be “R” for a call returning back to operator from camp-on queue
  - Actions: Operator can answer queued call by hitting green handset or he/she can book the call by hitting the blue hand

The screenshot shows a call center interface with a 'QUEUES' panel. The panel displays three queue windows:

- All Queues (1 calls, 0 VIP)**:

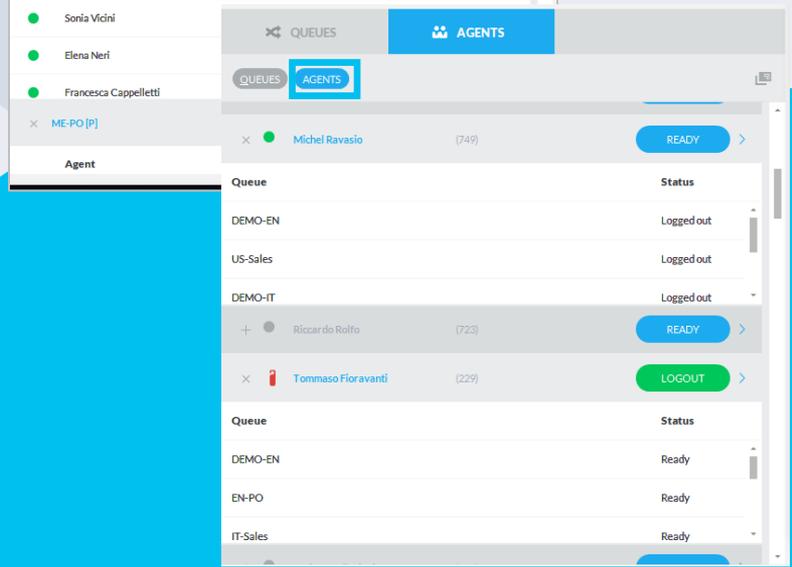
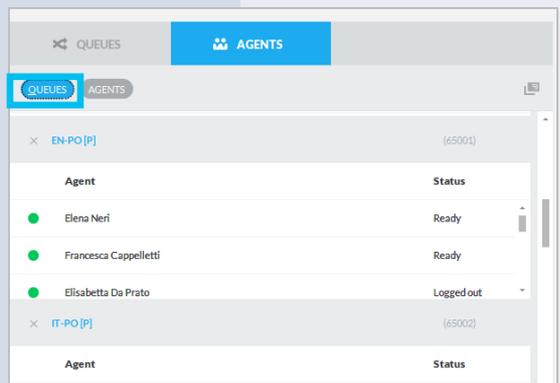
Waiting	From	Contact	Queue	Type	Actions
1	00:00:06	Italy	Andrea So...	DEMO-IT	
- DEMO-EN [P] (0 calls, 0 VIP)**: Includes a 'LOGOUT' button.
- DEMO-IT [P] (1 calls, 0 VIP)**: Includes a 'READY' button (highlighted) and a dropdown menu with options: 'Force open', 'Force closed', and 'Restore ordinary schedule'.

The interface also features navigation tabs for 'AGENTS', 'DASHBOARD', and 'CURRENT CALL', and a 'COLLEAGUES' sidebar on the right showing a search bar and the name 'Ahmed Antar'.



# Queue panel: “Agents” tab.

- Panel available only to queue supervisor or queue managers. It shows agents ready status for each assigned queue
- Two different views, selectable from pull-down menu:
  - “By Agent” shows agents list and queues associated to each of them
    - Queue manager can force login/logout from all queues (button beside agent name) or from single queue (right-click on queue name)
  - “By Queue” shows queues list and agents associated to each of them
    - Queue manager can force agent login/logout by simply right-click on agent’s name, within a specific queue.



# Queue panel: “Agents” tab.

- If you are an [Advanced Supervisor](#), you have access to two features which allow to monitor agents’ performances. These are:



- “**Silent Monitoring**”: Listen to agent’s conversation, without any awareness notice



- “**Whisper Coaching**”: Discreetly provide suggestions to agent, without involving remote party

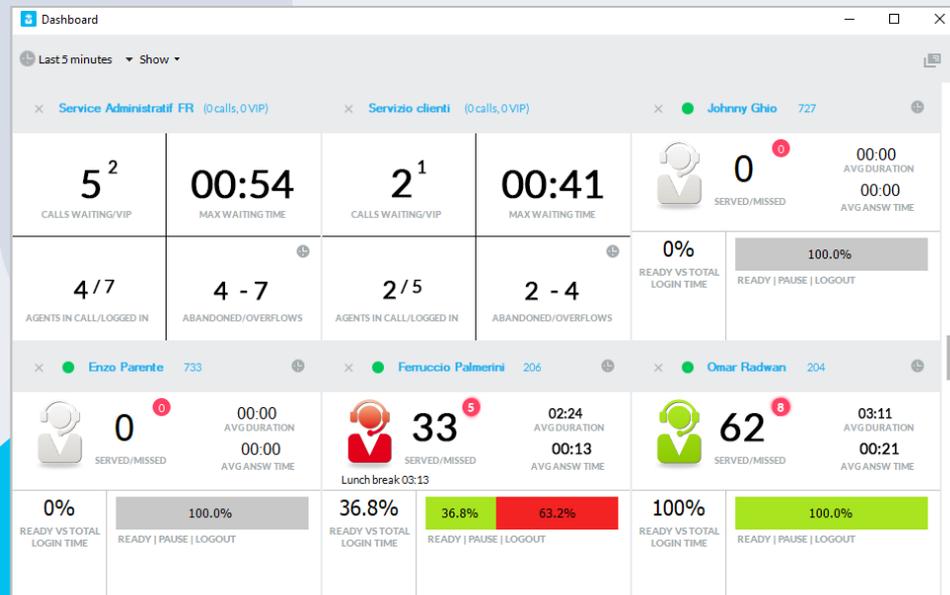
- Both features are only available for Cisco UCM, HCS, Webex Calling Dedicated calling platforms.

Queue	Agent	Status
IT-PO [P] (65002)	Elena Neri	Ready
	[Red Agent]	Ready
	Elisabetta Da Prato	Logged out
ME-PO [P] (65006)	Cinzia Micco	Ready
	Elisabetta Da Prato	Logged out
	Francesca Cappelletti	Ready
US-PO [P] (65007)		



# Queue panel: “Dashboard” tab.

- Panel available only to [queue supervisor or queue managers](#). It shows real time agent/queue related information
- Customizable view by time frame and Queues/Agents details
  - For each selected queue: real time waiting calls, max wait time, engaged agents and lost calls, agents on call.
  - For each selected agent: total served/missed calls, average call duration and answer time, percentage of login time vs. pause and logout time
  - A square icon on top right allows window detachment from UCX Console main GUI and full screen display on dedicated LCD wallboard display.
  - Each single window can be minimized by clicking “X” symbol on top-left or top-right.





# Queue panel: “Dashboard” tab.

- Real time information about agents
  - Detachable "All Agents" panel including login status, login status time, pause reason.
  - Detachable “Agents on call” panel including list of active calls for each agents and all the relevant information about the call, such as direction, contact (number) and duration of call. From here you can trigger Silent Monitoring or Whisper Coaching on active call (Cisco UCM, Webex Calling Dedicated only)
  - Each single window can be minimized by clicking “X” symbol on top-left or top-right

Agents on call

Agent	Direction	Contact	Duration
Federigi Bernardo (215)	In	Evans John (3477772130)	01:00
Vicini Sonia (201)	In	Federigi Bernardo (333685176... <b>VIP</b> )	00:10

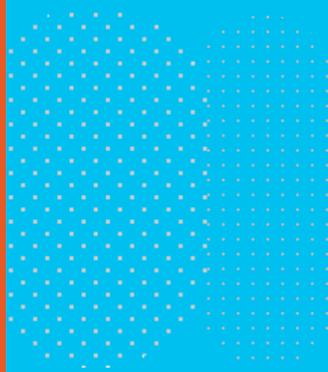
All agents

Agent	State	Time in state	Served	Missed	Avg answ. time	Avg conversation time	Tot conversation time	Tot ready	Tot pause	Tot wrap-up	Tot Login
Christian Bongiovanni (722)	logged out	117:38:55	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Claudio Ferrari (741)	ready	00:01:08	0	0	00:00:00	00:00:00	00:00:00	00:15:08	00:00:52	00:00:00	00:16:00
Fawzi Khoury (905)	logged out	147:02:44	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Federica Deall (746)	logged out	309:07:42	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Giorgio Baranzhi (227)	ready	116:39:43	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Luca Isola (724)	logged out	1150:47:31	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Massimiliano Picchi (211)	pause	72:05:05	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Massimiliano Prando (202)	logged out	00:51:43	0	0	00:00:00	00:00:00	00:00:00	00:00:56	00:00:00	00:00:00	00:00:56
Maurizio Berti (732)	logged out	68:08:39	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Michel Ravasio (749)	logged out	68:52:59	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Riccardo Rolfo (723)	pause	72:04:59	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00



# Imagicle UCX Console

Call Handling





# Notification of waiting calls.

- Upon incoming queued call, a pop-up window on bottom-right and/or an audible alert is generated by UCX Console (depends on alerting configuration)
  - At the same time, caller number, queue ID and caller ID name appears in Queue Panel
- You have the choice of waiting for the call to be dispatched to your phone or you can manually pick-up call by clicking on handset icon (squared red) or double-click on Queue panel's incoming call or right-click on same item and select "Answer"
- If distribution algorithm configured in Advanced Queueing is "On Demand", then you can only manually pick-up the call.

Waiting	Contact	Queue	Type	Actions
1	00:00:42	John Evans (347772130)	DEMO-IT	

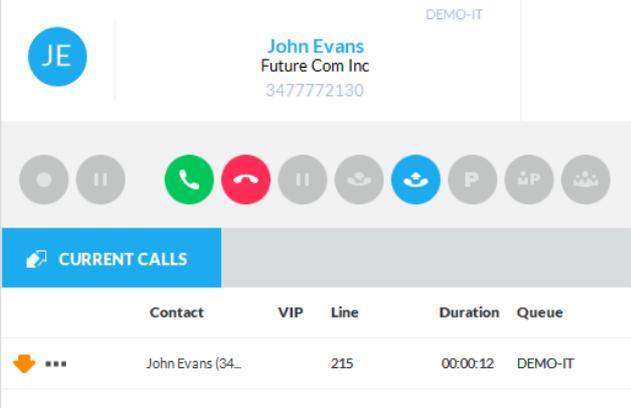
Call from Italy  
**John Evans**  
Future Com Inc  
347772130

jevans@fcom.com



# Incoming calls handling.

- Upon incoming call to your agent’s phone, a **pop-up window** on bottom-right and/or an **audible alert** is generated by UCX Console (depends on alerting configuration)
  - At the same time, caller number, queue ID, caller ID, company name and nationality flag appears in top Phone Bar area
- **To answer call**, you can click on handset icon (squared red) or double-click on “Current Calls” call item or right-click on same item and select “Answer”
- Once in a call, you can perform the following basic operations:
  - Set the call on “hold” mode (handled by PBX), by clicking on  button
  - Perform a blind call transfer, by clicking on  button or a consultative transfer, by clicking on the button . In both cases, a pop-up window appears, asking for destination phone number or contact name.



Contact	VIP	Line	Duration	Queue
John Evans (34...		215	00:00:12	DEMO-IT





# Additional buttons in MS-Teams UCX Console.

Thanks to Imagicle native MS-Teams integration based on ACS, Imagicle UCX Console includes softphone capabilities, allowing to handle calls without having MS-Teams client running in the PC workstation. Additional buttons have been added for this purpose, below described:



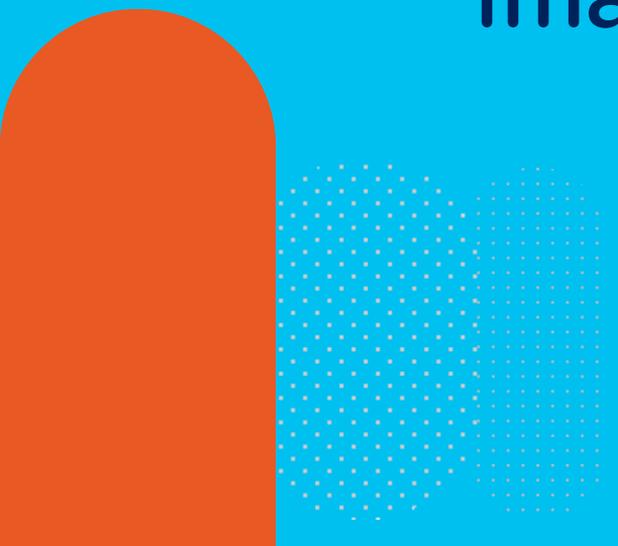
Mute/unmute  
headset  
microphone

DTMF Numeric  
Keypad



# Imagicle UCX Console

Transferring - Parking





# Call Transfer with Consultation.

- Once in a call, you can **transfer the call** to a colleague, using **consultation**.
  - By clicking the blue-squared icon or hitting the relevant hot-key, a pop-up window allows you to enter destination number or contact name.
  - Once destination is selected, an outgoing call is issued (in the example: to extension 226)
- Once colleague answers the call, you can talk a while with your colleague and finally accomplish the transfer by clicking same above icon for a second time
- If needed, you can easily swap focus from calling party to transferring party by selecting relevant entries on “Current call” panel
- If transfer attempt fails, Attendant Console stores destination number into “Call for” column, allowing the operator to read call recipient while retrieving the call from parking, without having to manually add a note.

	Contact	VIP	Line	Duration	Queue
 	John Evans (3477772130)		215	00:01:29	DEMO_
 	Lorenzo Naldi (226)		215	00:00:08	



## Toggle between active calls

- Through the CURRENT CALLS panel, you can toggle between multiple active calls, double-clicking on a call to set on hold and activating the selected one

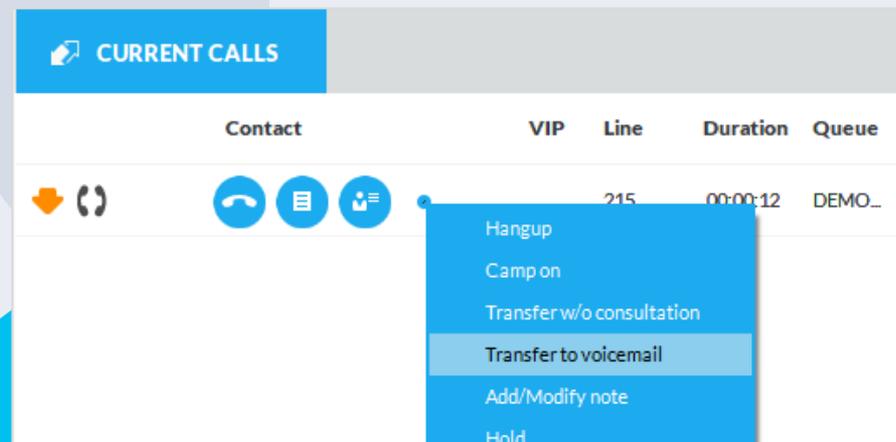
The screenshot shows a call management interface. At the top, there is a toolbar with several icons: a grey circle, a grey pause icon, a grey phone icon, a red hang-up icon, a grey pause icon, a blue hold icon, a grey hold icon, a grey 'P' icon, a grey 'uP' icon, and a grey group icon. Below the toolbar is a blue header for the 'CURRENT CALLS' panel. The panel contains a table with the following data:

	Contact	VIP	Line	Duration	Queue
 	John Evans (3477772130)		215	00:01:29	DEMO...
 	Lorenzo Naldi (226)		215	00:00:08	



## Transfer to voice mail.

- One of the options available from current call's pull-down menu is "Transfer to voicemail"
- This option works with Imagicle VoiceMail application (Cisco UCM only) or with a third-party voice mail service.
- In case of Webex Calling MT environment, this option transfers the call to native WxC Control Hub voice mail feature, by adding the prefix #55 to the internal WxC short number.

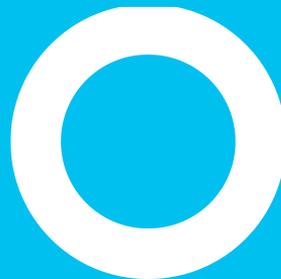




## Parking a call.

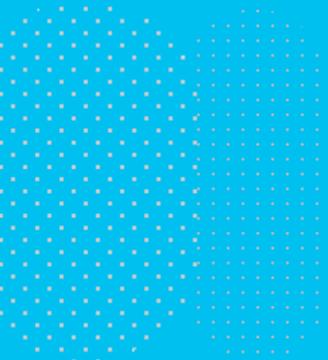
- Once in a call, you can **park the call** using relevant PBX feature (if available), by clicking “P” button (squared blue) or by drag & drop active call with mouse. Call will be moved from “Current Calls” window to “Call Parked” window
- Caller party will hear a tone or music
  - to retrieve the call from parking area, just double-click on parked call item, use right-click pull-down menu option or use the appropriate Hot-Key
- Please be aware that a parked call can be picked-up by other agents too
- This feature is not available in Imagicle UCX Agent Console.

Parked on	Contact	VIP	Duration	Parked from
50150	John Evans 347772130		00:01:01	Bernardo Federigi (215)



# Imagicle UCX Console

Camp On.





# Camp-On Call Parking.

- **Camp-On** is a unique Imagicle feature which allows you to perform a queue-assisted call transfer to a busy extension
  - By clicking blue-squared icon, you can select transfer destination and move the call into Camp-On queue, with relevant welcome prompt and MoH.
  - Once destination number becomes available and call is answered, call transfer is automatically accomplished, without any further intervention.
  - During Camp-On wait, call is visible in your “Call Parked” window and you can retrieve it by double-clicking on call item.

Parked on	Contact	VIP	Duration	Parked from
226	John Evans (3477772130)		00:00:16	215

CAMP ON

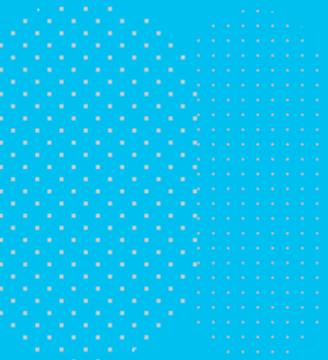
loren

Lorenzo Naldi	226
---------------	-----



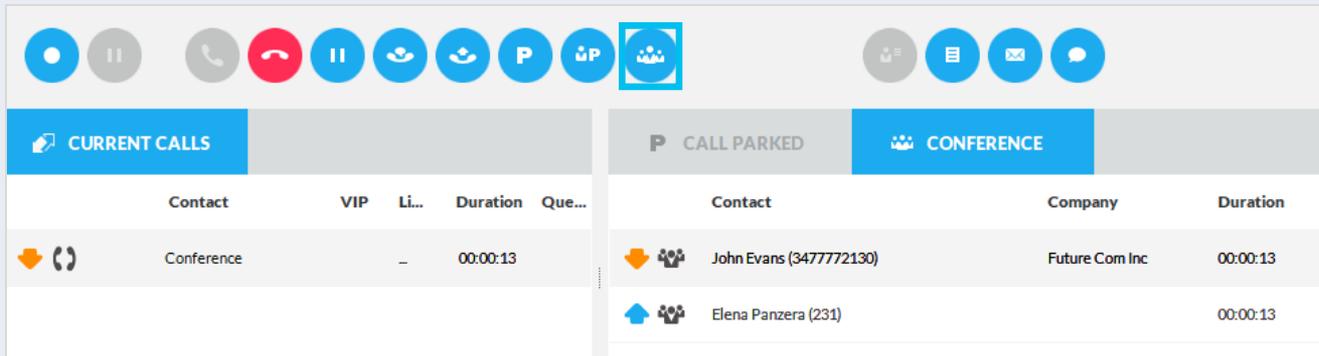
# Imagicle Attendant Console

Conference.



# Creating a conference.

- Once in a call, you can invite multiple caller parties (depends on PBX conferencing capabilities) in a **conference call**, including yourself.
  - By clicking below blue-squared icon, a pop-up window allows entering alphanumeric characters for contact lookup. Once colleague is selected, an outgoing call is issued (below example: to extension 231)
- Once the colleague answers the call, you can talk a while with your colleague and finally add her/him into conference by clicking again same below icon



The screenshot displays a call control interface with a top toolbar containing various call management icons. A blue square icon with a group of people is highlighted, indicating the conference call function. Below the toolbar, there are two main sections: 'CURRENT CALLS' and 'CONFERENCE'.

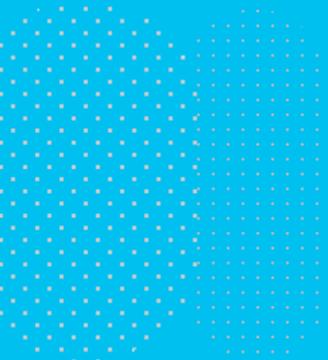
CURRENT CALLS				
Contact	VIP	Li...	Duration	Que...
Conference		-	00:00:13	

CONFERENCE			
Contact	Company	Duration	
John Evans (3477772130)	Future Com Inc	00:00:13	
Elena Panzera (231)		00:00:13	



# Imagicle UCX Console

Call Notes, Notifications, Emergency alerts





# Call notes.

- While in a call, you can **attach a note to current call**. This is accomplished by clicking text icon (squared blue) and by adding text into pop-up window
  - If call is parked, the note is kept, as a reminder for the agent
  - Once call is transferred or terminated, note is saved in Call Registry
  - If you have multiple phone devices associated to operator's phone line, please advise your administrator to correctly associate them to relevant Attendant Console, to avoid losing note upon call park.

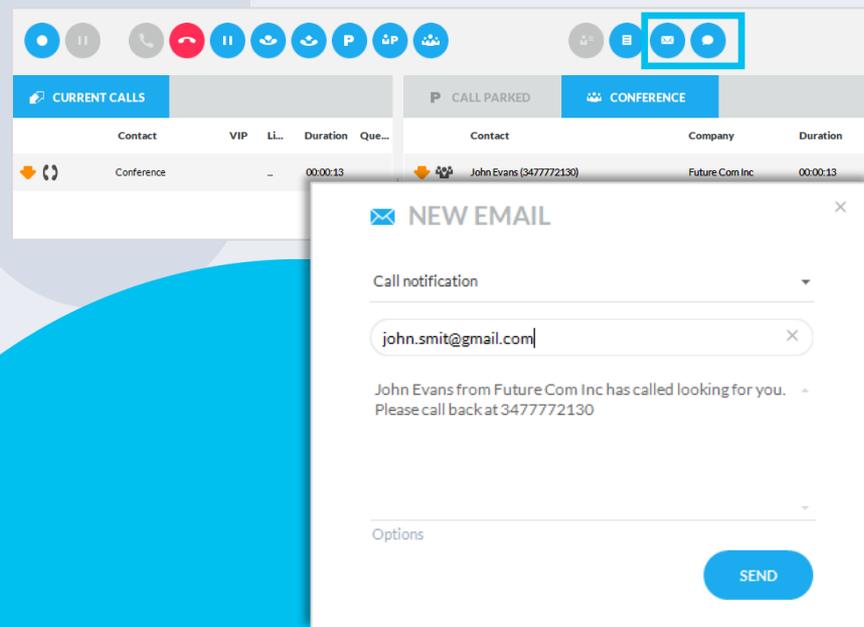
The screenshot shows a call center interface. At the top, there is a row of call control icons: mute, hold, end call, transfer, park, and other functions. A blue square highlights the 'Text' icon (a document with a pencil). Below this is a 'CURRENT CALLS' section with a table of active calls. The table has columns for Contact, VIP, Line, Duration, and Queue. One call is listed for John Evans (3477772130) with a note 'Please help this customer!' highlighted by a red box. There are also icons for a list, email, and chat on the right side of the interface.

Contact	VIP	Line	Duration	Queue
John Evans (3477772130) <i>Please help this customer!</i>		215	00:01:10	DEMO-IT



# Email and SMS notifications.

- **Email/SMS handling** allows you to send emails or SMS to customers and colleagues, based on predefined templates and including current call's information
  - By clicking  (email) or , a pop-up window appears, prompting you to choose a template ("Call notification" in the screen sample) and enter the receiver's email address or mobile phone number
  - Message will be sent by pressing bottom-right "Send" button (squared blue)
  - SMS handling requires a subscription to an international SMS provider. See Attendant Console "Option" menu for further details.



The screenshot displays a call center interface with a top toolbar containing various call management icons. A blue box highlights the 'Email' and 'SMS' icons. Below the toolbar, there are tabs for 'CURRENT CALLS', 'CALL PARKED', and 'CONFERENCE'. The 'CURRENT CALLS' tab is active, showing a table with columns for Contact, VIP, LI., Duration, and Que... The 'CONFERENCE' tab is also active, showing a table with columns for Contact, Company, and Duration. A pop-up window titled 'NEW EMAIL' is overlaid on the interface, showing a dropdown menu for 'Call notification', an input field for the email address 'john.smit@gmail.com', and a 'SEND' button.

Contact	VIP	LI.	Duration	Que...
Conference	-		00:00:13	

Contact	Company	Duration
John Evans (347772130)	Future Com Inc	00:00:13

**NEW EMAIL**

Call notification

john.smit@gmail.com

John Evans from Future Com Inc has called looking for you. Please call back at 347772130

Options

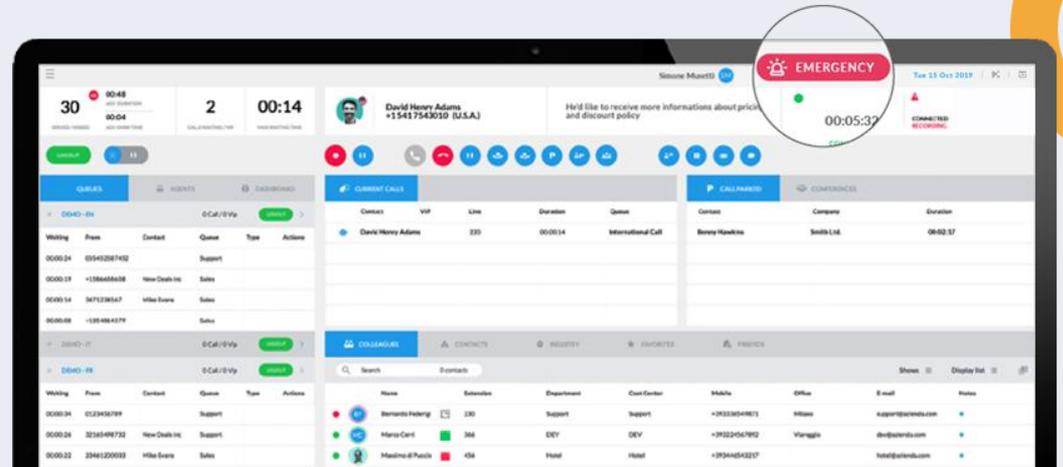
**SEND**



# Trigger an emergency alert through the Panic Button.

Red Panic Button available on top-right console interface.

- Can trigger different alert notifications through Imagicle Emergency Notification application
- Can trigger a phone call to any emergency number
- Can be hidden to each operator or globally





# Imagicle UCX Console

Call Recording integrations.

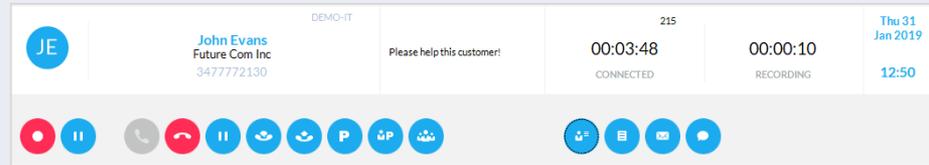




# Call Recording.

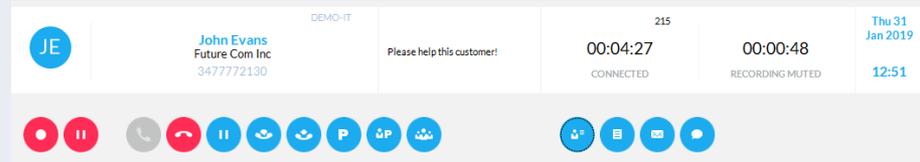
If Imagicle UCX Platform (Cisco UCM and Webex Calling DI only) includes a Call Recording license, then you can trigger current conversation recording from UCX Console. Works with any phone registered to your PBX and associated to UCX Console.

While in a call, you can click on Record button  to start & stop call recording. See below:



Console informs you in real time that call recording is in progress, together with recording time (also on MS-Teams environments).

Current recording can be temporarily paused by pressing  Mute button, to comply with PCI-DSS regulations. See below:

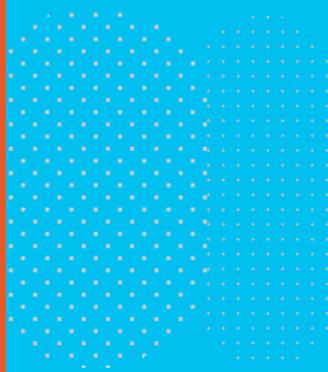


UCX Console informs you in real time that call recording is paused.



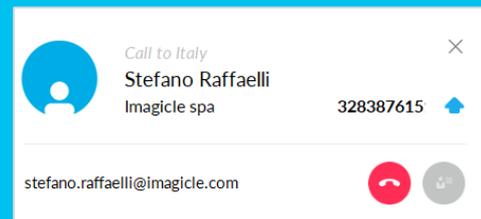
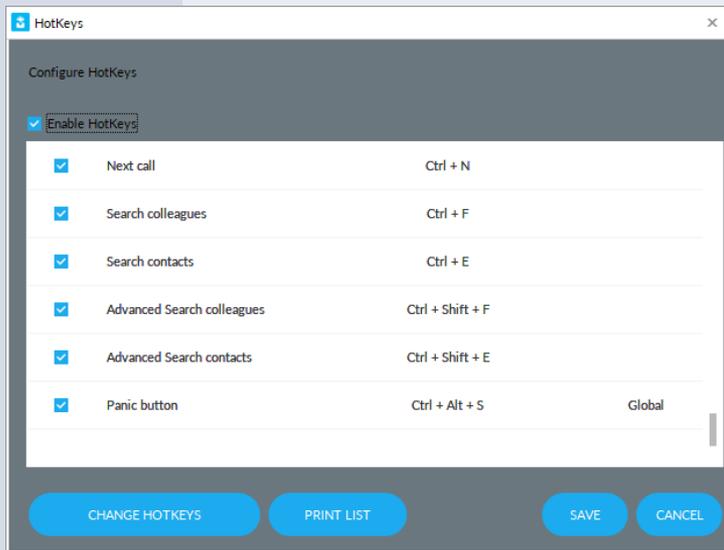
# Imagicle UCX Console

Hotkeys.



# Hot Keys Management.

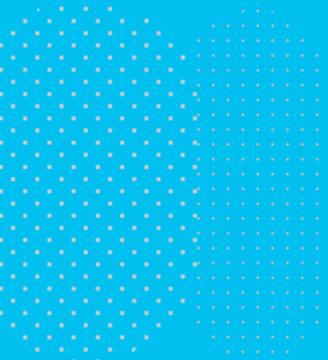
- Special keyboard shortcuts are defined by default in Attendant Console. Those shortcuts, named “**HotKeys**”, can be listed by pressing button available on top-right main console window
- HotKeys allows you to quickly access many call related functionalities
  - “Global” HotKeys are accessible when console runs in the background
- All HotKeys are fully customizable from specific “**Manage HotKeys**” option, available into top-left pull-down menu.





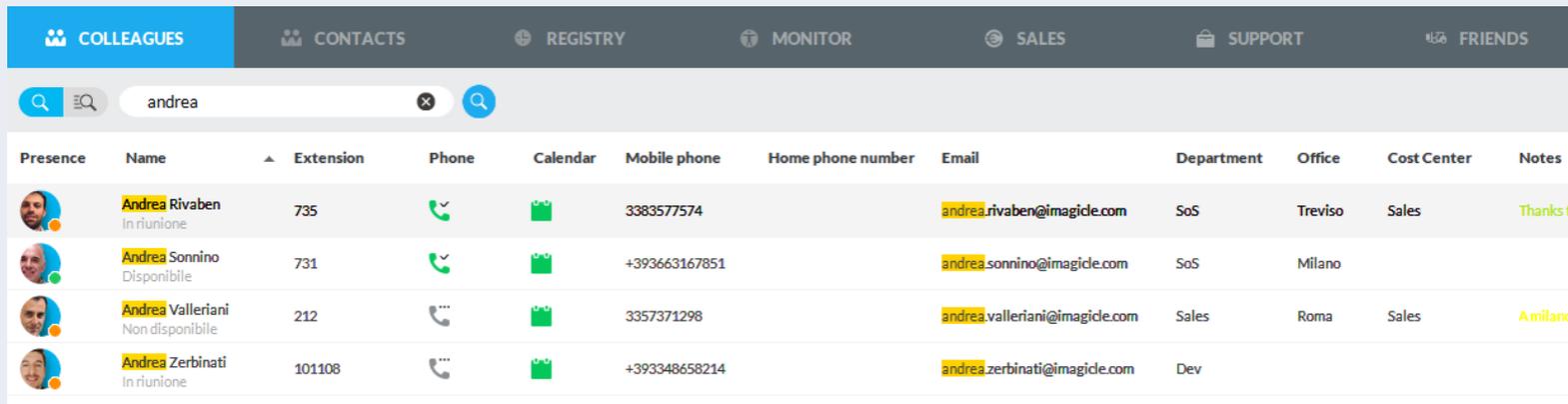
# Imagicle UCX Console

Colleagues tab - BLF



# Colleagues tab.

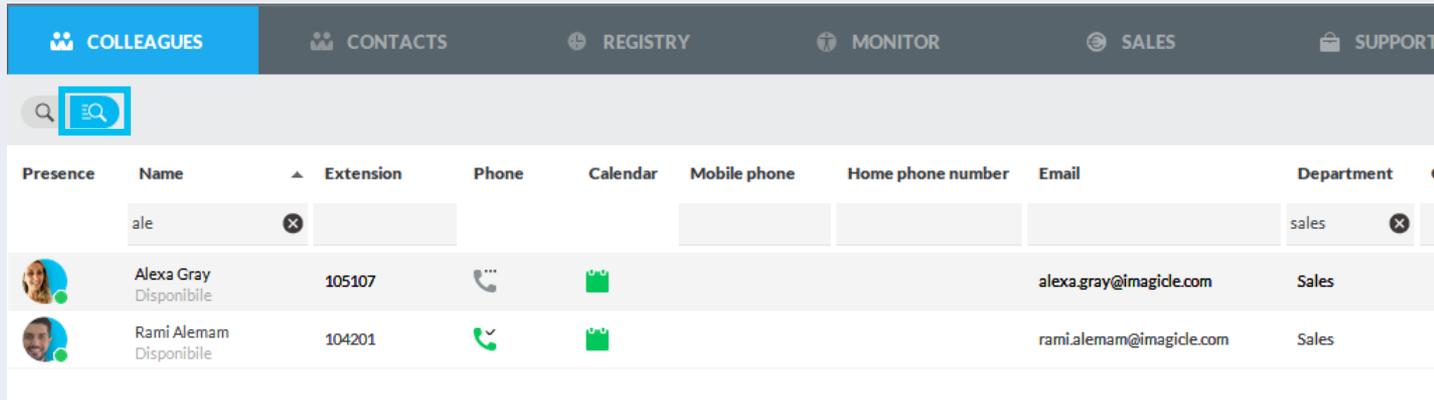
- “**Colleagues**” tab shows the list and info of your colleagues, with their real-time telephony status (BLF), rich presence status from Cisco Unified Presence Server, Webex and Microsoft Teams, calendar info and pictures (if imported from AD/LDAP). It is possible to start a “simple” search through the search-as-you-type box (blue-squared below), select fields to display and drag&drop columns to change display order



Presence	Name	Extension	Phone	Calendar	Mobile phone	Home phone number	Email	Department	Office	Cost Center	Notes
	<b>Andrea Rivaben</b> In riunione	735			3383577574		<a href="mailto:andrea.rivaben@imagicle.com">andrea.rivaben@imagicle.com</a>	SoS	Treviso	Sales	Thanks fr
	<b>Andrea Sonnino</b> Disponibile	731			+393663167851		<a href="mailto:andrea.sonnino@imagicle.com">andrea.sonnino@imagicle.com</a>	SoS	Milano		
	<b>Andrea Valleriani</b> Non disponibile	212			3357371298		<a href="mailto:andrea.valleriani@imagicle.com">andrea.valleriani@imagicle.com</a>	Sales	Roma	Sales	A milano
	<b>Andrea Zerbinati</b> In riunione	101108			+393348658214		<a href="mailto:andrea.zerbinati@imagicle.com">andrea.zerbinati@imagicle.com</a>	Dev			

# Advanced Search on Colleagues tab.

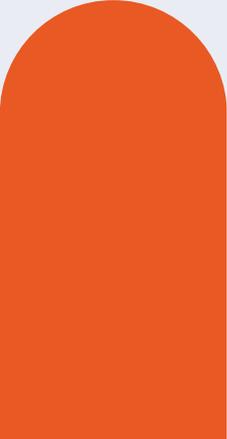
- By clicking on blue-squared “Advanced search” button, you can search for colleagues by adding one or more filter on each available field. You can click on the black X icon to clean each filter.



Presence	Name	Extension	Phone	Calendar	Mobile phone	Home phone number	Email	Department
	ale	<input type="text"/>						sales
	Alexa Gray Disponibile	105107					alexa.gray@imagicle.com	Sales
	Rami Alemam Disponibile	104201					rami.alemam@imagicle.com	Sales



# Search in Colleagues tab

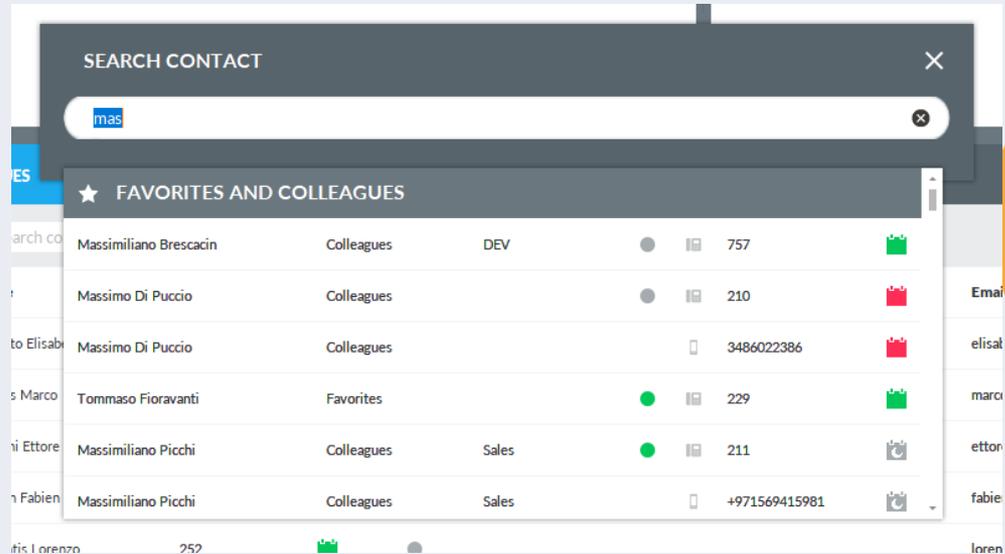


- It is possible to search for a colleague name, number or department by using both simple and advanced search and pressing Enter or “zoom lens” button. Returned search results are including entries with any diacritic marks associated to same letter. As an example, if you search for “Muller”, search results include Müller, too.
    - You can perform an exact search by using quotes
    - It is also possible to sort the list by any column, change list layout from “Display List” pull-down menu and finally choose columns to be shown by selecting them from “Show” pull-down menu
  - A square icon on top right allows window detachment from Attendant Console main GUI and full screen display
  - To call a contact in the list, simply double click on any phone number
  - If an alphanumeric custom field is populated with a web URL and you click on  icon appearing when you point it with the mouse, it automatically invokes a web browser. Maximum field size is 255 characters
- 



# Fly Search through all contacts

- Fly Search hotkey (<CTRL>+2 default hotkey) allows you to search for contacts across Colleagues, Contacts and Favorites tabs, by entering text or numbers in the search field. Search includes Names, Surnames, phone numbers fields. Returned search results display entries with any diacritic marks associated to same letter. As an example, if you search for “Muller”, search results include Müller, too.
- Search results appear as you type data into the search field, and they are divided into two categories: "Favorites and colleagues" and "Other contacts".
- Fly search does not include local contacts from Outlook, Excel files or ODBC databases.



# Six telephone status.

## Call forward

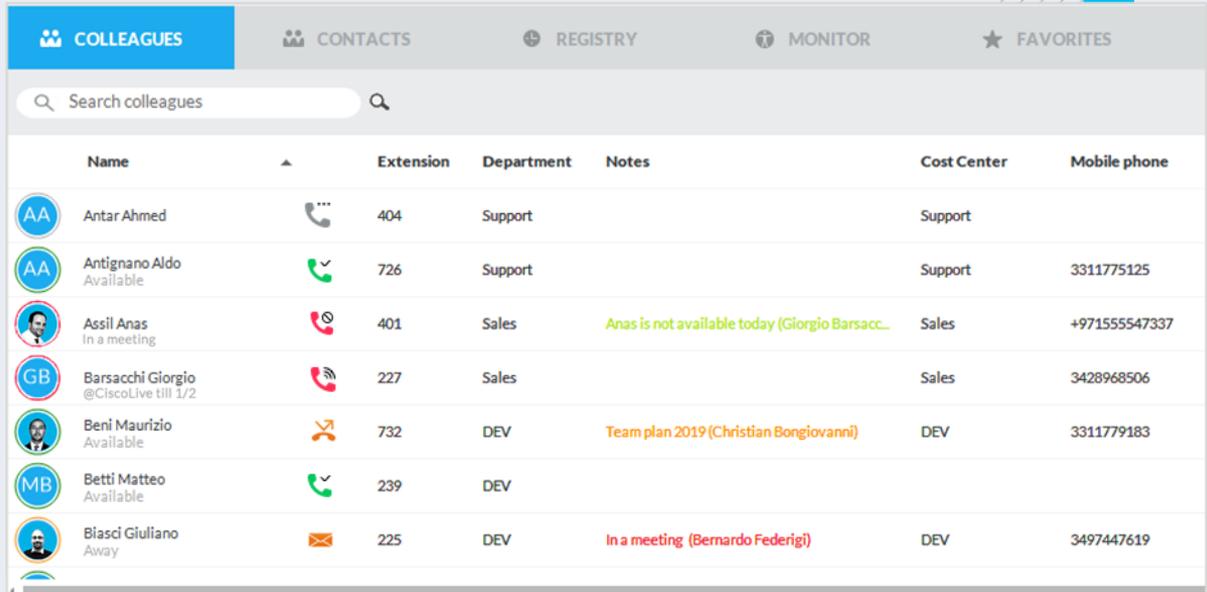
- Indicating that calls to the user are forwarded to another number, specified in the “Forwarded to” column
- You need to enable “Forwarded to” column from “Show” menu.

## Forwarded to Voice Mail

- Indicating that calls are transferred to personal voice mail

## Do not disturb

- Indicating that user is currently not available can't answer to calls



The screenshot shows a web interface for managing colleagues. At the top, there are tabs for COLLEAGUES, CONTACTS, REGISTRY, MONITOR, and FAVORITES. Below the tabs is a search bar labeled "Search colleagues". The main content is a table with columns: Name, Extension, Department, Notes, Cost Center, and Mobile phone. The table lists several colleagues with their status icons: Available (green phone), Busy (red phone with slash), Call Forward\* (orange arrow), Do not disturb (red phone with slash), Not Available (grey phone with slash), and VoiceMail Forward\* (orange envelope).

Name	Extension	Department	Notes	Cost Center	Mobile phone
Antar Ahmed	404	Support		Support	
Antignano Aldo Available	726	Support		Support	3311775125
Assil Anas In a meeting	401	Sales	Anas is not available today (Giorgio Barsacc...	Sales	+97155547337
Barsacchi Giorgio @CiscoLive till 1/2	227	Sales		Sales	3428968506
Beni Maurizio Available	732	DEV	Team plan 2019 (Christian Bongiovanni)	DEV	3311779183
Betti Matteo Available	239	DEV			
Biasci Giuliano Away	225	DEV	In a meeting (Bernardo Federigi)	DEV	3497447619

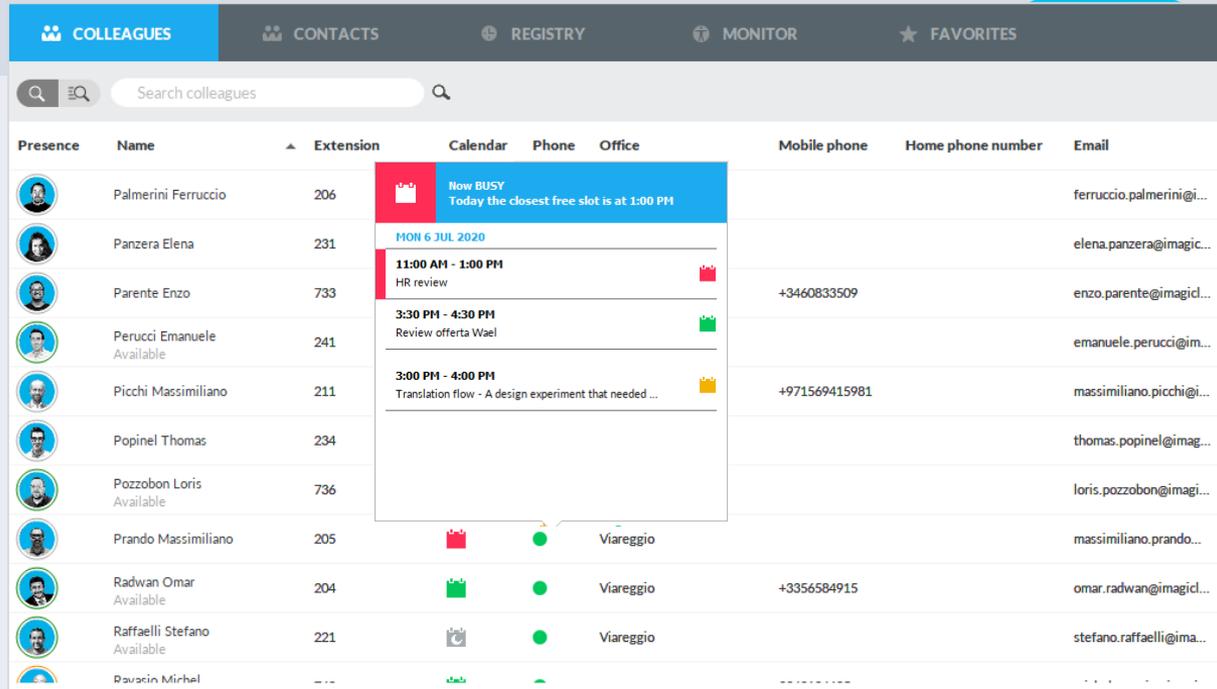
 Available	 Busy	 Call Forward*
 Do not disturb	 Not Available	 VoiceMail Forward*

\*status available only on Cisco UCM/HCS/Webex Calling Dedicated calling platforms

# Microsoft Calendar integration.

Real-time calendar information that allows you to always know your colleague's daily availability.

- From Microsoft Exchange or Office 365 email services
- Available on Colleagues, Favorites and Search panels
- Current day detailed information by hovering on the calendar icon
- 5 dedicated available/busy status icons that suggest the next available slot



Presence	Name	Extension	Calendar	Phone	Office	Mobile phone	Home phone number	Email
	Palmerini Ferruccio	206	<b>Now BUSY</b> Today the closest free slot is at 1:00 PM					ferruccio.palmerini@i...
	Panzeri Elena	231	<b>MON 6 JUL 2020</b>					elena.panzeri@imagi...
	Parente Enzo	733	<b>11:00 AM - 1:00 PM</b> HR review			+3460833509		enzo.parente@imagi...
	Perucci Emanuele	241	<b>3:30 PM - 4:30 PM</b> Review offerta Wael					emanuele.perucci@im...
	Picchi Massimiliano	211	<b>3:00 PM - 4:00 PM</b> Translation flow - A design experiment that needed ...			+971569415981		massimiliano.picchi@i...
	Popinel Thomas	234						thomas.popinel@imag...
	Pozzobon Loris	736						loris.pozzobon@imagi...
	Prando Massimiliano	205			Viareggio			massimiliano.prando...
	Radwan Omar	204			Viareggio	+3356584915		omar.radwan@imagi...
	Raffaelli Stefano	221			Viareggio			stefano.raffaelli@ima...
	Rauscin Michel	---						



Busy



Free



Working elsewhere



Out of office

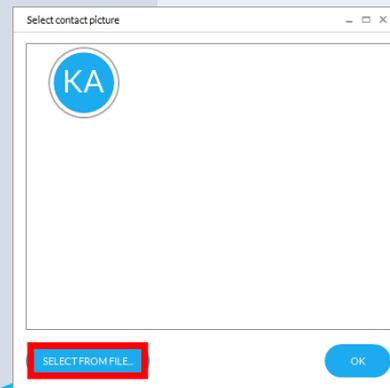


Tentative

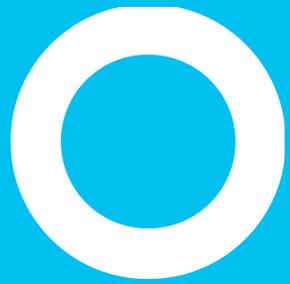


# Colleagues tab additional features.

- A right-click on any Colleague displays a pull-down menu which allows you to perform several operations:
  - **Call** the contact
  - **Change his/her picture.** If pictures are imported from AD/LDAP, you can replace them with another JPG/BMP picture from your local archive. New picture is displayed in local client and it won't be propagated to other agents' client. See example on right side.
  - **Send email/SMS** to colleague
  - **Add a note** to a contact: Through a pop-up window, you can enter a text message, with a colored background, that will be shown on ALL agent's console. See example on the right

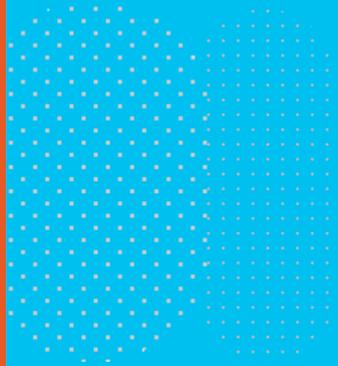


Name	Extension	Department	Notes
 Federigi Bernardo Available	215	Marketing	cisco live (Francesco Iuliano)
 Ferrari Claudio	741	Sales	de baja hasta el 15 (Francesco Iuliano)
 Fioravanti Tommaso Cisco Live 2019	229	Sales	@cisco live (Tommaso Fioravanti)



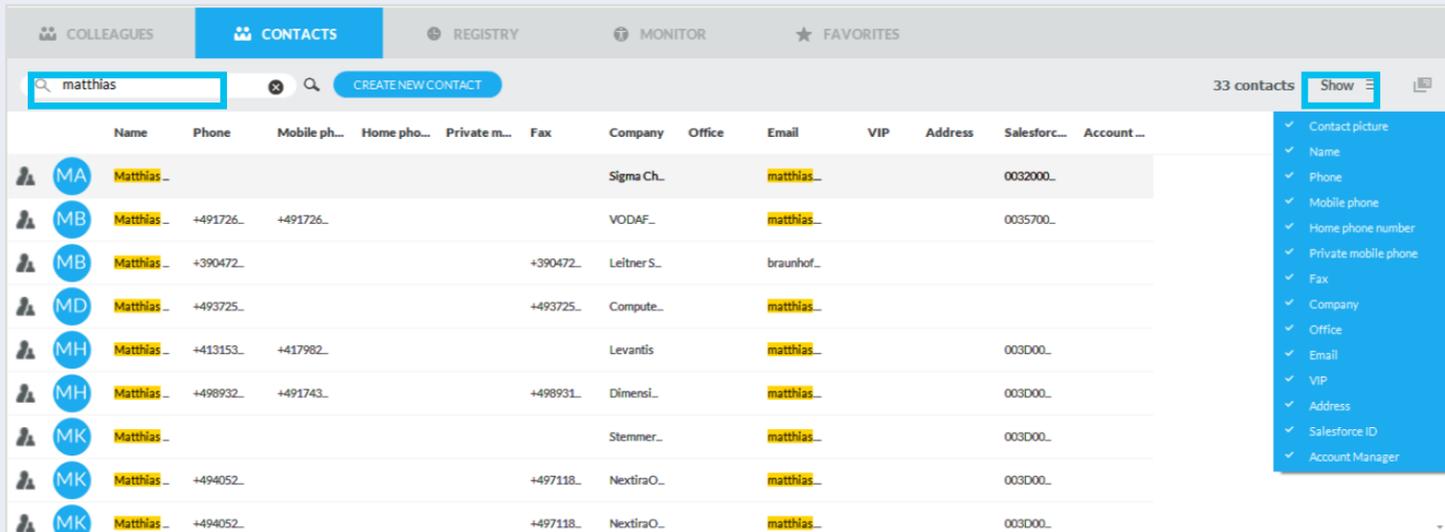
# Imagicle UCX Console

Contacts tab.



# Contacts tab.

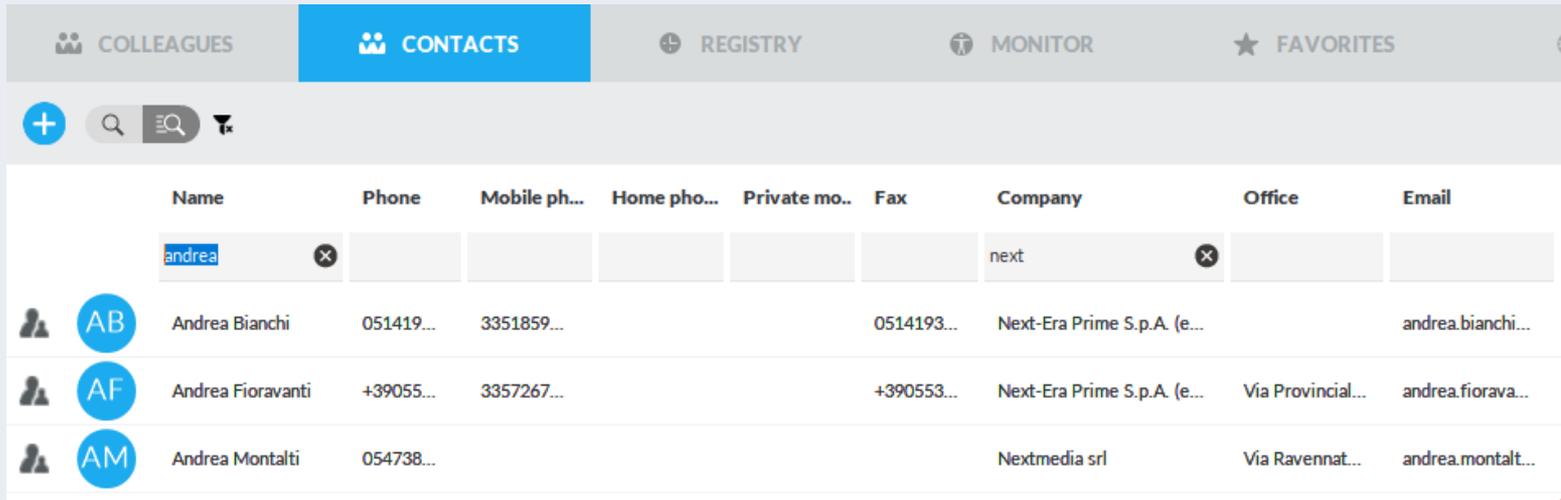
- “Contacts” panel shows the list of external contacts included into a personal directory and a shared directory available to all operators. If Contact Manager license is enabled, it allows the access to all Corporate Personal/Department/Public directories. Moreover, each operator can locally import contacts from Outlook, CSV file or other ODBC sources.
- It is possible to start a “simple” search through the search box (blue-squared below), select fields to display and drag&drop columns to change display order.



	Name	Phone	Mobile ph...	Home pho...	Private m...	Fax	Company	Office	Email	VIP	Address	Salesforc...	Account ...
MA	Matthias ...						Sigma Ch...		matthias ...			0032000...	
MB	Matthias ...	+491726...	+491726...				VODAF...		matthias ...			0035700...	
MB	Matthias ...	+390472...				+390472...	Leitner S...		braunhof...				
MD	Matthias ...	+493725...				+493725...	Compute...		matthias ...				
MH	Matthias ...	+413153...	+417982...				Levantis		matthias ...			003D00...	
MH	Matthias ...	+498932...	+491743...			+498931...	Dimensi...		matthias ...			003D00...	
MK	Matthias ...						Stemmer...		matthias ...			003D00...	
MK	Matthias ...	+494052...				+497118...	NextiraO...		matthias ...			003D00...	
MK	Matthias ...	+494052...				+497118...	NextiraO...		matthias ...			003D00...	

# Advanced Search on Contacts tab.

- By clicking on blue-squared “Advanced search” button, you can search contacts by adding one or more filter on each available field. You can click on black funnel icon to clean all filters.



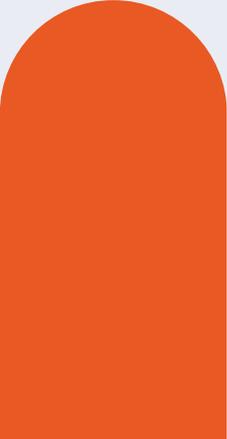
The screenshot displays a contact management interface with the following elements:

- Navigation tabs: COLLEAGUES, CONTACTS (active), REGISTRY, MONITOR, FAVORITES.
- Search bar: Contains a plus icon, a magnifying glass icon, and a filter icon.
- Advanced search filter: A blue square with the text "andrea" and a black funnel icon with an "x" to clear the filter.
- Table of contacts:

	Name	Phone	Mobile ph...	Home pho...	Private mo..	Fax	Company	Office	Email
	andrea						next		
	Andrea Bianchi	051419...	3351859...			0514193...	Next-Era Prime S.p.A. (e...		andrea.bianchi...
	Andrea Fioravanti	+39055...	3357267...			+390553...	Next-Era Prime S.p.A. (e...	Via Provincial...	andrea.fiorava...
	Andrea Montalti	054738...					Nextmedia srl	Via Ravennat...	andrea.montalt...



## Contacts tab.



You can directly **search** for a **contact name, number or company** through a simple or advanced search by clicking Enter or the “zoom lens” button.

- Returned search results are including entries with any diacritic marks associated to same letter. As an example, if you search for “Muller”, search results include Müller, too.
- You can perform an exact search by using quotes
- Advanced Search does not return results coming from locally imported contacts (Excel, Outlook, ODBC, ..)

You can **sort the list** by any column, **change list layout** from “Display List” pull-down menu **and choose what columns to be shown** by selecting them from “**Show**” pull-down menu.

- A square icon on top right allows window detachment from Attendant Console and full screen display
  - To call a contact, double click on any phone number
- 



# “Fly Search” button.

- The “Fly Search” button, displayed on top-center of Attendant Console , allows you to:
  - Search for contacts across Colleagues, Contacts and Favorites tabs, by entering a text or numbers in the search field.
  - Search covers all contact fields and it leverages “Starts with” algorithm within each field.

Results are displayed split into two categories: “Favorites and colleagues” & “Other Contacts”.

The screenshot displays the Attendant Console interface. At the top, there's a header with user information (Greta Rabbini), a status indicator (EMERGENCY), and the date (Mon 3 Aug 2020). Below the header, there are several panels: 'QUEUES' and 'AGENTS' on the left, 'CURRENT CALLS' and 'CALL PARKED' in the center, and 'COLLEAGUES' and 'CONTACTS' on the right. A 'SEARCH CONTACT' dialog box is open, showing search results for 'ema'. The results are split into two categories: 'FAVORITES AND COLLEAGUES' and 'OTHER CONTACTS'. The 'FAVORITES AND COLLEAGUES' section shows a list of contacts with their presence status, name, calendar, and extension. The 'OTHER CONTACTS' section shows a list of contacts with their name, role, and phone number.

Presence	Name	Calendar	Extension
Available	Neroneva Olga		244
Available	Ombiolo Luca		728
Available	Pallica Stefano		240
Available	Palmerini Ferruccio		256
Available	Papera Elena		225
Available	Parente Enzo		723
Available	Peracci Emanuele		241
Available	Picchi Massimiliano		213
Available	Popinet Thomas		234
Available	Pozzobon Loris		736

Name	Role	Phone Number
Fabio Demarini	MY FAVS	
Emanuele Peracci	Colleagues	241
Emanuele Abbondi	Customers	06451233
Emanuele Abbondi	Customers	06457398
Emanuele Abbondi	Customers	064497611



## Add a new contact.

- Just a click to add contacts through an easy form
  - During a call
  - From call notify popup
  - From Contacts panel
  - From calls Registry
  - ...
- Speed dials and custom fields are configurable too, if enabled

The screenshot shows a call interface for John Evans (Future Com Inc, 3477772130). A context menu is open over the contact card, listing various actions. The 'Create a new contact' option at the bottom is highlighted in blue. A red arrow points from this option to the 'View/Edit Contact' form on the right.

Contact	VIP	Line	Duration
		215	00:01:56

COLLEAGUES

REGISTRY 6

Search on the registry

From	Name	Phone
------	------	-------

The 'View/Edit Contact' form displays the following information:

- Name: John
- Last name: Evans
- Company: Future Com Inc
- Phone: 3486022386 (Speed dial)
- Mobile phone: 3477772130 (Speed dial)
- Home phone number: [Empty]
- Private mobile phone: [Empty]
- Fax: [Empty]
- Email: jevans@fcom.com
- Office: Massarosa
- Imagicle Directory: Suppliers (shared with Sales department)

Buttons: DELETE, OK, CANCEL



# Modify.

- Modify (or delete) your contacts in personal and shared directories
- From contact directory
- From call registry
- During a call
- ...
- Speed dials and custom fields are configurable, too

The screenshot shows a call registry interface with a navigation bar at the top containing 'COLLEAGUES', 'CONTACTS', 'REGISTRY' (highlighted), 'MONITOR', and 'FAVORITES'. Below the navigation bar is a search bar and a filter section showing '70 events', 'All events', and 'Last 7 days'. The main area is a table with columns: From, Name, Phone, Company, Notes, Data, and Duration. A context menu is open over the first row of the table, listing actions: Call, Open contact details, View/Edit contact (highlighted), Delete contact, Add/Modify note, Add to Favorites, Notify this call by SMS, Notify this call by email, Copy number, and Send contact.

From	Name	Phone	Company	Notes	Data	Duration
Italy	John Evans	3477772130	Future Com Inc		01/02/2019 L	00:00:00
Italy	John Evans		Future Com Inc		01/02/2019 L	00:00:44
Italy	John Evans		Future Com Inc		01/02/2019 L	00:00:29
Italy	John Evans		Future Com Inc		01/02/2019 L	00:18:12
Italy	John Evans		Future Com Inc		01/02/2019 L	00:00:00
Italy	John Evans		Future Com Inc		01/02/2019 L	00:00:55
	Giuliano Biasci				25/01/2019 L	00:00:35



## Open CRM form.

If “CRM Screen pop-up” feature is enabled in Attendant Console options, you can manually open a contact’s CRM form by selecting relevant entry in pull-down menu.

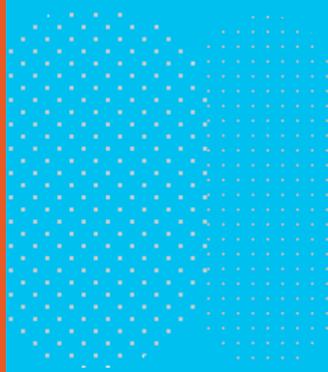
The screenshot shows a contact list interface. At the top, there are two tabs: "COLLEAGUES" and "CONTACTS". Below the tabs is a search bar containing the text "raffaelli". A pull-down menu is open over the search bar, listing several actions: "Add/modify contact note", "Send SMS", "Send Email", "Send contact", "Copy the number", "Open contact in outer app", "View/Edit contact", "Delete contact", and "Add to favorites". The "Open contact in outer app" option is highlighted with a red rectangular box. Below the search bar, there is a table of contacts with columns for "Name" and "Phone". The table contains two entries for "Michele Raffaelli" with the phone number "3346099878".

Name	Phone
Michele Raffaelli	3346099878
Michele Raffaelli	3346099878



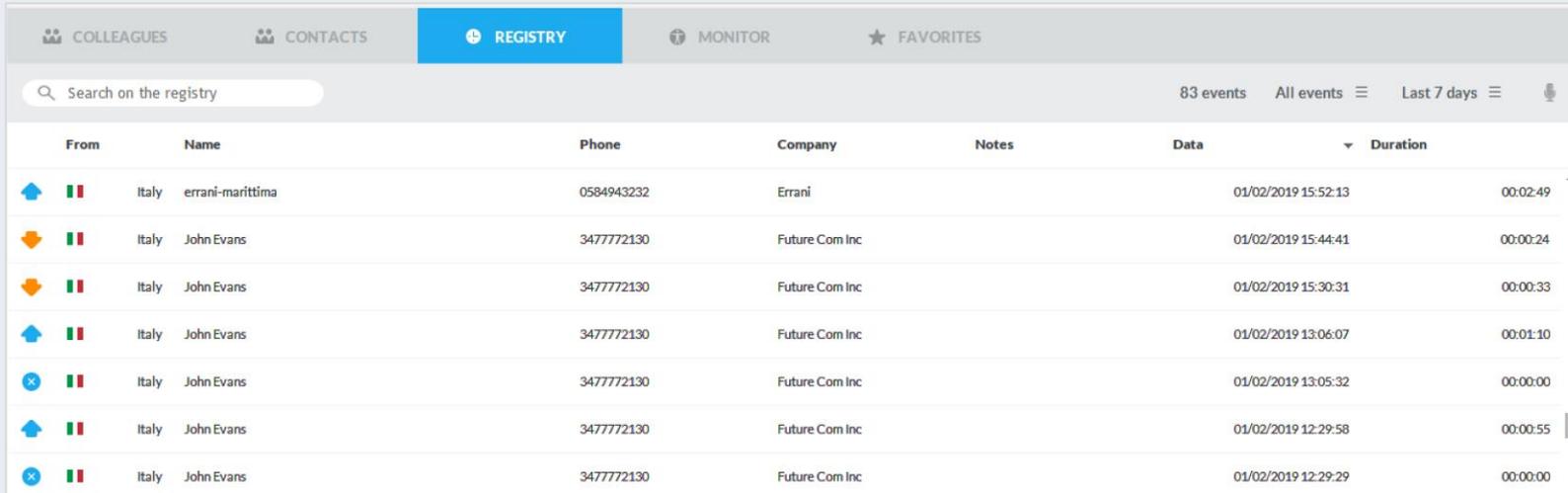
# Imagicle UCX Console

Registry tab.



# Registry tab.

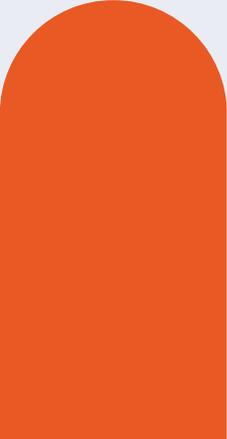
“Registry” panel shows the list of your incoming, outgoing and missed calls from/to your agent’s phone. Each call event is represented with a specific-colored icon, depending on call direction or missed call. If a note has been added during the call, it is displayed in the relevant “Notes” column.



From	Name	Phone	Company	Notes	Data	Duration
 	Italy errani-marittima	0584943232	Errani		01/02/2019 15:52:13	00:02:49
 	Italy John Evans	3477772130	Future Corn Inc		01/02/2019 15:44:41	00:00:24
 	Italy John Evans	3477772130	Future Corn Inc		01/02/2019 15:30:31	00:00:33
 	Italy John Evans	3477772130	Future Corn Inc		01/02/2019 13:06:07	00:01:10
 	Italy John Evans	3477772130	Future Corn Inc		01/02/2019 13:05:32	00:00:00
 	Italy John Evans	3477772130	Future Corn Inc		01/02/2019 12:29:58	00:00:55
 	Italy John Evans	3477772130	Future Corn Inc		01/02/2019 12:29:29	00:00:00



## Registry tab.



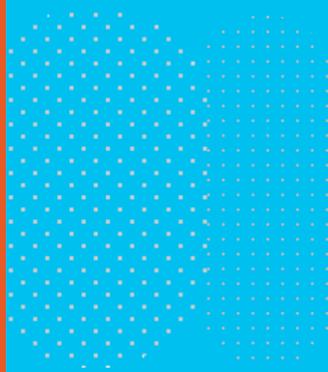
You can directly search for specific phone numbers, contact name or company by the text box below the panel and pressing Enter.

- It is possible to sort the list by any column, select a specific event type by changing “All Events” to another pull-down menu option and finally choose the time frame for retrieving calls from the registry by replacing default “Last 7 days” with a different menu option.
  - If Imagicle Call Recording is in use, you can click on  icon to directly access Imagicle web portal, view the list and listen to own recordings
  - To call a contact, just double-click it or right-click on any registry entry and select “Call” from pull-down menu
  - To view/modify contact details, select “View/Edit Contact” from pull-down menu
- 



# Imagicle UCX Console

Call Monitor tab.



# Call Monitor tab.



“**Monitor**” panel is a three-windows panel which summarize phone activities you performed during a specific time frame, selectable from top-left pull-down menu (in below examples: “Today” blue-squared)  
This is a display-only panel, for monitoring purposes.

The screenshot shows the 'MONITOR' tab interface. At the top, there are navigation tabs: COLLEAGUES, CONTACTS, REGISTRY, **MONITOR**, and FAVORITES. Below the tabs, there are navigation icons and a date selector set to 'Today'. The main content is divided into three panels: GLOBAL VIEW, INCOMING CALLS, and OUTGOING CALLS.

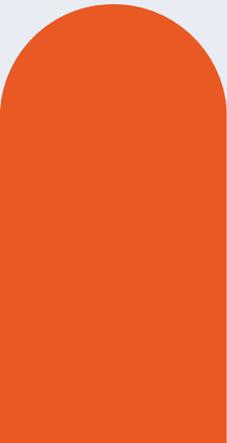
GLOBAL VIEW			INCOMING CALLS			OUTGOING CALLS		
<b>30</b>	<b>00:27:53</b>	<b>00:00:56</b>	<b>3</b>	<b>00:02:08</b>	<b>00:00:43</b>	<b>21</b>	<b>00:25:45</b>	<b>00:01:14</b>
total calls	total calls duration	average	total calls	total duration	average	total calls	total duration	average
Call type	Total calls	Total duration	#	contact	company	number	tot. dur.	avg. dur.
incoming calls	3	00:02:08	3	John Evans	Future Com Inc	3477772130	00:02:08	00:00:43
outgoing calls	21	00:25:45						
missed calls	6							

#	contact	company	number	tot. dur.	avg. dur.
10	errani-marittima	Errani	0584943232	00:04:15	00:00:26
9	John Evans	Future Com Inc	3477772130	00:21:30	00:02:23
1			50152	00:00:00	00:00:00
1	Lorenzo Naldi		226	00:00:00	00:00:00



# Call Monitor tab.

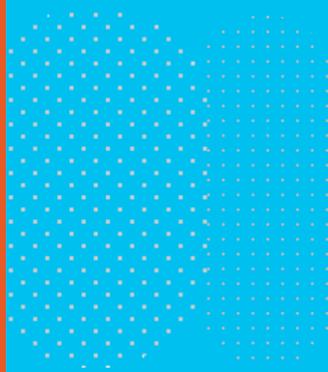


- First “Global view” window shows a summary of ALL your incoming/outgoing/missed calls counters, including average call length and total calls duration.
  - Second “Incoming calls” window shows your incoming calls traffic, including average call length, total calls duration and last 5 incoming calls
  - Third “Outgoing calls” window shows your outgoing calls traffic, including average call length, total calls duration and last 5 outgoing calls
- 



# Imagicle UCX Console

Favorites panels.



# Favorites panels.

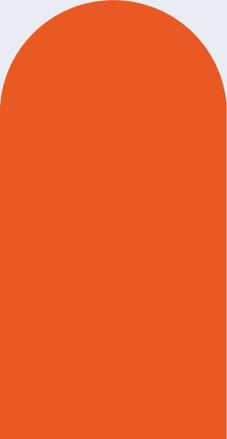


“**Favorites**” panels have been added in order to allow you to quickly access most frequently called contacts and colleagues, split into several user-customized panels. Colleagues are shown together with Calendar information.

- You can create and populate as many favorites’ tabs as you like, using relevant option in Attendant Console settings

The screenshot displays the Attendant Console interface. At the top, there are navigation tabs: COLLEAGUES, CONTACTS, REGISTRY, and MONITOR. Below these is a search bar labeled 'Search favorite'. The main area shows a grid of contact cards for various colleagues, each with a profile picture, name, role, and extension number. Status indicators (green for free, red for busy, grey for out of office) are shown at the bottom of each card. A calendar overlay is visible on the right side, showing a busy period from 3:00 PM to 5:00 PM on Monday, August 3, 2020, for a 'UX Customer Session'. The calendar also indicates the next free slot is at 5:00 PM.

Name	Role	Extension	Status
Simone Musetti		235	Out of office
Stefano Raffaelli	DEV	221	Out of office
Giuliano Biasci	DEV	225	Free
Luca Bonuccelli	DEV	220	Free
Bernardo Federigi	Marketing	215	Out of office
Federica Docali		740	Busy
Ahmad Alkhalili	Support	406	Free
Marco Rullo	DEV	729	Free



# Favorites panels.

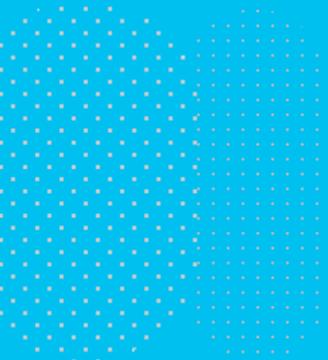
To manually **add new contacts** into favorites panels, you can click on top-left “+” icon and enter contact info and numbers

- To **add existing contacts** from “Colleagues”, “Contacts” or “Registry”, you can right-click on any entry and select “Add to favorites” from pull-down menu
  - It is possible to directly search for a contact name, number or company by the text box below the panel and pressing Enter
  - It is also possible to change list layout from top-right pull-down menu: different grid options are available.
  - A square icon on top right allows window detachment from Attendant Console and full screen display
  - To call a contact, simply double-click on any item in the panel
- 



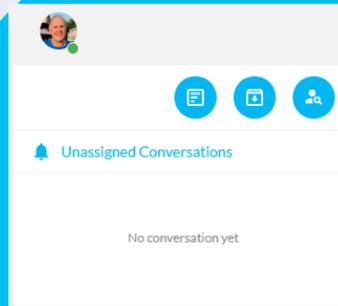
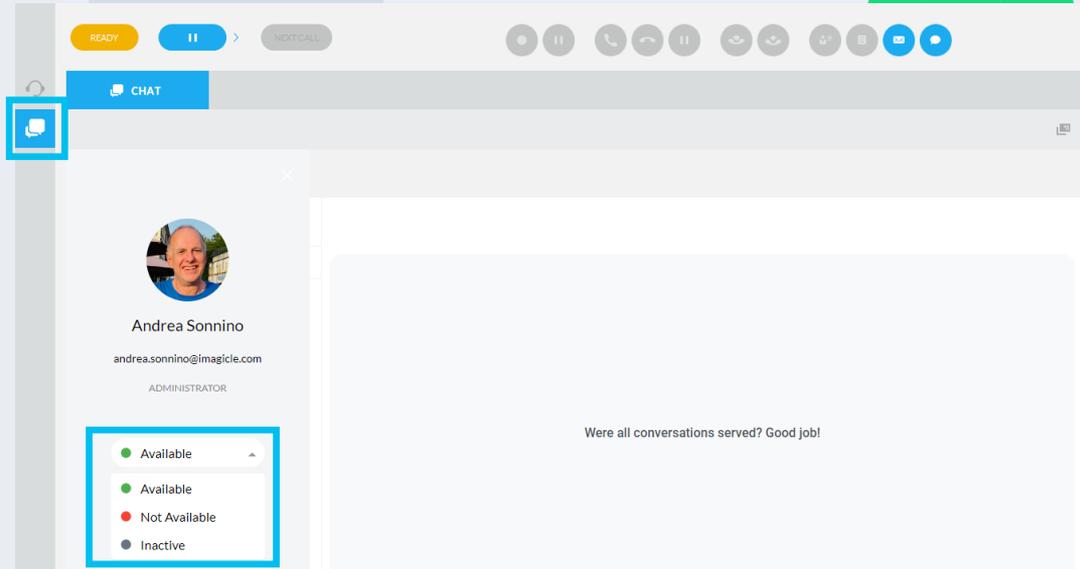
# Imagicle UCX Agent Console

Chat Panel.



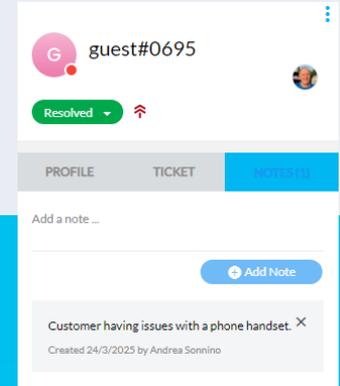
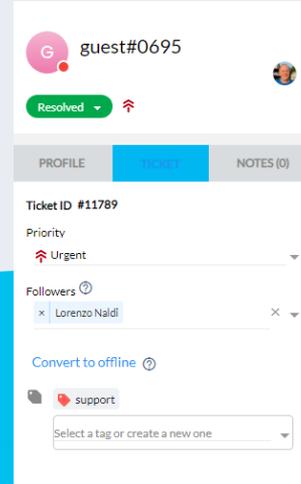
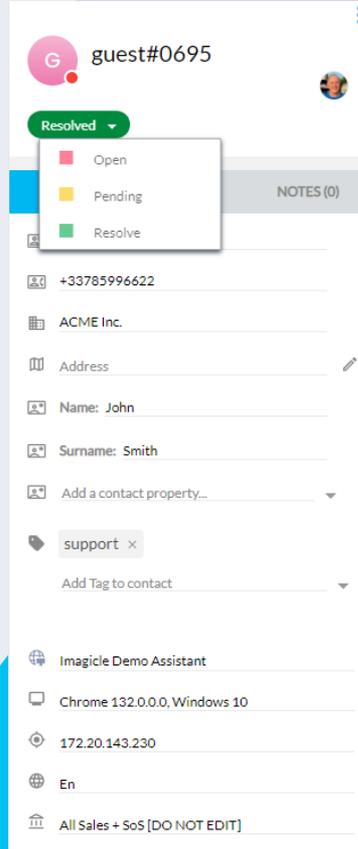
# Digital Integration.

- If your Imagicle Engage subscription includes UCX Agent Console Advance 2 or 3, you can interact with your customers or partners not only by phone calls, but also through a **digital** channel, in turns integrated with the most common chat services available in the market, like:
  - Whatsapp
  - Telegram
  - Facebook
  - Web
  - Email
  - etc.
- When you select the top-left chat icon, the chat window appears, allowing to set yourself as **Available**, **Not Available**, Inactive by clicking on operator's picture.
- Chat login is automatic and you can manually create a ticket, browse archived conversations and contacts list, by pushing respective blue buttons under operator's picture.
- Chat panel can be hidden from VIEW menu, if not in use.



# Digital Integration.

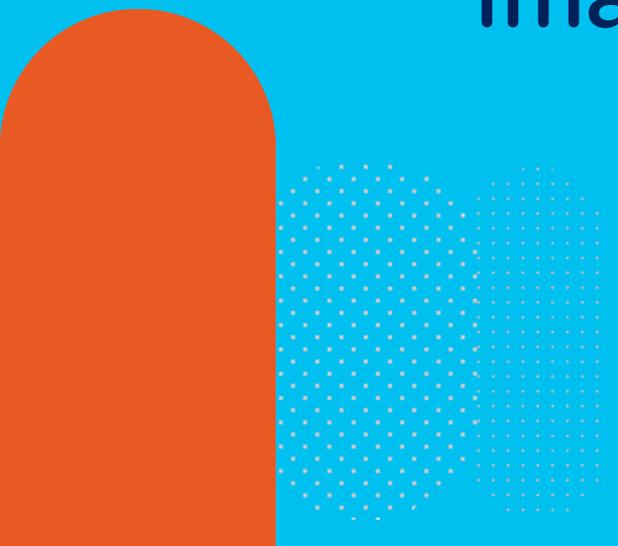
- Once a new customer contacts the Company via chat, the relevant transaction is forwarded to the first available “blended” operator, who can pick it up from “Unassigned Conversations” list.
- Customer’s data, if already available into customer’s DB, are displayed in the right-end panel. Operator can also manually fill the user’s details and manually set the conversation to Open, Pending and Resolve.
- From same panel, you can also add TICKET details, priority, tags and NOTES.
- During the chat transaction, operator can deliver documents, videos and web link to address customer’s request.
- Whole chat progression is available on operator’s interface, and she/he can scroll up & down to view previous messages.





# Imagicle UCX Console

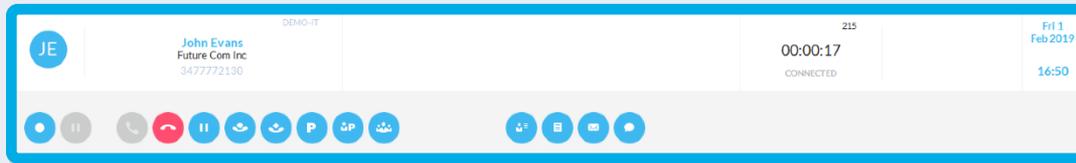
Compact layout.



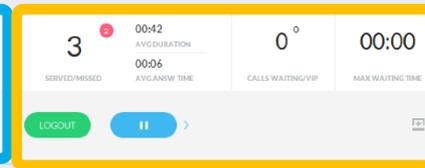
# Attendant Console compact layout.

Ideal for inbound call center agents

Compact docked bar on top of the screen  
To toggle between compact/full layout, just click on top-right triangle icon (red-squared below)



Calls Panel

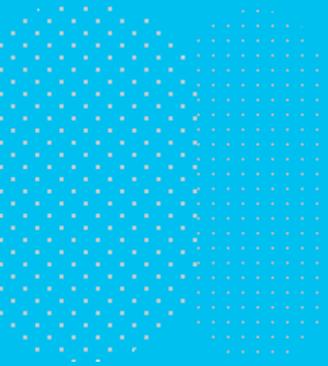


Compact Queues Panel



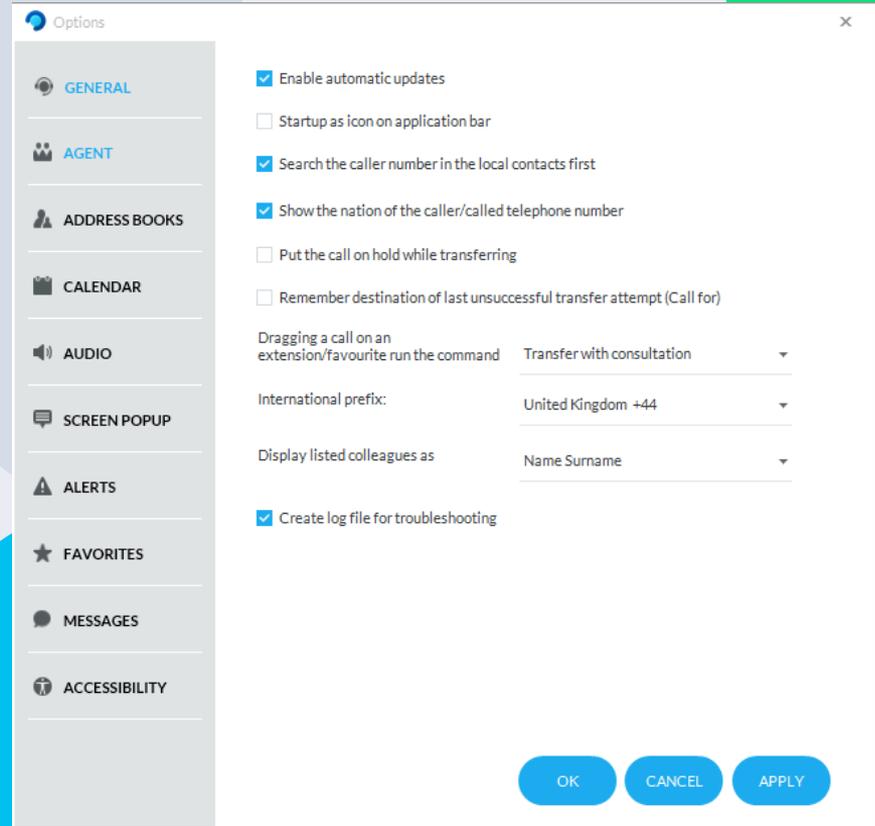
# Imagicle UCX Console

Settings.



# General settings.

- UCX Console settings are accessible from top-left **pull-down menu** → **Options**
  - Within the same pull-down menu, you can also select the console **language** out of 8 available languages
  - Moreover, “**Manage HotKeys**” is also available for customizing keyboard shortcuts
- First “**General**” tab allows you to setup several parameters related to console usage like:
  - app auto-run
  - drag & drop for call transfer
  - local international prefix
  - “Call for” missed call transfer feature
  - Others...



The screenshot shows the 'Options' dialog box with the 'GENERAL' tab selected. The left sidebar lists various settings categories: GENERAL, AGENT, ADDRESS BOOKS, CALENDAR, AUDIO, SCREEN POPUP, ALERTS, FAVORITES, MESSAGES, and ACCESSIBILITY. The main area contains several checkboxes and dropdown menus. The 'Enable automatic updates' checkbox is checked. Other options include 'Startup as icon on application bar' (unchecked), 'Search the caller number in the local contacts first' (checked), 'Show the nation of the caller/called telephone number' (checked), 'Put the call on hold while transferring' (unchecked), and 'Remember destination of last unsuccessful transfer attempt (Call for)' (unchecked). There are three dropdown menus: 'Dragging a call on an extension/favourite run the command' set to 'Transfer with consultation', 'International prefix' set to 'United Kingdom +44', and 'Display listed colleagues as' set to 'Name Surname'. A 'Create log file for troubleshooting' checkbox is also checked. At the bottom right, there are three buttons: 'OK', 'CANCEL', and 'APPLY'.

Options

**GENERAL**

AGENT

ADDRESS BOOKS

CALENDAR

AUDIO

SCREEN POPUP

ALERTS

FAVORITES

MESSAGES

ACCESSIBILITY

Enable automatic updates

Startup as icon on application bar

Search the caller number in the local contacts first

Show the nation of the caller/called telephone number

Put the call on hold while transferring

Remember destination of last unsuccessful transfer attempt (Call for)

Dragging a call on an extension/favourite run the command: Transfer with consultation

International prefix: United Kingdom +44

Display listed colleagues as: Name Surname

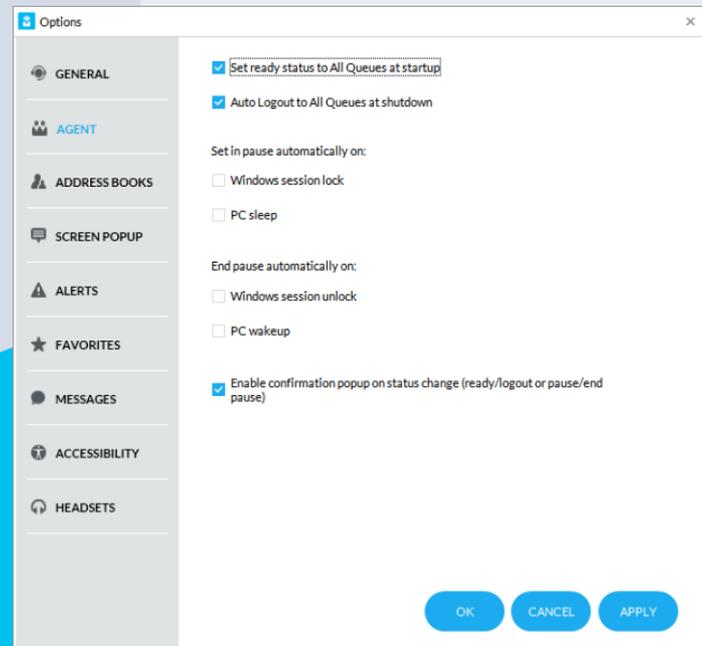
Create log file for troubleshooting

OK CANCEL APPLY



# Agent settings.

- “**Agent**” tab allows you to setup several parameters related to Agent like:
  - auto-login at startup
  - auto-logout at shutdown
  - Manage automatic pause on windows session lock/unlock – PC sleep/wakeup
  - Enable confirmation popup upon status changes





# Address Book settings.

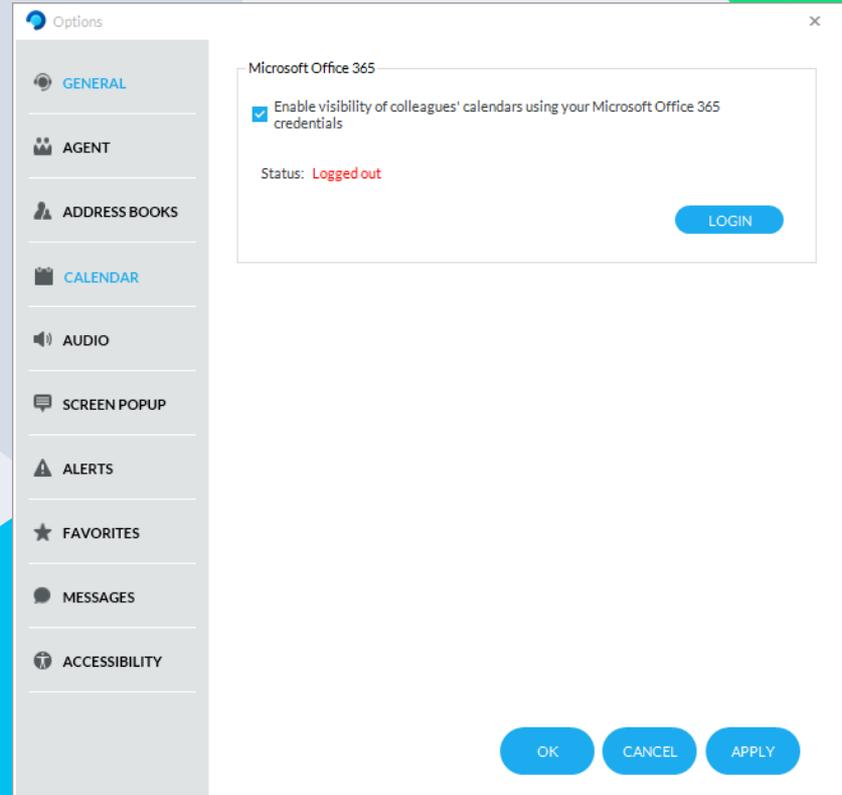
- “**Address Book**” tab allows you to locally import external contacts into “Contacts” panel. In example here next, console can be instructed to search contacts directly into Outlook client
- Contacts imported from this tab will be available only to you (local data)
- Shared external contacts are supported as well, leveraging Imagicle **Contact Manager** application or a shared directory for Attendant Console operators only.

The screenshot shows the 'Options' dialog box with the 'ADDRESS BOOKS' tab selected. The 'MICROSOFT' sub-tab is active, displaying settings for Exchange 2007, Outlook, and Outlook Express. The 'Exchange 2007' section has the 'Enable search' checkbox checked and an 'Exchange Url' field containing 'http://exchange.dom.com/EWS/Exchange.asmx'. The 'Outlook' section also has 'Enable search' checked. The 'Outlook Express' section has 'Enable search' unchecked. A 'CHECK CONNECTION' button is present next to the Exchange 2007 note. At the bottom right, there are 'OK', 'CANCEL', and 'APPLY' buttons.

# Calendar settings.

- “**Calendar**” tab allows you to configure the connection to Microsoft Exchange/Office365 calendar, to import real-time calendar status of your colleagues
  - Microsoft own credentials are required
  - The “Login” button allows to initiate the connection to Microsoft Calendar service

Please be aware that Calendar integration leverages OAuth2 authentication method.





# Audio settings.

- “**Audio**” tab allows to setup the correct audio devices for Microphone, speaker and alerts.
- This option provides pull-down menu with all available audio devices embedded in your PC workstation, including headsets or external speakers connected via Bluetooth.

Options

GENERAL

AGENT

ADDRESS BOOKS

CALENDAR

**AUDIO**

SCREEN POPUP

ALERTS

FAVORITES

MESSAGES

ACCESSIBILITY

Audio devices

Microphone	Cuffia auricolare con microfono (Jabra Link 370) (0b...
Speaker	Altoparlanti (Dell USB Audio) (17e9:436e)
Alerts	Altoparlanti (Dell USB Audio) (17e9:436e)

All devices

- Altoparlanti (Dell USB Audio) (17e9:436e)
- CABLE Input (VB-Audio Virtual Cable)
- Auricolare e microtelefono (Jabra Link 370) (0b0e:245e)
- Altoparlanti (Realtek(R) Audio)

OK CANCEL APPLY



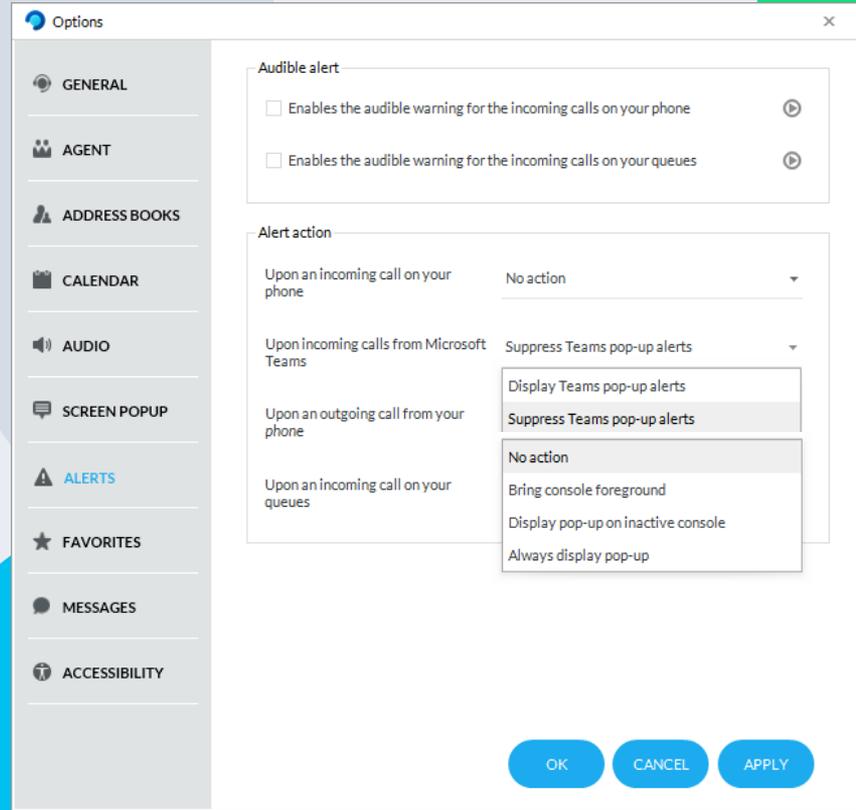
# Screen PopUp settings.

- “**Screen PopUp**” tab allows you to trigger an external third-party application upon incoming and/or outgoing call.
  - Both web-based or thick client-based external app are supported.
  - Upon screen pop-up trigger, UCX Console forwards some parameters related to current call, settable by clicking on “Configure” button.
  - Call parameters including call direction
  - Once the connector has been successfully configured and tested, you can export the configuration to be implemented in other UCX Console clients.

The screenshot shows the 'Options' dialog box with the 'SCREEN POPUP' tab selected. The 'Enable screen popup of a custom application (CRM, ERP, ...)' option is selected. The 'Application Credentials' section has fields for 'User name:' and 'Password:'. The 'Open Application automatically when:' section has three options: 'The phone rings' (checked), 'The conversation starts / the call is answered', and 'The call ends'. The 'Only if the number is associated with a Contact Manager contact' option is also present. The 'Apply only for:' section has dropdowns for 'Internal and External calls' and 'Incoming/Outgoing calls', with a checkbox for 'For incoming calls, only those coming from a queue'. The 'Action:' section has a dropdown set to 'Open an url' and a 'CONFIGURE' button. At the bottom, there are 'EXPORT CONFIGURATION FOR OTHER CLIENTS', 'OK', 'CANCEL', and 'APPLY' buttons.

# Alerts settings.

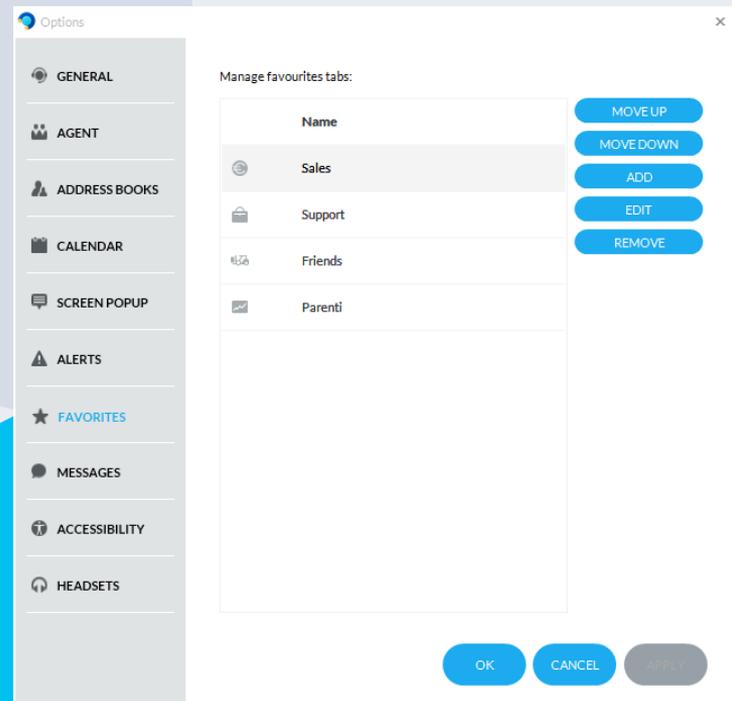
- “Alerts” tab allows you to customize the way to be alerted upon incoming calls. Choices include pop-up window, bring console foreground, audible alerts or just do nothing.
- UCX Console for Microsoft also includes a specific option to suppress MS-Teams client’s popup. We strongly suggest to enable this feature, to avoid annoying pop-ups on top of UCX Console interface.





# Favorites settings.

- “Favorites” tab allows you to define customized favorites tabs for storing frequently used contacts. You can assign personalized name and choose from several predefined icons





# Messages/SMS settings .

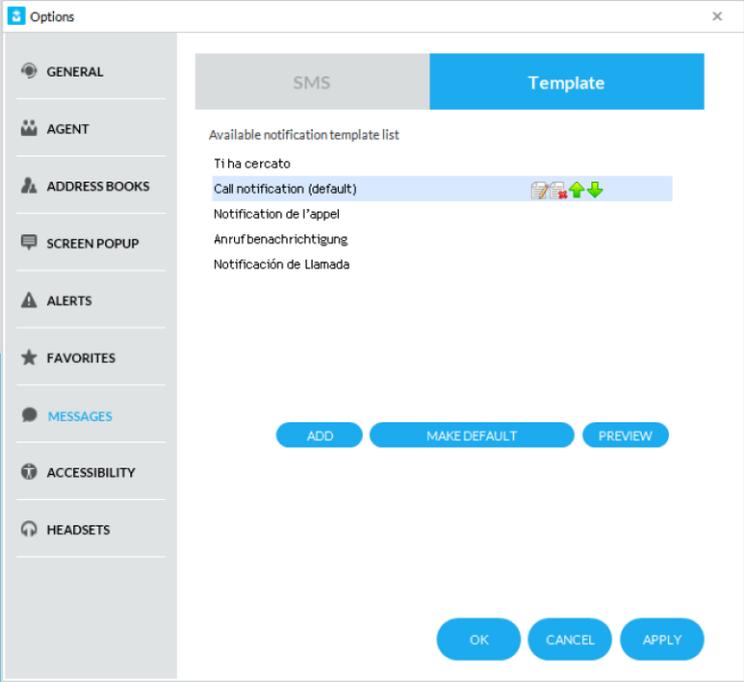
- “**Messages/SMS**” tab allows you to enter subscription data related to one of four supported international SMS providers:
  - Vola.it
  - Nexmo.com
  - TextMagic.com
  - EasiSMS
  - QuesCom
- SMS feature requires an Internet connection to provider

The screenshot shows a software interface titled "Options" with a close button (X) in the top right. On the left is a vertical sidebar with icons and labels for various settings: GENERAL, AGENT, ADDRESS BOOKS, SCREEN POPUP, ALERTS, FAVORITES, MESSAGES (highlighted in blue), ACCESSIBILITY, and HEADSETS. The main area is divided into two tabs: "SMS" (active, highlighted in blue) and "Template". Under the "SMS" tab, the text "Select the provider to use for sending SMS" is displayed. Below this are several input fields: "SMS Service Provider" is a dropdown menu set to "EasiSMS"; "Sms sender: (max 11 digit)" is a text field containing "Imagicle"; "User:" is a text field containing "Andrew"; "Password:" is a text field with 10 black dots; and "Gateway address" is a text field containing "easisms.com". At the bottom right of the dialog are three buttons: "OK", "CANCEL", and "APPLY".



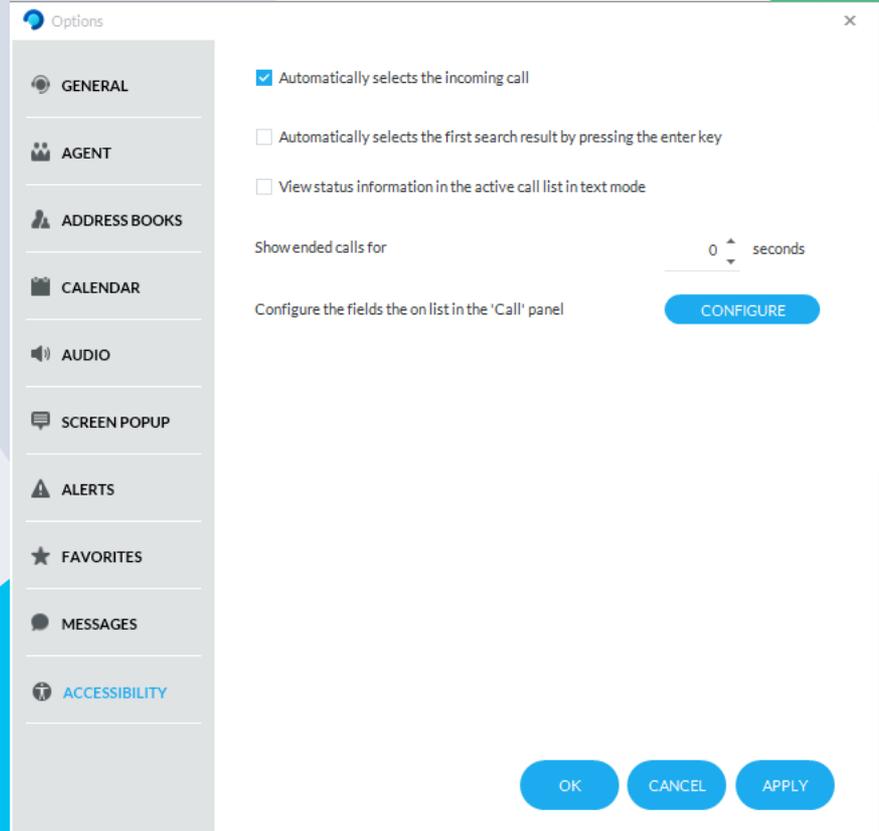
# Messages/SMS templates.

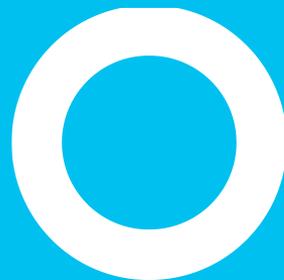
- “Messages” tab allows you to add/modify/remove specific templates to be used for sending email or SMS.
- Each template can include several call-related parameters like date/time, caller phone number and name, queue name, etc.



# Visually impaired support.

- Imagicle UCX Console, in its “Professional” version, has been specifically designed to support visually impaired operators.
- It has been successfully tested with best in class software tools for short-sighted and blind users, like:
  - JAWS Screen Reading software for Windows
  - ZoomText Magnifier
- Attendant Console Professional has been certified by “Visiondepth”, the Italian Institute for visually Impaired personnel.
- A specific “**Accessibility**” tab is available in UCX Console settings, to enable simplified actions and display options, supporting visually impaired users





Let's do something Imagicle.

Together.

[CONTACT US](#)

