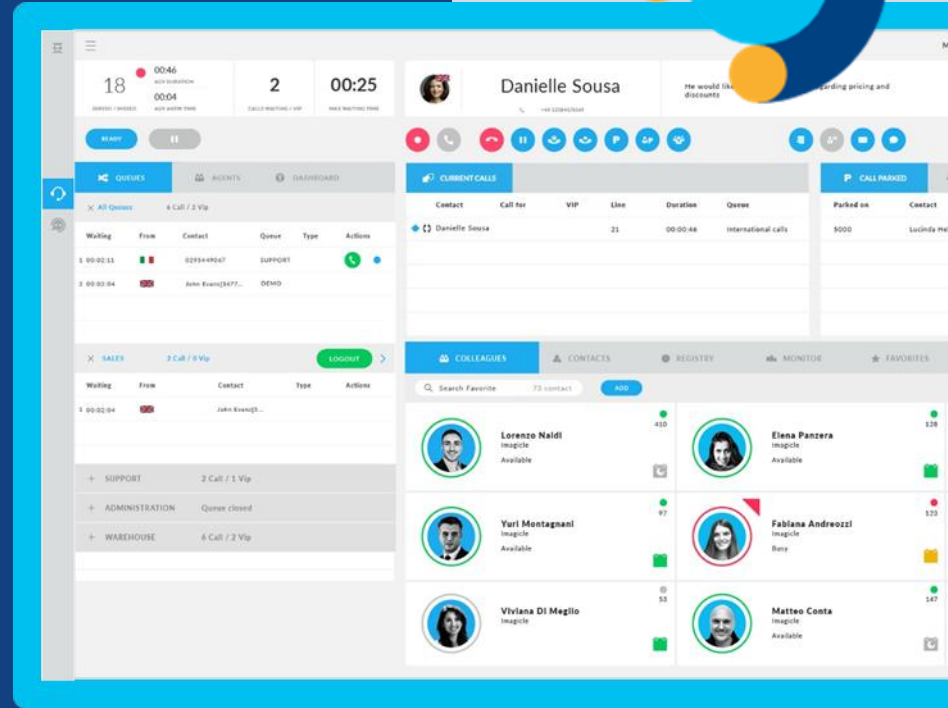


# Imagicle UCX Attendant & Agent Console

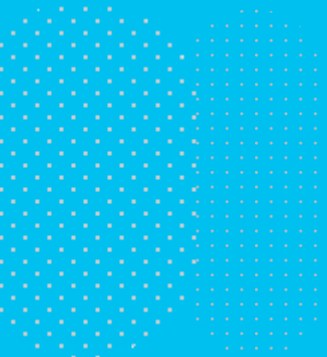
User Guide for any Calling  
Platform





# 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



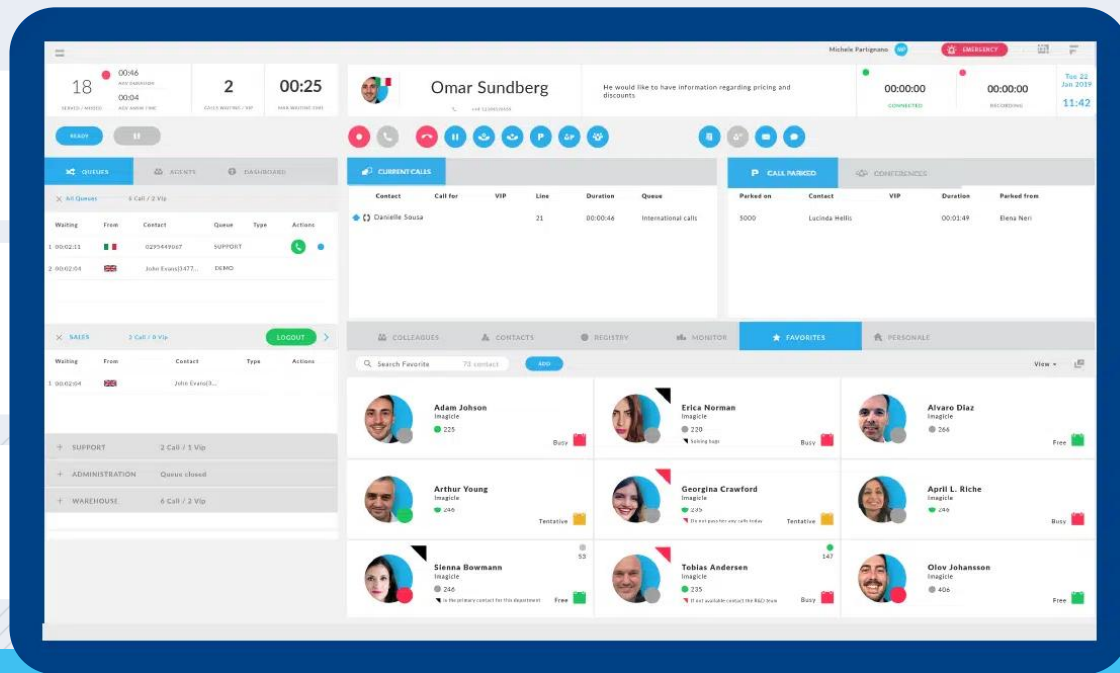
# Imagicle Attendant Console.

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

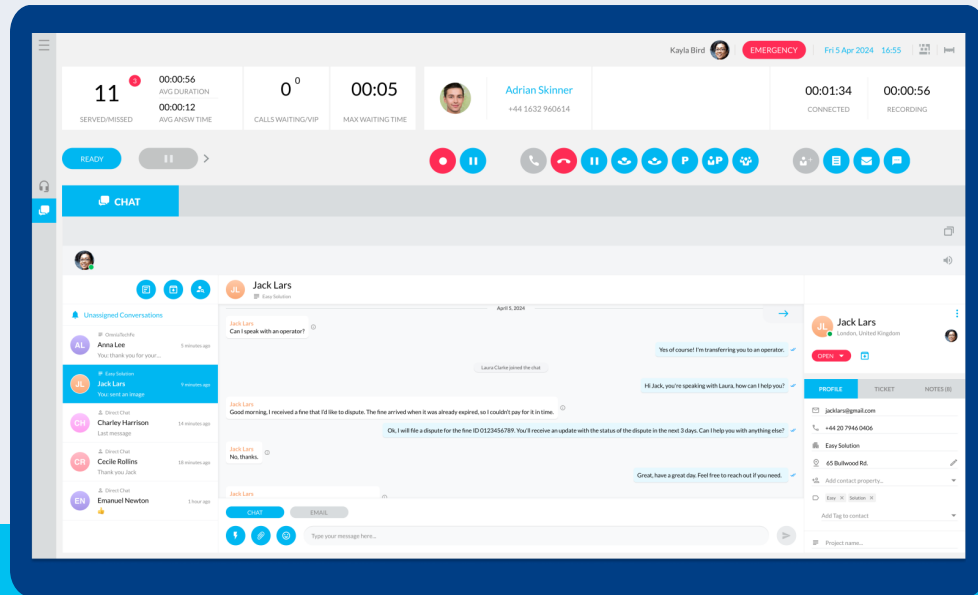
Integrated with your directories and CRM

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 agent console interface, divided into several functional areas:

- Top Left (Call Summary):** Shows 18 calls served, 00:46 wait time, 2 calls waiting, and 00:25 max waiting time.
- Top Right (Agent Profile):** Features a profile for Danielle Sousa, a note about pricing and discounts, and call status indicators (CONNECTED, RECORDING) with a timer at 11:42.
- Left Panel (Queues):** Lists various queues such as 'All Queues', 'SALES', 'SUPPORT', 'ADMINISTRATION', and 'WAREHOUSE' with their respective call and VIP counts.
- Center Panel (Current Calls):** A table showing active calls with columns for Contact, Call for, VIP, Line, Duration, and Queue.
- Right Panel (Call Parked):** A table showing parked calls with columns for Parked on, Contact, VIP, Duration, and Parked from.
- Bottom Panel (Colleagues):** A grid of agent status cards for various team members, including Lorenzo Naldi, Elena Panzera, Yuri Montagnani, Fabiana Andreozzi, Viviana Di Meglio, Matteo Conta, Bernardo Federigi, Sonia Vicini, and Samuele Franceschi, with their current status (Available, Busy) and call counts.

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 with the following callouts:

- 1. CALLER COUNTRY FLAG AND NAME**: Points to the caller information for Danielle Sousa, including a flag and phone number.
- 2. PANIC BUTTON**: Points to the EMERGENCY button in the top right corner.
- 3. PARKED CALLS PANEL (Att.Console only)**: 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' panel.
- 6. LOG IN/OUT Of specific queues**: Points to the 'LOGOUT' button in the 'SALES' queue panel.
- 7. SPECIFIC QUEUES PANEL**: Points to the 'SALES' queue panel on the left side.
- 8. ALL QUEUES PANEL showing calls in all queues**: Points to the 'QUEUES' panel on the left side.
- 9. AGENT STATUS Ready, Pause, Logged out.**: Points to the agent status controls at the top left.

The interface includes a top header with the user's name (Micaela Pirtoagnani) and a 'READY' status. The main area shows a 'CURRENT CALLS' table with columns for Contact, Call for, VIP, Line, Duration, and Queue. Below this is a 'COLLEAGUES' panel with a search field and a list of agents with their status (Available, Busy) and a calendar icon. On the left, there are panels for 'QUEUES' and 'SALES' showing call lists with columns for Waiting, From, Contact, Queue, Type, and Actions.

# Agent Console only - Chat interface.

The screenshot shows an agent console interface. At the top, there are call statistics: 11 SERVED/MISSED, 00:00:56 AVG DURATION, 0 CALLS WAITING/VIP, and 00:05 MAX WAITING TIME. The agent's name is Kayla Bird, and the status is EMERGENCY. The date and time are Fri 5 Apr 2024 16:55. The current chat is with Jack Lars, who is an Easy Solution customer. The chat history shows a conversation about a fine dispute. The interface includes a 'CHAT' button, a 'READY' button, and various call control icons. A sidebar on the left shows 'Unassigned Conversations' with a list of active chats. A contact details panel on the right shows the profile of Jack Lars, including his email, phone number, and address.

**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**

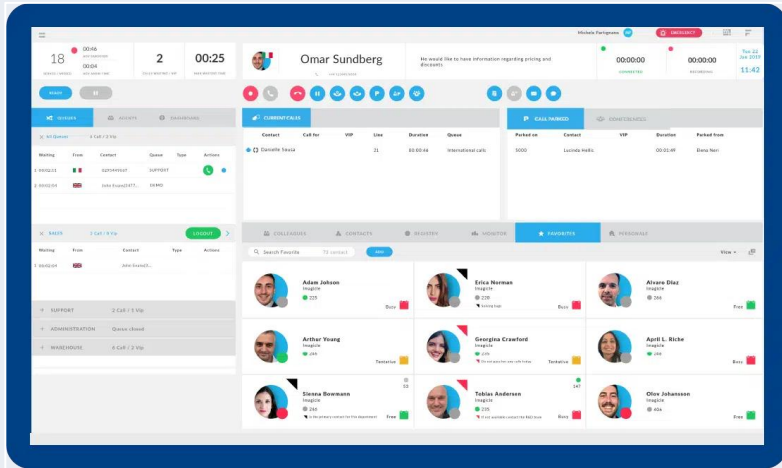
**3. BUTTONS TO OPEN TICKET, ARCHIVE CHATS, AND LOOK FOR CONTACTS**

**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 10
- ✓ Windows 11
- ✓ 64bit

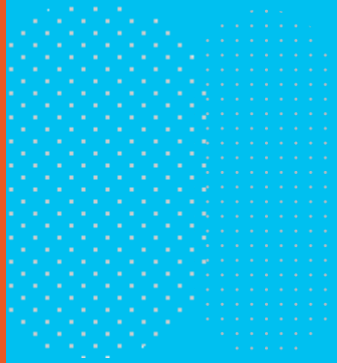
### Hardware requirements

- ✓ 19" monitor, 1440 x 900 resolution or above
- ✓ Dual-core CPU or higher
- ✓ 4GB RAM



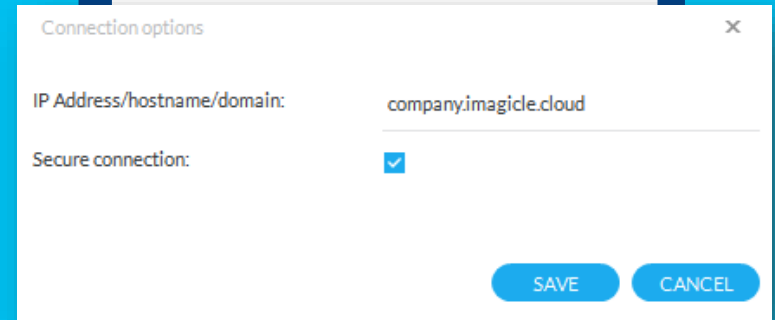
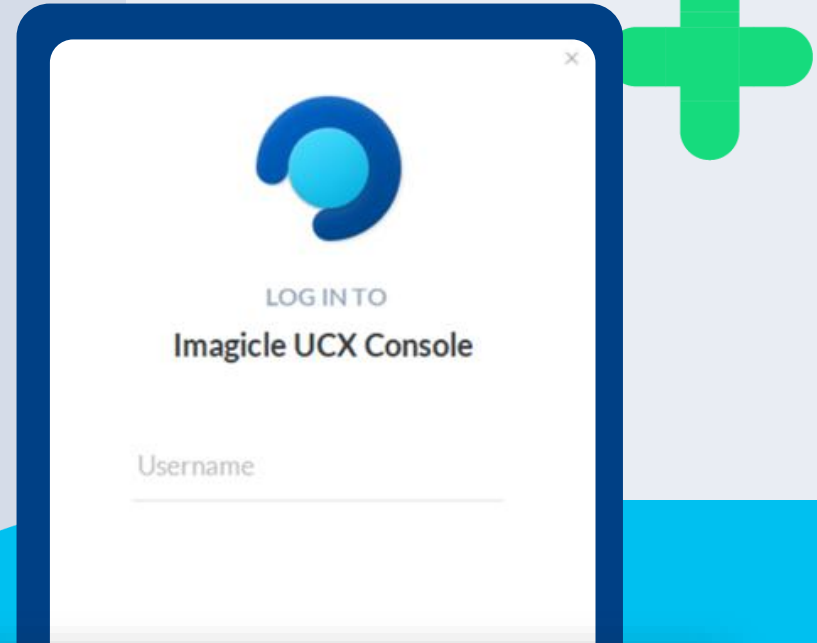
# Imagicle UCX Console

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 two secure, TLS 1.2 TCP sessions on ports 51235 and 51236. .
  - 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.



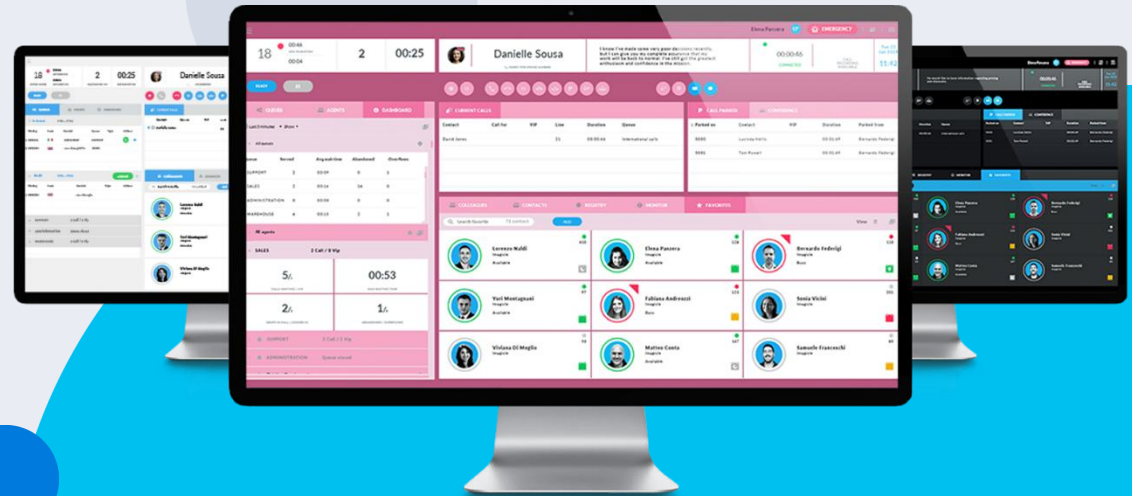
# Adapt it to your mood.

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 - Stefano Raffaelli (501)' interface. A settings menu is open, listing various panels that can be toggled on or off. The 'VIEW' menu item is highlighted, and the 'VIEW' panel is currently selected. The main interface shows a search bar for phone numbers, a control bar with call management icons, and a chat panel with a 'te la chat!' header and an 'Activate your 30 days free trial' section.

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



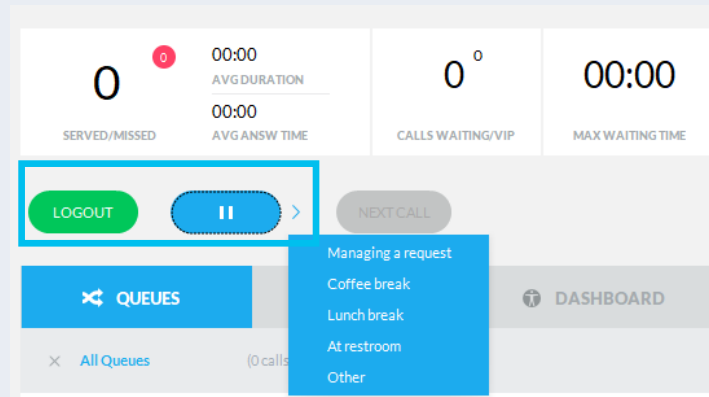
# Imagicle UCX Console

Queues.



# Queues panel.

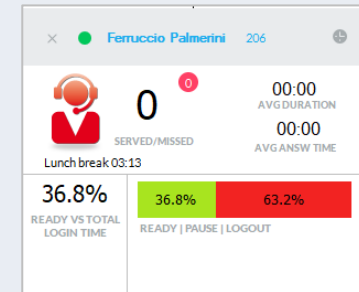
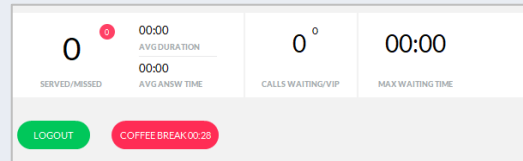
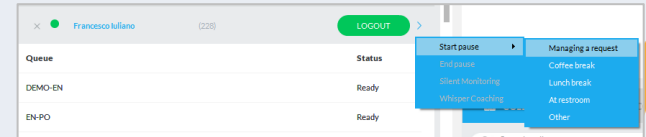
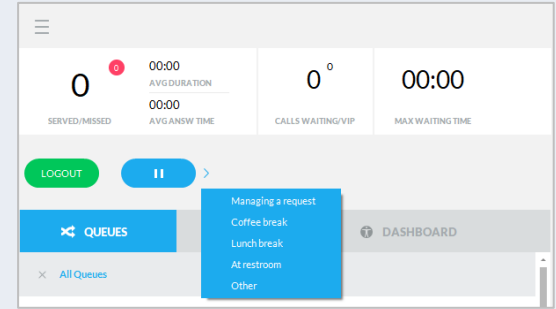
- This panel helps you to set your status and get a flavor of all queues you have been assigned, showing number of served and missed calls, how many waiting calls, waiting time, average call duration and answering time
- “Ready” toggle button allows to set yourself ready to serve calls to ALL queues 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.

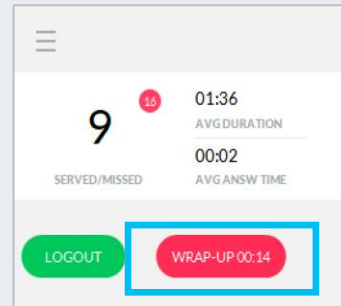
STATUS	ICON	DESCRIPTION
Logged out on all queues		NOT READY to serve calls for any queue (i.e. out of working hours)
Ready on all queues		At work and READY to serve calls for ALL queues
Ready on selected queues		At work and READY to serve calls for selected queues
Pause / Wrap-up	 	At work, but in manual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



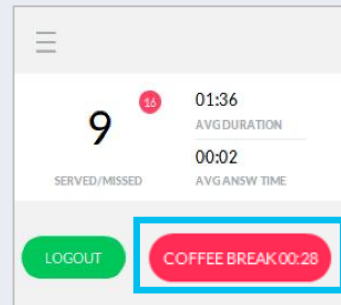
# Wrap-up.

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

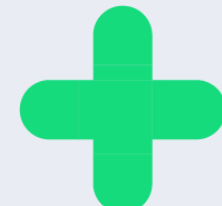
- At the end of wrap-Up time, your status is automatically reverted to Ready
- Both wrap-up and pause times are reported into agent’s statistic data



← 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 (Att. Console only)
  - Actions: Operator can answer queued call by hitting green handset or he/she can book the call by hitting the blue hand

The screenshot displays the 'QUEUES' panel with the following data:

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

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

Actions menu for 'DEMO-IT [P]':

- Force open
- Force closed
- Restore ordinary schedule

# Booked queue calls.

- Each operator can book a queued call, to force the distribution algorithm to transfer the call to own phone line.
- This is done from QUEUES panel, by clicking on “hand” icon available within “Actions” column.
- If the call is assigned to the operator by Sticky Agent feature, same icon automatic appears on chosen operator.
- If the calls is booked by another operator, the “hand” appears in the same position, with a grey color.
- Same thing applies if the call is assigned by Sticky Agent to another operator.



Waiting	Contact	Queue	Type	Actions
00:00:04	GiulienZ Biasci (39349...	Vision Dept Test		

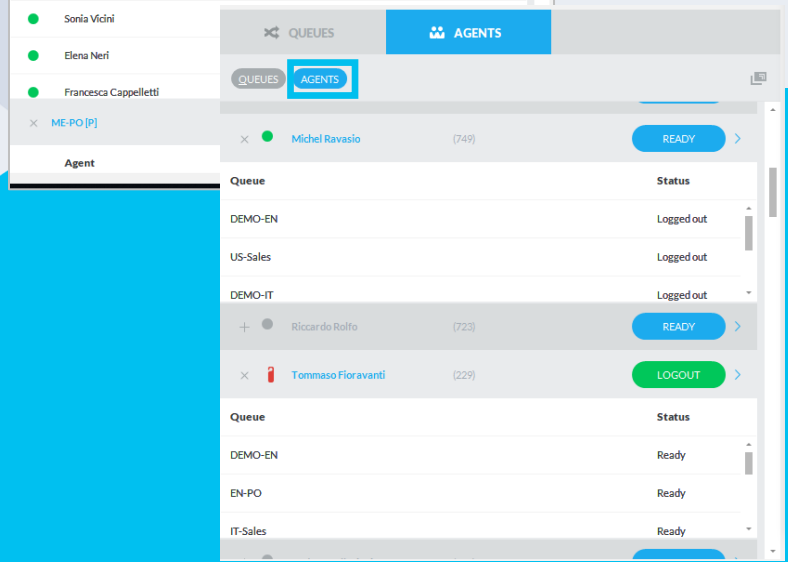
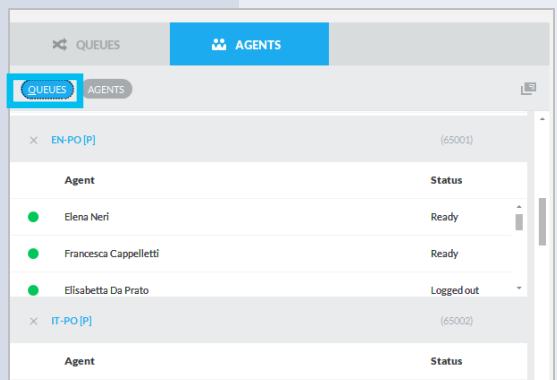


Waiting	Contact	Queue	Type	Actions
00:00:04	GiulienZ Biasci (39349...	Vision Dept Test		



# 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.

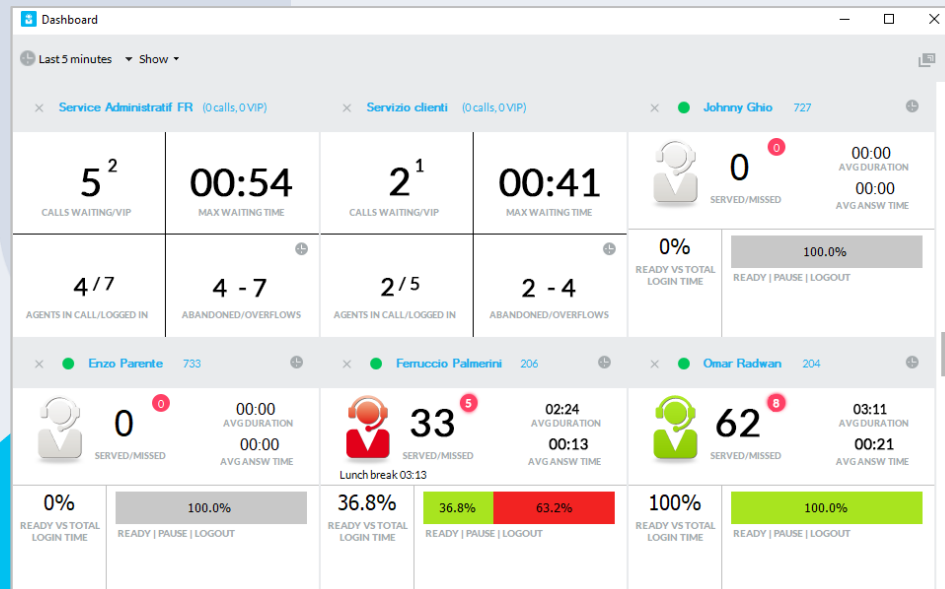
The screenshot shows the 'AGENTS' tab in a queue management interface. It displays three queues: IT-PO [P] (65002), ME-PO [P] (65006), and US-PO [P] (65007). Each queue has a table of agents with their status. In the IT-PO queue, the agent 'Elena Neri' is 'Ready' (green dot), and the agent below her is 'Ready' (red dot) with two icons (a microphone and a speech bubble) highlighted by a blue box, indicating that Silent Monitoring and Whisper Coaching are active for this agent. The ME-PO queue shows 'Cinzia Micco' (Ready) and 'Elisabetta Da Prato' (Logged out). The US-PO queue shows 'Francesca Cappelletti' (Ready). The interface includes navigation tabs for 'QUEUES', 'AGENTS', and 'DASHBOARD' at the top.

Queue	Agent	Status
IT-PO [P] (65002)	Elena Neri	Ready
	[Silent Monitoring & Whisper Coaching]	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

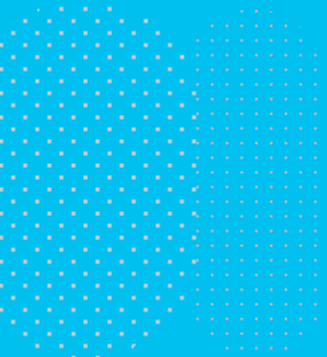
Agent	Direction	Contact	Duration
Federigi Bernardo (215)	In	Evans John (3477772130)	01:00
Vicini Sonia (201)	In	Federigi Bernardo (333685176... VIP)	00:10

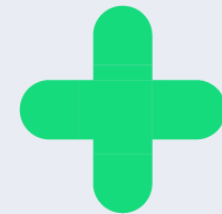
Agent	State	Time in state	Served	Missed	Avg answ. time	Avg conversation time	Tot conversation time	Tot ready	Tot pause	Tot wrap-up	Tot Login
Christian Bongiovanni (722)	logged out	117:38:55	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Claudio Ferrari (741)	ready	00:01:08	0	0	00:00:00	00:00:00	00:00:00	00:15:08	00:00:52	00:00:00	00:16:00
Fawzi Khoury (105)	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 Pichi (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 (203)	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.

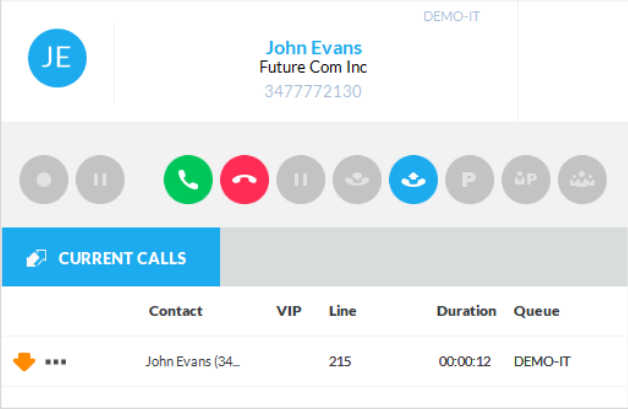
Waiting	Contact	Queue	Type	Actions
1	00:00:42	John Evans (347772130)	DEMO-IT	

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.



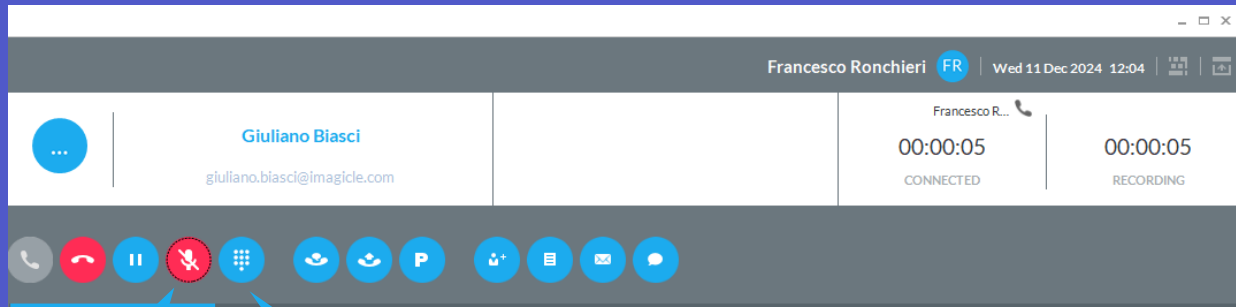
Contact	VIP	Line	Duration	Queue
John Evans (34...		215	00:00:12	DEMO-IT





# 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

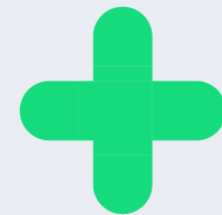




# Call Transfer with Consultation.

- 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, 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

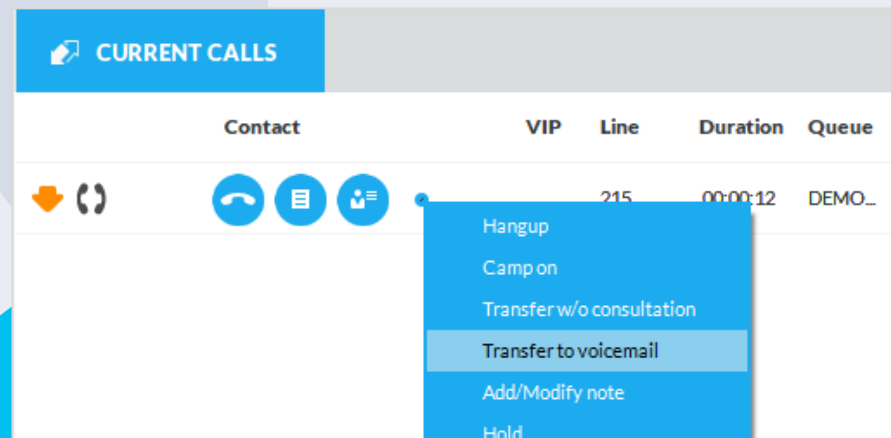
The screenshot shows a call management interface. At the top, there is a toolbar with icons for mute, hold, call, end call, transfer, hold, speed dial, call transfer, P, uP, and group call. Below the toolbar is a panel titled 'CURRENT CALLS' which contains a table of active calls.

	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.
- In case of MS-Teams environment, MS ACS SDK takes care of transferring the call to user's own native voice mail

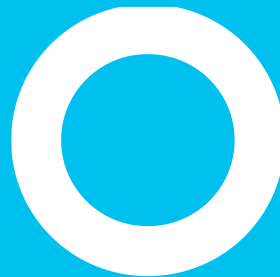




## Parking a call.

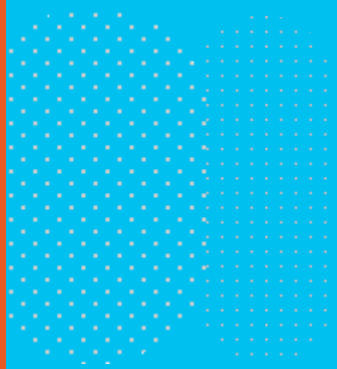
- Once in a call, you can **park the call** using relevant PBX feature (if available), by clicking “P” button (squared blue) or by drag & drop active call with mouse. Call will be moved from “Current Calls” window to “Call Parked” window
- Caller party will hear a tone or music
  - to retrieve the call 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 Federigi (215)



# Imagicle UCX Console

Camp On.





# Camp-On Call Parking (Att. Console only)

- **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

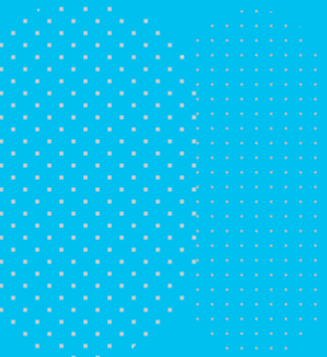
loren

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

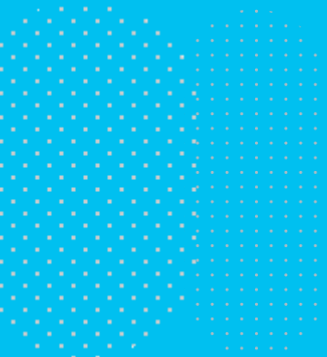
The screenshot displays a call management interface with a top toolbar containing various call control icons. A blue square icon with a group of people is highlighted, indicating the conference call function. Below the toolbar, there are two main sections: 'CURRENT CALLS' and 'CONFERENCE'. The 'CURRENT CALLS' section shows a single active call: a conference call with a duration of 00:00:13. The 'CONFERENCE' section shows two participants: John Evans (3477772130) and Elena Panzera (231), both with a duration of 00:00:13.

CURRENT CALLS					CALL PARKED				CONFERENCE				
Contact	VIP	Li...	Duration	Que...	Contact	Company	Duration	Contact	Company	Duration	Contact	Company	Duration
Conference		-	00:00:13		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 personal note to current call**. This is accomplished by clicking text icon (squared red) 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.

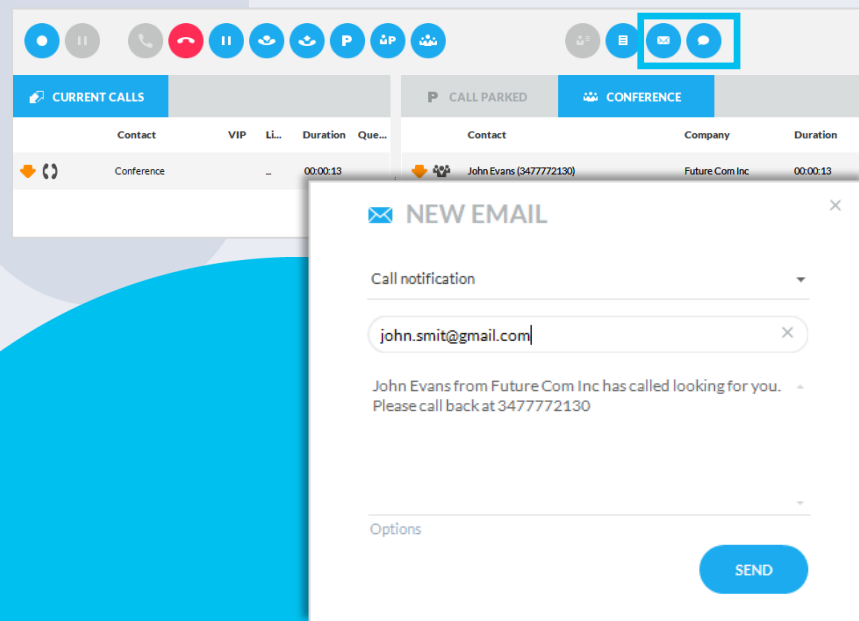
The screenshot shows a call management interface. At the top, there is a toolbar with various icons. A red box highlights the 'Text' icon (a document with lines) in the toolbar. Below the toolbar is a section titled 'CURRENT CALLS' with a list of call entries. A red box highlights the note text in the first row of the table.

Contact	VIP	Line	Duration	Queue
Andrea Sonnino (3663167851) <i>This customer is looking for a Sales representative.</i>		731	00:01:56	



# 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 control icons. Below the toolbar are two panels: 'CURRENT CALLS' and 'CONFERENCE'. The 'CONFERENCE' panel shows a call log with columns for Contact, Company, and Duration. A pop-up window titled 'NEW EMAIL' is overlaid on the interface, showing a 'Call notification' template selected, an email address 'john.smit@gmail.com' entered in a text field, and a message body: 'John Evans from Future Com Inc has called looking for you. Please call back at 3477772130'. A 'SEND' button is located at the bottom right of the pop-up window.

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

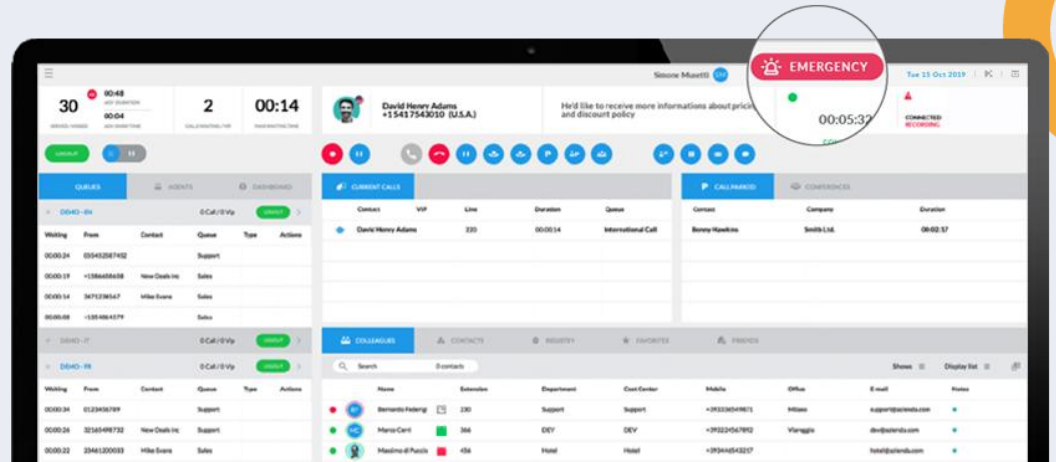
SEND



# Trigger an emergency alert through the Panic Button.

Red Panic Button available on top-right console interface.

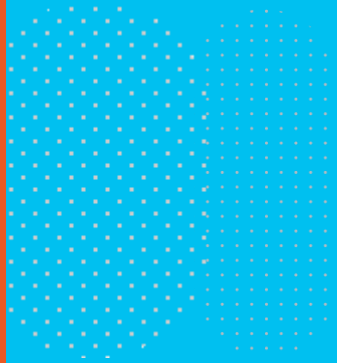
- Can trigger different alert notifications through Imagicle Emergency Notification application
- Can trigger a phone call to any emergency number
- Can be hidden to each operator or globally





# Imagicle UCX Console


Call Recording integrations.

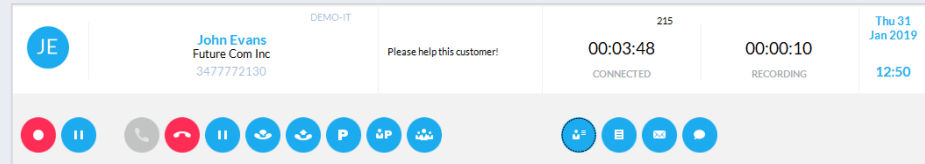





# Call Recording.

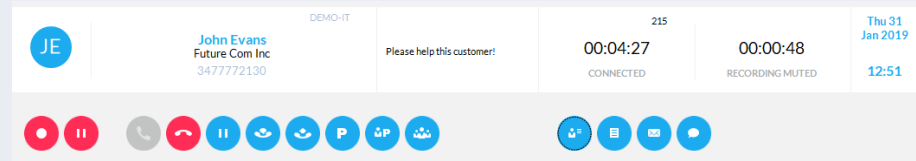
If Imagicle UCX Platform (Cisco UCM and Webex Calling DI only) includes a Call Recording license, then you can trigger current conversation recording from UCX Console. Works with any phone registered to your PBX and associated to UCX Console.

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.



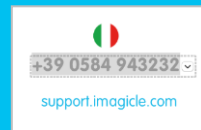
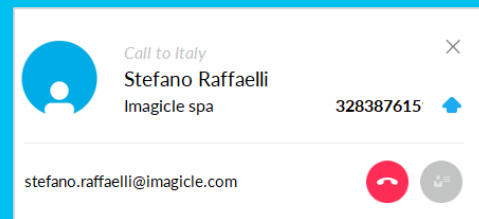
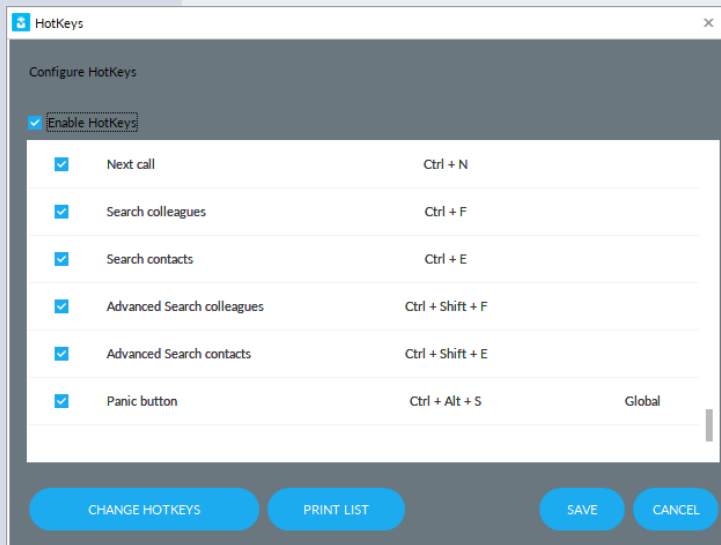
# Imagicle UCX Console

Hotkeys.



# Hot Keys Management.

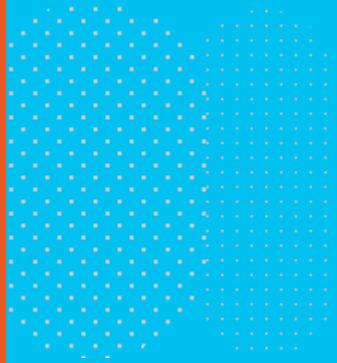
- Special keyboard shortcuts are defined by default in Attendant Console. Those shortcuts, named “**HotKeys**”, can be listed by pressing button available on top-right main console window
- HotKeys allows you to quickly access many call related functionalities
  - “Global” HotKeys are accessible when 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

Call Info tab





## Call Info tab

- This panel is automatically populated upon an inbound call to the agent and it shows several calling party details coming from Imagicle directories, not displayed in the single line of Current Call panel.
- Displayed data can be used to save the number, add contact to favorites, send an email to the contact or send contact details via email.

The screenshot displays the 'CURRENT CALLS' section at the top, with a table listing active calls. Below this, the 'CALL INFO' tab is selected, showing contact details for Andrea Sonnino. A red box highlights the contact name and number in the table, and another red box highlights the 'CALL INFO' tab. A blue arrow points from the contact name in the table to a dropdown menu that appears over the contact details, listing actions such as 'Add/modify contact note', 'Send Email', 'Send contact', 'Copy number', and 'Add to favorites'.

Contact	VIP	Line	Duration	Queue
Andrea Sonnino (3663167851)		731	00:00:07	

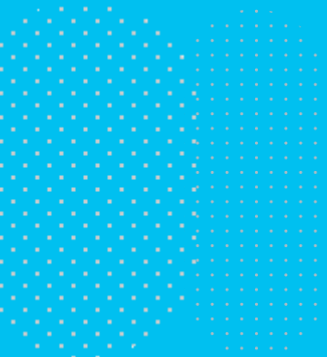
  

Company	Imagicle
Email	andrea.sonnino@imagicle.com
Phone	0225067731
Mobile phone	+393663167851
Custom Phone Number	+393663167851
Fax	0584365593



# Imagicle UCX Console

Colleagues tab - BLF



# Colleagues tab, single line layout.

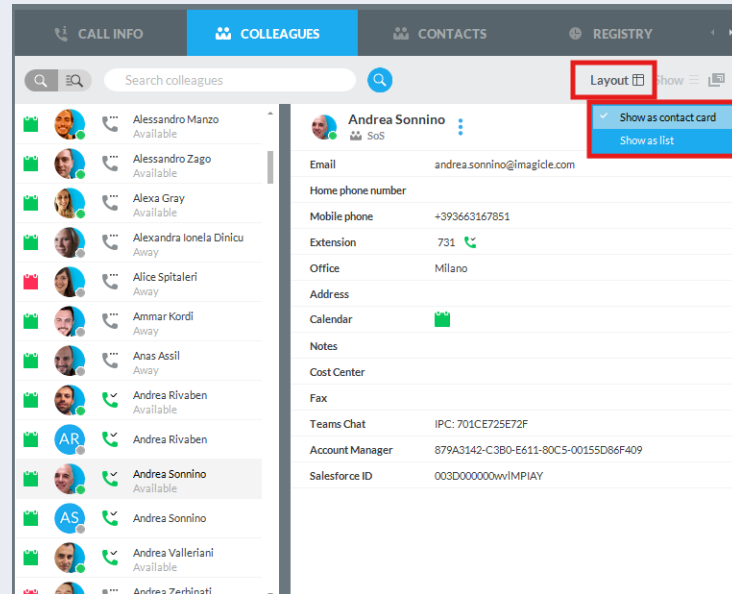
- “Colleagues” tab, in its single line layout, shows the list and info of your colleagues, with their real-time telephony status (BLF), rich presence status from Cisco Unified Presence Server, Webex and Microsoft Teams, calendar info and pictures (if imported from AD/LDAP). It is possible to start a “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			



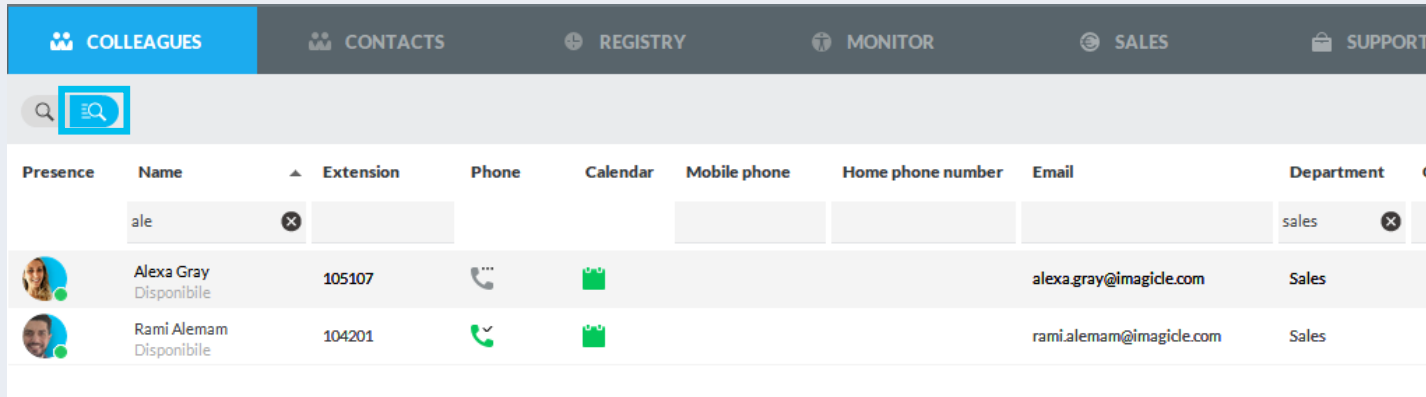
# Colleagues tab Contact Card layout

- Top-right “Layout” menu, allows to toggle the standard single line layout to “Contact Card” layout, where each user’s details are shown in the contact card panel on the right side.
- This layout allows to view all user’s details even on low resolution screens.









# 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.





The screenshot shows the 'COLLEAGUES' tab in a CRM system. A search bar at the top contains the text 'ale' and a blue square icon with a magnifying glass and a plus sign, indicating an advanced search. Below the search bar, a table displays search results with columns for Presence, Name, Extension, Phone, Calendar, Mobile phone, Home phone number, Email, and Department. The results show two colleagues: Alexa Gray and Rami Alemam, both with 'Disponibile' status and in the 'Sales' department.

Presence	Name	Extension	Phone	Calendar	Mobile phone	Home phone number	Email	Department
	ale	<input type="text"/>			<input type="text"/>	<input type="text"/>	<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

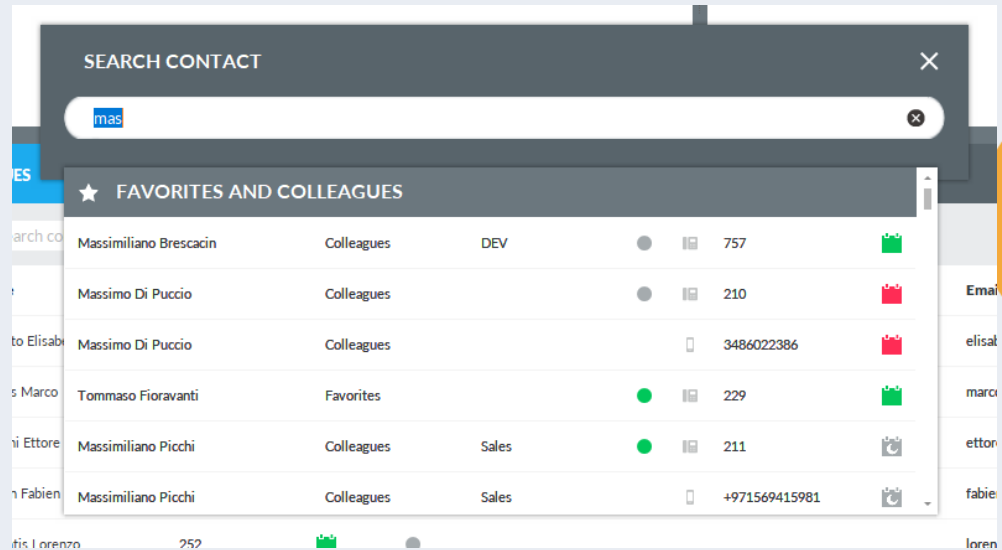


- It is possible to search for a colleague name, number or department by using both simple and advanced search and pressing Enter or “zoom lens” button. Returned search results are including entries with any diacritic marks associated to same letter. As an example, if you search for “Muller”, search 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

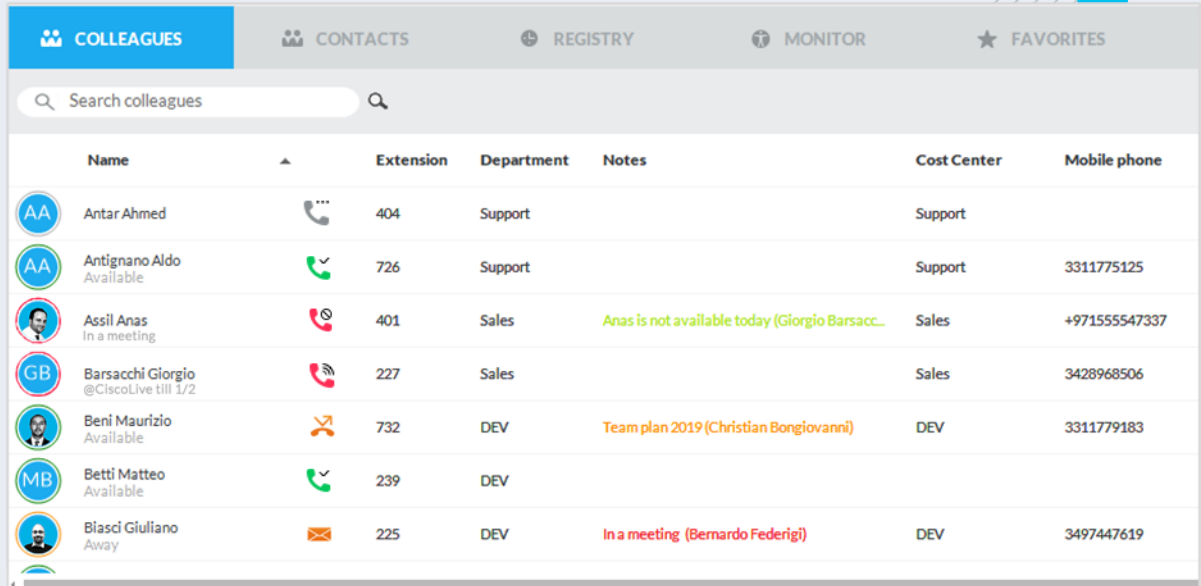
- Indicating that calls to the user are forwarded to another number, specified in the “Forwarded to” column
- You need to enable ”Forwarded to” column from “Show” menu.

## 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



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

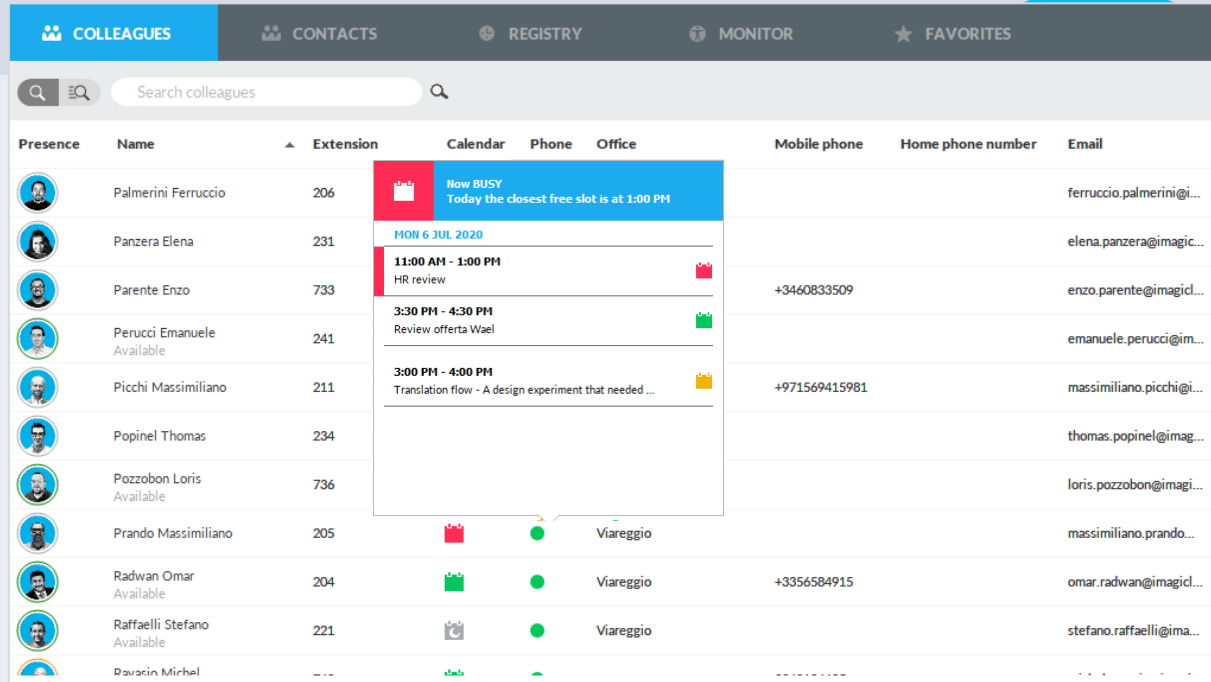
 Available	 Busy	 Call Forward*
 Do not disturb	 Not Available	 VoiceMail Forward*

\*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...
	Panzerà Elena	231	<b>MON 6 JUL 2020</b>					elena.panzerà@imagic...
	Parente Enzo	733	<b>11:00 AM - 1:00 PM</b> HR review			+3460833509		enzo.parente@imagic...
	Perucci Emanuele Available	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 Available	736						loris.pozzobon@imagi...
	Prando Massimiliano	205			Viareggio			massimiliano.prando...
	Radwan Omar Available	204			Viareggio	+3356584915		omar.radwan@imagicl...
	Raffaelli Stefano Available	221			Viareggio			stefano.raffaelli@ima...
	Rauscin Michel	---						...



Busy



Free



Working elsewhere



Out of office

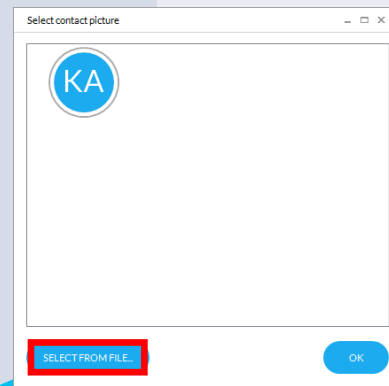





Tentative



# 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

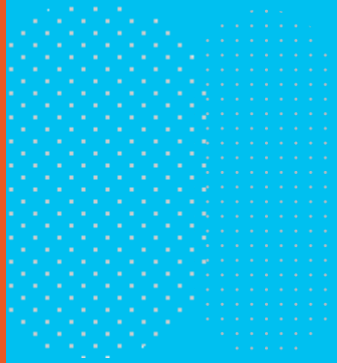


Name	Extension	Department	Notes
 Federigi Bernardo Available	215	Marketing	cisco live (Francesco Iuliano)
 Ferrari Claudio	741	Sales	de baja hasta el 15 (Francesco Iuliano)
 Fioravanti Tommaso Cisco Live 2019	229	Sales	@cisco live (Tommaso Fioravanti)



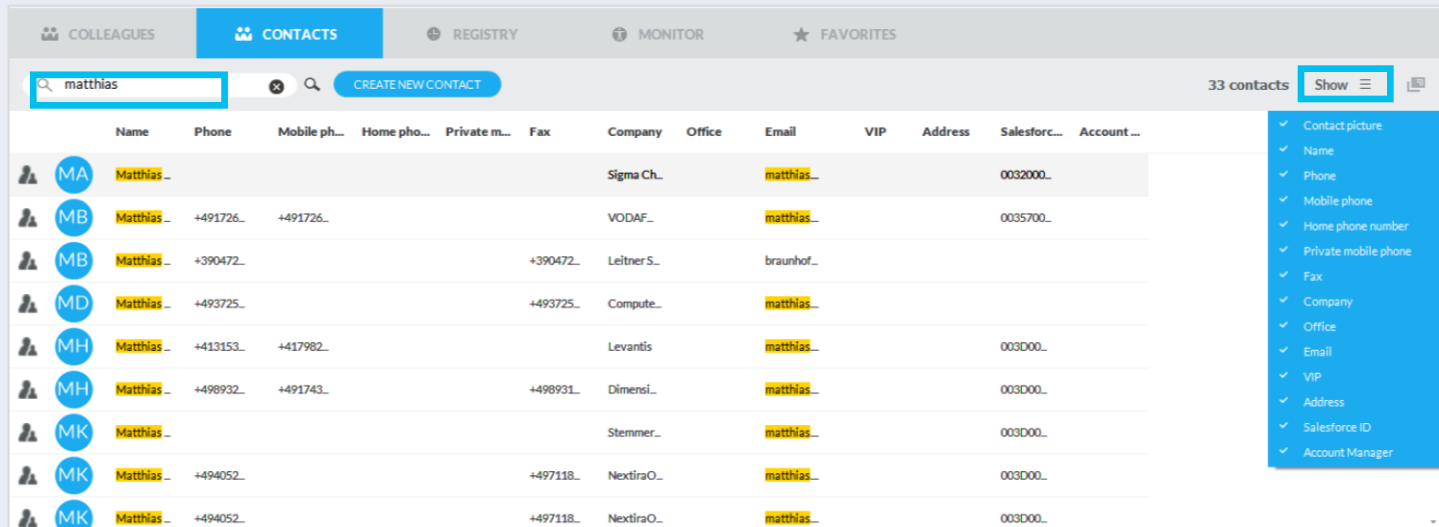
# Imagicle UCX Console

Contacts tab.



# Contacts tab, single line layout.

- “Contacts” panel, in its single line layout, 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.



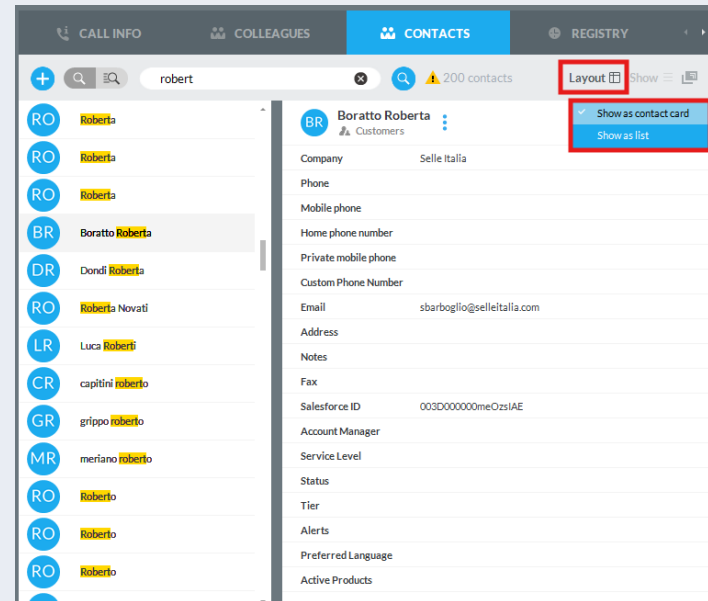
The screenshot displays the 'CONTACTS' tab in a single line layout. The search bar contains 'matthias' and is highlighted with a blue square. The table below shows a list of contacts with columns for Name, Phone, Mobile ph..., Home pho..., Private m..., Fax, Company, Office, Email, VIP, Address, Salesforc..., and Account ... A dropdown menu is open on the right, showing a list of fields to display, including Contact picture, Name, Phone, Mobile phone, Home phone number, Private mobile phone, Fax, Company, Office, Email, VIP, Address, Salesforce ID, and Account Manager.

	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...	



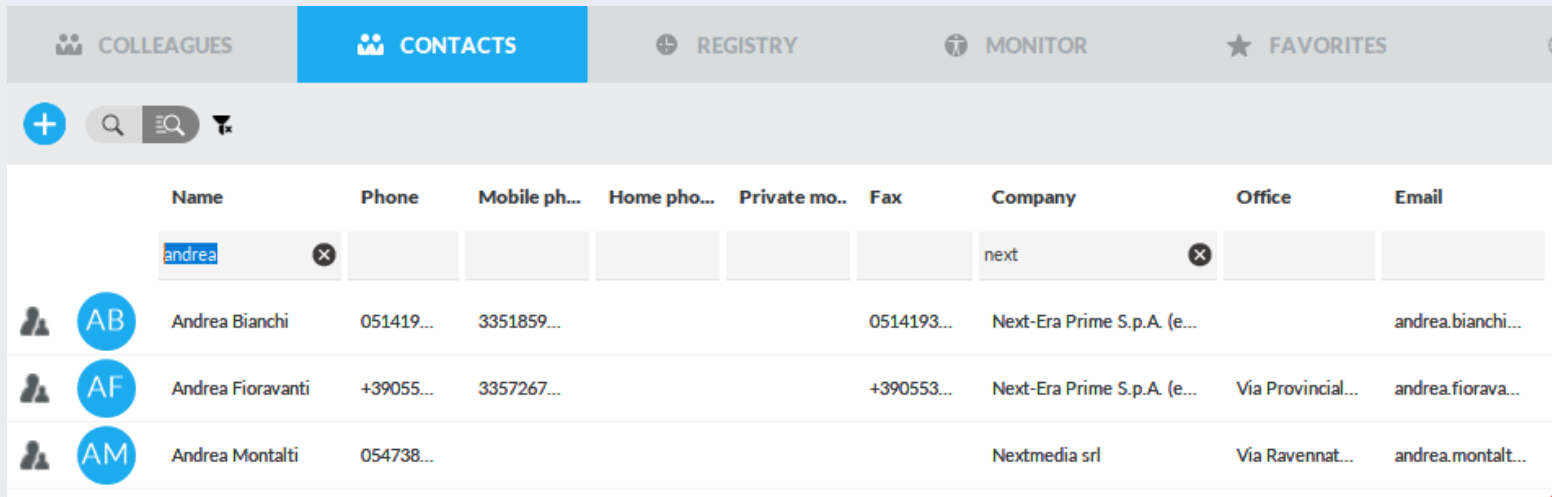
# Contacts tab Contact Card layout

- Top-right “Layout” menu, allows to toggle the standard single line layout to “Contact Card” layout, where each contact’s details are shown in the contact card panel on the right side.
- This layout allows to view all contact’s details even on low resolution screens.






# 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 shows a contact management interface with a navigation bar at the top containing 'COLLEAGUES', 'CONTACTS' (highlighted in blue), 'REGISTRY', 'MONITOR', and 'FAVORITES'. Below the navigation bar is a search bar with a plus icon, a magnifying glass, and a filter icon. The main content area displays a table of contacts with columns: Name, Phone, Mobile ph..., Home ph..., Private mo., Fax, Company, Office, and Email. A search filter 'andrea' is applied to the Name column, and 'next' is applied to the Company column. The table lists three contacts: Andrea Bianchi, Andrea Fioravanti, and Andrea Montalti.

	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.

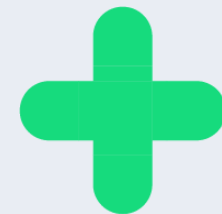


You can directly **search** for a **contact name, number or company** through a simple or advanced search by clicking Enter or the “zoom lens” button.

- 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.

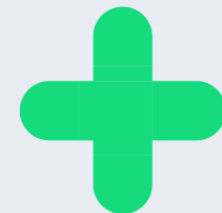
- The “Fly Search” button, displayed on top-center of Attendant Console , allows you to:
  - Search for contacts across Colleagues, Contacts and Favorites tabs, by entering a text or numbers in the search field.
  - Search covers all contact fields and it leverages “Starts with” algorithm within each 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	Omicciolo Luca		728
Available	Pallica Stefano		240
Available	Pallesini Ferruccio		256
Available	Papera Elena		225
Available	Parente Enzo		723
Available	Peracci Emanuele		241
Available	Piochi Massimiliano		213
Available	Poppioli Thomas		234
Available	Pozzobon Luca		736

Name	Role	Phone Number
Fabio Demarini	MY FAVS	
Emanuele Peracci	Colleagues	241
emanuele.abbondi	Customers	064501233
Emanuele Abbondi	Customers	064457398
Emanuele Abbondi	Customers	064497611
emanuele.peracci@magidc...		
maximilianopiochi@ma...	col marketing (Michel Piochi)	
thomas.poppioli@magidc...		
luca.pozzobon@magidc...		



## 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 call 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' screen 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 for John Evans:

- 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 software interface with a top navigation bar containing 'COLLEAGUES', 'CONTACTS', 'REGISTRY' (highlighted), 'MONITOR', and 'FAVORITES'. Below the navigation is a search bar 'Search on the registry' 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, 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" (highlighted with a red box), "View/Edit contact", "Delete contact", and "Add to favorites". Below the menu, a table of contacts is visible. The table has columns for "Name" and "Phone". Two entries are shown, both for "Michele Raffaelli" with the phone number "3346099878". Each entry has a circular icon with the initials "MR" to its left.

Name	Phone
Michele Raffaelli	3346099878
Michele Raffaelli	3346099878



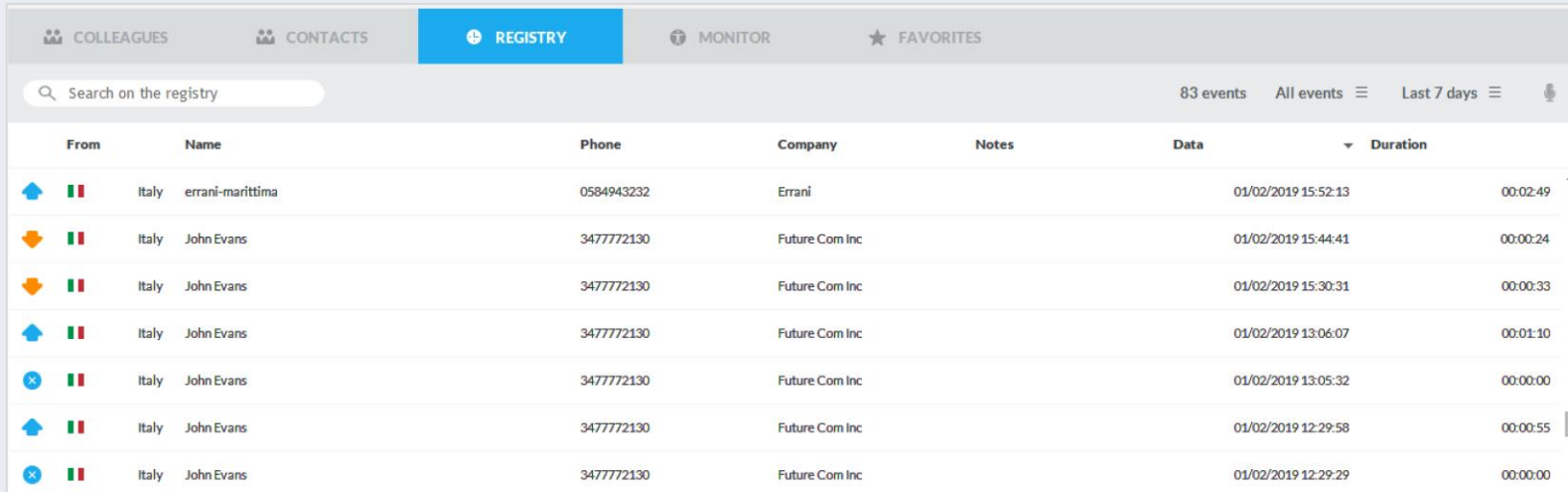
# Imagicle UCX Console















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 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.



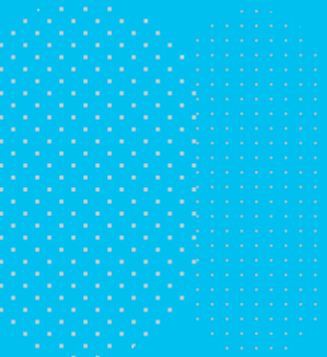
You can directly search for specific phone numbers, contact name or company by the text box below the panel and pressing Enter.

- 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

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' with a plus icon. The main area shows a grid of contact cards for various colleagues, each with a profile picture, name, role, and extension number. Status indicators (Free, Out of office, Busy) are shown at the bottom of each card. A calendar overlay is visible on the right side, showing a 'Now BUSY' notification for 'MON 3 AUG 2020' with a '3:00 PM - 5:00 PM' slot marked as 'UX Customer Session'.


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.



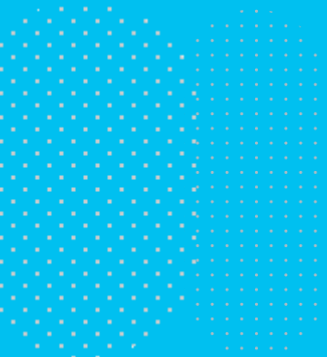
To manually **add new contacts** into favorites panels, you can click on top-left “+” icon and enter contact info and numbers

- 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
- 



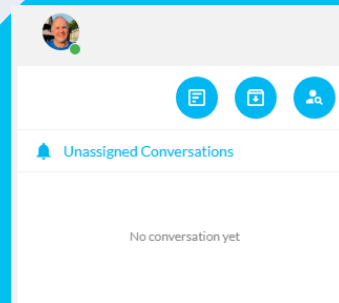
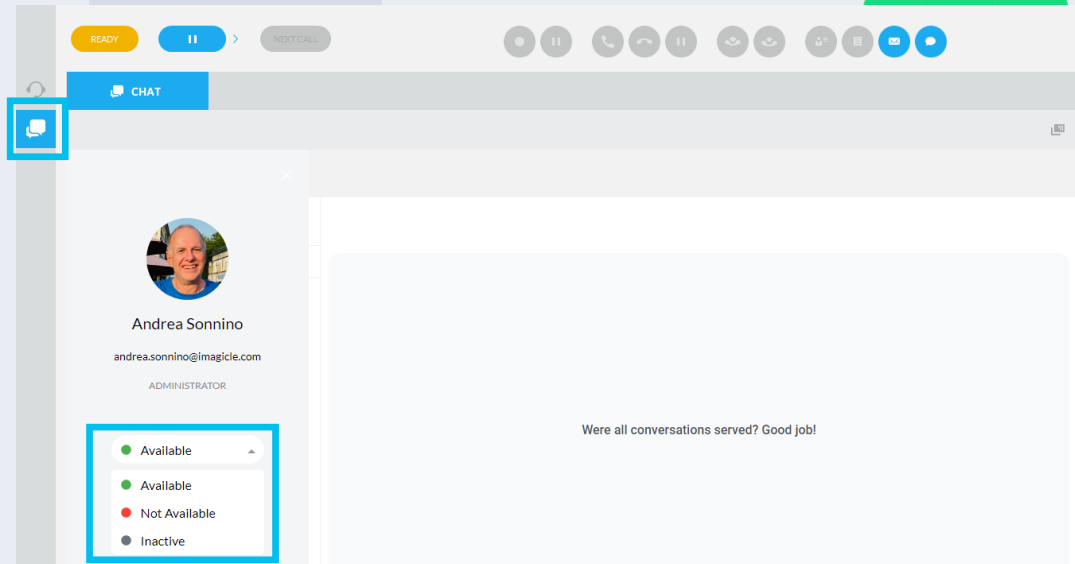
# Imagicle UCX Agent Console

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.

Screenshot of the customer profile panel in the operator interface. The panel shows the customer's name 'guest#0695' and a status dropdown menu set to 'Resolved'. The dropdown menu options are 'Open', 'Pending', and 'Resolve'. Below the status, there are fields for contact information: '+33785996622', 'ACME Inc.', and 'Address'. There are also fields for 'Name: John' and 'Surname: Smith'. A section for 'Add a contact property...' is visible, along with a 'support' tag. At the bottom, there is a section for 'Imagicle Demo Assistant' with fields for 'Chrome 132.0.0.0, Windows 10', '172.20.143.230', 'En', and 'All Sales + SoS [DO NOT EDIT]'.

Screenshot of the ticket details panel in the operator interface. The panel shows the customer's name 'guest#0695' and a status dropdown menu set to 'Resolved'. Below the status, there are tabs for 'PROFILE', 'TICKET', and 'NOTES (0)'. The 'TICKET' tab is active, showing 'Ticket ID #11789', 'Priority: Urgent', and 'Followers: Lorenzo Naldi'. There is a 'Convert to offline' button and a 'support' tag. At the bottom, there is a field for 'Select a tag or create a new one'.

Screenshot of the notes panel in the operator interface. The panel shows the customer's name 'guest#0695' and a status dropdown menu set to 'Resolved'. Below the status, there are tabs for 'PROFILE', 'TICKET', and 'NOTES (0)'. The 'NOTES (0)' tab is active, showing a text input field for 'Add a note ...' and an 'Add Note' button. Below the input field, there is a note: 'Customer having issues with a phone handset. X' with a close button, and 'Created 24/3/2023 by Andrea Sonnino'.





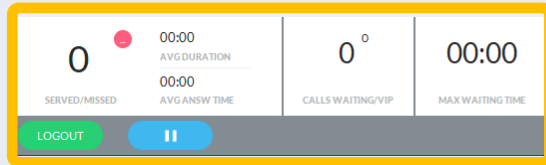
# Imagicle UCX Console

Compact layout.

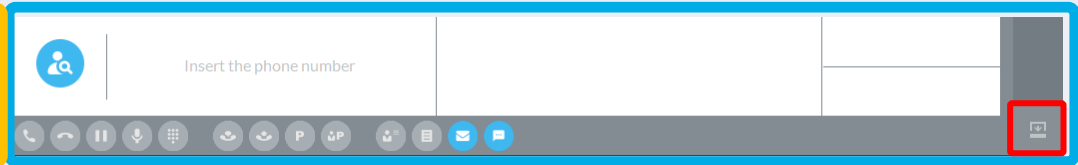
# Attendant Console compact layout.

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)



Compact  
Queues Panel

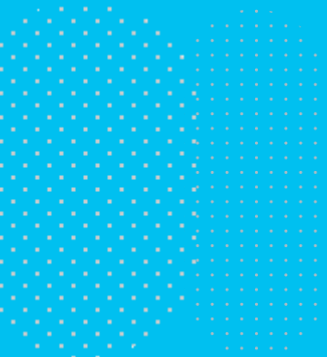


Calls Panel



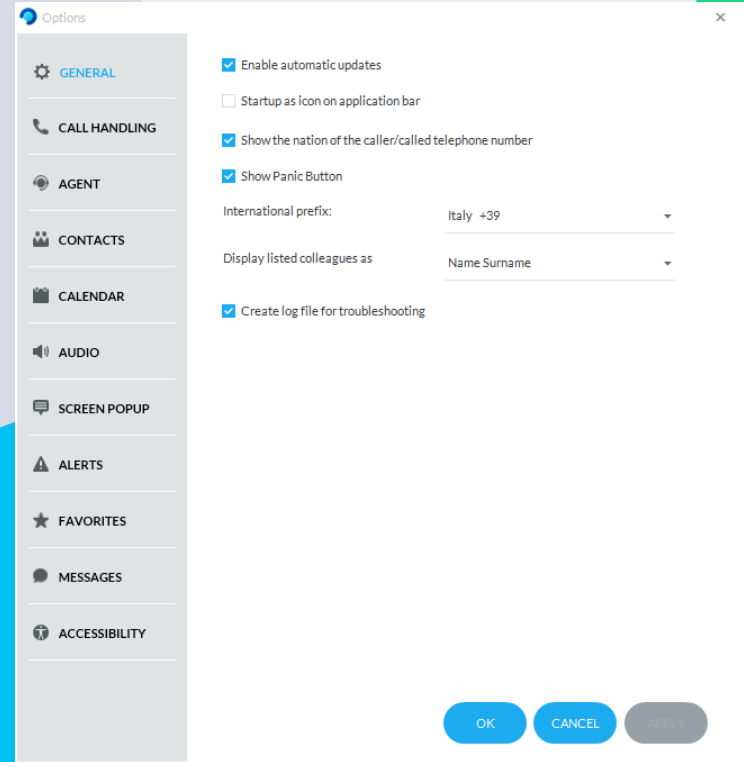
# Imagicle UCX Console

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
  - Show/hide caller nationality and flag
  - Toggle Panic Button display
  - local international prefix
  - Display colleagues as name/surname or vice versa
  - Toggle troubleshooting logs (if requested by Imagicle Tech Support)



The screenshot shows the 'Options' dialog box with the 'GENERAL' tab selected. The left sidebar lists various settings categories: GENERAL, CALL HANDLING, AGENT, CONTACTS, 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
- Show the nation of the caller/called telephone number
- Show Panic Button
- International prefix: Italy +39
- Display listed colleagues as: Name Surname
- Create log file for troubleshooting

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

# Call Handling.

- “Call Handling” tab allows to customize the “Call Info” tab, by changing the order of displayed fields coming from Colleagues or Contacts data; more over you can hide empty fields and toggle automatic tab opening.
- You can apply a rule for automatic call selection, to be applied in different ongoing call status.
  - Within the same option, you can also decide the call type, traffic type and contact availability to apply the automatic call selection.
- You can toggle the Caller ID feature, to allow searching in local contact first.
- Toggle flag available also to automatically set the call on hold during a consultative transfer.
- Finally, you can select the call transfer type upon ongoing call’s drag’n’drop to an internal/external contact.

Options

GENERAL

CALL HANDLING

AGENT

CONTACTS

CALENDAR

AUDIO

SCREEN POPUP

ALERTS

FAVORITES

MESSAGES

ACCESSIBILITY

Call Info tab

Configure contact information order [CUSTOMIZE](#)

Automatically hide empty fields

Open Call info tab when a call is selected

Enable automatic call selection in Current Calls tab

Apply when: The phone rings

Calls eligible for automatic selection:

By incoming type: Direct and coming from queues calls

By outgoing type: Direct and consultation calls

By traffic type: Internal and external calls

By contact: Known and unknown contacts

Search the caller number in the local contacts first

Put the call on hold while transferring

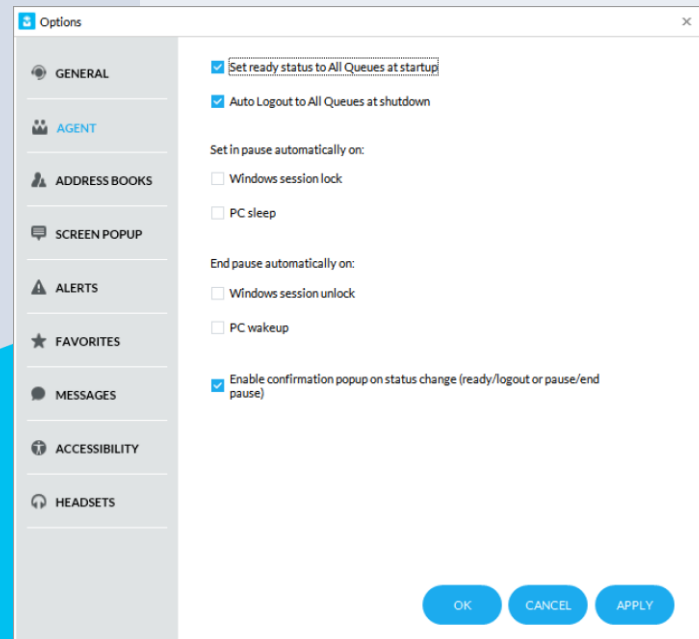
Dragging a call on an extension/favourite run the command: Transfer with consultation

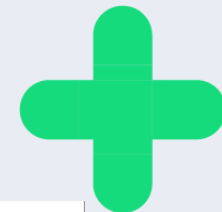
OK CANCEL



# Agent settings.

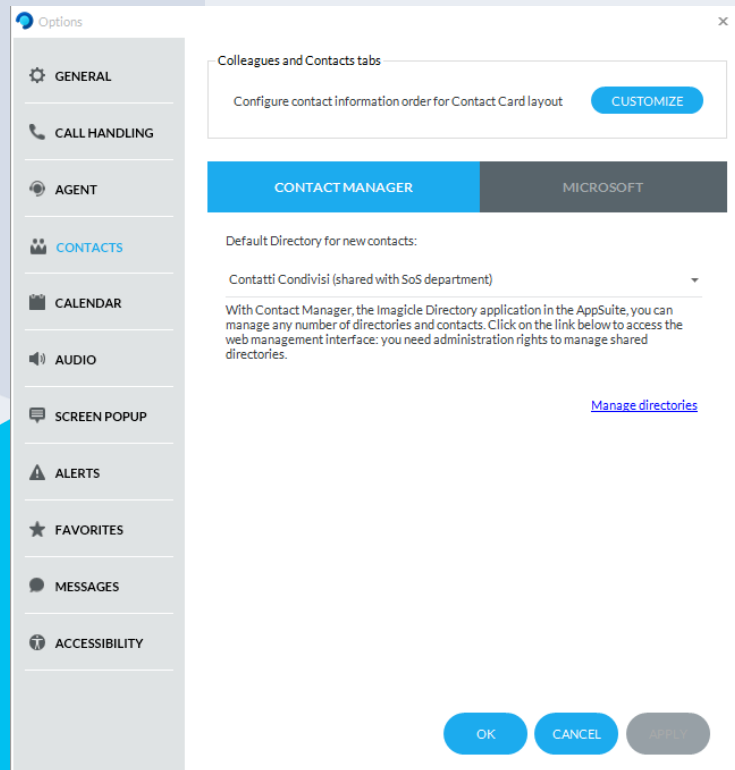
- “**Agent**” tab allows you to setup several parameters related to Agent like:
  - auto-login at startup
  - auto-logout at shutdown
  - Manage automatic pause on windows session lock/unlock – PC sleep/wakeup
  - Enable confirmation popup upon status changes





# Contacts settings.

- “**Contacts**” tab allows you to choose a default directory where to store new contacts:
  - Without **Contact Manager** license, you can just have a single shared Department directory among all operators + a personal directory
  - By leveraging Imagicle **Contact Manager** application, you can define several Public, Department and Personal Directory to choose from.
- Within same option, you can also decide to contacts search against local MS-Outlook client.

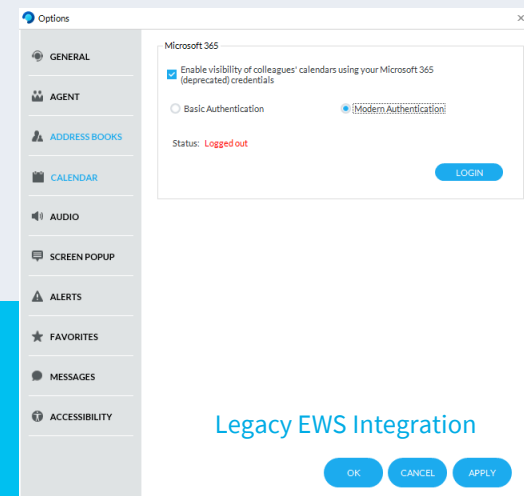
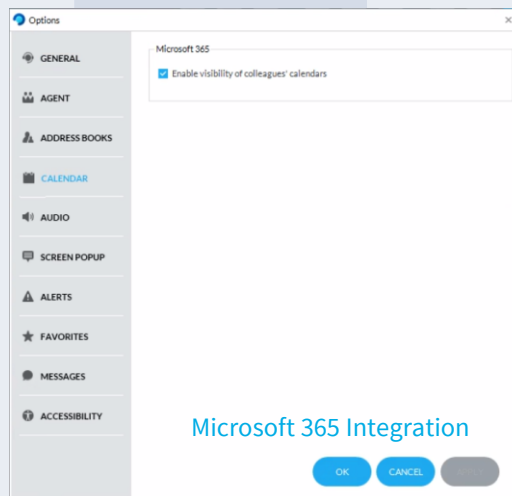




# Calendar settings.

- “**Calendar**” tab allows you to configure the connection to Microsoft Exchange/Microsoft 365 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 (EWS only)

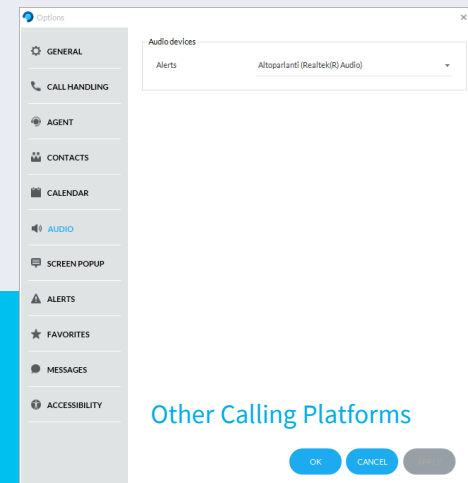
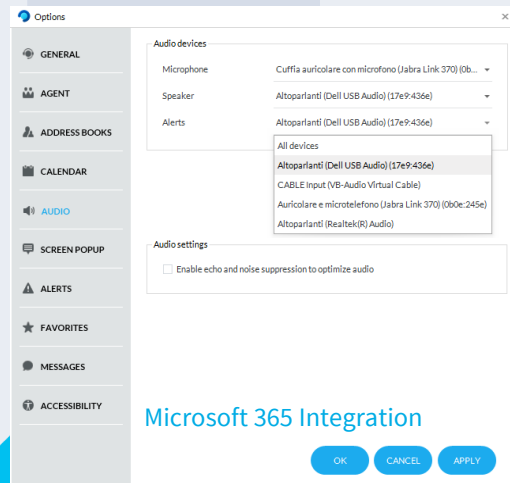
Please be aware that Calendar integration leverages Graph APIs-based OAuth2 authentication method. EWS-based authentication is still available to existing customers, but please consider it has been deprecated by Microsoft, with a deadline on October 1<sup>st</sup> 2026.





# Audio settings.

- “**Audio**” tab in a **Microsoft Teams** environment 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.
- Echo/Noise suppression flag is also available. Imagicle recommends to enable it for the best user’s experience.
- “**Audio**” tab for other calling platforms just allows to setup the audio devices for alerts.



# 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

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 and chat queries. 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.

Options All Calling Platforms

GENERAL

CALL HANDLING

AGENT

CONTACTS

CALENDAR

AUDIO

SCREEN POPUP

**ALERTS**

FAVORITES

MESSAGES

ACCESSIBILITY

**Audible alert**

- Enables the audible warning for the incoming calls on your phone
- Enables the audible warning for the incoming calls on your queues
- Enables the audible warning when the call recording starts
- Enables the audible warning for your chat events

**Alert action**

Upon an incoming call on your phone	No action
Upon an outgoing call from your phone	No action
Upon an incoming call on your queues	No action
Upon receiving a chat message	Display pop-up on inactive console

No action  
Bring console foreground  
Display pop-up on inactive console  
Always display pop-up

OK CANCEL APPLY

## Microsoft Teams only

Upon incoming calls from Microsoft Teams	Suppress Teams pop-up alerts
	Display Teams pop-up alerts
	Suppress Teams pop-up alerts



# 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	<input type="button" value="MOVE UP"/>
Support	<input type="button" value="MOVE DOWN"/>
Friends	<input type="button" value="ADD"/>
Parenti	<input type="button" value="EDIT"/>
	<input type="button" value="REMOVE"/>



# 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 sidebar menu on the left and a main content area on the right. The sidebar menu includes: GENERAL, AGENT, ADDRESS BOOKS, SCREEN POPUP, ALERTS, FAVORITES, MESSAGES (highlighted in blue), ACCESSIBILITY, and HEADSETS. The main content area has two tabs: "SMS" (active, highlighted in blue) and "Template". Below the tabs, the text "Select the provider to use for sending SMS" is displayed. The configuration fields are as follows:

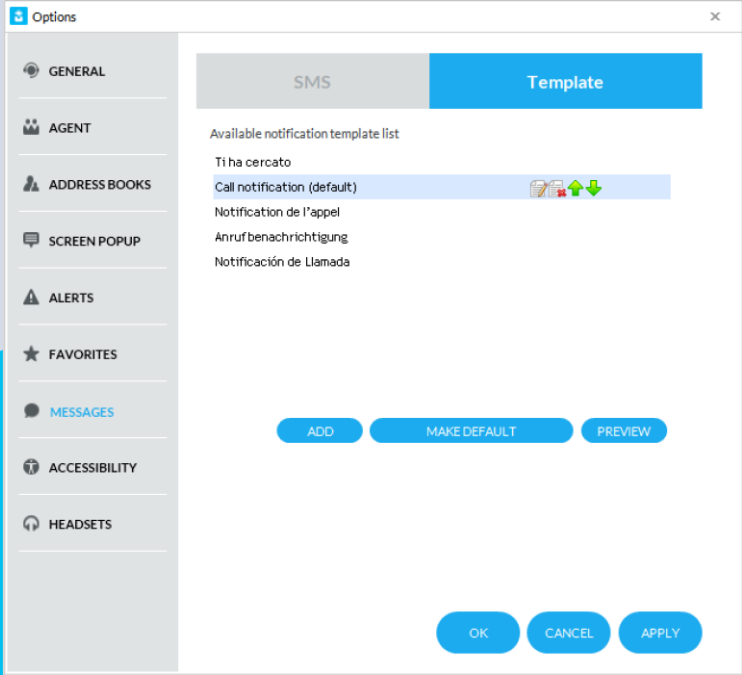
SMS Service Provider	EasiSMS
Sms sender: (max 11 digit)	Imagicle
User:	Andrew
Password:	●●●●●●●●
Gateway address	easisms.com

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



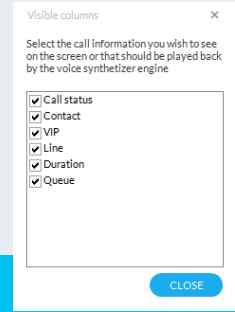
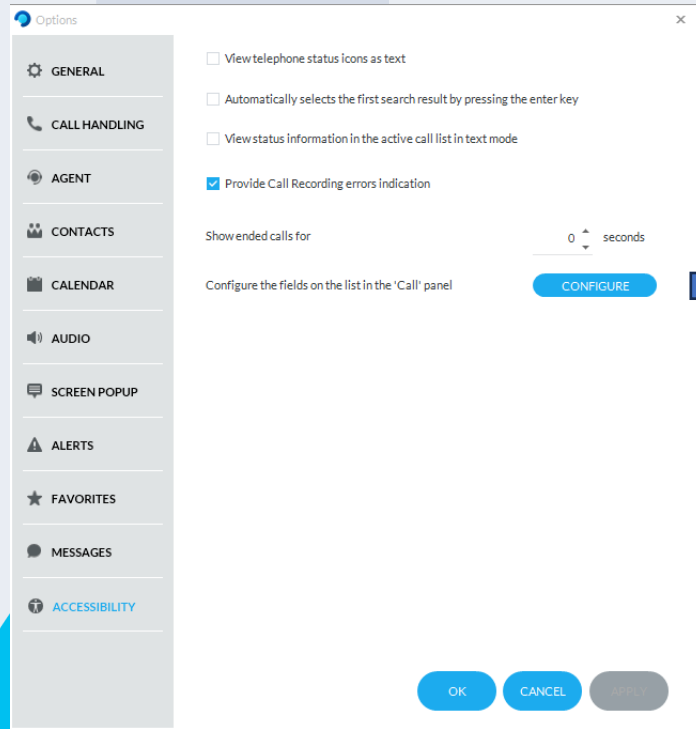
# Messages/SMS templates.

- “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 international 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](#)

