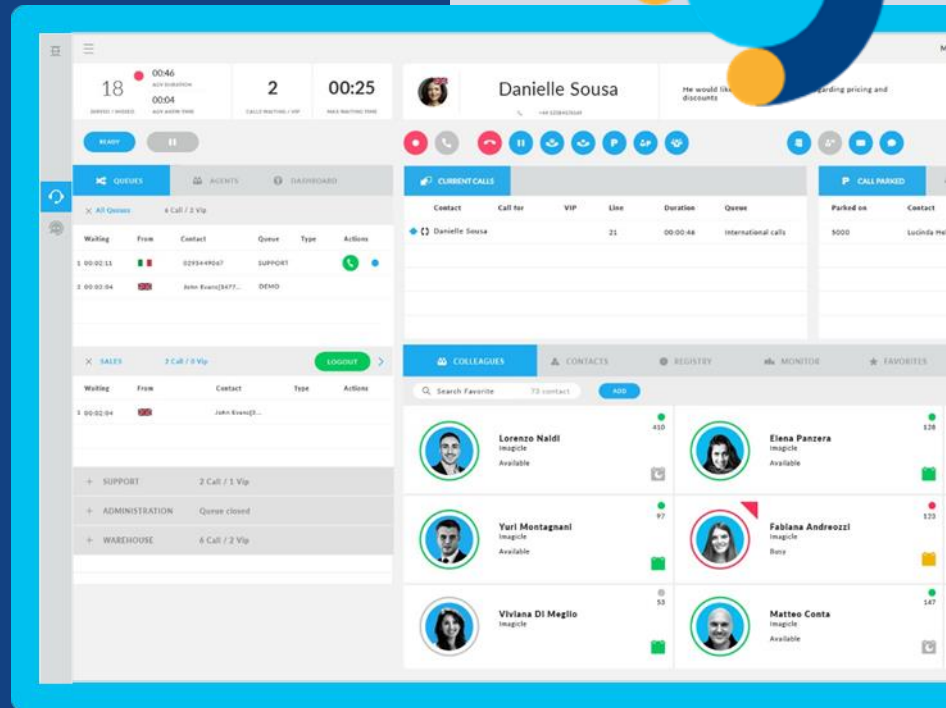


Imagicle UCX Attendant & Agent Console

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



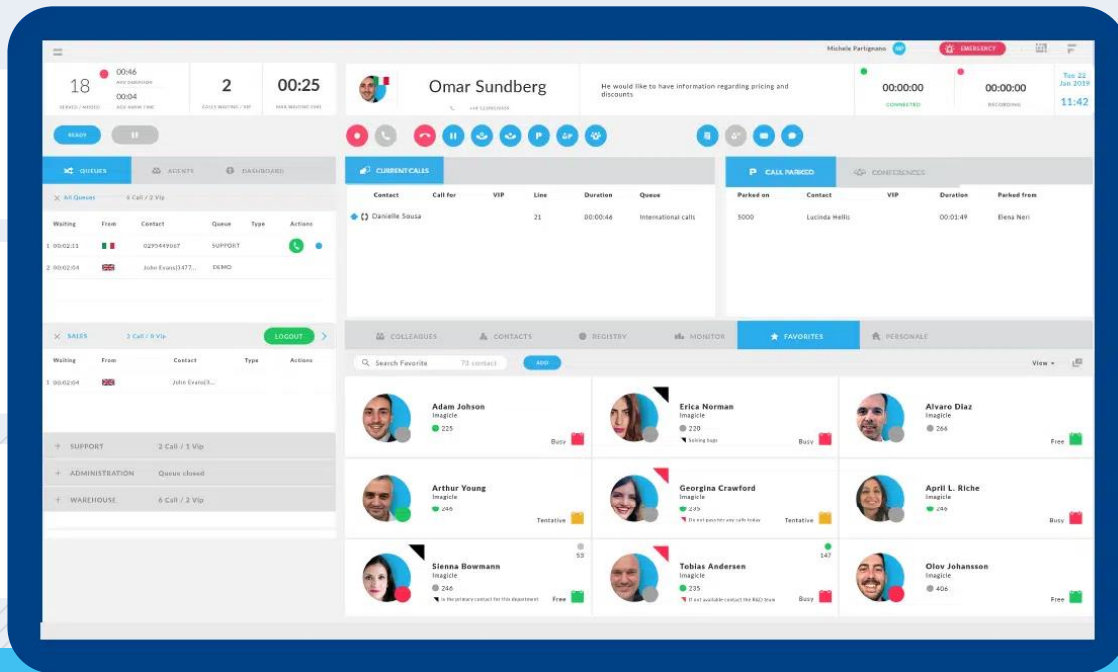
Imagicle Attendant Console.

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



Always know who is calling with caller ID

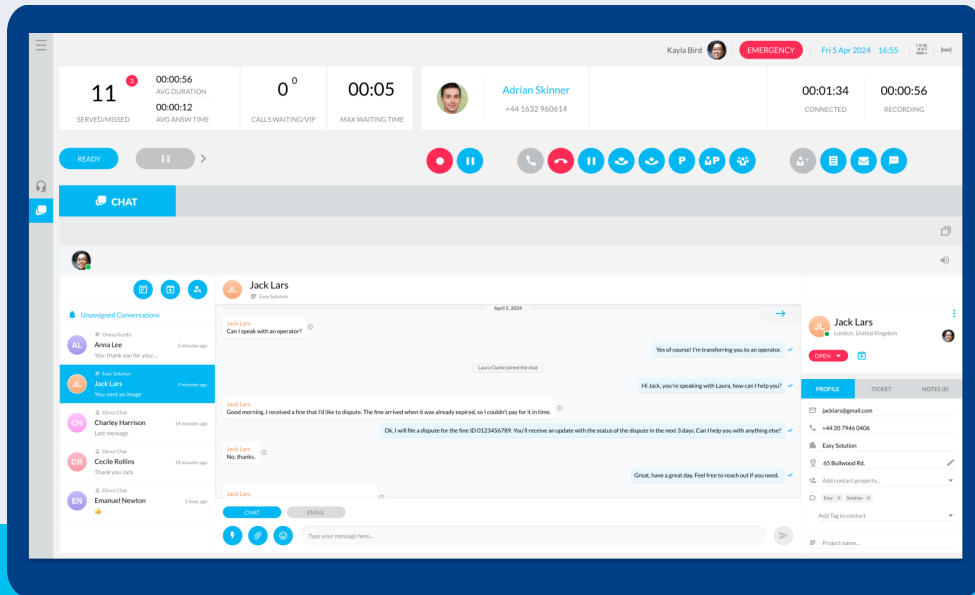
Integrated with your directories and CRM

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, which is divided into several sections:

- Top Bar:** Shows the user's name (Danielle Sousa), a profile picture, and a status indicator (CONNECTED). It also includes a timer (00:00:00) and a recording status (RECORDING).
- Call Controls:** A row of buttons for managing calls, including a red button for ending a call, a green button for pausing, and a blue button for transferring.
- Current Calls:** A table showing the current call in progress. The table has columns for Contact, Call for, VIP, Line, Duration, and Queue. The current call is from Danielle Sousa, with a duration of 00:00:46 and a queue of International calls.
- Call Parked:** A table showing calls that have been parked. The table has columns for Parked on, Contact, VIP, Duration, and Parked from. The current parked call is from Lucinda Hellis, with a duration of 00:01:49 and a parker of Elena Neri.
- Queues:** A section on the left side of the interface showing a list of queues. The queues are categorized by type (e.g., SUPPORT, DEMO) and show the number of calls in the queue (e.g., 6 Call / 2 Vip).
- Colleagues:** A section on the right side of the interface showing a list of colleagues. The colleagues are categorized by status (e.g., Available, Busy) and show their name, profile picture, and a small status indicator (e.g., 410, 128, 110).

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

QUEUES

CONTACTS AND COLLEAGUES

Agent & Attendant Console - Calling interface.

The screenshot displays the Agent & Attendant Console interface, which is a web-based calling interface. The interface is divided into several sections, each with a numbered callout:

- 1. CALLER COUNTRY FLAG AND NAME:** Located at the top center, showing the caller's name "Danielle Sousa" and a small profile picture.
- 2. PANIC BUTTON:** A red button labeled "EMERGENCY" located in the top right corner.
- 3. PARKED CALLS PANEL:** A panel on the right side showing a table of parked calls. The table has columns: "Parked on", "Contact", "VIP", "Duration", and "Parked from". It shows one entry: "5000" parked on "00:01:49" by "Lucinda Hellis" for "Elena Neri".
- 4. COLLEAGUES:** A panel at the bottom center showing a list of colleagues with their names, status (e.g., "Available", "Busy"), and a small profile picture. The list includes Elena Panzera, Yuri Montagnani, Viviana Di Meglio, Fabiana Andreozzi, Matteo Conta, Bernardo Federigi, Sonia Vicini, and Samuele Franceschi.
- 5. SEARCH FIELD:** A search bar located above the colleagues list, labeled "Search Favorite" and "70 contact".
- 6. LOG IN/OUT OF specific queues:** A green button labeled "LOGOUT" located in the bottom left area.
- 7. SPECIFIC QUEUES PANEL:** A panel on the left side showing a table of queues. The table has columns: "Waiting", "From", "Contact", "Queue", "Type", and "Actions". It shows two entries: "00:02:11" from "0295449067" in the "SUPPORT" queue, and "00:02:04" from "John Evans[3477...]" in the "DEMO" queue.
- 8. ALL QUEUES PANEL showing calls in all queues:** A panel on the left side showing a table of all queues. The table has columns: "Waiting", "From", "Contact", "Queue", "Type", and "Actions". It shows two entries: "00:02:11" from "0295449067" in the "SUPPORT" queue, and "00:02:04" from "John Evans[3477...]" in the "DEMO" queue.
- 9. AGENT STATUS:** A panel at the top left showing the agent's status "Ready, Pause, Logged out." and a "READY" button.

Additional interface elements include a top bar with the user's name "Micaela Pirtognagni", a "MP" icon, and a "2" indicator. A central "CURRENT CALLS" panel shows a table with columns: "Contact", "Call for", "VIP", "Line", "Duration", and "Queue". It shows one entry: "Danielle Sousa" with "21" on "Line", "00:00:46" duration, and "International calls" in the "Queue".

Agent Console only - Chat interface.

The screenshot displays the Agent Console Chat interface. At the top, a status bar shows 'Kayla Bird' with a profile picture, an 'EMERGENCY' button, and the date/time 'Fri 5 Apr 2024 16:55'. Below this is a dashboard with four metrics: '11' (SERVED/MISSED), '00:00:56' (AVG DURATION), '0' (CALLS WAITING/VIP), and '00:05' (MAX WAITING TIME). A 'READY' button and a pause icon are also present. A row of icons for various actions (call, chat, etc.) is at the bottom of the dashboard. A blue callout box labeled '1. CALL PANEL' points to the top right area, stating: 'When working on chats, operators can still see call statistics and active calls with the same commands as Attendant Console.'

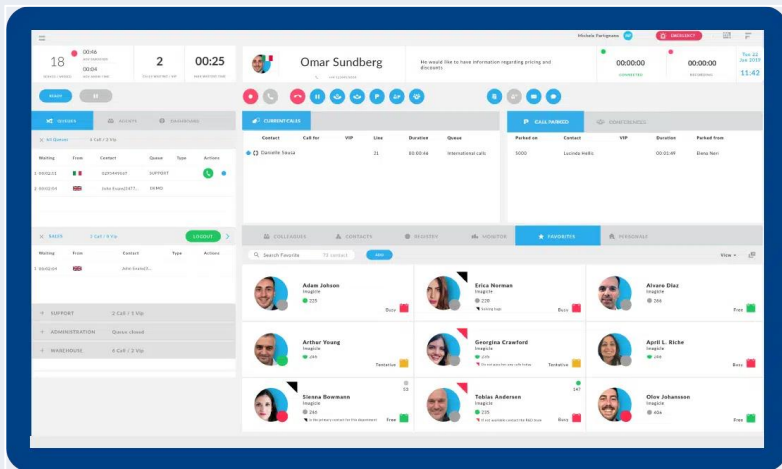
The main interface is divided into three sections. On the left, a 'CHAT' tab is active, showing a list of 'Unassigned Conversations' with entries for Anna Lee, Jack Lars, Charley Harrison, Cecile Rollins, and Emanuel Newton. A blue callout box labeled '5. ACTIVE CHATS' points to this list, stating: 'Chats the operator is handling that haven't been terminated yet.'

In the center, the 'CURRENT CHAT' for 'Jack Lars' is displayed. It shows a timeline of messages, including a transfer to an operator and a dispute filing. A blue callout box labeled '2. CURRENT CHAT' points to the chat header. Another blue callout box labeled '3. BUTTONS TO OPEN TICKET, ARCHIVE CHATS, AND LOOK FOR CONTACTS' points to the icons at the bottom of the chat window.

On the right, the 'CONTACT DETAILS' for 'Jack Lars' are shown, including his profile picture, name, location, email, phone number, and address. A blue callout box labeled '4. CONTACT DETAILS' points to this section, stating: 'Name and details of the person that has contacted the operator.'

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

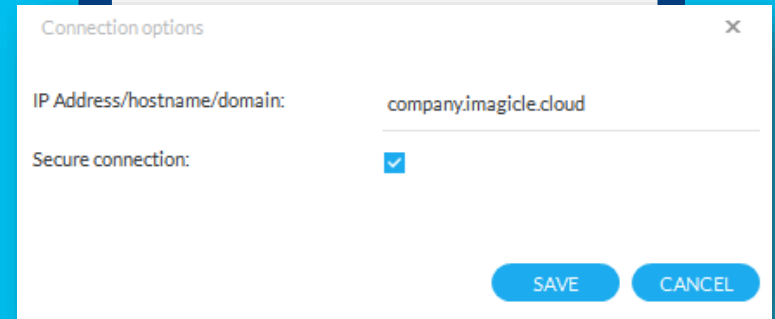


Imagicle UCX Console

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.



The image displays two overlapping windows from the Imagicle UCX Suite. The background window is the 'LOG INTO Imagicle UCX Console' login screen, featuring the Imagicle logo (a blue stylized 'C') and a 'Username' input field. The foreground window is a 'Connection options' dialog box. It contains two fields: 'IP Address/hostname/domain:' with the value 'company.imagicle.cloud' and 'Secure connection:' with a checked checkbox. At the bottom right of the dialog are 'SAVE' and 'CANCEL' buttons. A large green plus sign is visible in the top right corner of the overall image.

Connection options

IP Address/hostname/domain: company.imagicle.cloud

Secure connection: ☒

SAVE CANCEL



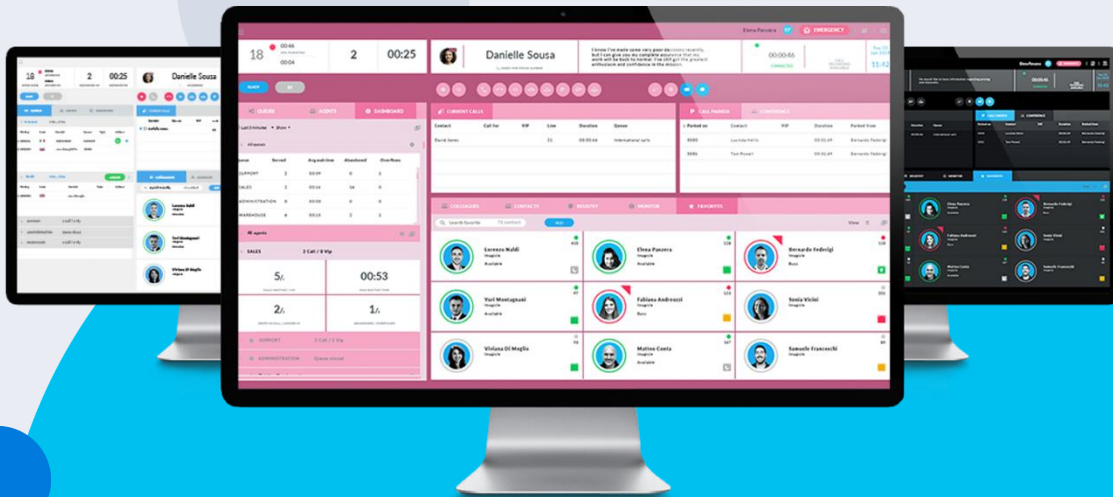
Imagicle UCX Console

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



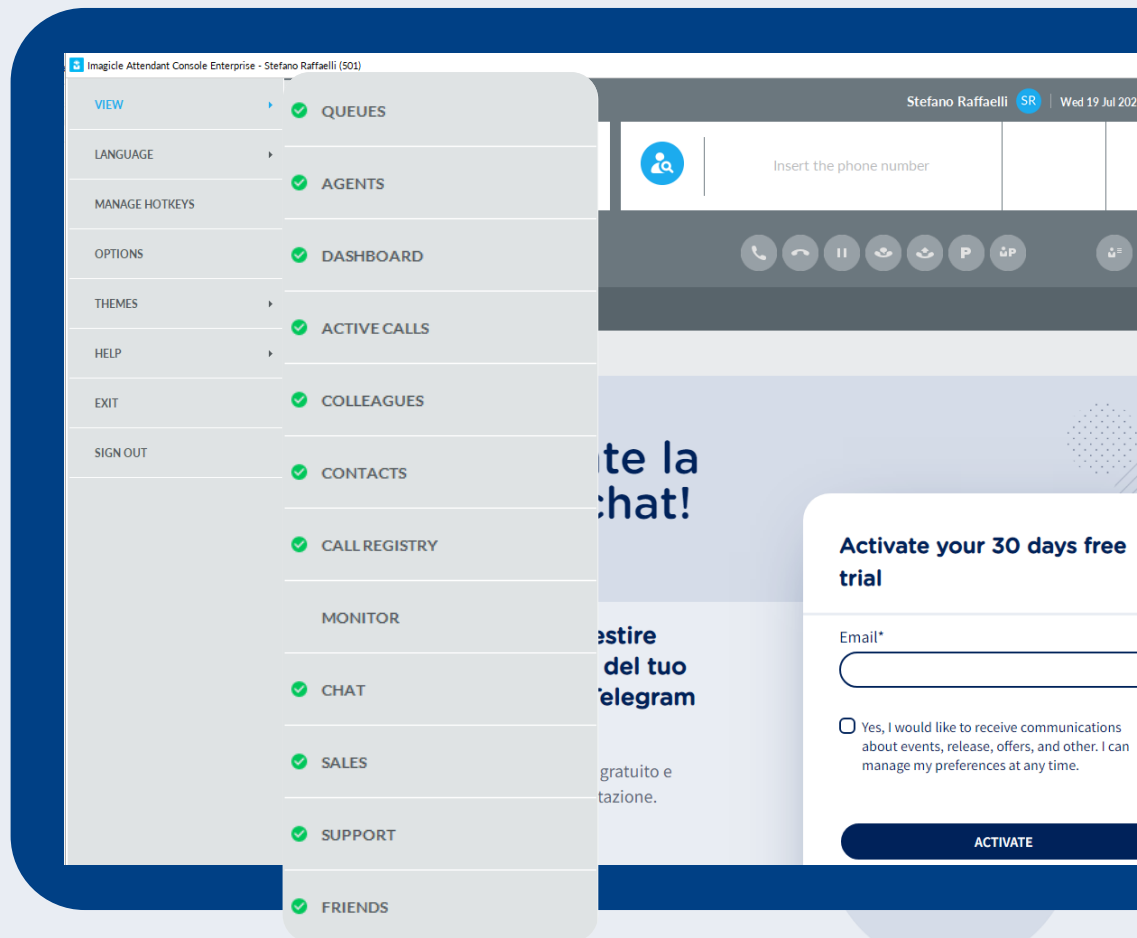


Imagicle UCX Console

Panels.

Adapt it to your needs.

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



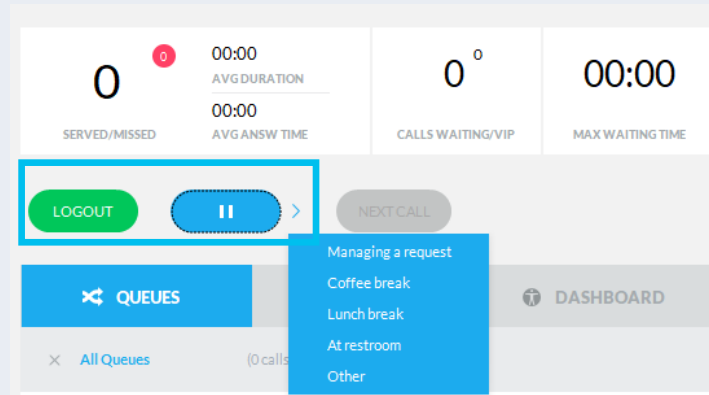


Imagicle UCX Console

Queues.

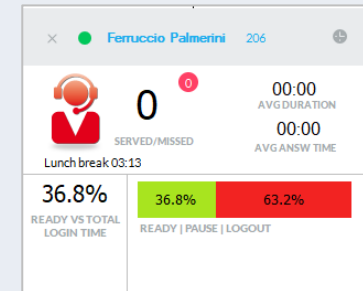
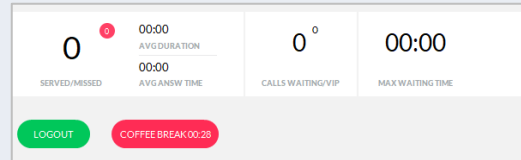
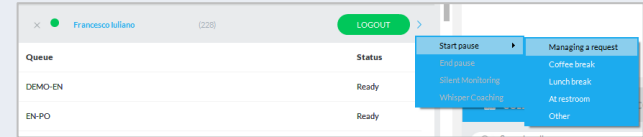
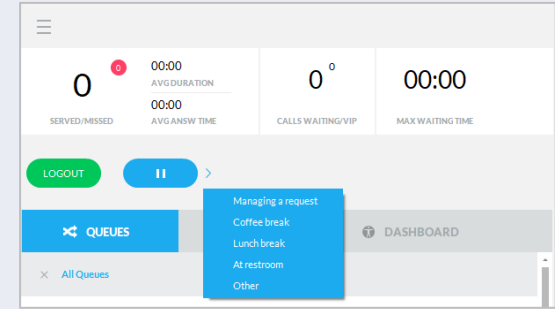
Queues panel.

- 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



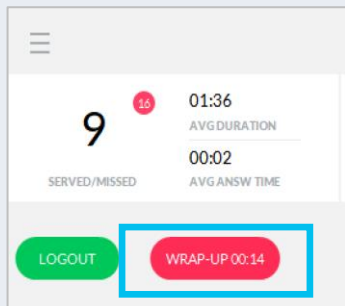
Agent/Operator status description.

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)

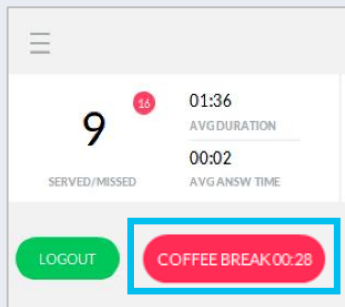
Wrap-up.

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 software interface with a top navigation bar containing 'QUEUES', 'AGENTS', 'DASHBOARD', and 'CURRENT CAL'. The 'QUEUES' panel is active, displaying a list of queues. The first queue is 'All Queues' with 1 call and 0 VIPs. Below it is a table with columns: Waiting, From, Contact, Queue, Type, and Actions. The first row shows a call with a waiting time of 00:00:06, from a contact named 'Andrea So...', in the 'DEMO-IT' queue. The second queue is 'DEMO-EN [P]' with 0 calls and 0 VIPs, featuring a 'LOGOUT' button. The third queue is 'DEMO-IT [P]' with 1 call and 0 VIPs, featuring a 'READY' button. Below this queue is another table with the same columns as the first. The first row shows a call with a waiting time of 00:00:06, from a contact named 'Andrea Sonnin...'. A context menu is open over the 'READY' button, showing options: 'Force open', 'Force closed', and 'Restore ordinary schedule'. On the right side of the interface, there is a 'COLLEAGUES' section with a search bar and a list of names, including 'Ahmed Antar'.

Waiting	From	Contact	Queue	Type	Actions
1	00:00:06	Andrea So...	DEMO-IT		

Waiting	From	Contact	Type	Actions
1	00:00:06	Andrea Sonnin...		

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.

Agent	Status
Elena Neri	Ready
Francesca Cappelletti	Ready
Elisabetta Da Prato	Logged out

Agent	Status
Sonia Vicini	
Elena Neri	
Francesca Cappelletti	

Queue	Status
DEMO-EN	Logged out
US-Sales	Logged out
DEMO-IT	Logged out

Queue	Status
DEMO-EN	Ready
EN-PO	Ready
IT-Sales	Ready

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.

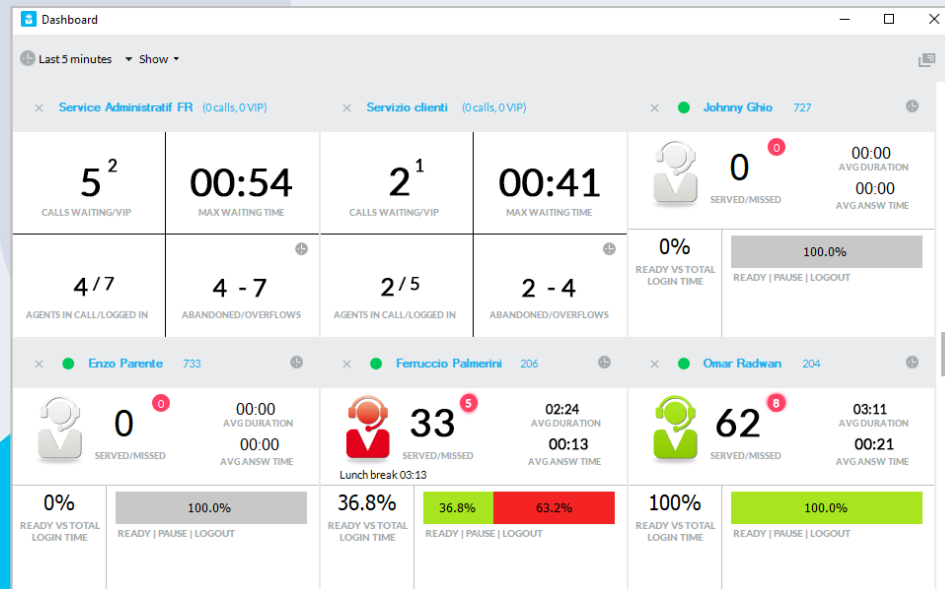
The screenshot displays the 'Agents' tab in a queue management interface. The top navigation bar includes 'QUEUES', 'AGENTS' (selected), and 'DASHBOARD'. Below the navigation, there are tabs for 'QUEUES' and 'AGENTS'. The main content area shows a list of agents grouped by queue. The first queue is 'IT-PO [P]' with ID (65002). It lists three agents: Elena Neri (Ready), a red dot with two speech bubble icons (Ready), and Elisabetta Da Prato (Logged out). The second queue is 'ME-PO [P]' with ID (65006). It lists three agents: Cinzia Micco (Ready), Elisabetta Da Prato (Logged out), and Francesca Cappelletti (Ready). The third queue is 'US-PO [P]' with ID (65007). The interface includes a search bar, a filter icon, and a scrollable list of agents with their names, status, and performance metrics.

Queue	Agent	Status
IT-PO [P] (65002)	Elena Neri	Ready
	[Red dot with speech bubble icons]	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)		



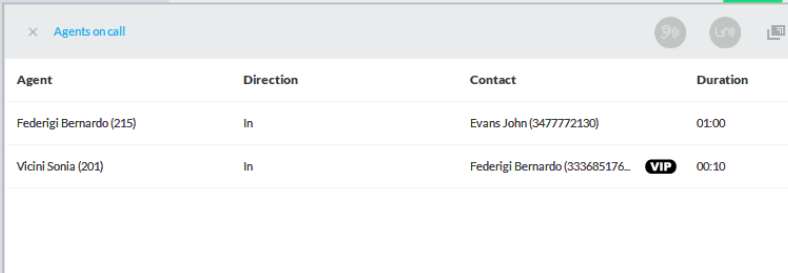
Queue panel: “Dashboard” tab.

- 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.



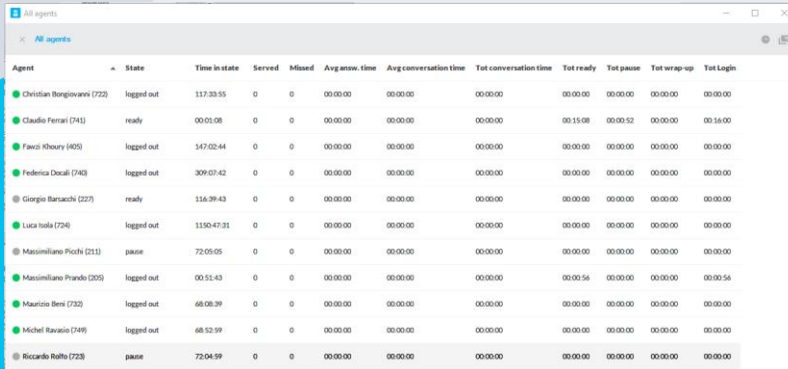
Queue panel: “Dashboard” tab.

- 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



A screenshot of the 'Agents on call' panel. It features a title bar with a close button (X) and the text 'Agents on call'. In the top right corner, there are three icons: a speech bubble with a slash, a 'Live' indicator, and a list icon. The main content is a table with four columns: Agent, Direction, Contact, and Duration. Two rows of data are visible.

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



A screenshot of the 'All agents' panel. It has a title bar with a close button (X) and the text 'All agents'. Below the title bar is a sub-header 'All agents'. The main content is a table with 13 columns: Agent, State, Time in state, Served, Missed, Avg ans. time, Avg conversation time, Tot conversation time, Tot ready, Tot pause, Tot wrap-up, and Tot Login. The table lists 13 agents with their current status and various performance metrics.

Agent	State	Time in state	Served	Missed	Avg ans. 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 (1405)	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 (748)	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 Baracchi (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	1130:47:31	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	72:09:05	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 (205)	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 Ballo (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



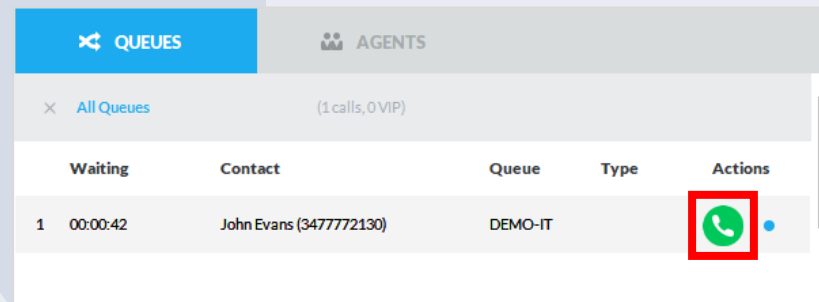
Imagicle UCX Console


Call Handling

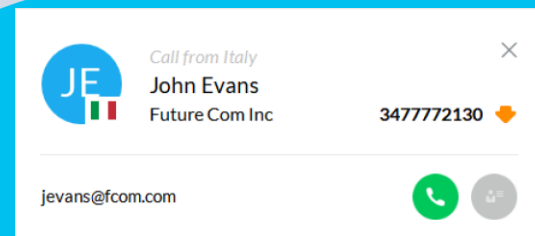


Notification of waiting calls.

- 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 (3477772130)	DEMO-IT		





Call from Italy

John Evans
Future Com Inc




3477772130

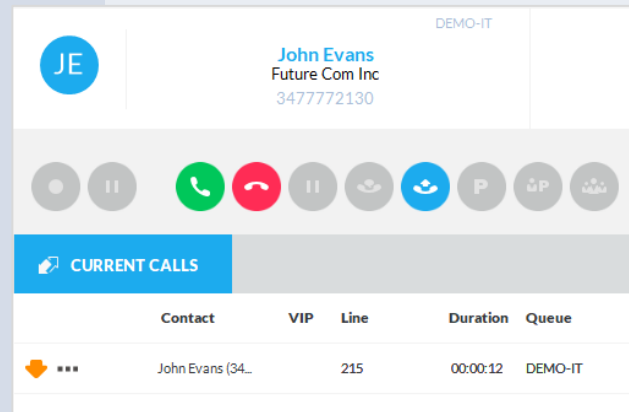
jevans@fcom.com


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 the button . In both cases, a pop-up window appears, asking for destination phone number or contact name.




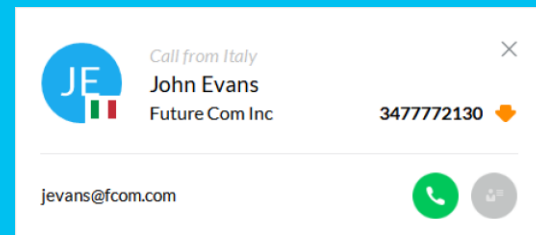
DEMO-IT



 John Evans
Future Com Inc
3477772130



        

 CURRENT CALLS

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



 Call from Italy
John Evans
Future Com Inc
3477772130 

jevans@fcom.com  



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.

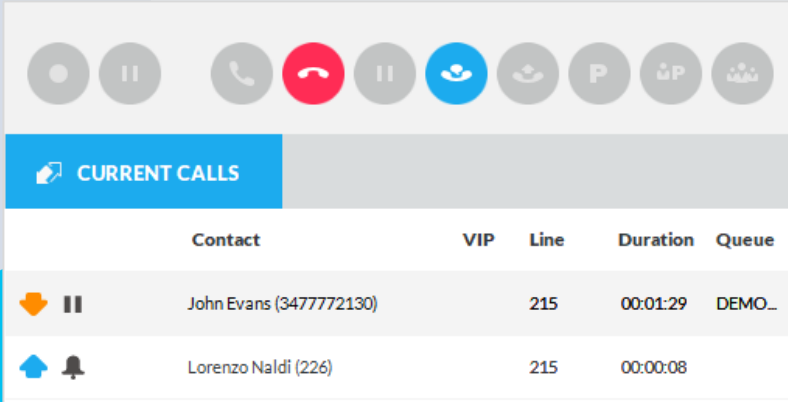
The screenshot displays the Attendant Console interface. At the top, a header bar shows a circular icon with 'LN' and the name 'Lorenzo Naldi' with extension '226'. Below this is a row of call control icons: mute, hold, end call, transfer (highlighted with a blue square), park, and others. The main section is titled 'CURRENT CALLS' and 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	



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

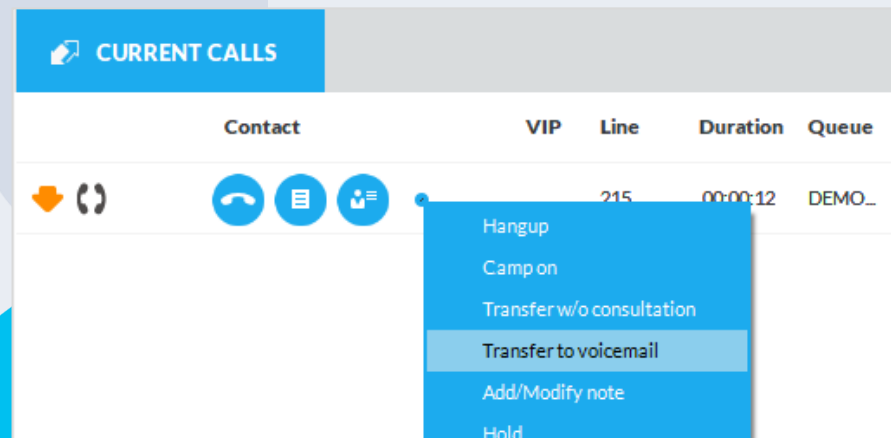


	Contact	VIP	Line	Duration	Queue
 	John Evans (3477772130)		215	00:01:29	DEMO...
 	Lorenzo Naldi (226)		215	00:00:08	



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 3477772130		00:01:01	Bernardo Federigl (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.

The screenshot displays the Imagicle interface. At the top, there are several icons: a 'P' icon, a blue-squared icon (highlighted with a red box), and a group of three people icon. Below these icons are two tabs: 'CALL PARKED' (active) and 'CONFERENCE'. The 'CALL PARKED' tab shows a table with the following data:

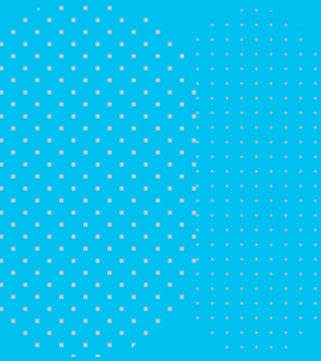
Parked on	Contact	VIP	Duration	Parked from
226	John Evans (3477772130)		00:00:16	215

Below the table, a 'CAMP ON' search overlay is visible. It contains a search bar with the text 'loren' and a list of results. The first result is 'Lorenzo Naldi' with the number '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 telephony interface with a top bar of call control icons (mute, hold, transfer, end call, pause, speed dial, park, hold, and a highlighted conference icon). Below this is a tabbed interface with 'CURRENT CALLS' selected. The 'CURRENT CALLS' table lists a single 'Conference' call with a duration of 00:00:13. The 'CONFERENCE' tab is also visible, showing a list of participants: John Evans (3477772130) and Elena Panzera (231), both with a duration of 00:00:13.

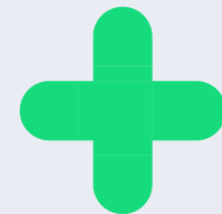
Contact	VIP	Li...	Duration	Que...
Conference		-	00:00:13	

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 advice your administrator to correctly associate them to relevant Attendant Console, to avoid losing note upon call park.

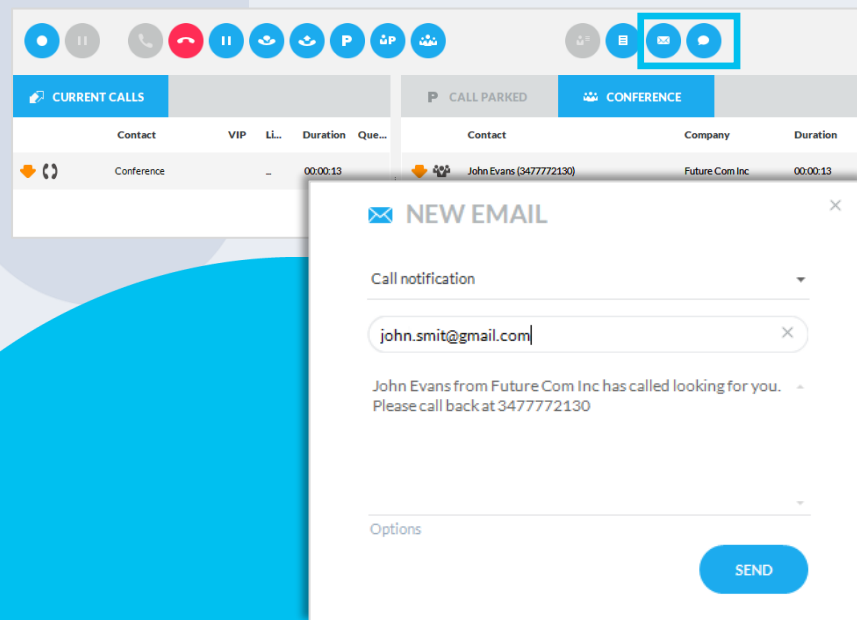
The screenshot shows a call center interface. At the top, there is a row of call control icons: mute, hold, transfer, end call, park, consult, and group. To the right of these are icons for agent status, a text icon (highlighted with a red box), email, and chat. Below the icons is a section titled 'CURRENT CALLS' with a list of active calls. The first call is highlighted with a red box.

	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 shows a call management interface with a top toolbar containing various icons. A red box highlights the email and SMS icons. Below the toolbar are tabs for 'CURRENT CALLS', 'CALL PARKED', and 'CONFERENCE'. The 'CURRENT CALLS' tab is active, displaying a table with columns: Contact, VIP, LI., Duration, and Que... The table contains one entry: Conference, -, 00:00:13. The 'CONFERENCE' tab is also visible, showing a contact named John Evans (3477772130) from Future Com Inc, with a duration of 00:00:13. A 'NEW EMAIL' pop-up window is overlaid on the interface. It has a title bar with an email icon and a close button. The main content area includes a dropdown menu set to 'Call notification', a text input field containing 'john.smit@gmail.com', and a preview of the message: 'John Evans from Future Com Inc has called looking for you. Please call back at 3477772130'. At the bottom, there is an 'Options' section and a large blue 'SEND' button.

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

Contact	Company	Duration
John Evans (3477772130)	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 3477772130

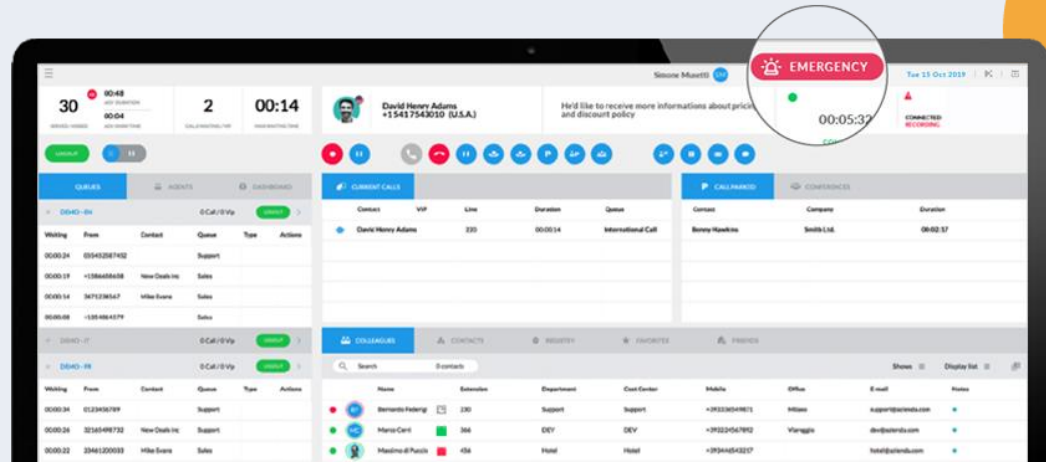
Options

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






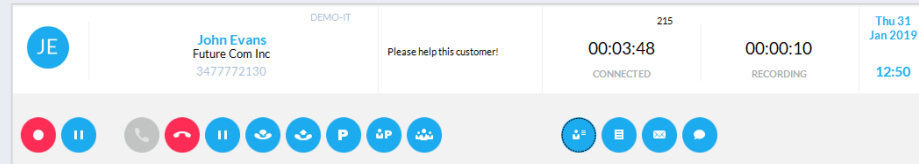
Imagicle UCX Console

Call Recording integrations.


Call Recording.

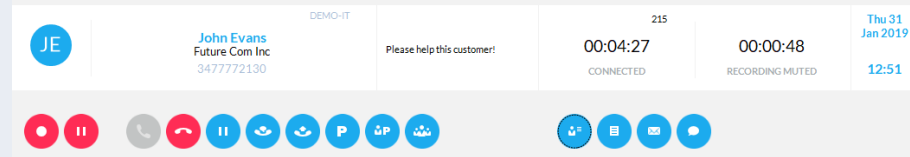
If Imagicle UCX Platform (Cisco UCM and Webex Calling DI only) includes a Call Recording license, then you can trigger current conversation recording from UCX Console. Works with any phone registered to your PBX and associated to UCX Console.

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.

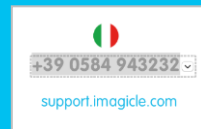
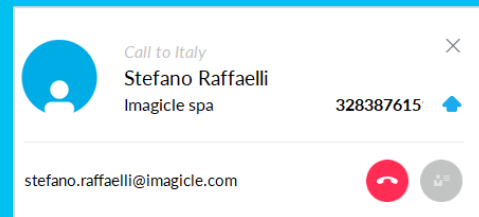
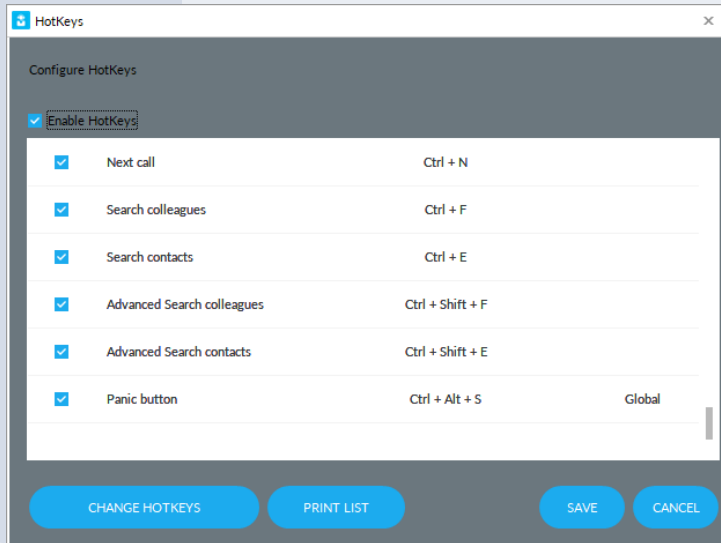


Imagicle UCX Console

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

COLLEAGUES											
andrea											
Presence	Name	Extension	Phone	Calendar	Mobile phone	Home phone number	Email	Department	Office	Cost Center	Notes
	Andrea Rivaben In riunione	735			3383577574		andrea.rivaben@imagicle.com	SoS	Treviso	Sales	Thanks for
	Andrea Sonnino Disponibile	731			+393663167851		andrea.sonnino@imagicle.com	SoS	Milano		
	Andrea Valleriani Non disponibile	212			3357371298		andrea.valleriani@imagicle.com	Sales	Roma	Sales	A milano
	Andrea Zerbinati In riunione	101108			+393348658214		andrea.zerbinati@imagicle.com	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.

COLLEAGUES									
CONTACTS									
REGISTRY									
MONITOR									
SALES									
SUPPORT									
Advanced Search									
Presence	Name	Extension	Phone	Calendar	Mobile phone	Home phone number	Email	Department	
	ale	X						sales	X
	Alexa Gray Disponibile	105107					alexa.gray@imagicle.com	Sales	
	Rami Alemam Disponibile	104201					rami.alemam@imagicle.com	Sales	



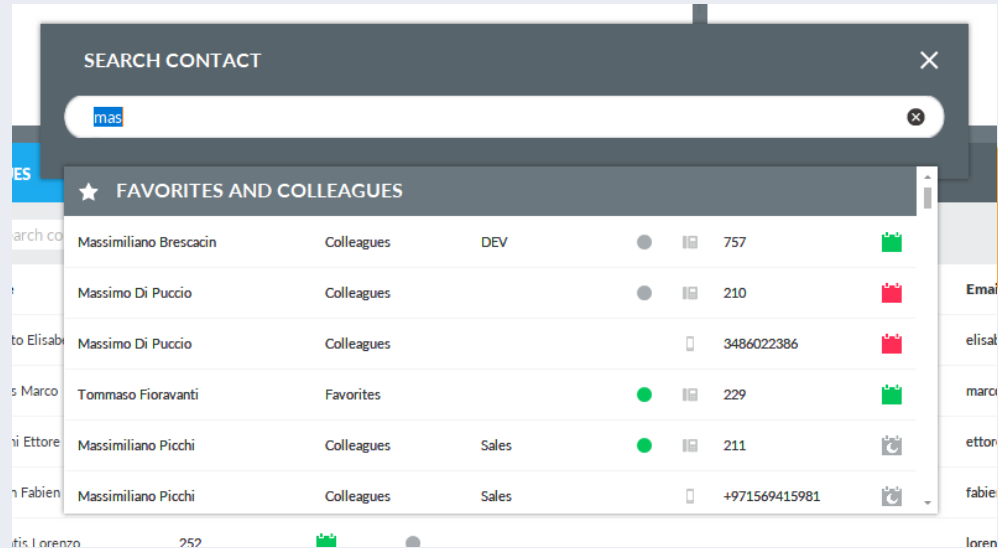
Search in Colleagues tab



- 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

COLLEAGUES

CONTACTS

REGISTRY


MONITOR

FAVORITES

Search colleagues

Name		Extension	Department	Notes	Cost Center	Mobile phone
AA Antar Ahmed		404	Support		Support	
AA Antignano Aldo Available		726	Support		Support	3311775125
Assil Anas In a meeting		401	Sales	Anas is not available today (Giorgio Barsacc...	Sales	+971555547337
GB Barsacchi Giorgio @CiscoLive till 1/2		227	Sales		Sales	3428968506
Beni Maurizio Available		732	DEV	Team plan 2019 (Christian Bongiovanni)	DEV	3311779183
MB 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

COLLEAGUES									
CONTACTS									
REGISTRY									
MONITOR									
FAVORITES									
Search colleagues									
Presence	Name	Extension	Calendar	Phone	Office	Mobile phone	Home phone number	Email	
	Palmerini Ferruccio	206	<div>Now BUSY Today the closest free slot is at 1:00 PM</div> <div>MON 6 JUL 2020</div> <div>11:00 AM - 1:00 PM HR review</div> <div>3:30 PM - 4:30 PM Review offerta Wael</div> <div>3:00 PM - 4:00 PM Translation flow - A design experiment that needed ...</div>					ferruccio.palmerini@i...	
	Panzeri Elena	231						elena.panzeri@imagic...	
	Parente Enzo	733				+3460833509		enzo.parente@imagic...	
	Perucci Emanuele	241						emanuele.perucci@im...	
	Picchi Massimiliano	211				+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@imagicl...	
	Raffaelli Stefano	221			Viareggio			stefano.raffaelli@ima...	
	Rauscin Michel	---						---	



Busy



Free



Working
elsewhere



Out
of office

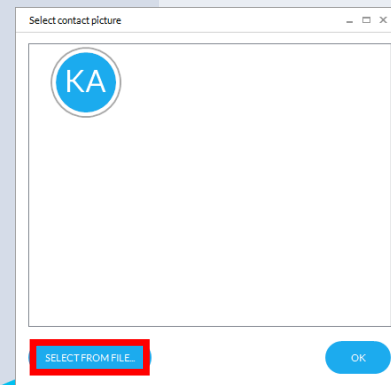


Tentative



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)

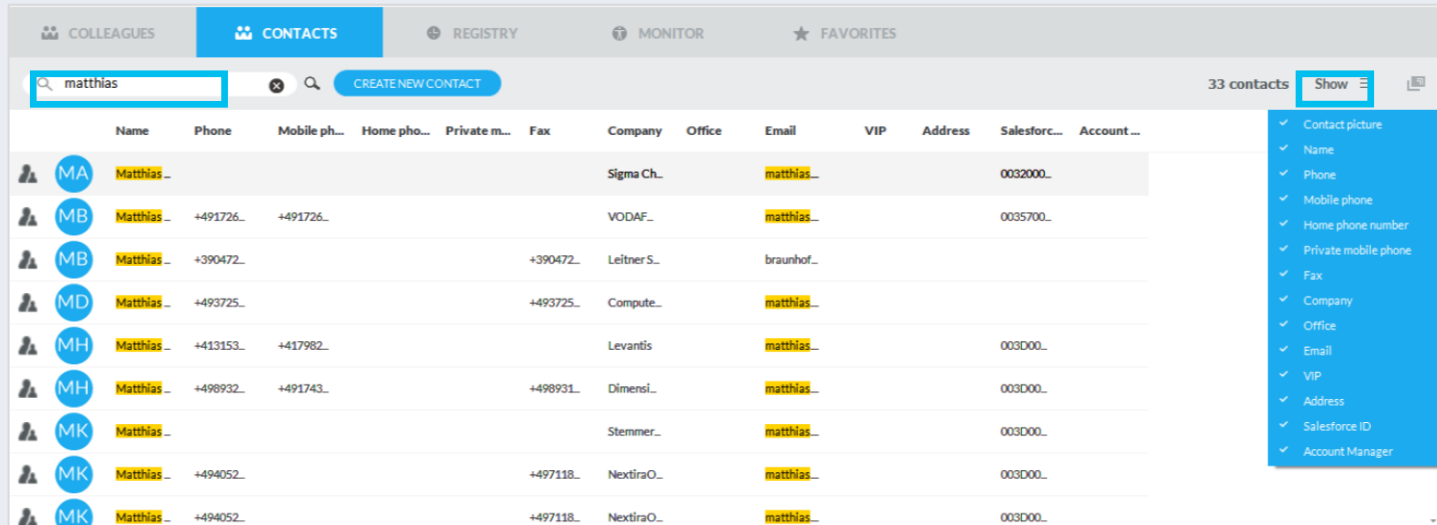


Imagicle UCX Console

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.



COLLEAGUES CONTACTS REGISTRY MONITOR FAVORITES									
+ 🔍 🔍 ⚙️									
Name		Phone	Mobile ph...	Home pho...	Private mo...	Fax	Company	Office	Email
andrea		✕					next	✕	
 AB	Andrea Bianchi	051419...	3351859...			0514193...	Next-Era Prime S.p.A. (e...		andrea.bianchi...
 AF	Andrea Fioravanti	+39055...	3357267...			+390553...	Next-Era Prime S.p.A. (e...	Via Provincial...	andrea.fiorava...
 AM	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.

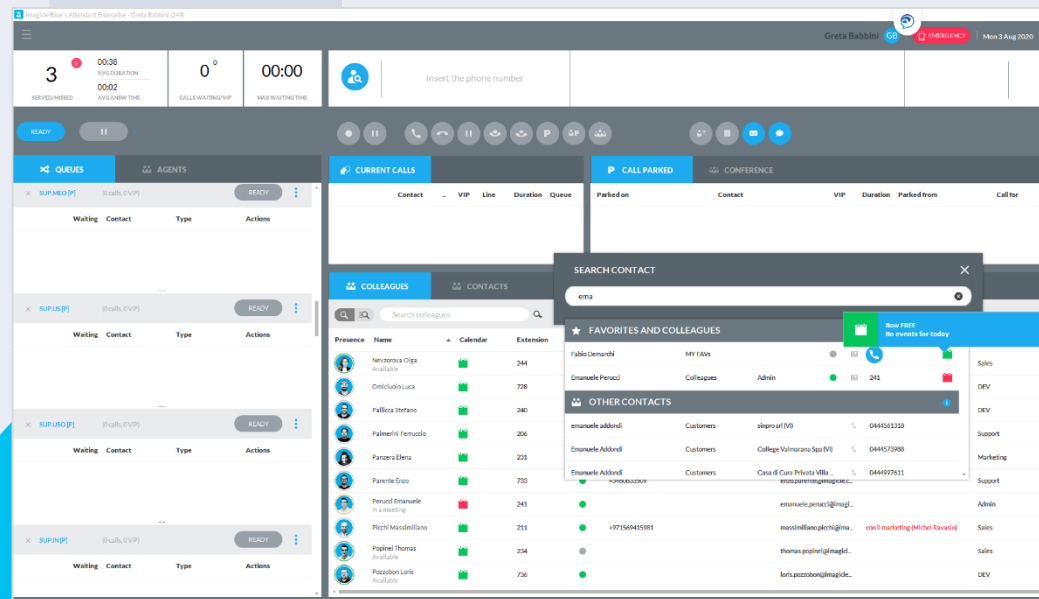
- A square icon on top right allows window detachment from Attendant Console and full screen display
 - To call a contact, double click on any phone number
- 



“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.

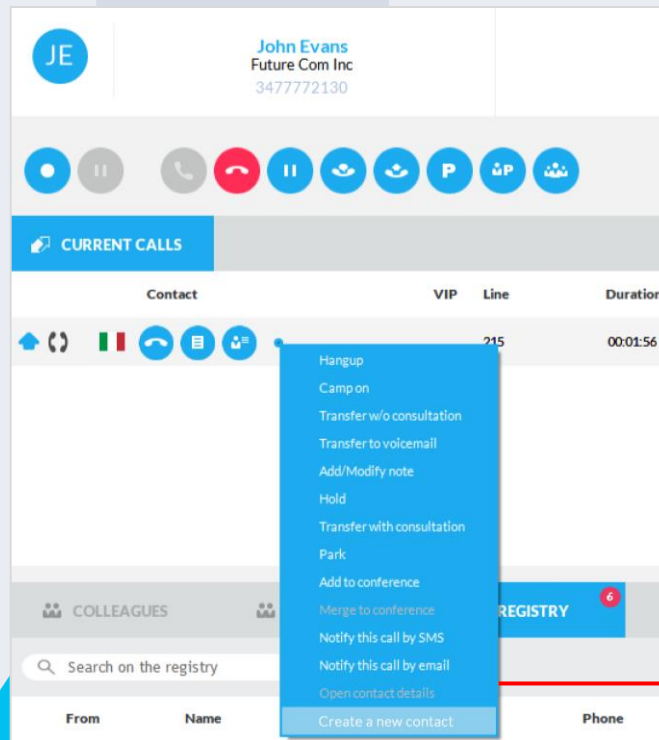
Results are displayed split into two categories: “Favorites and colleagues” & “Other Contacts”.





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



View/Edit Contact

Name John

Last name Evans

Company Future Com Inc

Phone 3486022386 Speed dial

Mobile phone 3477772130 Speed dial

Home phone number

Private mobile phone

Fax

Email jevans@fcom.com

Office Massarosa

Imagide Directory Suppliers (shared with Sales department)

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

	From	Name	Phone	Company	Notes	Data	Duration
✕	Italy	John Evans	3477772130	Future Com Inc		01/02/2019 1...	00:00:00
🏠	Italy	John Evans		Future Com Inc		01/02/2019 1...	00:00:44
🏠	Italy	John Evans		Future Com Inc		01/02/2019 1...	00:00:29
🏠	Italy	John Evans		Future Com Inc		01/02/2019 1...	00:18:12
✕	Italy	John Evans		Future Com Inc		01/02/2019 1...	00:00:00
🏠	Italy	John Evans		Future Com Inc		01/02/2019 1...	00:00:55
🏠		Giuliano Biasci				25/01/2019 1...	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.





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.

COLLEAGUES

CONTACTS

REGISTRY

MONITOR















FAVORITES

Search on the registry

83 events

All events

Last 7 days


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 Com Inc	01/02/2019 15:44:41	00:00:24
	 Italy	John Evans	3477772130	Future Com Inc	01/02/2019 15:30:31	00:00:33
	 Italy	John Evans	3477772130	Future Com Inc	01/02/2019 13:06:07	00:01:10
	 Italy	John Evans	3477772130	Future Com Inc	01/02/2019 13:05:32	00:00:00
	 Italy	John Evans	3477772130	Future Com Inc	01/02/2019 12:29:58	00:00:55
	 Italy	John Evans	3477772130	Future Com 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.

COLLEAGUES

CONTACTS

REGISTRY

MONITOR

FAVORITES

Today

GLOBAL VIEW

30

00:27:53

00:00:56

total calls

total calls duration

average

Call type

Total calls

Total duration

incoming calls

3

00:02:08

outgoing calls

21

00:25:45

missed calls

6

INCOMING CALLS

3

00:02:08

00:00:43

total calls

total duration

average

#

contact

company

number

tot. dur.

avg. dur.

3

John Evans

Future Com Inc

3477772130

00:02:08

00:00:43

OUTGOING CALLS

21

00:25:45

00:01:14

total calls

total duration

average

#

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 'Favorites' panel in the Attendant Console. At the top, there are tabs for 'COLLEAGUES', 'CONTACTS', 'REGISTRY', and 'MONITOR'. Below these is a search bar labeled 'Search favorite'. The main area contains a grid of colleague cards, each showing a profile picture, name, role, and status. A calendar overlay is visible on the right side of the grid.

Colleague	Role	Status
Simone Musetti	DEV	Out of office
Stefano Raffaelli	DEV	Out of office
Giuliano Biasci	DEV	Free
Luca Bonuccelli	DEV	Free
Bernardo Federigi	Marketing	Out of office
Federica Docali		Busy
Ahmad Alkhalili	Support	Free
Marco Rullo	DEV	Free

Calendar overlay details:


- Now BUSY
- Today the closest free slot is at 5:00 PM
- MON 3 AUG 2020
- 3:00 PM - 5:00 PM
- UX Customer Session



Favorites panels.



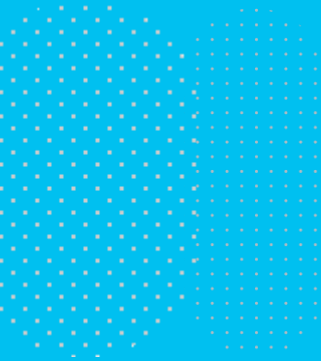
To manually **add new contacts** into favorites panels, you can click on top-left “+” icon and enter contact info and numbers

- 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
- 



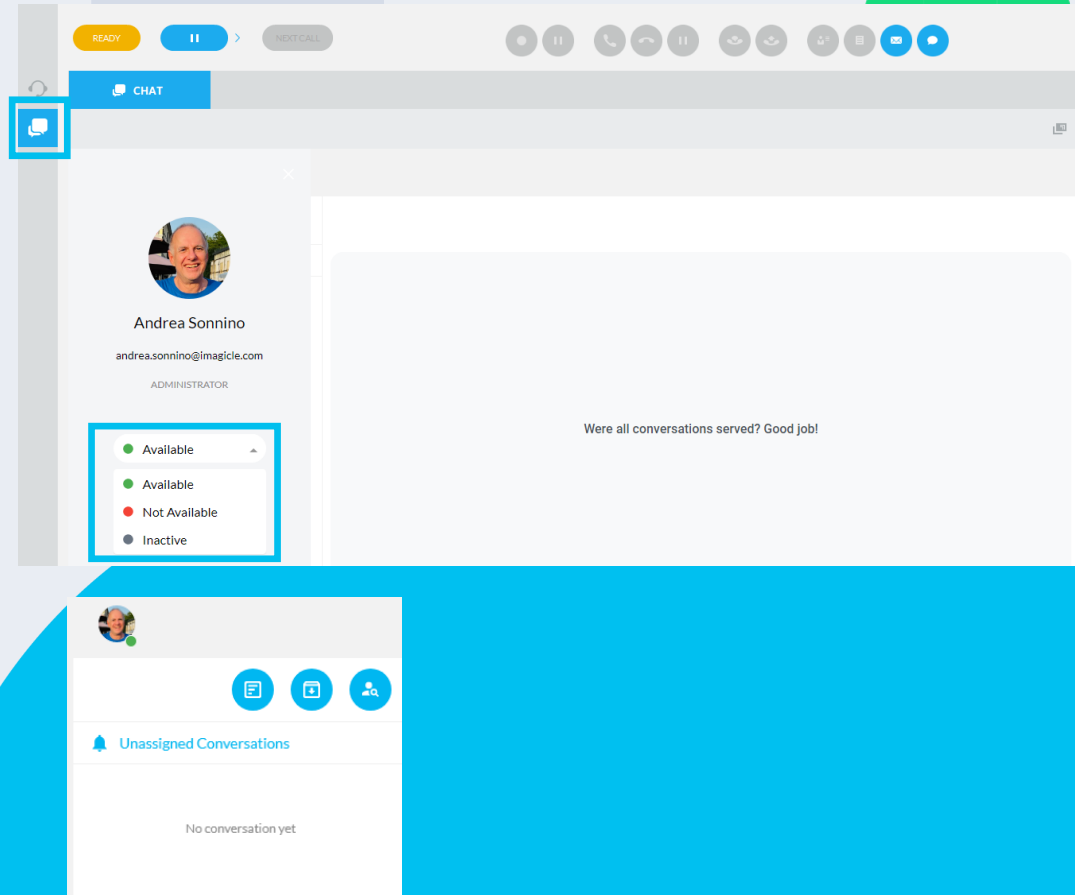
Imagicle UCX Agent Console

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.

Panel for guest#0695. Status: Resolved. A dropdown menu is open showing options: Open (pink square), Pending (yellow square), and Resolve (green square). Below the menu, fields for contact information are visible: Phone (+33785996622), Company (ACME Inc.), Address, Name (John), Surname (Smith), and an option to add contact properties. A 'support' tag is present. At the bottom, technical details are listed: Imagicle Demo Assistant, Chrome 132.0.0.0, Windows 10, IP 172.20.143.230, Language En, and a system note 'All Sales + SoS [DO NOT EDIT]'.

Ticket details for guest#0695. Ticket ID #11789. Priority: Urgent. Followers: Lorenzo Naldi. Options include 'Convert to offline' and 'Add Tag to contact'.

Notes panel for guest#0695. A text input field is labeled 'Add a note ...'. Below it is a blue 'Add Note' button. A note is displayed: 'Customer having issues with a phone handset.' with a close icon. It was created on 24/3/2023 by Andrea Sonnino.





Imagicle UCX Console

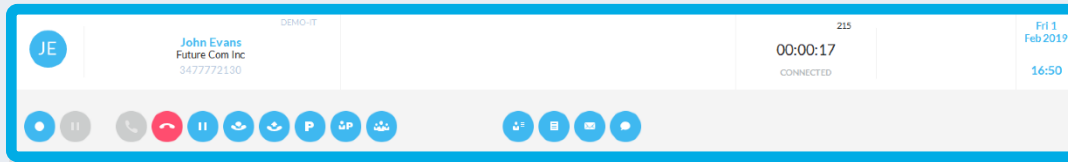
Compact layout.

Attendant Console compact layout.

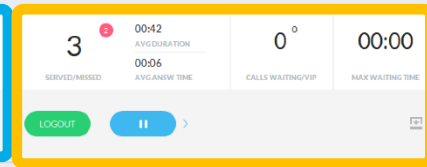
Ideal for inbound call center agents

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

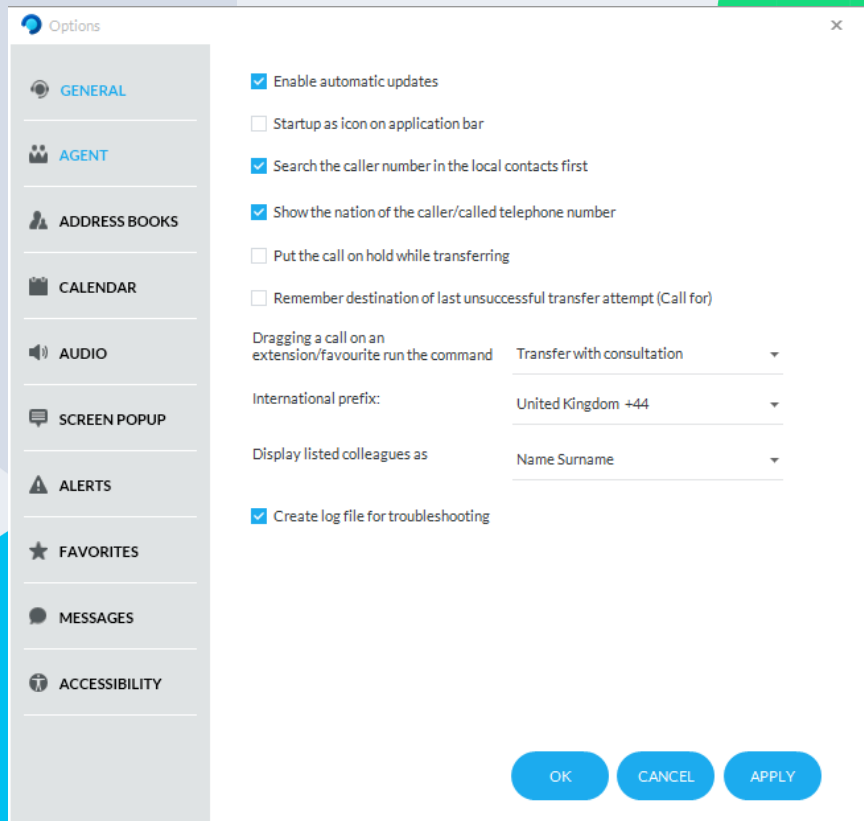


Imagicle UCX Console

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 the following settings:

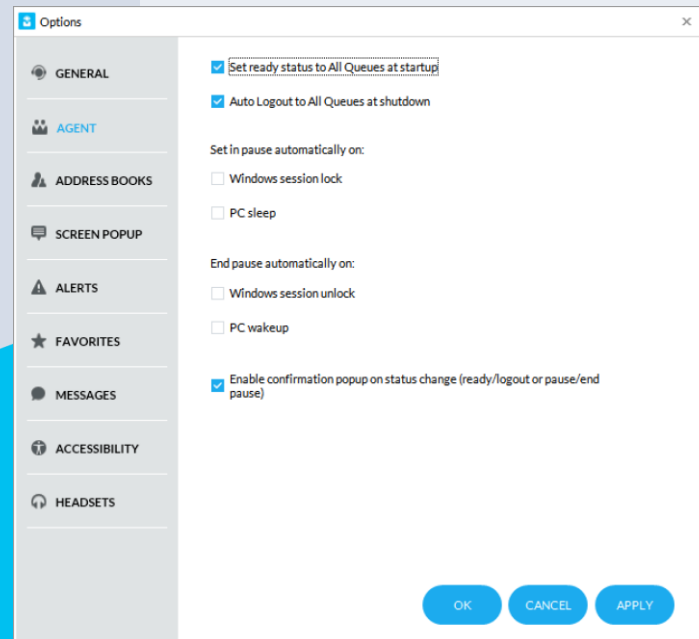
- ☒ Enable automatic updates
- ☐ Startup as icon on application bar
- ☒ Search the caller number in the local contacts first
- ☒ Show the nation of the caller/called telephone number
- ☐ Put the call on hold while transferring
- ☐ Remember destination of last unsuccessful transfer attempt (Call for)
- 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

At the bottom right, there are three buttons: OK, CANCEL, and APPLY.



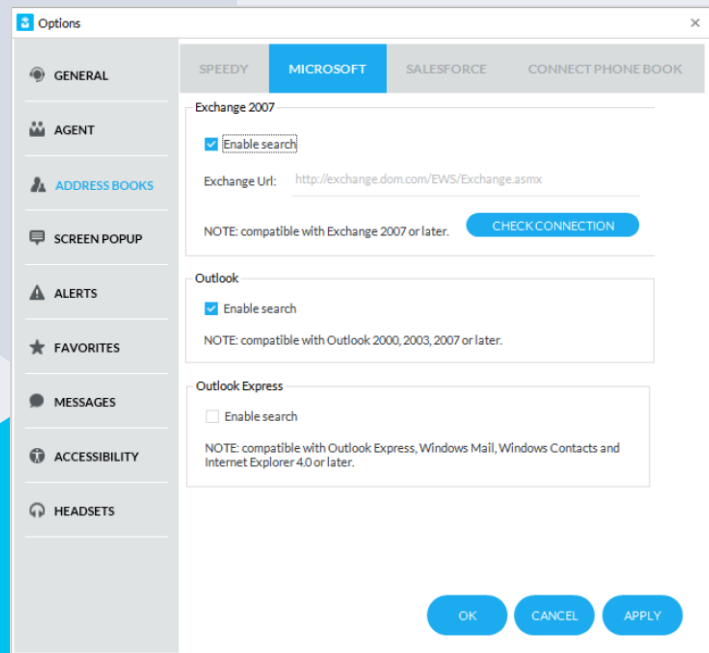
Agent settings.

- “**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 'MICROSOFT' tab selected. The left sidebar lists various settings categories: GENERAL, AGENT, ADDRESS BOOKS, SCREEN POPUP, ALERTS, FAVORITES, MESSAGES, ACCESSIBILITY, and HEADSETS. The main content area is divided into three sections: Exchange 2007, Outlook, and Outlook Express. In the Exchange 2007 section, the 'Enable search' checkbox is checked, and the 'Exchange Url' is set to 'http://exchange.dom.com/EWS/Exchange.asmx'. A 'CHECK CONNECTION' button is present. The Outlook section also has 'Enable search' checked, with a note about compatibility. The Outlook Express section has 'Enable search' unchecked, with a note about compatibility. At the bottom right, there are 'OK', 'CANCEL', and 'APPLY' buttons.

Options

SPEEDY MICROSOFT SALESFORCE CONNECT PHONE BOOK

Exchange 2007

☒ Enable search

Exchange Url:

NOTE: compatible with Exchange 2007 or later. CHECK CONNECTION

Outlook

☒ Enable search

NOTE: compatible with Outlook 2000, 2003, 2007 or later.

Outlook Express

☐ Enable search

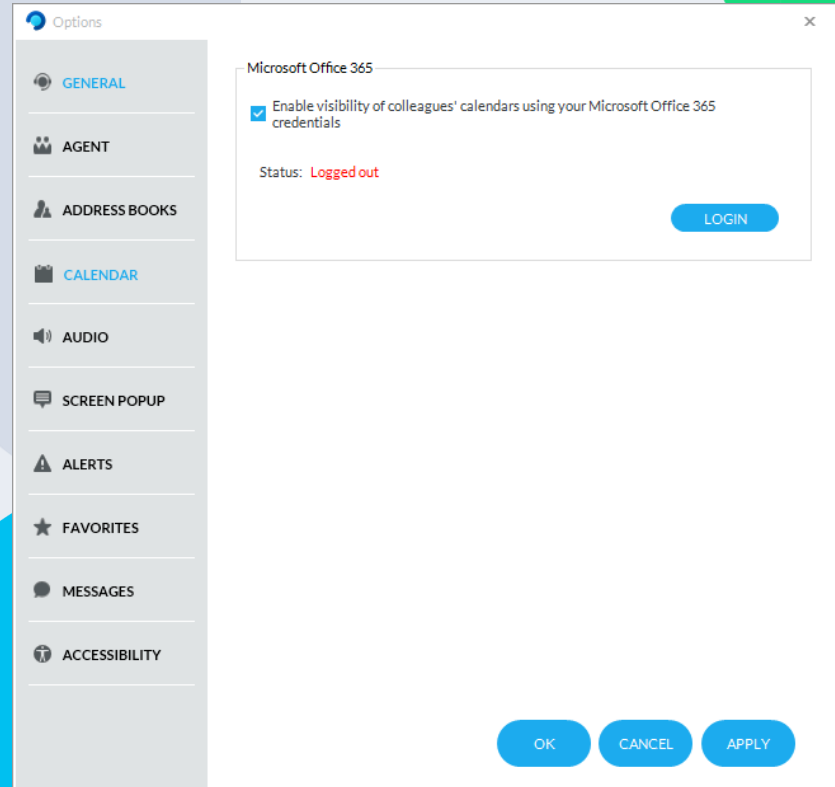
NOTE: compatible with Outlook Express, Windows Mail, Windows Contacts and Internet Explorer 4.0 or later.

OK CANCEL APPLY

Calendar settings.

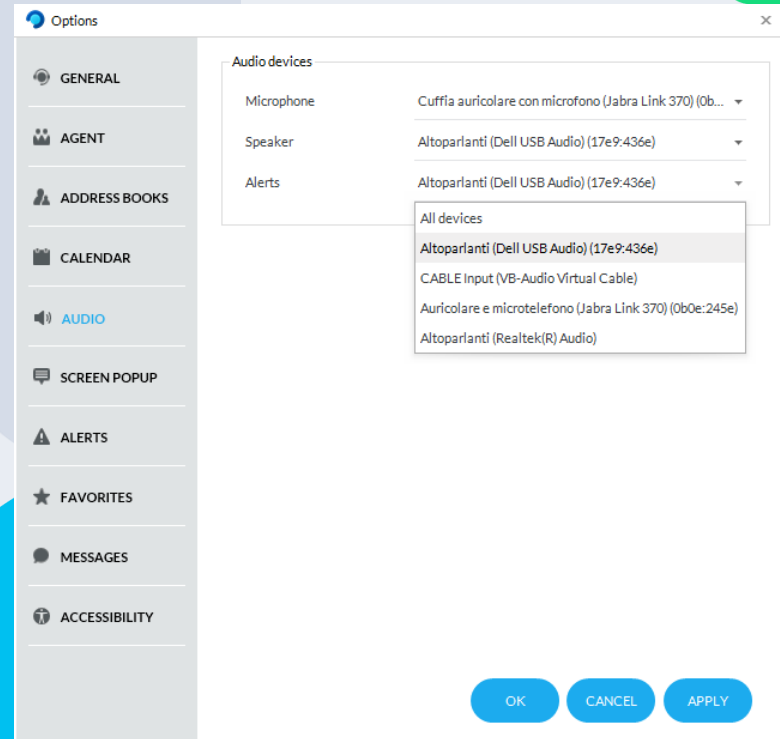
- “**Calendar**” tab allows you to configure the connection to Microsoft Exchange/Office365 calendar, to import real-time calendar status of your colleagues
 - Microsoft own credentials are required
 - The “Login” button allows to initiate the connection to Microsoft Calendar service

Please be aware that Calendar integration leverages OAuth2 authentication method.



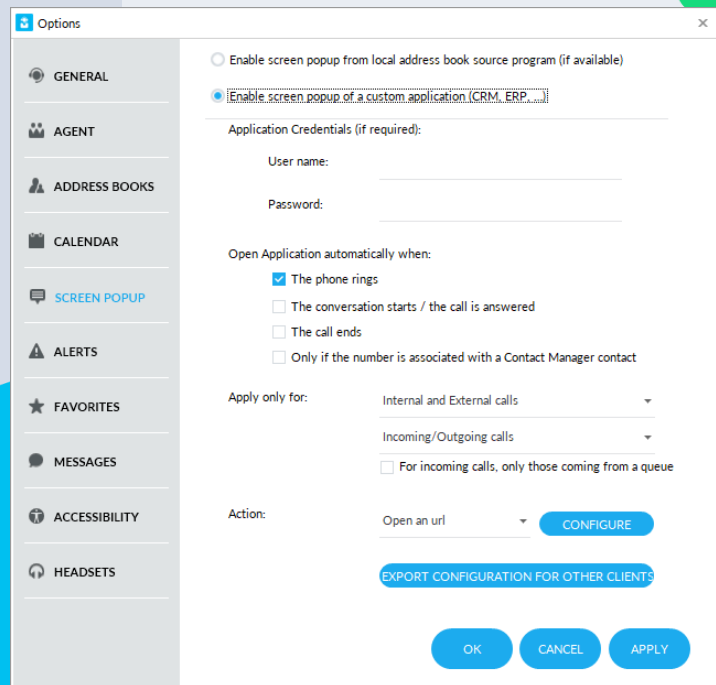
Audio settings.

- “**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.



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.



Options

GENERAL

AGENT

ADDRESS BOOKS

CALENDAR

SCREEN POPUP

ALERTS

FAVORITES

MESSAGES

ACCESSIBILITY

HEADSETS

☐ Enable screen popup from local address book source program (if available)

☒ Enable screen popup of a custom application (CRM, ERP, ...)

Application Credentials (if required):

User name: _____

Password: _____

Open Application automatically when:

☒ The phone rings

☐ The conversation starts / the call is answered

☐ The call ends

☐ Only if the number is associated with a Contact Manager contact

Apply only for: Internal and External calls

Incoming/Outgoing calls

☐ For incoming calls, only those coming from a queue

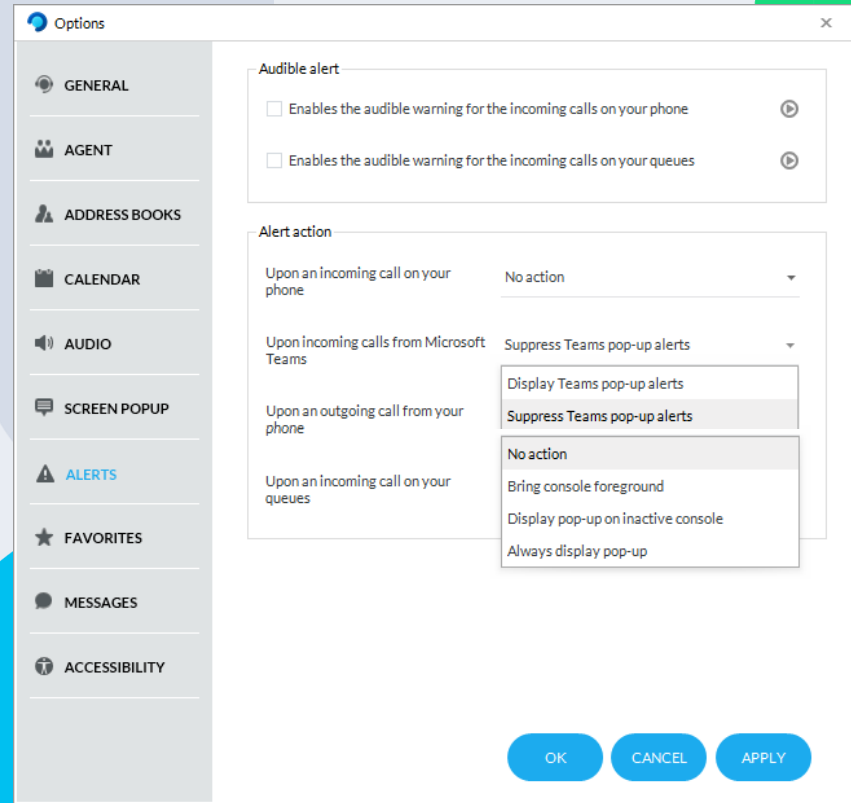
Action: Open an url **CONFIGURE**

EXPORT CONFIGURATION FOR OTHER CLIENTS

OK **CANCEL** **APPLY**

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.



The screenshot shows the 'Options' dialog box with the 'Alerts' tab selected. The left sidebar lists various settings categories: GENERAL, AGENT, ADDRESS BOOKS, CALENDAR, AUDIO, SCREEN POPUP, ALERTS (highlighted), FAVORITES, MESSAGES, and ACCESSIBILITY. The main area is divided into two sections: 'Audible alert' and 'Alert action'.

Audible alert

- ☐ Enables the audible warning for the incoming calls on your phone
- ☐ Enables the audible warning for the incoming calls on your queues

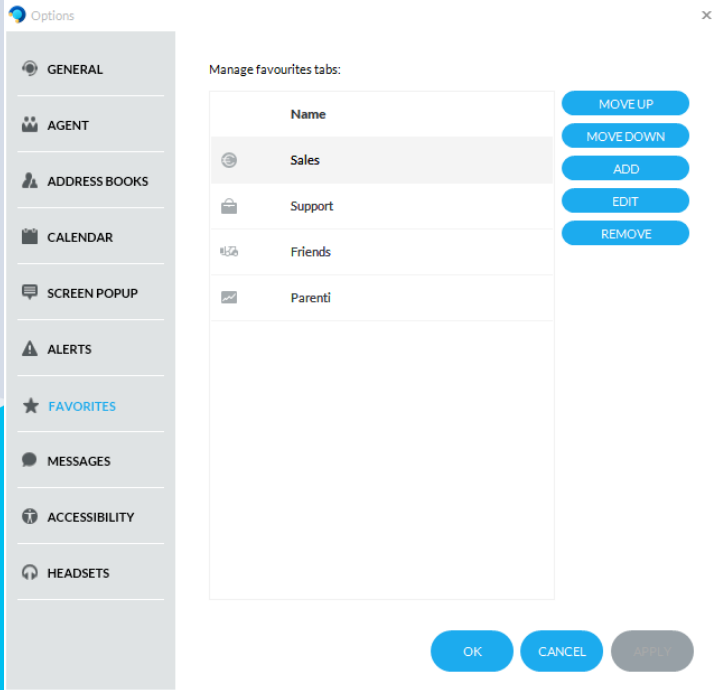
Alert action

Event	Action
Upon an incoming call on your phone	No action
Upon incoming calls from Microsoft Teams	Suppress Teams pop-up alerts
Upon an outgoing call from your phone	Display Teams pop-up alerts
Upon an incoming call on your queues	Suppress Teams pop-up alerts
	No action
	Bring console foreground
	Display pop-up on inactive console
	Always display pop-up

At the bottom right, there are three buttons: OK, CANCEL, and APPLY.

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



Options

Manage favourites tabs:

Name
Sales
Support
Friends
Parenti

MOVE UP
MOVE DOWN
ADD
EDIT
REMOVE

OK CANCEL APPLY



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 window titled 'Options' with a close button in the top right corner. On the left is a sidebar menu with icons and labels: GENERAL, AGENT, ADDRESS BOOKS, SCREEN POPUP, ALERTS, FAVORITES, MESSAGES (highlighted in blue), ACCESSIBILITY, and HEADSETS. The main area has two tabs: 'SMS' (active, blue background) and 'Template' (grey background). Below the tabs, the text 'Select the provider to use for sending SMS' is displayed. The form contains the following fields:

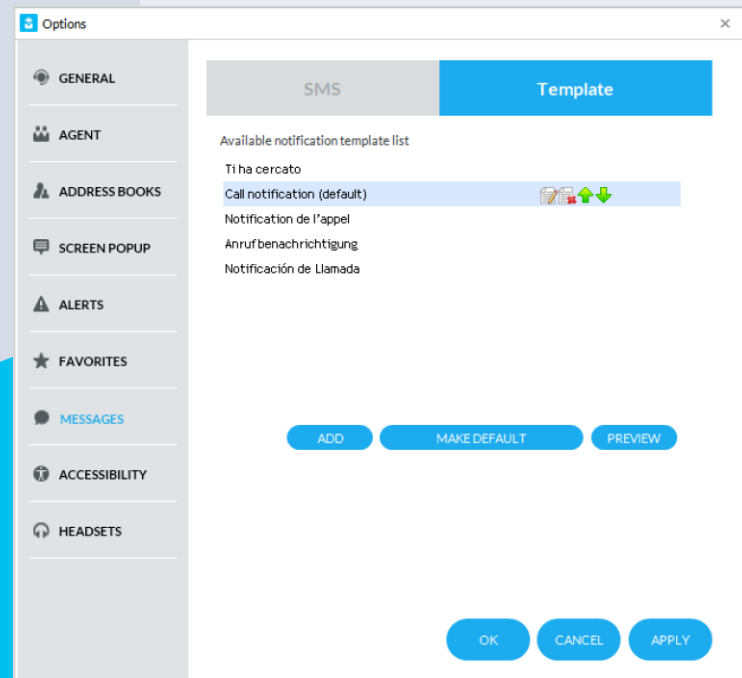
- 'SMS Service Provider': A dropdown menu with 'EasiSMS' selected.
- 'Sms sender: (max 11 digit)': A text field containing 'Imagicle'.
- 'User:': A text field containing 'Andrew'.
- 'Password:': A text field with masked characters (dots).
- 'Gateway address': A text field containing 'easisms.com'.

At the bottom right are three buttons: 'OK', 'CANCEL', and 'APPLY'.



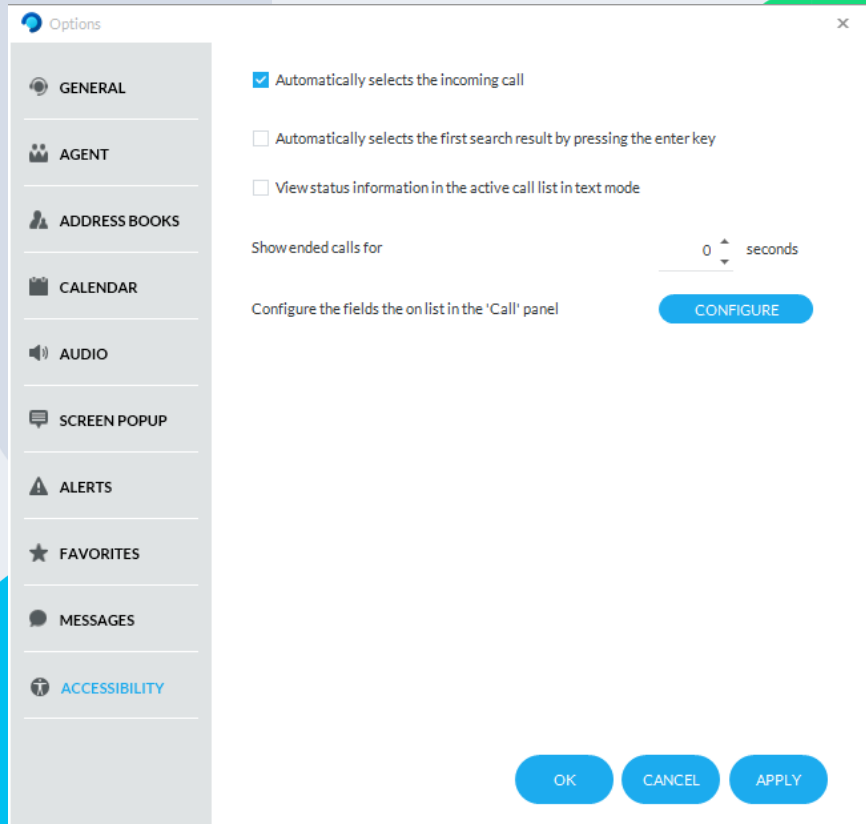
Messages/SMS templates.

- “**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



Options

GENERAL

AGENT

ADDRESS BOOKS

CALENDAR

AUDIO

SCREEN POPUP

ALERTS

FAVORITES

MESSAGES

ACCESSIBILITY

☒ Automatically selects the incoming call

☐ Automatically selects the first search result by pressing the enter key

☐ View status information in the active call list in text mode

Show ended calls for 0 seconds

Configure the fields the on list in the 'Call' panel [CONFIGURE](#)

[OK](#) [CANCEL](#) [APPLY](#)



Let's do something Imagicle.

Together.

[CONTACT US](#)

