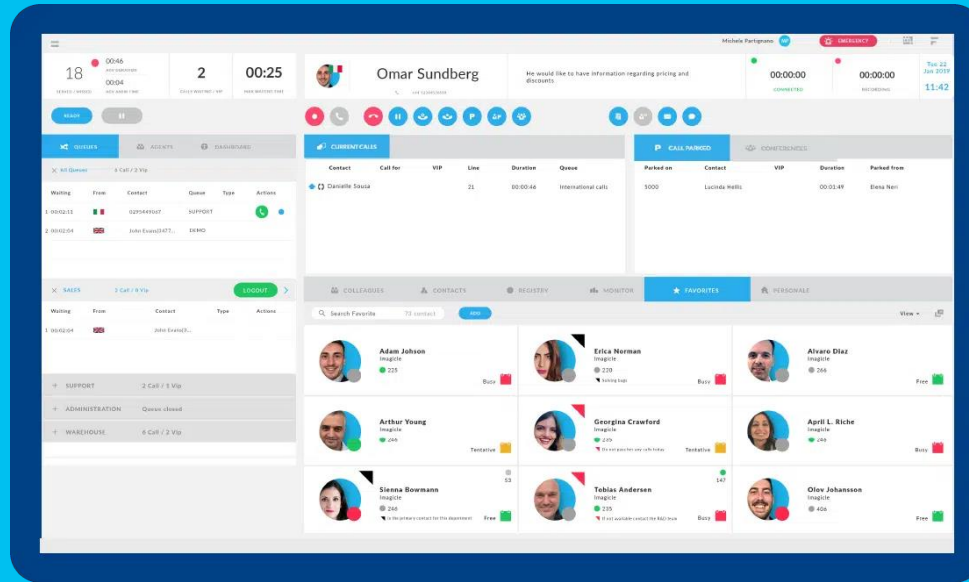


# Imagicle Attendant Console.

User's Guide for any Calling Platform





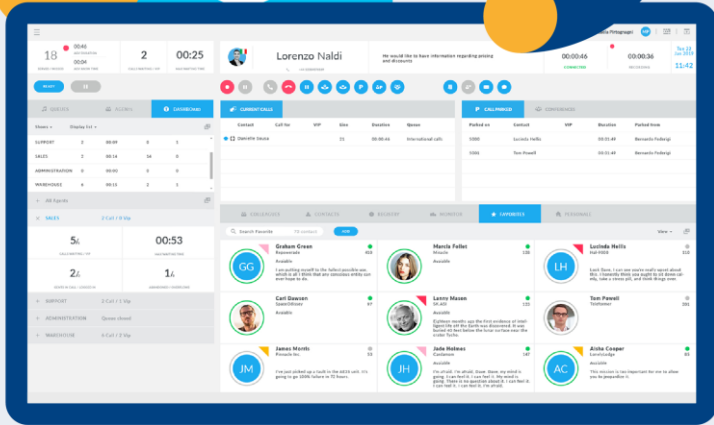
# Imagicle Attendant Console

General overview.



# Attendant Console

The operator console solution that simplifies and improves the handling of incoming and outgoing calls for all operators.



## Your calls just a click away.

Answering, transferring and parking, queue management, and call recording.

## Keep everything under control.

Colleagues, contacts, favorites, active calls panel and much more.

## Integrated with your directories.

All contacts available within seconds, wherever they are stored.

## Available for everyone.

Compatible with assistive tools for visually impaired and blind users.

## Ideal for your Smart Working.

Same user experience on all devices, in the office and remotely.

## The top of Customer Service.

Perfectly integrated with the other Imagicle solutions for Customer Service.

# Imagicle Attendant Console

Empowering your customer service.



## Professional

Smart telephone operator's console ideal for small companies and small teams.

- Full multiple calls management: answer, hang up, hold/resume, call park, Camp-on, blind transfer, consulted transfer, conference call, call registry
- Advanced Queueing feature (2 chan.) with full reporting and single login to all queues
- Colleagues phone and rich presence, Microsoft Calendar Integration
- Personal- shared directories for contacts
- Caller ID, Click 2 call, screen pop-up
- Modern client for Windows in 8 languages customizable hotkeys and themes
- Certified for visually impaired users, with ZoomText Magnifier, Braille Displays, and Vocalizer software

## MOST POPULAR

## Enterprise

Fully featured operator console with complete queues visibility, management and supervisor console features.

### ALL PROFESSIONAL FEATURES PLUS:

- Queued calls list with selective pick-up
- Login/logout to specific queues
- Force login status of other operators
- Open/Close queues
- VIP calls priority
- Real-time supervisor dashboard

## Operator Essentials

Simple operator bar for hunt groups making easier welcome customers.

- Single call management: answer, hang up, hold/resume, blind transfer, consulted transfer, conference call, call registry
- Advanced queueing feature (1 chan.) with full reporting and single login to all queues
- Colleagues phone and rich presence, Microsoft Calendar Integration
- Caller ID, Click 2 call, screen pop-up
- Modern client for Windows in 8 languages customizable hotkeys and themes

Disclaimer: Imagicle Attendant Console users' guide describes all above features. Please ignore those features not included in your Attendant Console version, as per above tables.

# A clean interface, with everything you need.

## CALLS

The screenshot displays the Imagicle interface, which is divided into several functional areas:

- Top Left (Call Status):** Shows a call duration of 00:46, a missed call count of 2, and a maximum waiting time of 00:25. It includes buttons for 'READY' and a pause icon.
- Top Right (Agent Profile):** Displays the agent's name, 'Danielle Sousa', and a note: 'He would like to have information regarding pricing and discounts'. It also shows a 'CONNECTED' status and a recording indicator.
- Middle Left (Queues):** A table showing the status of various queues. The 'All Queues' section shows 6 calls and 2 VIPs. The 'SALES' section shows 2 calls and 0 VIPs. A 'LOGOUT' button is visible.
- Middle Right (Current Calls):** A table titled 'CURRENT CALLS' with columns for Contact, Call for, VIP, Line, Duration, and Queue. It shows a call for 'Danielle Sousa' on line 21, duration 00:00:46, in the 'International calls' queue.
- Bottom Left (Queues):** A list of queues including 'SUPPORT' (2 Call / 1 Vip), 'ADMINISTRATION' (Queue closed), and 'WAREHOUSE' (6 Call / 2 Vip).
- Bottom Right (Colleagues):** A grid of colleague profiles with their names, roles, and availability status. For example, 'Lorenzo Naldi' is available with 410 contacts, while 'Bernardo Federigi' is busy with 110 contacts.

OPTIONS  
AND  
VOICE/CHAT  
SELECTION

QUEUES

CONTACTS AND COLLEAGUES

# Everything is just a click away.

9. AGENT STATUS Ready, Pause, Logged out. If enabled in the system, Operators can

1. CALLER COUNTRY FLAG AND NAME

2. PANIC BUTTON to trigger different alerts through Imagicle Emergency Notification

8. ALL QUEUES PANEL showing calls in all queues

4. COLLEAGUES with BLF, calendar and presence status. Contacts tab with external contacts. Call registry and Favorites tabs

3. PARKED CALLS PANEL

6. LOG IN/OUT Of specific queues

5. SEARCH FIELD with "Google-like" search using all available contact fields

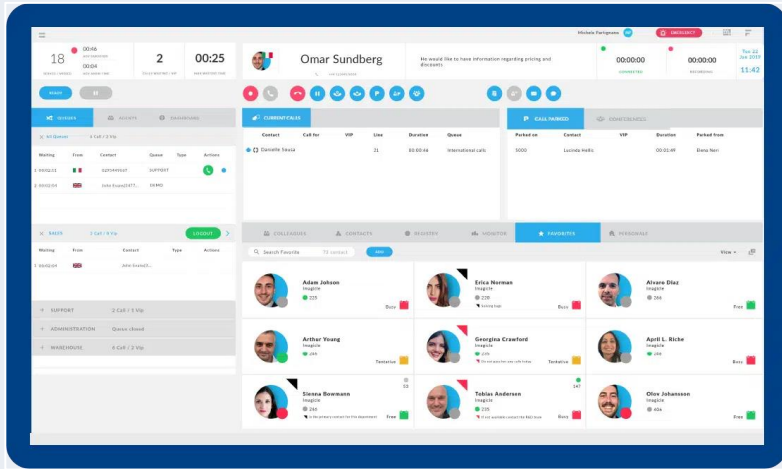
7. SPECIFIC QUEUES PANEL

The screenshot displays the Imagicle operator interface with the following callouts:

- 1. CALLER COUNTRY FLAG AND NAME:** Points to the caller information for Danielle Sousa, including a small Italian flag and her name.
- 2. PANIC BUTTON:** Points to a red 'EMERGENCY' button in the top right corner.
- 3. PARKED CALLS PANEL:** Points to the 'CALL PARKED' section, which contains a table of parked calls.
- 4. COLLEAGUES:** Points to the 'COLLEAGUES' tab, which shows a list of colleagues with their status (Available, Busy) and presence icons.
- 5. SEARCH FIELD:** Points to the search bar in the 'COLLEAGUES' section.
- 6. LOG IN/OUT:** Points to a green 'LOGOUT' button in the 'SALES' queue panel.
- 7. SPECIFIC QUEUES PANEL:** Points to the 'SALES' queue panel, which shows a list of calls for that specific queue.
- 8. ALL QUEUES PANEL:** Points to the 'QUEUES' section, which shows a list of all queues and the number of calls in each.
- 9. AGENT STATUS:** Points to the 'READY' status button in the top left corner.

# Imagicle Attendant Console

## Installation requirements

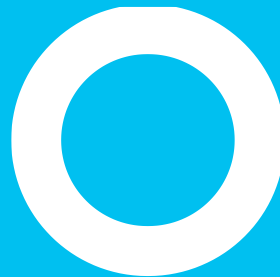


### Supported client operating systems

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

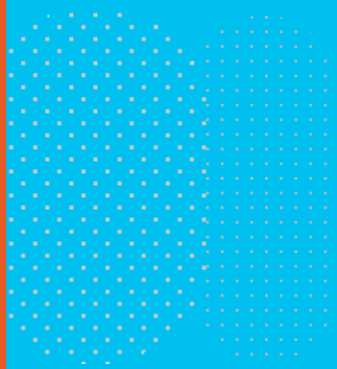
### Hardware requirements

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



# Imagicle Attendant Console

Log in.







# First time Login.

- First time you launch Attendant Console client:
  - The application prompts you to enter the FQDN or IP address of Imagicle UC Suite server. For HA environments, please enter Primary Imagicle Server's IP/FQDN
  - If “Secure connection” is flagged, then Attendant Console connects to UC Suite through a secure, TLS 1.2 TCP session.
  - Then you will be prompted to enter your user's credentials.
  - If UC Suite is synched with Active Directory, you just have to enter your Windows login credentials
  - Click on “Remember User” if you wish the application to store credentials for next login

LOG INTO  
Imagicle Blue's Attendant

bernardo.federigi

●●●●●●●●●●●●

Remember user

LOG IN

Options

Connection options

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

Secure connection:

SAVE CANCEL



# Imagicle Attendant Console

Themes.

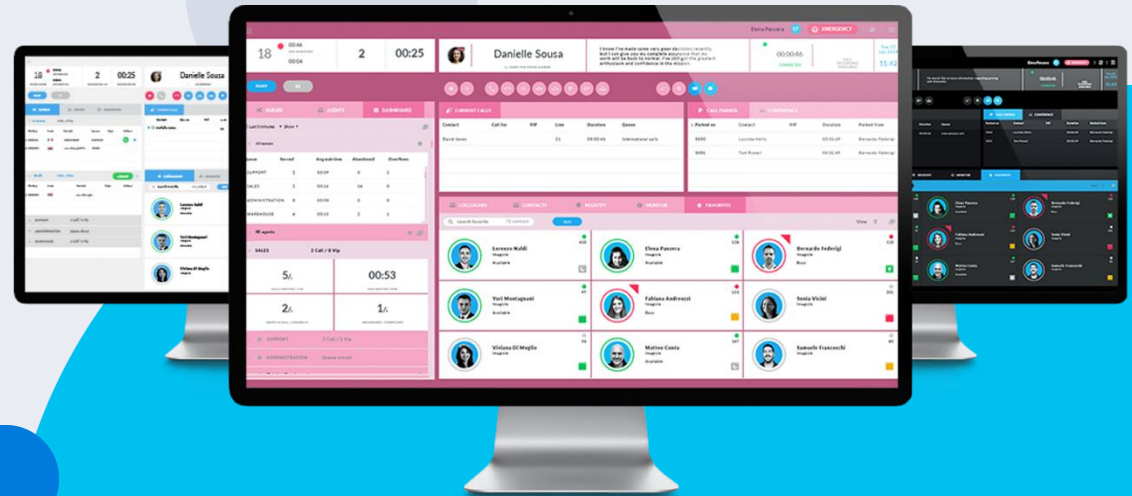


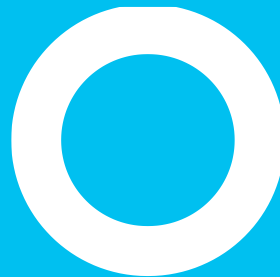
# Adapt it to your mood.

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



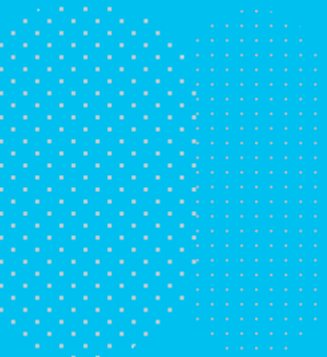
VIEW	▶
SELECT LANGUAGE	▶
MANAGE HOTKEYS	
OPTIONS	
THEMES	▶
HELP	▶
EXIT	
	LIGHT
	MEDIUM
	<input checked="" type="checkbox"/> PINK
	DARK
	VIOLET





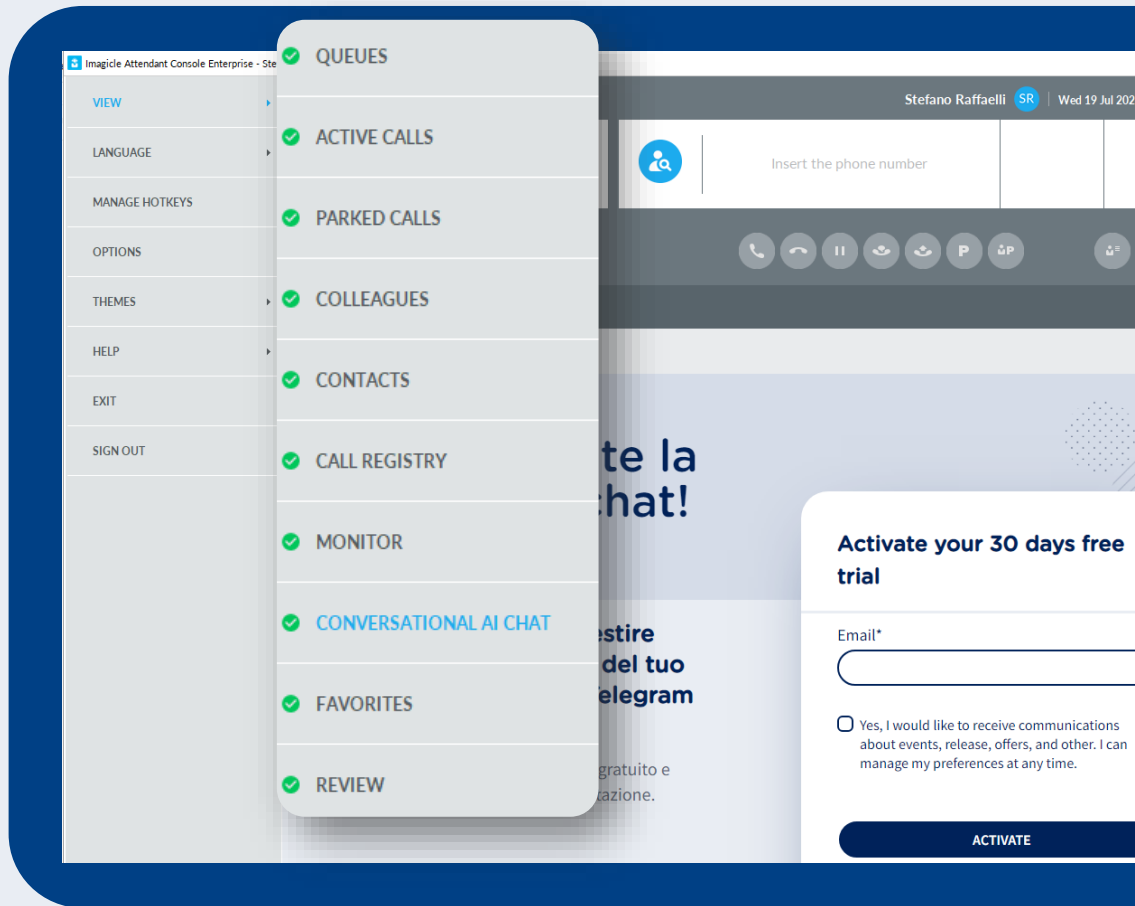
# Imagicle Attendant Console

Panels.



# Adapt it to your needs.

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





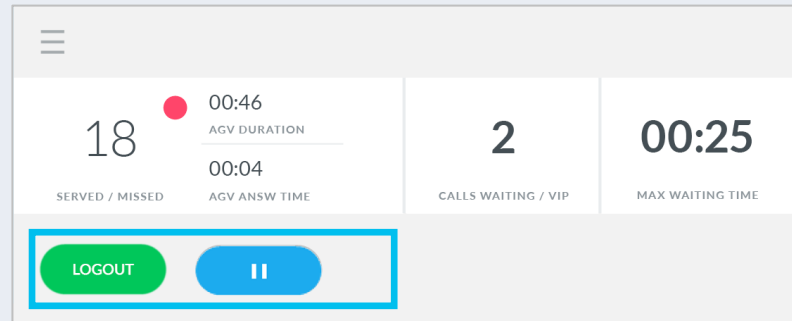
# Imagicle Attendant Console

Queues.



# Queues panel.

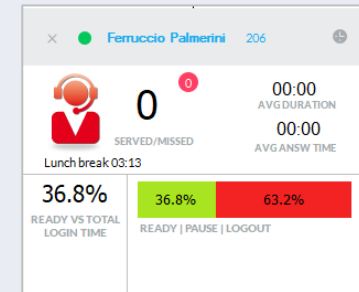
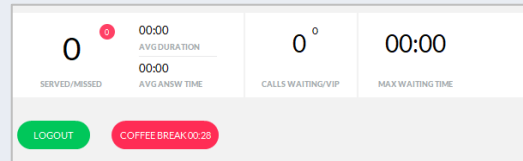
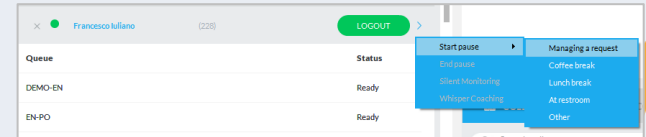
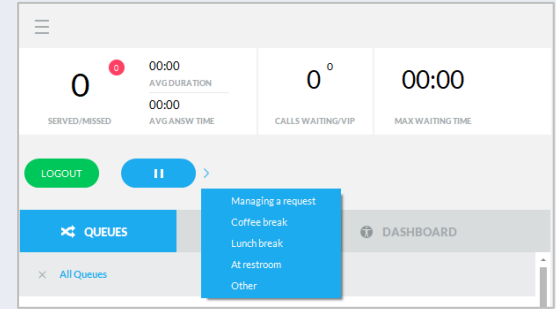
- This panel helps you to set your status and get a flavor of all queues you have been assigned, showing number of served and missed calls, how many waiting calls, waiting time, average call duration and answering time
- “Ready” toggle button allows to set yourself ready to serve calls to ALL queues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

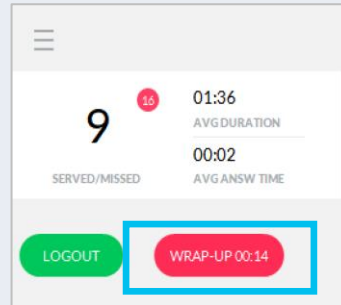
STATUS	ICON	DESCRIPTION
Logged out on all queues		NOT READY to serve calls for any queue (i.e. out of working hours)
Ready on all queues		At work and READY to serve calls for ALL queues
Ready on selected queues		At work and READY to serve calls for selected queues
Pause / Wrap-up	 	At work, but in manual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



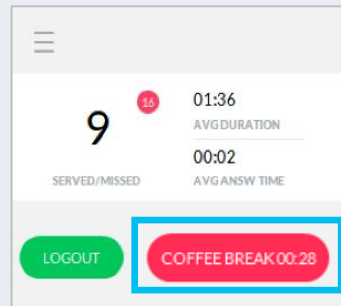
# Wrap-up.

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

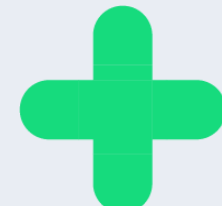
- At the end of wrap-Up time, your status is automatically reverted to Ready
- Both wrap-up and pause times are reported into agent’s statistic data



← 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 queue management interface with three panels. The top panel is 'All Queues' (1 calls, 0 VIP) with a table showing one call from Andrea So... in the DEMO-IT queue. The middle panel is 'DEMO-EN [P]' (0 calls, 0 VIP) with a 'LOGOUT' button. The bottom panel is 'DEMO-IT [P]' (1 calls, 0 VIP) with a 'READY' button. A context menu is open over the 'READY' button, showing options: 'Force open', 'Force closed', and 'Restore ordinary schedule'. The user's name 'Ahmed Antar' is visible at the bottom right.

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

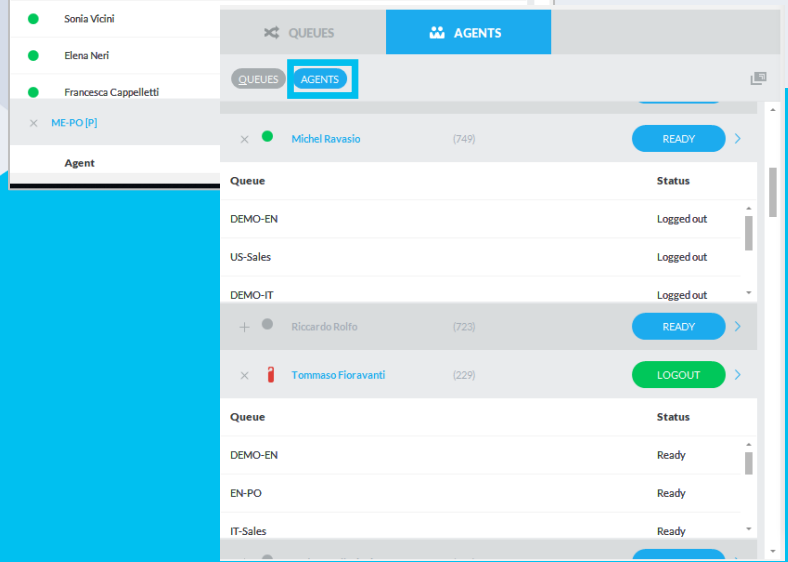
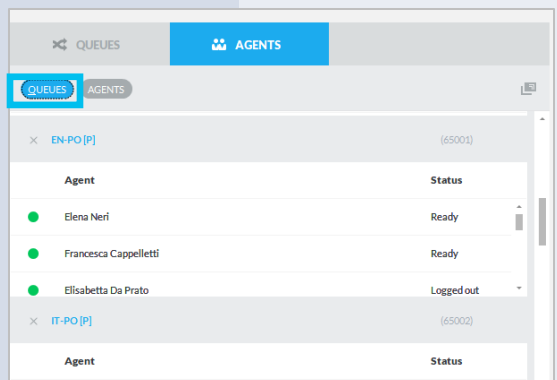
  

Waiting	From	Contact	Type	Actions
1	00:00:06	Andrea Sonnin...		



# 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.



# 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

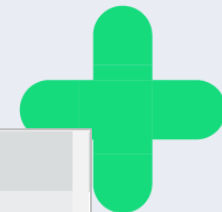


- “**Whisper Coaching**”: Discreetly provide suggestions to agent, without involving remote party

- 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 names and status. In the IT-PO queue, the agent 'Elena Neri' is 'Ready', and the agent below her has a red status and icons for Silent Monitoring and Whisper Coaching, which are highlighted with a blue box. The ME-PO queue shows 'Cinzia Micco' as 'Ready' and 'Elisabetta Da Prato' as 'Logged out'. The US-PO queue shows 'Francesca Cappelletti' as 'Ready'.

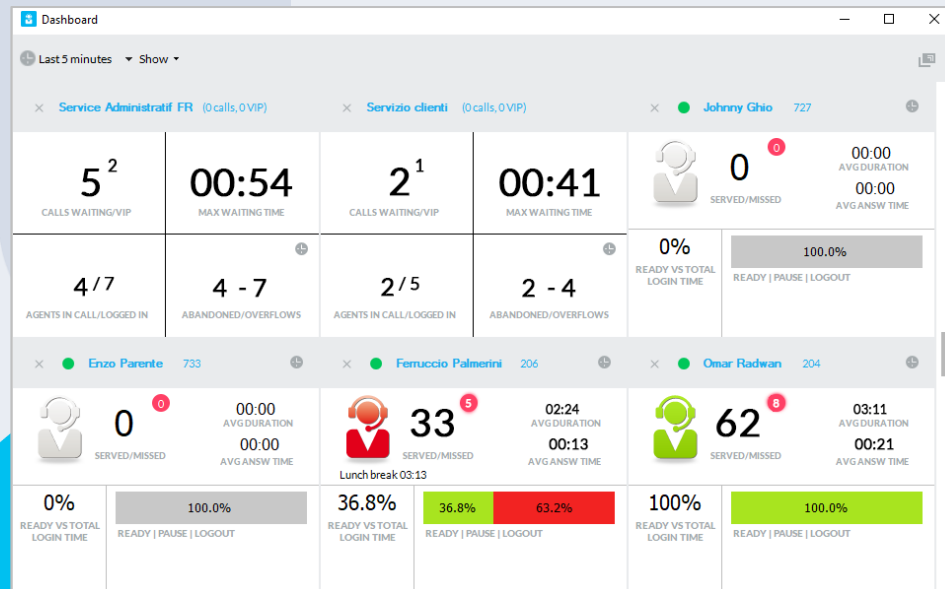
Queue	Agent	Status
IT-PO [P] (65002)	Elena Neri	Ready
	[Silent Monitoring] [Whisper Coaching]	Ready
	Elisabetta Da Prato	Logged out
ME-PO [P] (65006)	Cinzia Micco	Ready
	Elisabetta Da Prato	Logged out
	Francesca Cappelletti	Ready
US-PO [P] (65007)		





# 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 (picture below)
  - 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 Attendant Console and full screen display on dedicated LCD wallboard panel
  - Each single window can be minimized by clicking black triangle on top left





# 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

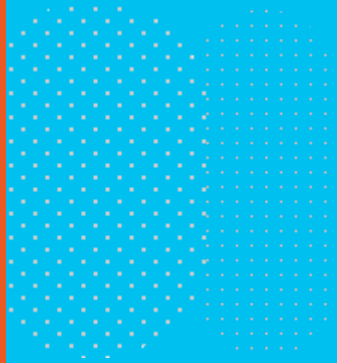
Agent	Direction	Contact	Duration
Federigi Bernardo (215)	In	Evans John (3477772130)	01:00
Vicini Sonia (201)	In	Federigi Bernardo (333685176... VIP)	00:10

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 (905)	logged out	147:02:44	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Federica Deallì (746)	logged out	309:07:42	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Giorgio Baranzhi (227)	ready	116:39:43	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Luca Isola (724)	logged out	1150:47:31	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Massimiliano Picchi (211)	pause	72:05:05	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Massimiliano Prando (202)	logged out	00:51:43	0	0	00:00:00	00:00:00	00:00:00	00:00:56	00:00:00	00:00:00	00:00:56
Maurizio Berti (732)	logged out	68:08:39	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Michel Ravasio (749)	logged out	68:52:59	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Riccardo Rolfo (723)	pause	72:04:59	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00



# Imagicle Attendant Console

Call Handling









# Notification of waiting calls.

- Upon incoming queued call, a small pop-up window on bottom-right and/or an audible alert is generated by Attendant 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 to wait for the call to reach your phone or you can manually pick-up call by clicking on handset icon (squared blue) 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 only have the option of manual call pick-up




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 small **pop-up window** on bottom-right and/or an **audible alert** is generated by Attendant Console (depends on alerting configuration)
- At the same time, caller number, queue ID, caller ID, company name and nationality flag appears in Phone Bar area
- **To answer call**, you can click on handset icon (squared blue) 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 in "Pause" mode (handled by PBX), by clicking on  button
  - Perform a blind call transfer, by clicking on  button or a consultative transfer, by clicking on  button.  
In this case, a pop-up window will appear, asking for destination phone number or contact name.



DEMO-IT

JE | John Evans  
Future Com Inc  
3477772130

Call control icons: Mute, Hold, Answer, Reject, End Call, Transfer, Hold, Park, Hold, Hold, Hold

**CURRENT CALLS**

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



Call from Italy

JE  | John Evans  
Future Com Inc

3477772130 

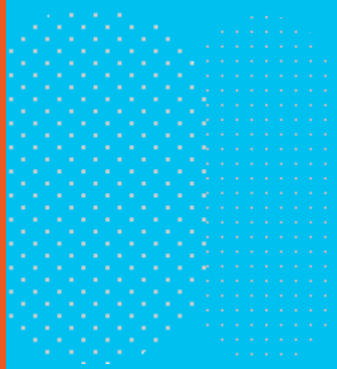
jevans@fcom.com

Call control icons: Answer, End Call



# Imagicle Attendant Console





Transferring - Parking

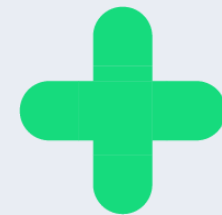




# Call Transfer with Consultation.

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

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



## Toggle between active calls

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

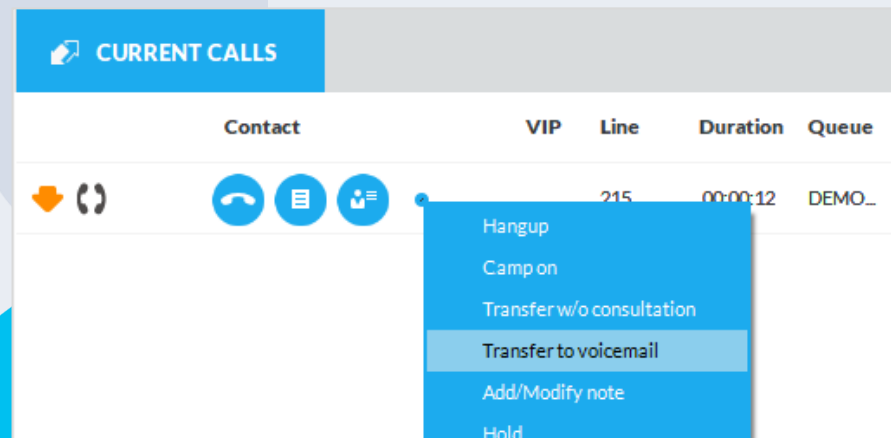
The screenshot shows a call management interface. At the top, there is a toolbar with icons for: mute, hold, call, end call, hold, answer, transfer, park, unpark, and group call. Below the toolbar is a panel titled "CURRENT CALLS" which contains a table of active calls.

	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.





## Parking a call.

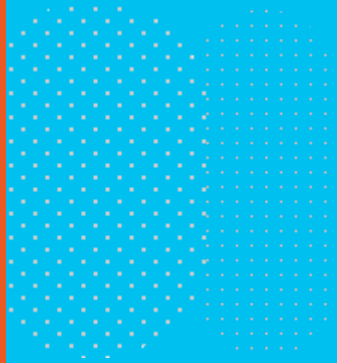
- Once in a call, you can **park the call** using relevant PBX feature (if available), by clicking “P” button (squared blue) or by drag & drop active call with mouse. Call will be moved from “Current Calls” window to “Call Parked” window
- Caller party will hear a tone or music
  - to retrieve the call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

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



# Imagicle Attendant Console

Camp On.







# Camp-On Call Parking.

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

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

CAMP ON

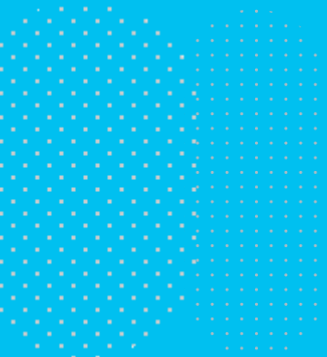
loren

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



# Imagicle Attendant Console

Conference.



# Creating a conference.

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

The screenshot displays a call control interface with a top toolbar containing icons for mute, hold, end call, call transfer, call park, call park with timer, call park with timer and transfer, and a conference call icon (highlighted with a blue square). Below the toolbar is a navigation bar with three tabs: 'CURRENT CALLS', 'CALL PARKED', and 'CONFERENCE'. The 'CONFERENCE' tab is active, showing a table of participants.

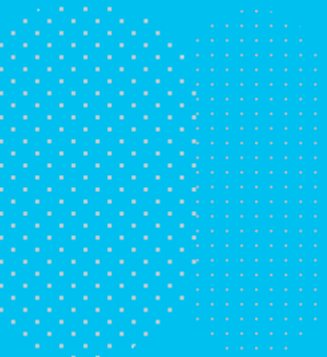
Contact	VIP	Li...	Duration	Que...
Conference		-	00:00:13	

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



# Imagicle Attendant Console

Call Notes, Notifications, Emergency alerts







## Call notes.

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



The screenshot shows a call management interface. At the top, there is a row of call control icons: a blue circle with a white dot, a grey square with two vertical bars, a grey telephone handset, a red telephone handset, a blue square with two vertical bars, a blue circle with a white handset, a blue circle with a white handset, a blue circle with a white 'P', a blue circle with a white handset, and a blue circle with a white handset. To the right of these icons are four more icons: a blue circle with a white handset, a blue square with a white document icon (highlighted with a red box), a blue circle with a white envelope, and a blue circle with a white speech bubble.

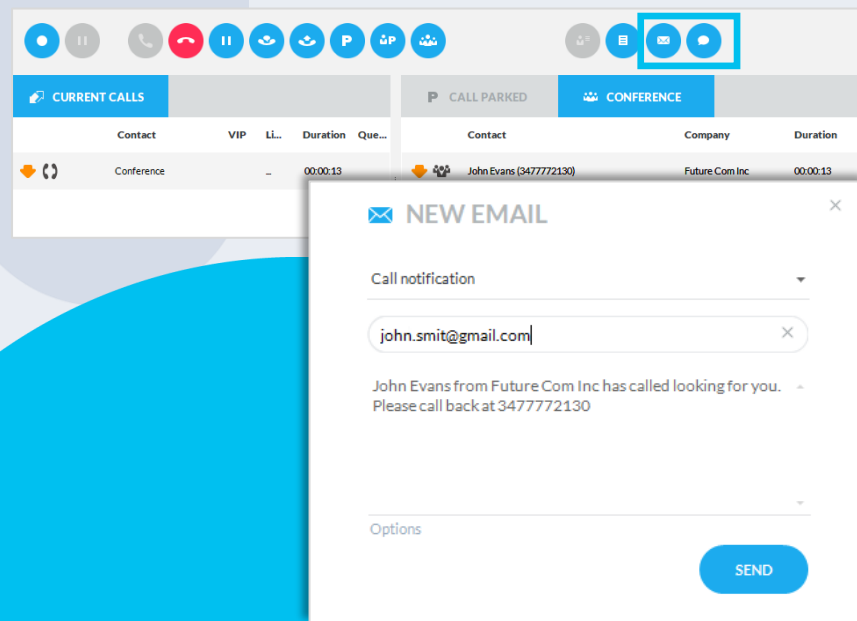
Below the icons is a blue button labeled "CURRENT CALLS" with a white document icon. Below this is a table with the following columns: Contact, VIP, Line, Duration, and Queue. The table contains one row of data:

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



# Email and SMS notifications.

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



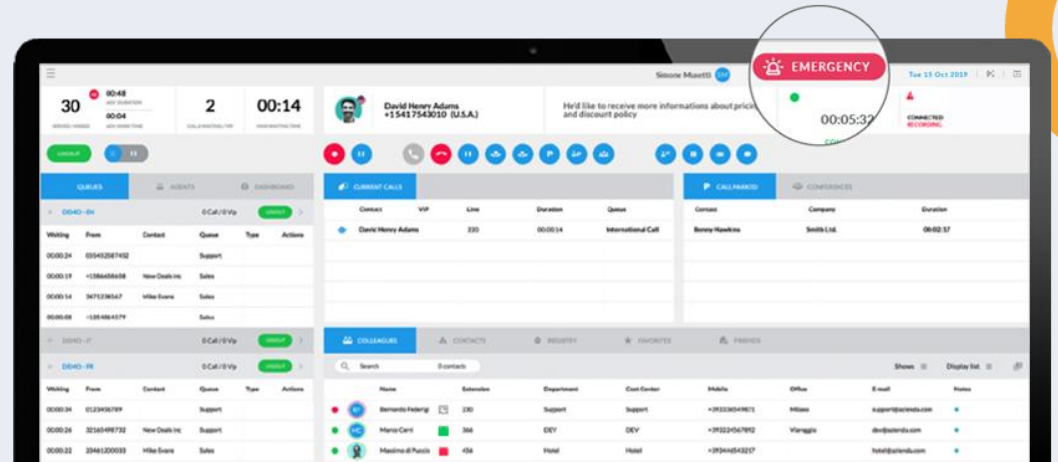
The screenshot displays a call center interface with a top toolbar containing various call control icons. Below the toolbar are three tabs: 'CURRENT CALLS', 'CALL PARKED', and 'CONFERENCE'. The 'CURRENT CALLS' tab is active, showing a table with columns for Contact, VIP, LI., Duration, and Que... The table contains one entry: a Conference call with a duration of 00:00:13. The 'CONFERENCE' tab is also active, showing a table with columns for Contact, Company, and Duration. The table contains one entry: 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 features a dropdown menu for 'Call notification', a text input field containing 'john.smit@gmail.com', and a pre-filled message: '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.



# Trigger an emergency alert through the Panic Button.

Red Panic Button available on top-right console interface.

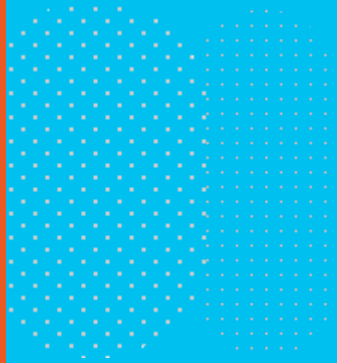
- Can trigger different alert notifications through Imagicle Emergency Notification application
- Can trigger a phone call to any emergency number
- Can be hidden to each operator or globally





# Imagicle Attendant Console

Call Recording integrations.



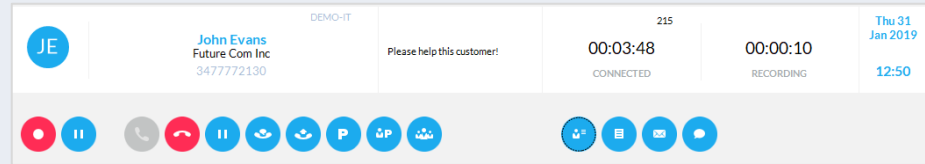




# Call Recording.

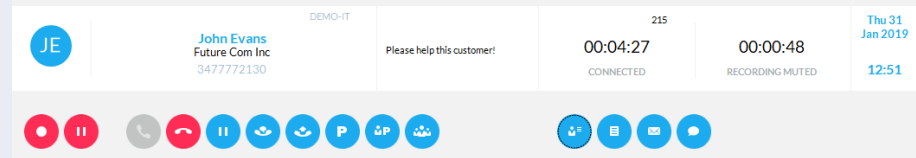
If Imagicle UC Suite (Cisco UCM or Webex Calling DI only) includes a Call Recording license, then you can trigger current conversation recording from Attendant Console. Works with any phone registered to your PBX and associated to Attendant Console, including Webex Desktop clients.

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.

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



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



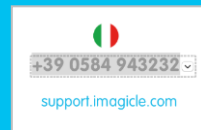
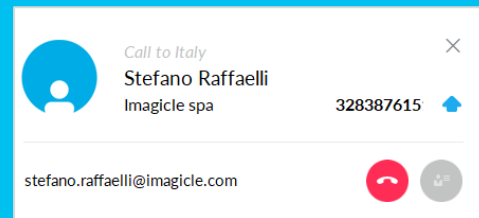
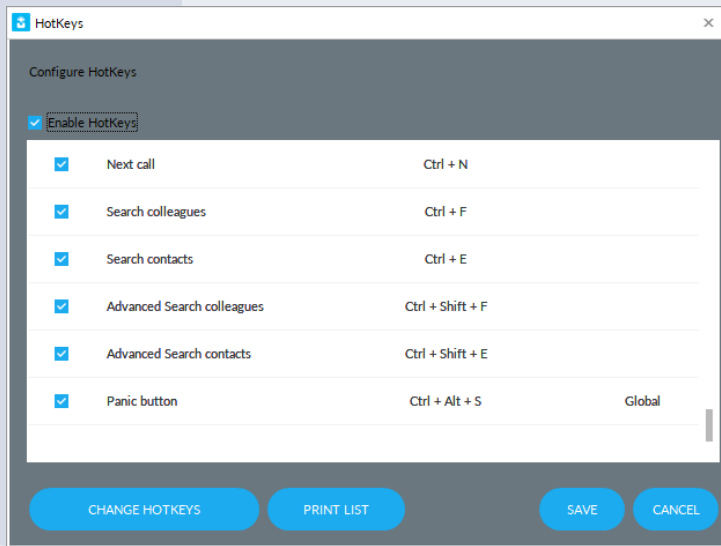
# Imagicle Attendant Console

Hotkeys.



# Hot Keys Management.

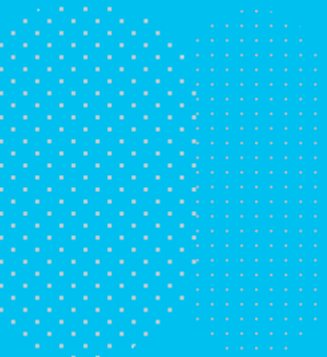
- Special keyboard shortcuts are defined by default in Attendant Console. Those shortcuts, named “**HotKeys**”, can be listed by pressing button available on top-right main console window
- HotKeys allows you to quickly access many call related functionalities
  - “Global” HotKeys are accessible when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





# Imagicle Attendant Console

Colleagues tab - BLF



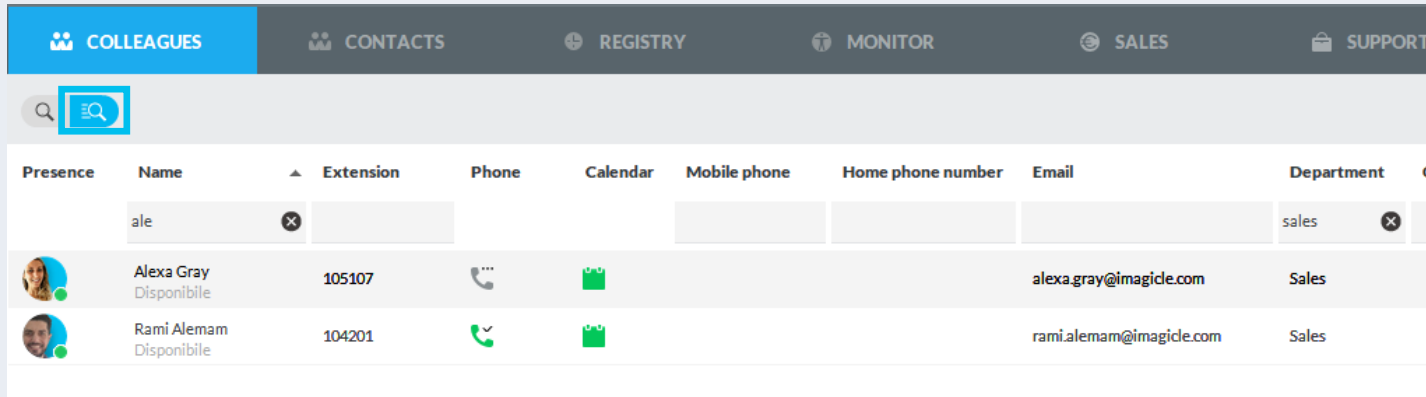
# Colleagues tab.







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

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

# Advanced Search on Colleagues tab.

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





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

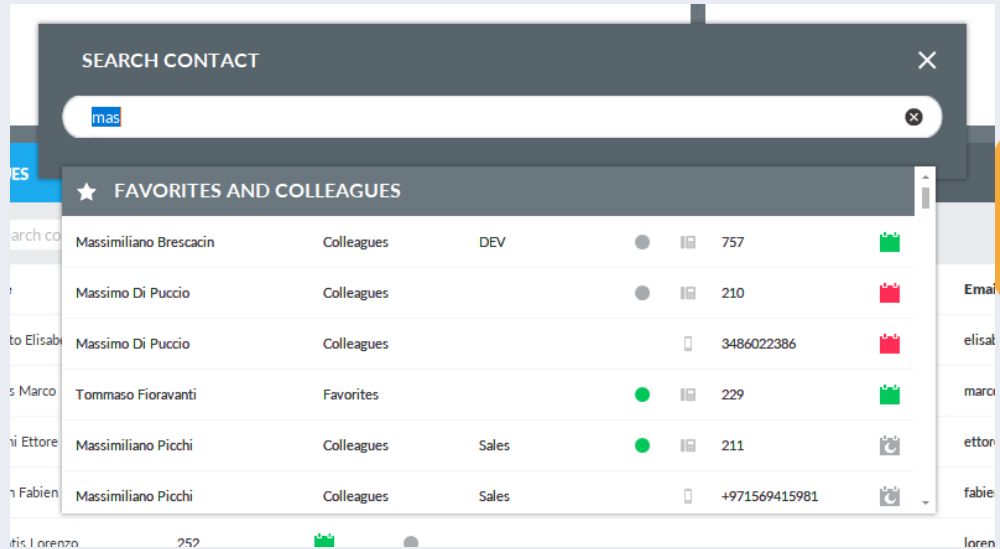


- It is possible to search for a colleague name, number or department by using both simple and advanced search and pressing Enter or “zoom lens” button. Returned search results are including entries with any diacritic marks associated to same letter. As an example, if you search for “Muller”, search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

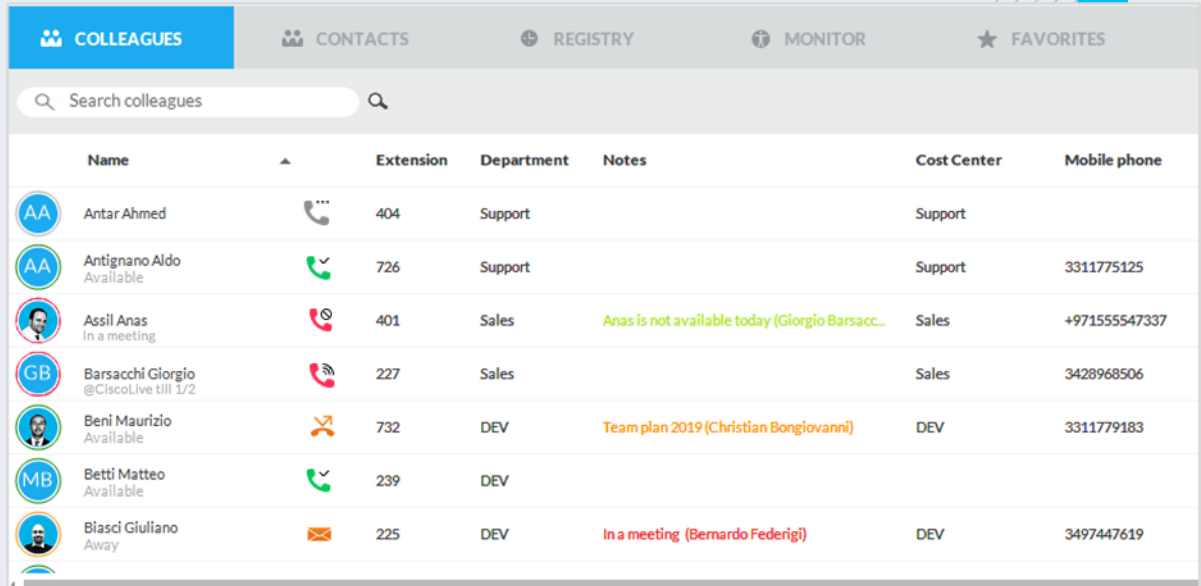
- Indicating that calls to the user are forwarded to another number, specified in the “Forwarded to” column
- You need to enable “Forwarded to” column from “Show” menu.

## 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



The screenshot shows a web interface for managing colleagues. At the top, there are tabs for COLLEAGUES, CONTACTS, REGISTRY, MONITOR, and FAVORITES. Below the tabs is a search bar labeled "Search colleagues". The main content is a table with columns: Name, Extension, Department, Notes, Cost Center, and Mobile phone. Each row represents a colleague and includes a circular status icon on the left. The status icons are: a green telephone handset (Available), a red telephone handset with a slash (Do not disturb), a red telephone handset with a slash and a red dot (Not Available), a red telephone handset with a slash and a red dot and a red envelope (VoiceMail Forward\*), a red telephone handset with a slash and a red dot and a red envelope and a red arrow (Call Forward\*), and a red telephone handset with a slash and a red dot and a red envelope and a red arrow and a red dot (Call Forward\* and VoiceMail Forward\*).

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

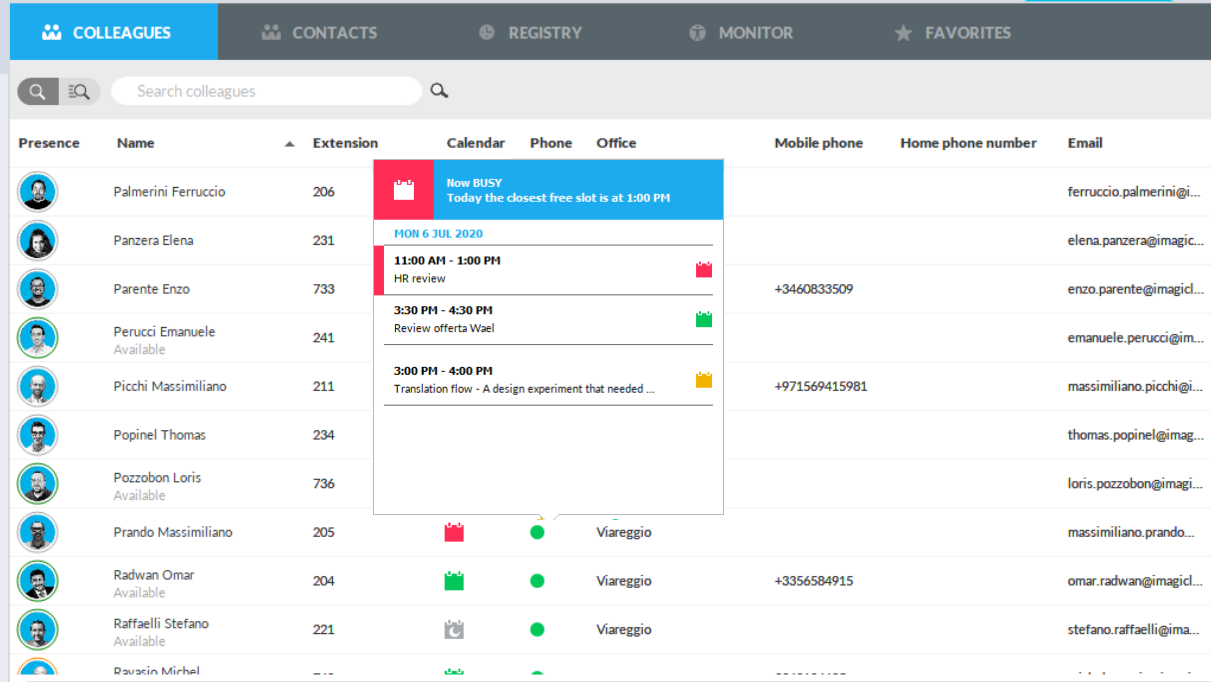
 Available	 Busy	 Call Forward*
 Do not disturb	 Not Available	 VoiceMail Forward*

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

# Microsoft Calendar integration.

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

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



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



Busy



Free



Working elsewhere



Out of office

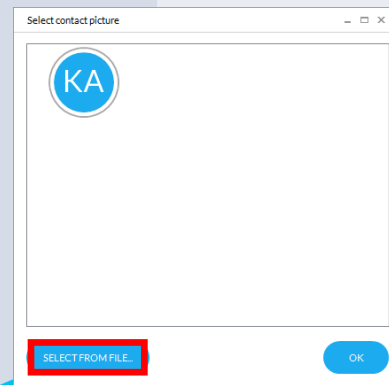





Tentative



# 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

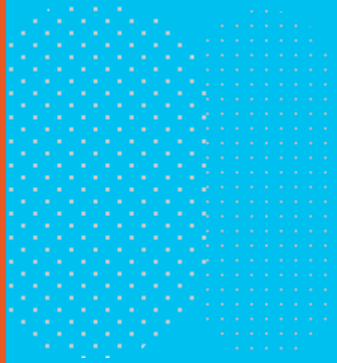


Name	Extension	Department	Notes
 Federigi Bernardo Available	215	Marketing	cisco live (Francesco Iuliano)
 Ferrari Claudio	741	Sales	de baja hasta el 15 (Francesco Iuliano)
 Fioravanti Tommaso Cisco Live 2019	229	Sales	@cisco live (Tommaso Fioravanti)



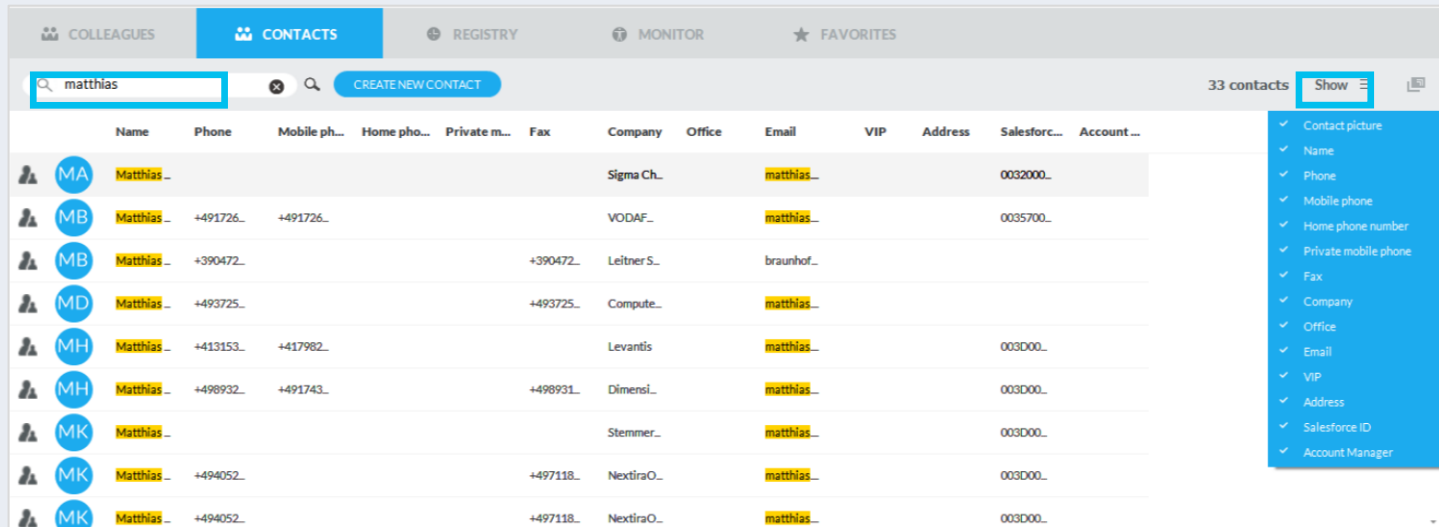
# Imagicle Attendant Console

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.

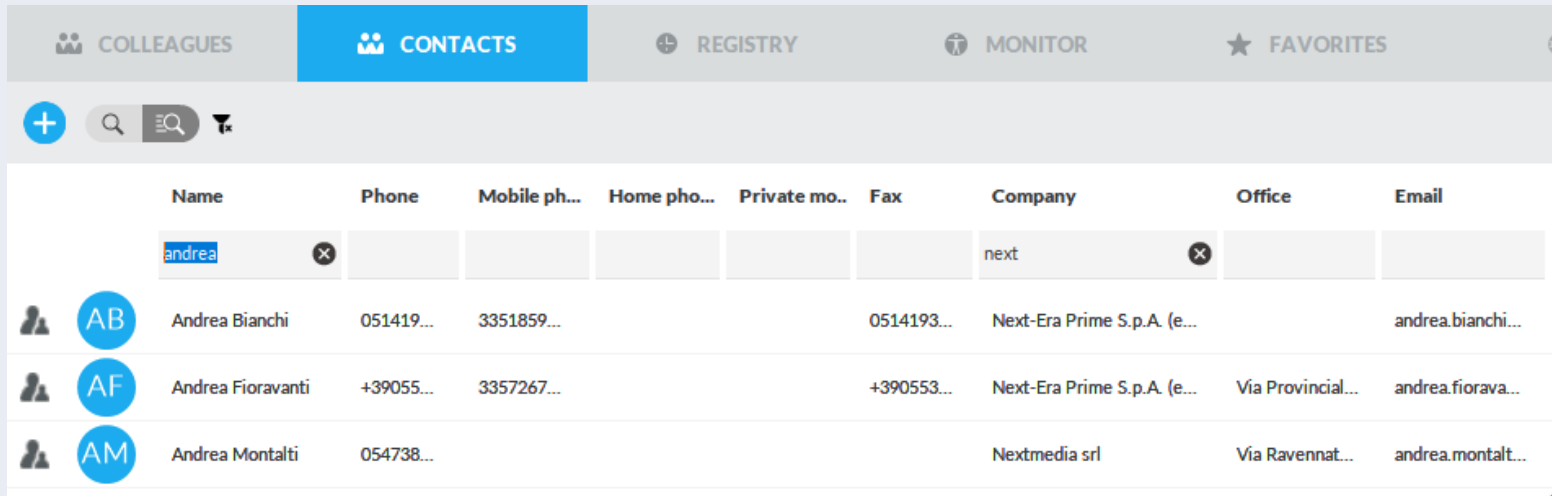


The screenshot shows the 'CONTACTS' tab in a software interface. At the top, there are navigation tabs: COLLEAGUES, CONTACTS (selected), REGISTRY, MONITOR, and FAVORITES. Below the tabs is a search bar containing 'matthias' and a 'CREATE NEW CONTACT' button. To the right of the search bar, it says '33 contacts' and a 'Show' dropdown menu. The main area displays a table of contacts with columns: Name, Phone, Mobile ph..., Home pho..., Private m..., Fax, Company, Office, Email, VIP, Address, Salesforc..., and Account ... The table lists several contacts, all with the name 'Matthias' and various phone numbers and company names. A dropdown menu is open on the right side of the table, showing a list of fields to display, each with a checkmark:

- ✓ Contact picture
- ✓ Name
- ✓ Phone
- ✓ Mobile phone
- ✓ Home phone number
- ✓ Private mobile phone
- ✓ Fax
- ✓ Company
- ✓ Office
- ✓ Email
- ✓ VIP
- ✓ Address
- ✓ Salesforce ID
- ✓ Account Manager







# Advanced Search on Contacts tab.

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



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

- Navigation Bar:** Includes tabs for COLLEAGUES, CONTACTS (active), REGISTRY, MONITOR, and FAVORITES.
- Search Bar:** Contains a plus icon, a search icon, a filter icon, and a dropdown menu.
- Table:** A table 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. Both filters have a clear (X) icon.
- Contact List:** Three contacts are visible, each with a circular initials icon and a person icon.

	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 shows the Attendant Console interface. At the top, there's a header with user information (Greta Rabbini), a search bar, and a 'SEARCH CONTACT' dialog box. The dialog box contains a search field with the text 'ema' and a list of search results. 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	Neremona Olga		244
Available	OmiCiolo Luca		728
Available	Pallica Stefano		240
Available	Palmerini Ferruccio		256
Available	Papera Elena		225
Available	Parente Enzo		723
Available	Peracci Emanuele		241
Available	Picchi Massimiliano		213
Available	Poppietti Thomas		234
Available	Pozzobon Loris		736

Name	Role	Phone Number
Fabio Demarini	MY FAVS	
Emanuele Peracci	Colleagues	241
Other Contacts		
emanuele.abbondi	Customers	064501213
Emanuele Abbondi	Customers	064457398
Emanuele Abbondi	Customers	064497611





## Add a new contact.

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

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

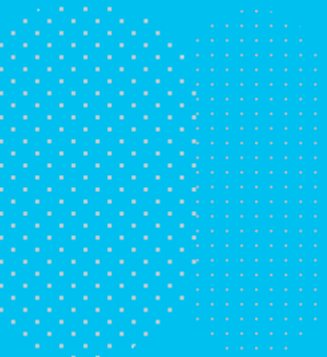
The screenshot shows a contact list interface. At the top, there are two tabs: "COLLEAGUES" and "CONTACTS". Below the tabs is a search bar with the text "raffaelli". A pull-down menu is open over the search bar, listing several actions: "Add/modify contact note", "Send SMS", "Send Email", "Send contact",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

Name	Phone
MR Michele Raffaelli	3346099878
MR Michele Raffaelli	3346099878



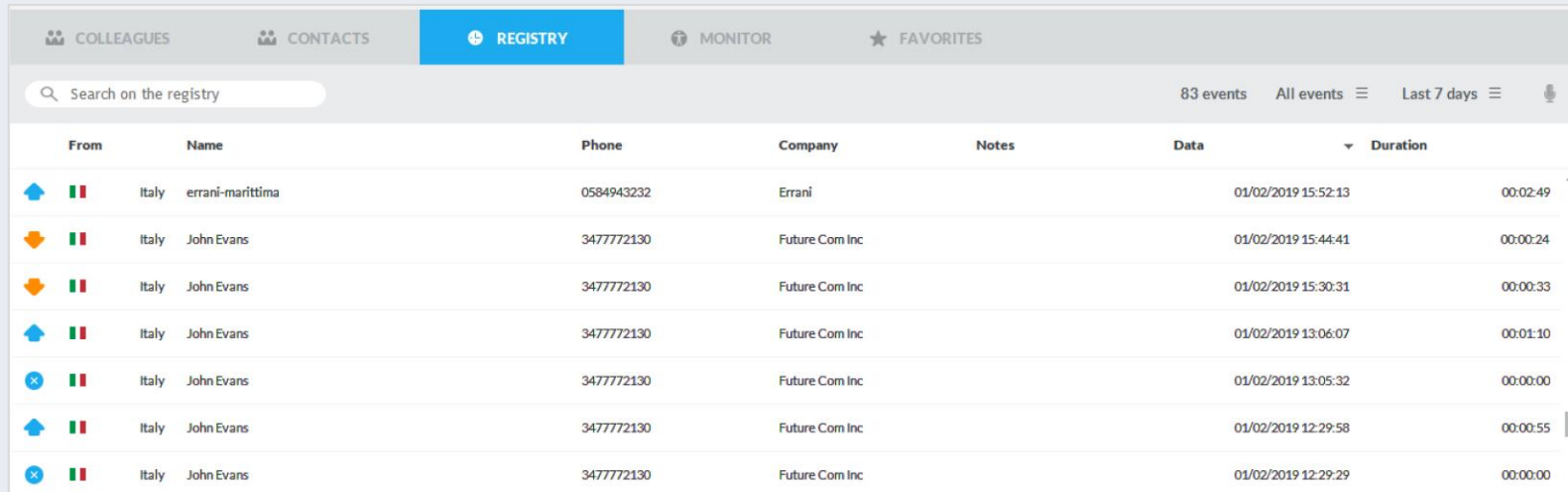
# Imagicle Attendant Console















Registry tab.



# Registry tab.

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





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



## Registry tab.



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

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

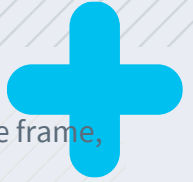


# Imagicle Attendant Console

Call Monitor tab.



# Call Monitor tab.



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

The screenshot shows the 'MONITOR' tab selected in a navigation bar. The interface is divided into three main sections: GLOBAL VIEW, INCOMING CALLS, and OUTGOING CALLS. Each section displays summary statistics and a list of call details.


GLOBAL VIEW			INCOMING CALLS			OUTGOING CALLS		
<b>30</b>	<b>00:27:53</b>	<b>00:00:56</b>	<b>3</b>	<b>00:02:08</b>	<b>00:00:43</b>	<b>21</b>	<b>00:25:45</b>	<b>00:01:14</b>
total calls	total calls duration	average	total calls	total duration	average	total calls	total duration	average
Call type	Total calls	Total duration	#	contact	company	number	tot. dur.	avg. dur.
incoming calls	3	00:02:08	3	John Evans	Future Com Inc	3477772130	00:02:08	00:00:43
outgoing calls	21	00:25:45						
missed calls	6							
#	contact	company	number	tot. dur.	avg. dur.			
10	errani-marittima	Errani	0584943232	00:04:15	00:00:26			
9	John Evans	Future Com Inc	3477772130	00:21:30	00:02:23			
1			50152	00:00:00	00:00:00			
1	Lorenzo Naldi		226	00:00:00	00:00:00			

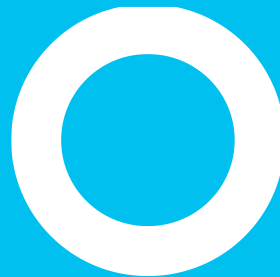




# Call Monitor tab.

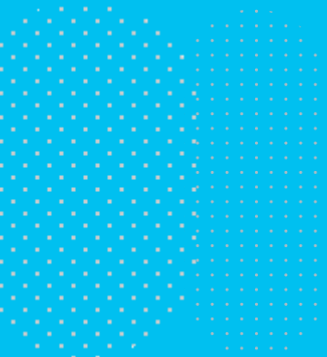


- First “Global view” window shows a summary of ALL your incoming/outgoing/missed calls counters, including average call length and total calls duration.
  - Second “Incoming calls” window shows your incoming calls traffic, including average call length, total calls duration and last 5 incoming calls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



# Imagicle Attendant 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. Each card includes a profile picture, name, role, and extension number, along with a status indicator (Free, Out of office, or Busy). A calendar overlay is visible on the right side, showing a busy period from 3:00 PM to 5:00 PM on Monday, August 3, 2020, for a 'UX Customer Session'. The calendar also indicates the next free slot is at 5:00 PM.

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



## Favorites panels.

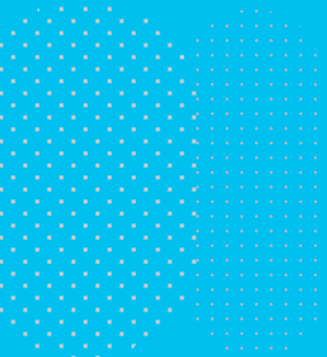
To manually **add new contacts** into favorites panels, you can click on top-left “+” icon and enter contact info and numbers

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



# Imagicle Attendant Console

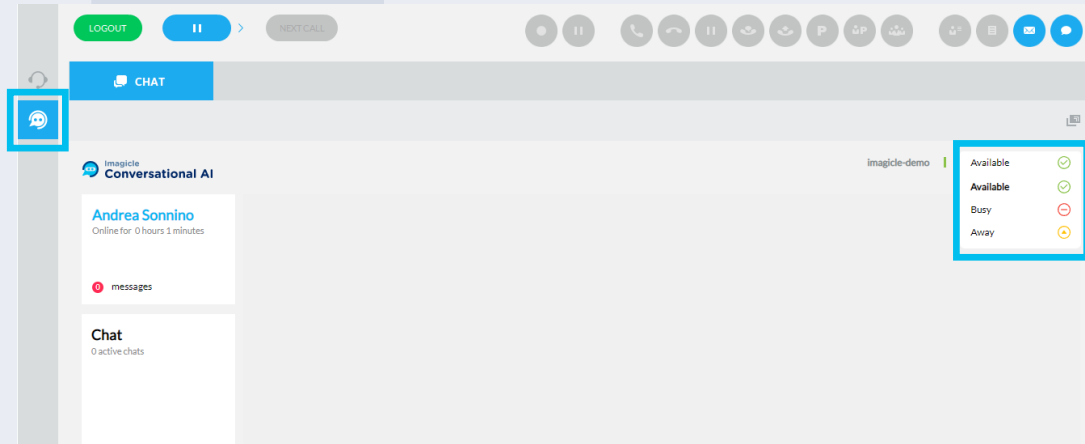
Chat Panel.



# Chat Integration.



- If your Imagicle subscription includes the **Conversational AI** cloud-based application, you can interact with your customers or partners not only by phone calls, but also through a chat channel, in turns integrated with the most common chat clients and services available in the market, like:
  - Whatsapp
  - Telegram
  - Facebook
  - MS-Teams
  - Webex
  - etc.
- When you select the top-left chat icon, a new window pops-up, allowing to set yourself as **Available**, **Away** or **Busy**
- Chat login is automatic and relevant service is displayed on top-right (imagicle-demo in screenshot sample)
- Chat panel can be hidden from OPTION menu, if not in use.





# Chat Integration.

- Once a new customer contacts the Company via chat, the relevant transaction is forwarded to the first available “blended” operator, who can start replying to customers queries.
- Customer’s data, if already available into customer’s DB, are displayed in “User information” right panel. Operator can also manually fill the user’s details.
- During the chat transaction, operator can also 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.

The screenshot displays the Imagicle Conversational AI operator interface. On the left, a sidebar shows the operator's profile (Andrea Sonnino, Online for 0 hours 55 minutes) and a list of active chats (1 active chat, Guest-1765). The main chat window shows a conversation with a guest and a virtual agent. The guest asks for an operator, and the virtual agent requests a user code (1519). The chat is then forwarded to the operator. The operator's interface includes a 'Forward to...' dropdown, a 'Choose an operation...' dropdown, and a 'Current chat' section. The 'Current chat' section shows a message from the guest asking about the maximum monthly expense on a current Visa Credit Card. Below the message are buttons for 'LINK', 'VIDEO', and 'DOCUMENT'. A text box contains the response: 'With your current Visa Credit Card, you can spend up to 3,000 Euros per month. If you wish to extend the credit limit, I can schedule an appointment with a Sales representative'. The right panel shows 'Semantic services' and 'User information' for Guest-1765, including fields for Title, Name, Email, Phone, and Notes, along with 'Questions' and 'Answers' counts.



# Imagicle Attendant Console

Compact layout.



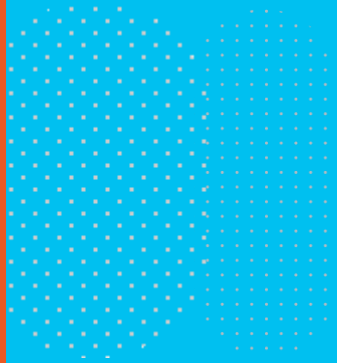






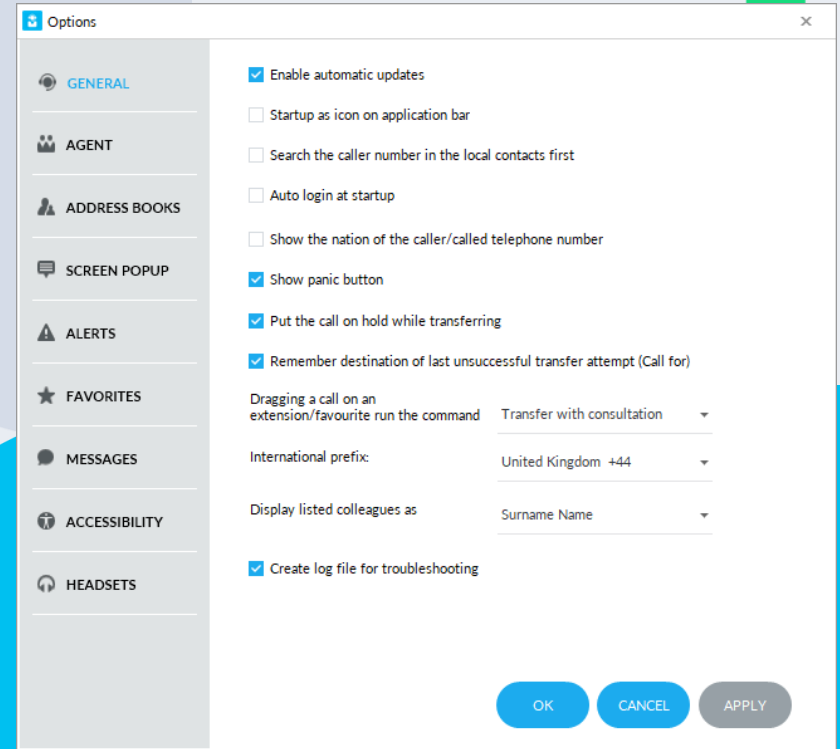
# Imagicle Attendant Console

Settings.



# General settings.

- Attendant 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
  - Enable/disable red Panic Button on top-right
  - Others...



**Options**

**GENERAL**

**AGENT**

**ADDRESS BOOKS**

**SCREEN POPUP**

**ALERTS**

**FAVORITES**

**MESSAGES**

**ACCESSIBILITY**

**HEADSETS**

Enable automatic updates

Startup as icon on application bar

Search the caller number in the local contacts first

Auto login at startup

Show the nation of the caller/called telephone number

Show panic button

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 Surname Name

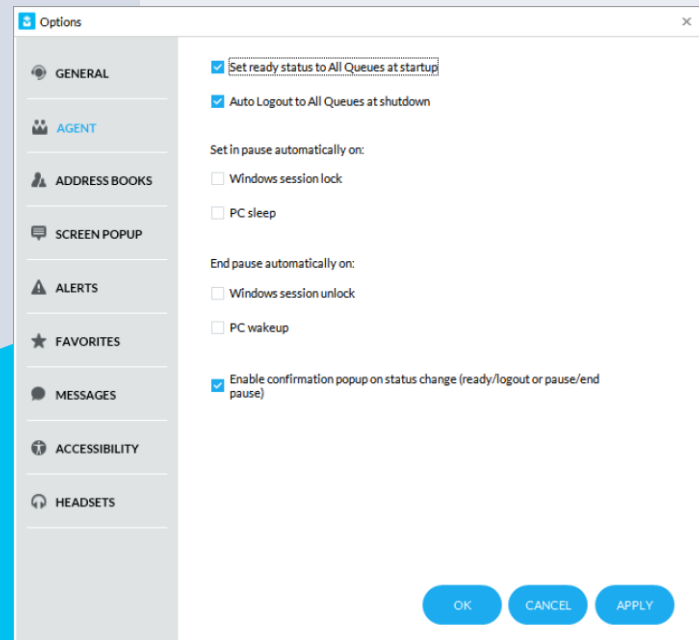
Create log file for troubleshooting

**OK** **CANCEL** **APPLY**



# Agent settings.

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





# Address Book settings.

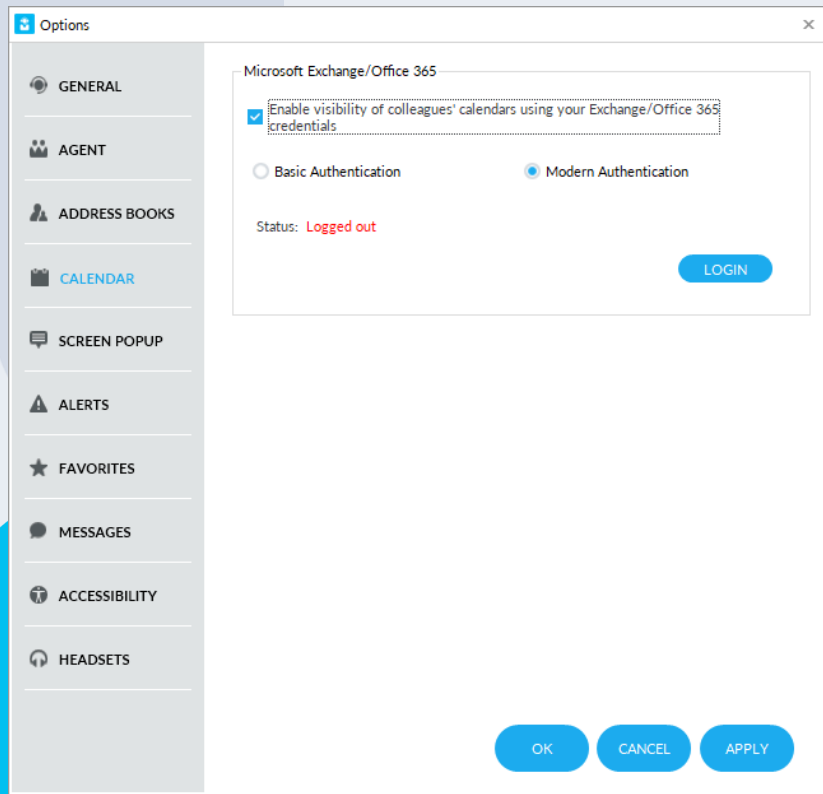
- “**Address Book**” tab allows you to locally import external contacts into “Contacts” panel. In example here next, console can be instructed to search contacts directly into Outlook client
- Contacts imported from this tab will be available only to you (local data)
- Shared external contacts are supported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

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

# Calendar settings.

- “**Calendar**” tab allows you to configure the connection to Microsoft Exchange calendar, to import real-time calendar status of your colleagues
  - MS-Exchange or Office 365 own credentials are required
  - You can choose between “Basic” EWS-based or “Modern” OAuth2-based authentication methods
  - The “Login” button allows to initiate the connection to Microsoft Calendar service

Please be aware that Basic authentication is under dismissal by Microsoft, so we strongly suggest to pass to OAuth2 more secure authentication method.





# Screen PopUp settings.

- “Screen PopUp” tab allows you to trigger an external third-party application upon incoming and/or outgoing call.
  - The external app can be web-based or thick client-based.
  - In both cases, Attendant Console forwards some parameters related to current call, settable by clicking on “Configure” button.
  - Call parameters including call direction

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](#)

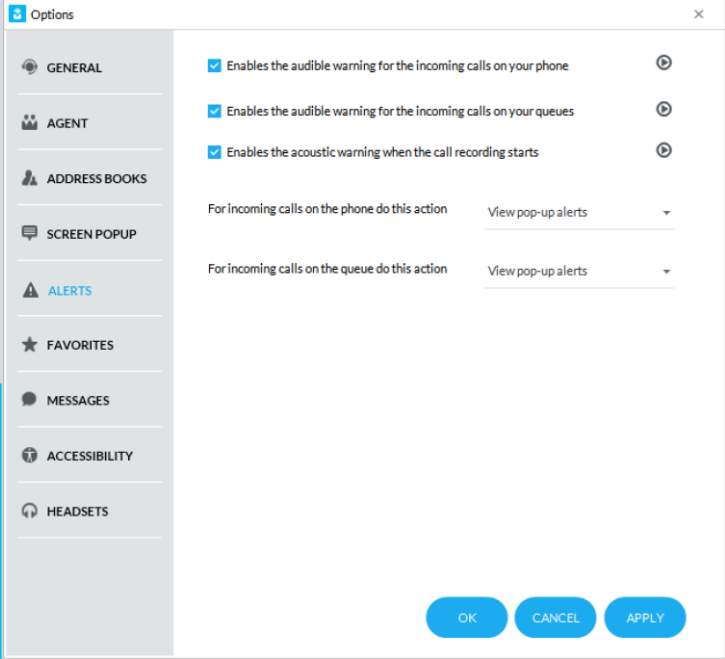
[EXPORT CONFIGURATION FOR OTHER CLIENTS](#)

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

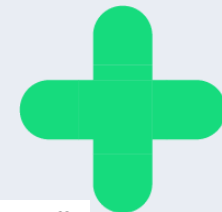


# Alerts settings.

- “Alerts” tab allows you to customize the way to be alerted upon incoming calls. Choices include pop-up window, bring console foreground, audible alerts or just do nothing.

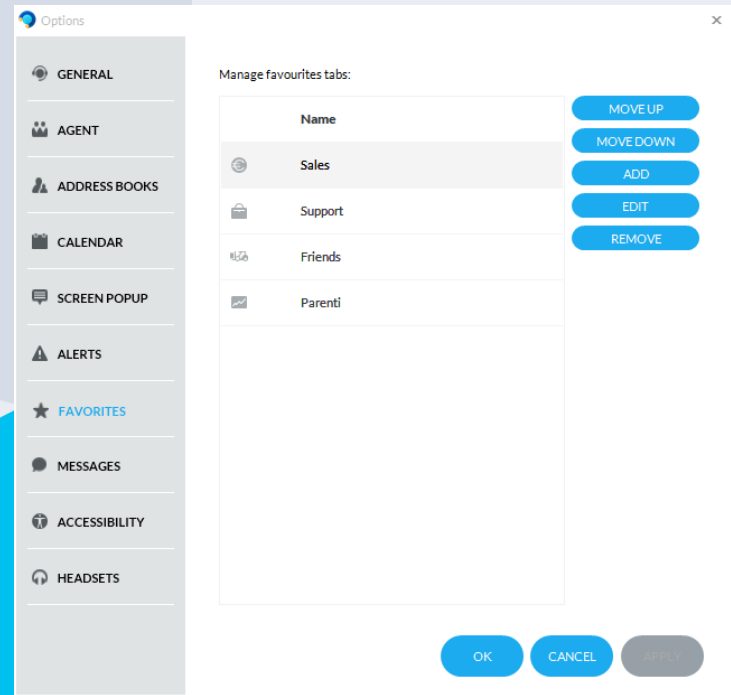






# Favorites settings.

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





# Messages/SMS settings .

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

Options

GENERAL

AGENT

ADDRESS BOOKS

SCREEN POPUP

ALERTS

FAVORITES

MESSAGES

ACCESSIBILITY

HEADSETS

SMS

Template

Select the provider to use for sending SMS

SMS Service Provider: EasiSMS

Sms sender: (max 11 digit): Imagicle

User: Andrew

Password: ●●●●●●●●

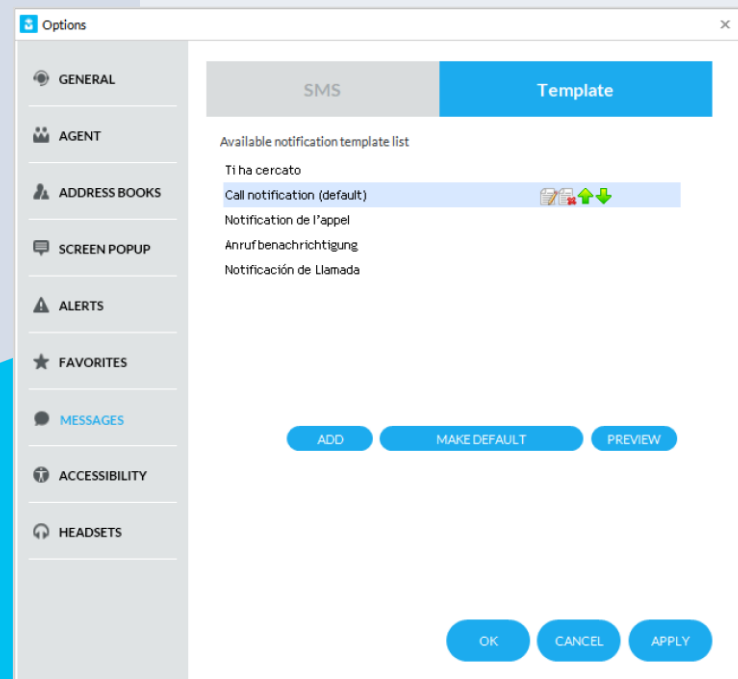
Gateway address: easisms.com

OK CANCEL APPLY



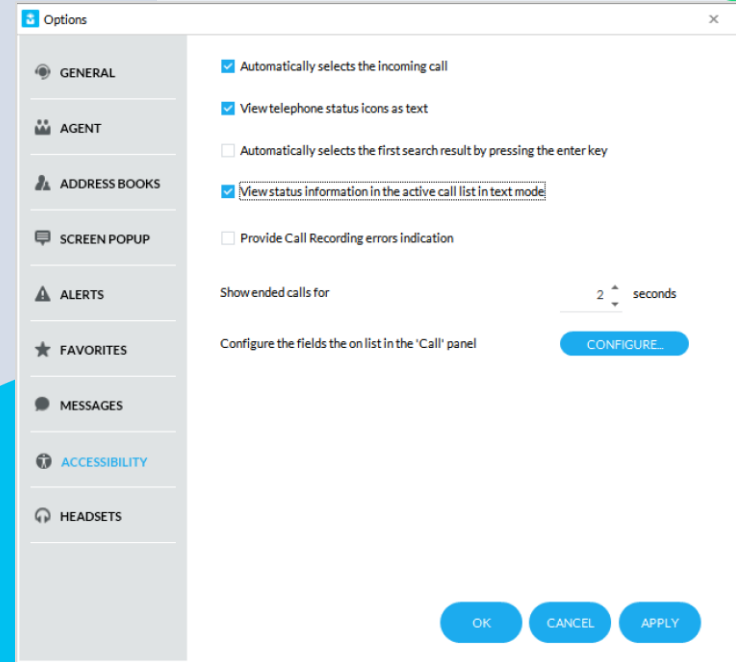
# Messages/SMS templates.

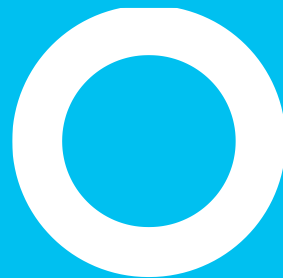
- “Messages” tab allows you to add/modify/remove specific templates to be used for sending email or SMS.
- Each template can include several call-related parameters like date/time, caller phone number and name, queue name, etc.



# Visually impaired support.

- Imagicle Attendant Console 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 Attendant Console settings, to enable simplified actions and display options, supporting visually impaired users
- Imagicle Attendant Console Professional, in a MS-Teams telephony environment, must be associated to a Poly SIP desk phone. It can’t be used together with MS-Teams client.





Let's do something Imagicle.

Together.

[CONTACT US](#)

