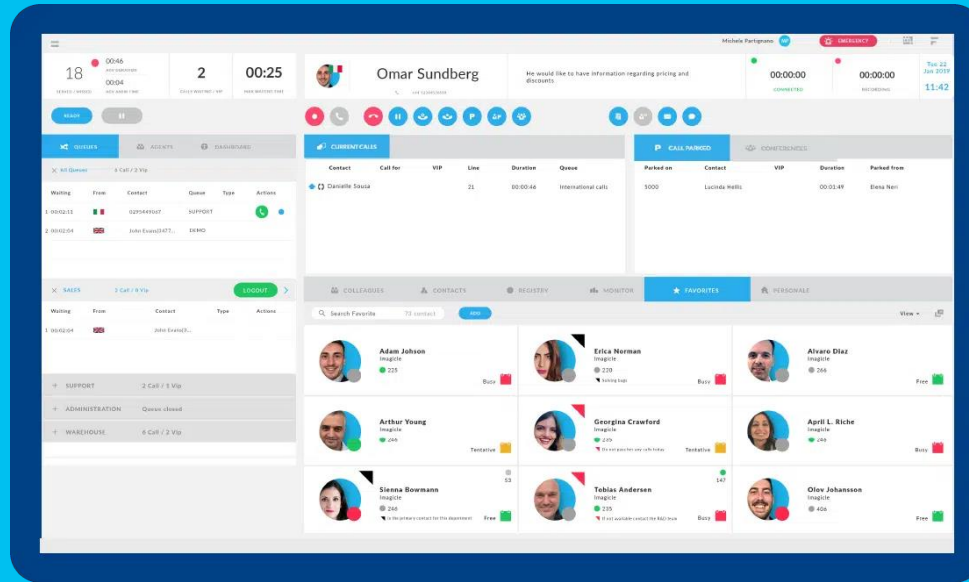# Imagicle Attendant Console.

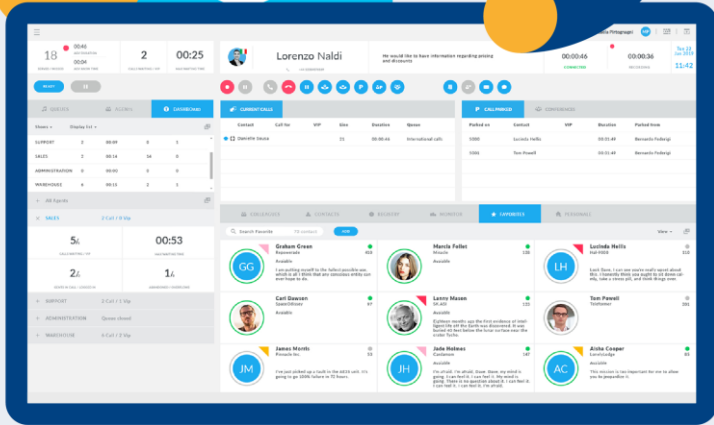## User's Guide for any Calling Platform

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

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

Micaela Pirtognagni MP   EMERGENCY

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

Danielle Sousa
+44 1238457616?

He would like to have information regarding pricing and discounts

2   00:25
CALLS WAITING / VIP   MAX WAITING TIME

READY

8. ALL QUEUES PANEL
showing calls in all queues

QUEUES   AGENTS   DASHBOARD

All Queues   6 Call / 2 Vip

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

CURRENT CALLS

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

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

CALL PARKED   CONFERENCES

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

3. PARKED CALLS PANEL

SALES   2 Call / 0 Vip   LOGOUT

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

6. LOG IN/OUT
Of specific queues

COLLEAGUES   CONTACTS   REGISTRY   MONITOR   FAVORITES   PERSONALE

Search Favorite   73 contact   ADD   View

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

7. SPECIFIC QUEUES PANEL

l / 1 Vip
e closed
l / 2 Vip

Elena Panzera
Imagicle
Available
128

Bernardo Federigi
Imagicle
Busy
110

Yuri Montagnani
Imagicle
Available
97

Fabiana Andreozzi
Imagicle
Busy
123

Sonia Vicini
Imagicle
201

Viviana Di Meglio
Imagicle
53

Matteo Conta
Imagicle
Available
147

Samuele Franceschi
Imagicle
85

Imagicle Attendant Console
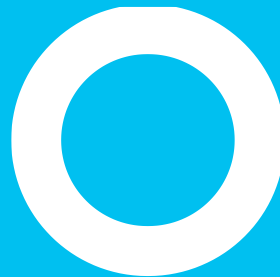
Installation requirements
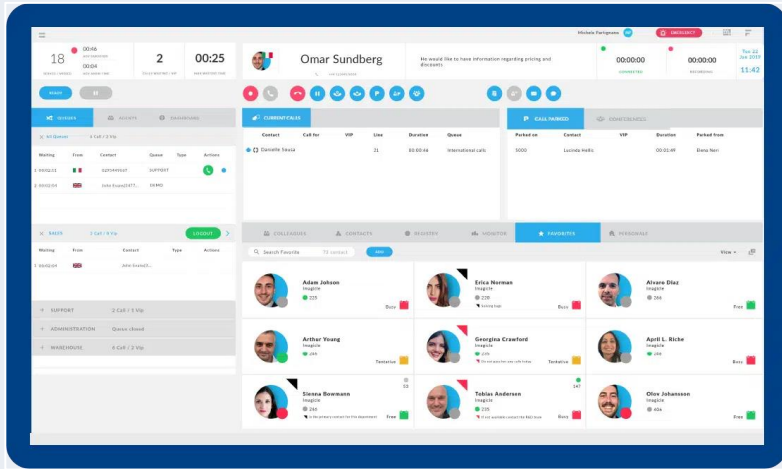
Supported client operating systems

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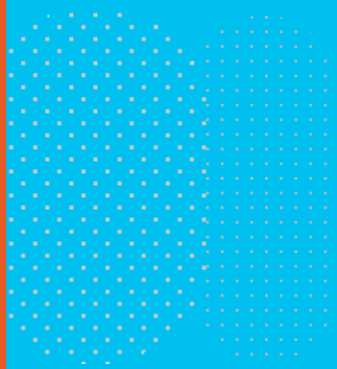- ✅ Windows 10
- ✅ Windows 11
- ✅ 32 or 64bit

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 IN TO

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	
✓ PINK	
DARK	
VIOLET	
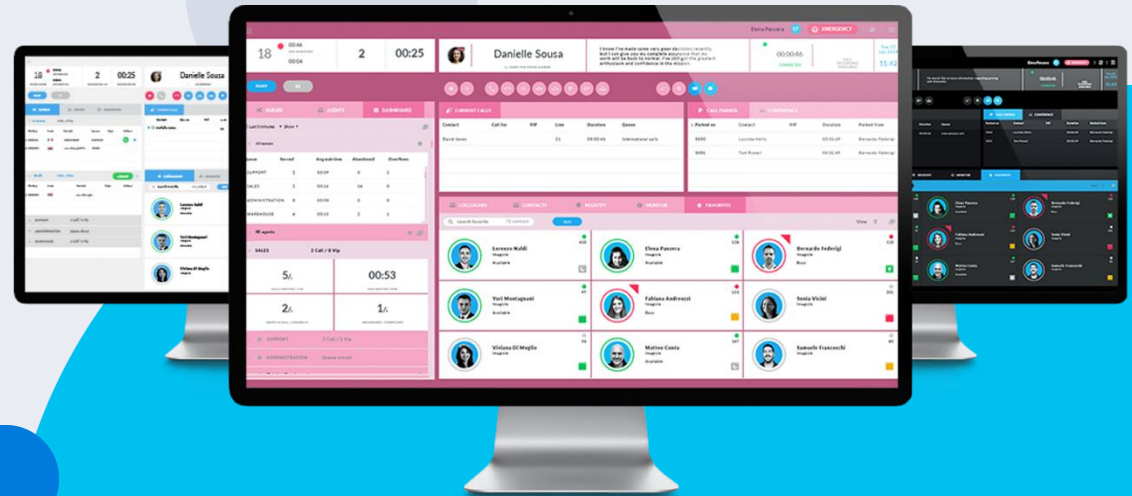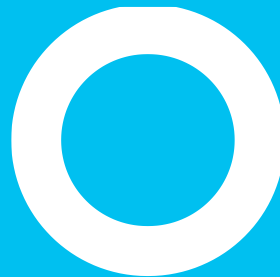
Imagicle Attendant Console

Panels.

Adapt it to your needs.

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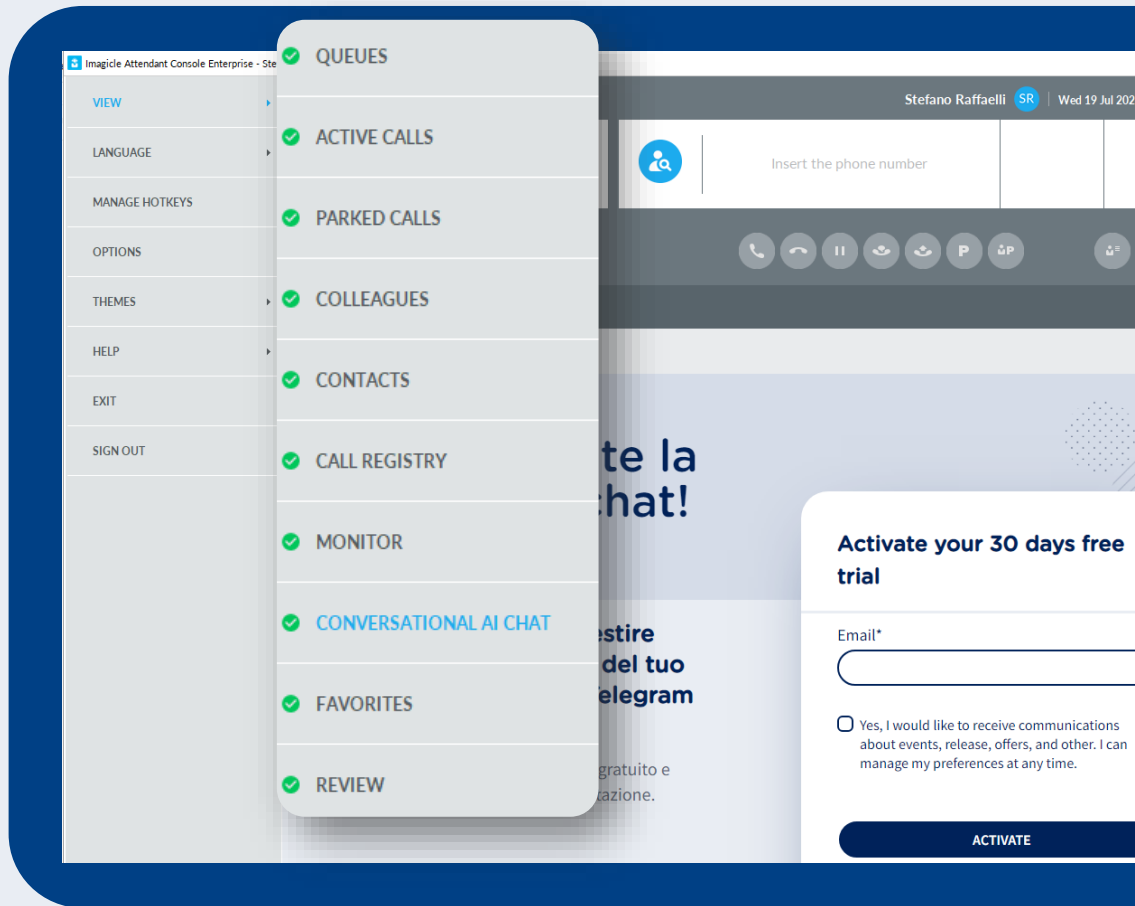
Imagicle Attendant Console

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...)

18	00:46	2	00:25
	AGV DURATION		
	00:04		
SERVED / MISSED	AGV ANSW TIME	CALLS WAITING / VIP	MAX WAITING TIME

LOGOUT ❚❚
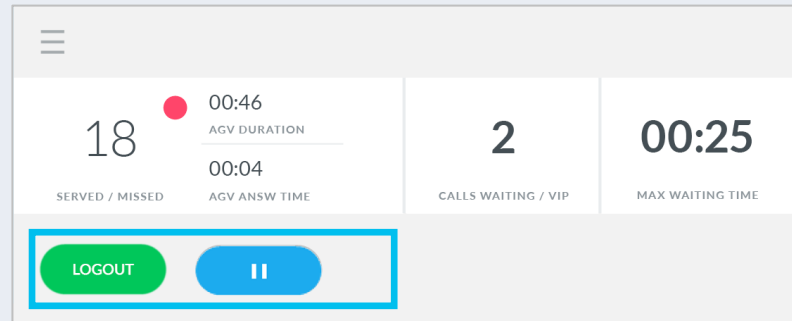
Pause Reasons.

- 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
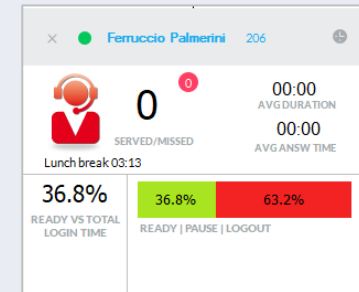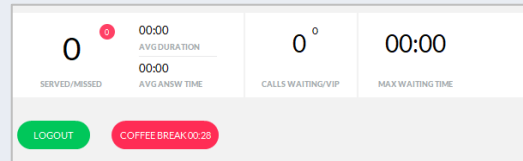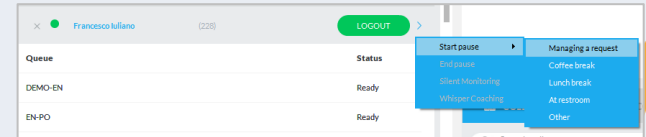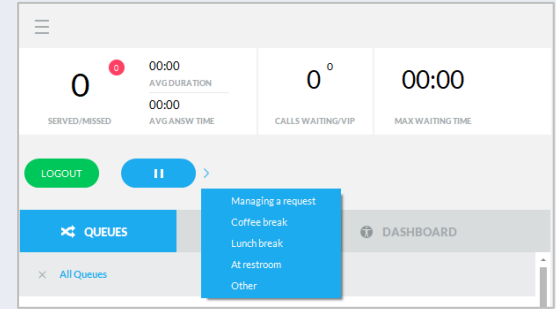
Agent/Operator status description.

STATUS	ICON	DESCRIPTION
Logged out on all queues	READY	NOT READY to serve calls for any queue (i.e. out of working hours)
Ready on all queues	LOGOUT	At work and READY to serve calls for ALL queues
Ready on selected queues	READY	At work and READY to serve calls for selected queues
Pause / Wrap-up	LOGOUT PAUSE	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)

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
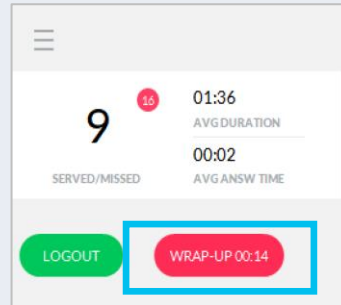
Wrap-up.

← Example of Wrap-Up status
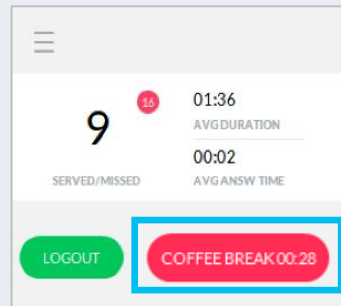
← Example of Pause status
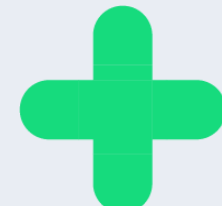
Queue info details.

- 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

Queue panel: "Agents" tab.

- Panel available only to queue supervisor or queue managers. It shows agents ready status for each assigned queue

- Two different views, selectable from pull-down menu:

  - **"By Agent"** shows agents list and queues associated to each of them
    - Queue manager can force login/logout from all queues (button beside agent name) or from single queue (right-click on queue name)

  - **"By Queue"** shows queues list and agents associated to each of them
    - Queue manager can force agent login/logout by simply right-click on agent's name, within a specific queue.
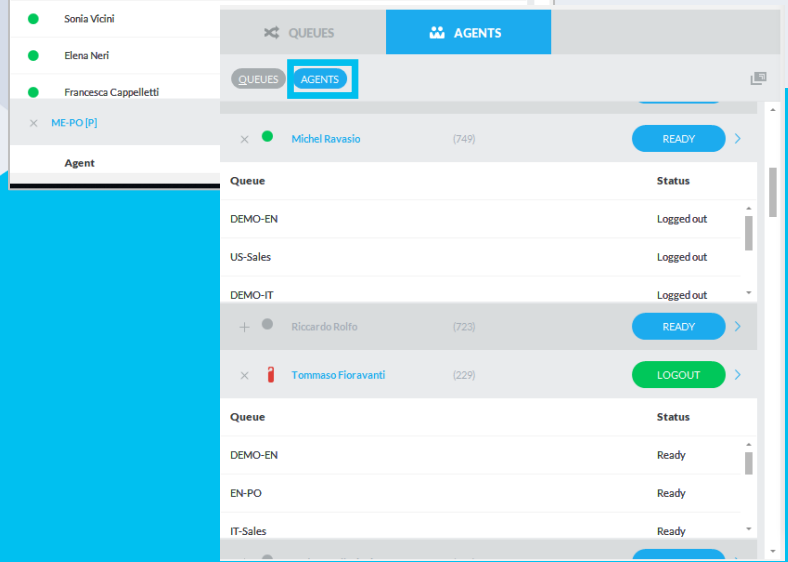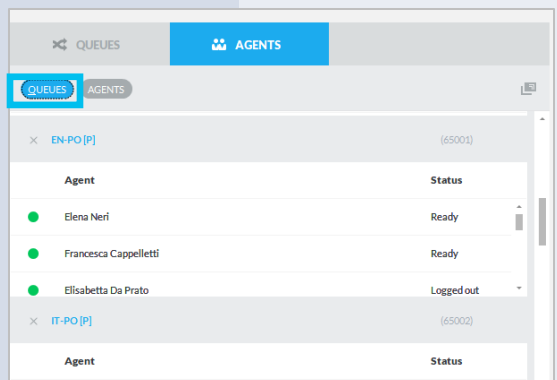
Queue panel: "Agents" tab.

- If you are an Advanced Supervisor, you have access to two features which allow to monitor agents' performances. These are:

- "**Silent Monitoring**": Listen to agent's conversation, without any awareness notice

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

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

Queue 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
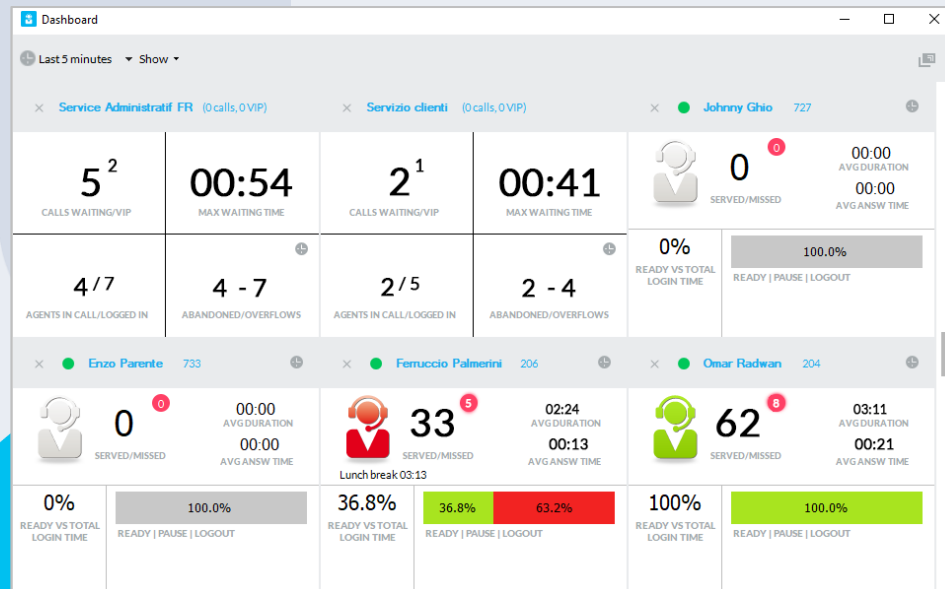
Queue panel: "Dashboard" tab.

- 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

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 (3477772130)	DEMO-IT		

QUEUES   AGENTS

All Queues   (1 calls, 0 VIP)

Call from Italy
John Evans
Future Com Inc   3477772130
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 🔵 button or a consultative transfer, by clicking 🔵 button.
    In this case, a pop-up window will appear, asking for destination phone number or contact name.

DEMO-IT

John Evans
Future Com Inc
3477772130

JE

CURRENT CALLS

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

Call from Italy
John Evans
Future Com Inc
3477772130

jevans@fcom.com

Imagicle Attendant Console

Transferring – Parking
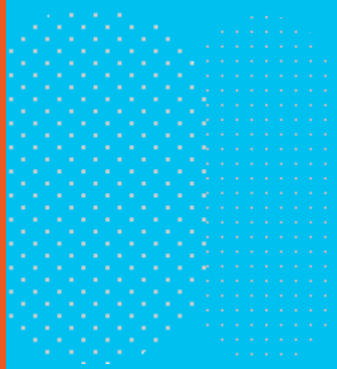
Call Transfer with Consultation.

- 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.

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

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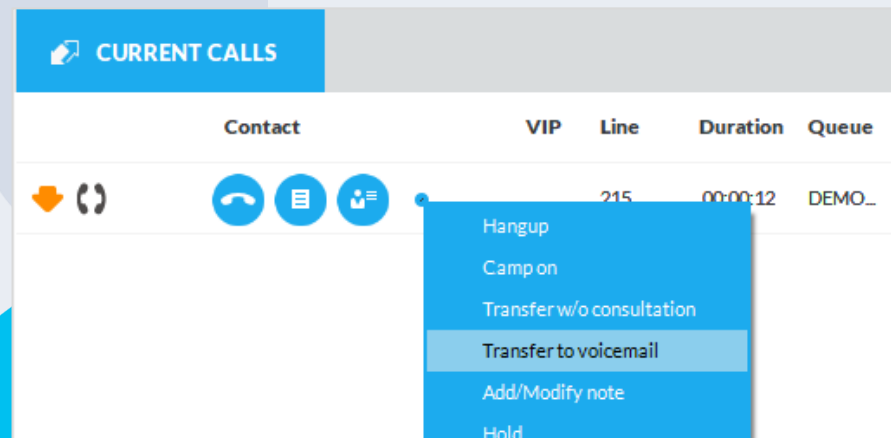
Parking a call.
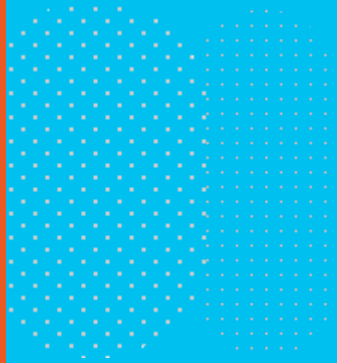
- Once in a call, you can **park the call** using relevant PBX feature (if available), by clicking "P" button (squared blue) or by drag & drop active call with mouse. Call will be moved from "Current Calls" window to "Call Parked" window
- Caller party will hear a tone or music
  - to retrieve the call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

P CALL PARKED		CONFERENCE			
Parked on		**Contact**	**VIP**	**Duration**	**Parked from**
50150		John Evans 3477772130		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.
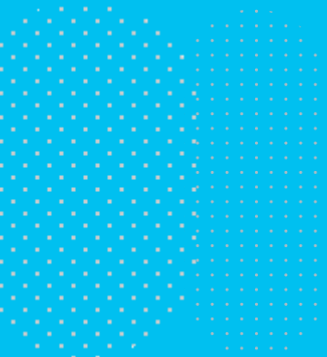
Imagicle Attendant Console

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

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

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 (SMS), 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.

CURRENT CALLS

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

CALL PARKED   CONFERENCE

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
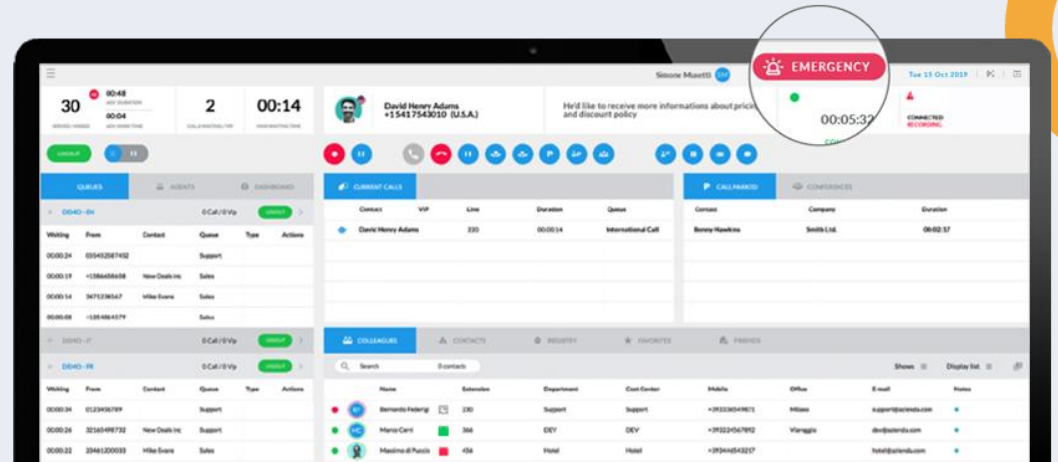
Imagicle Attendant Console

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:
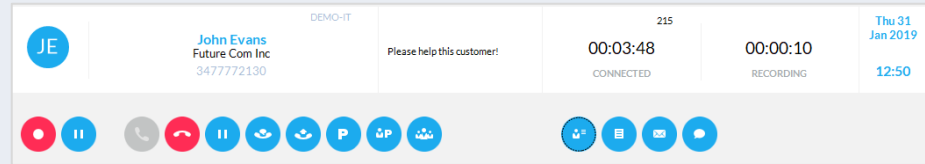
Console informs you in real time that call recording is in progress, together with recording time.

Current recording can be temporarily paused by pressing Mute button, to comply with PCI-DSS regulations. See below:
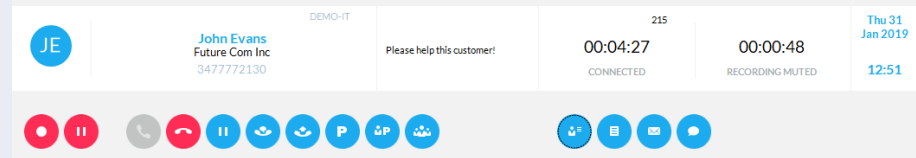
Console informs you in real time that call recording is paused.

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.
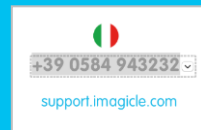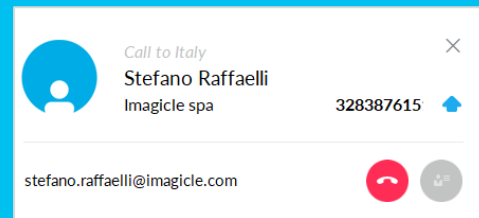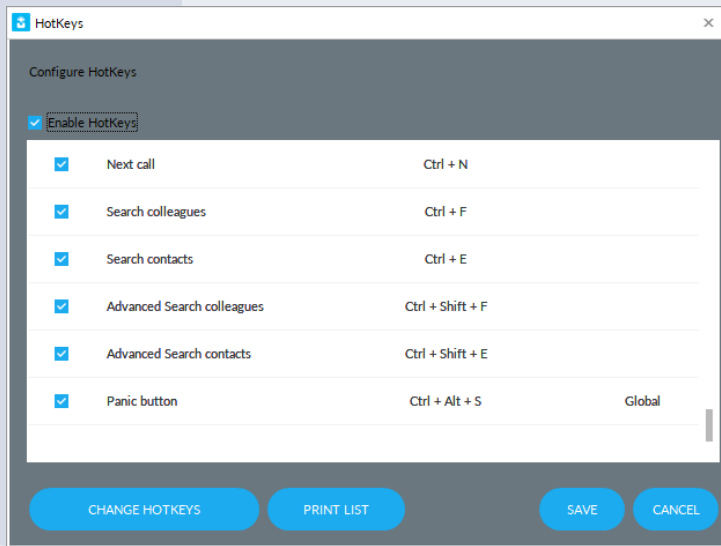
Imagicle Attendant Console

Colleagues tab - BLF
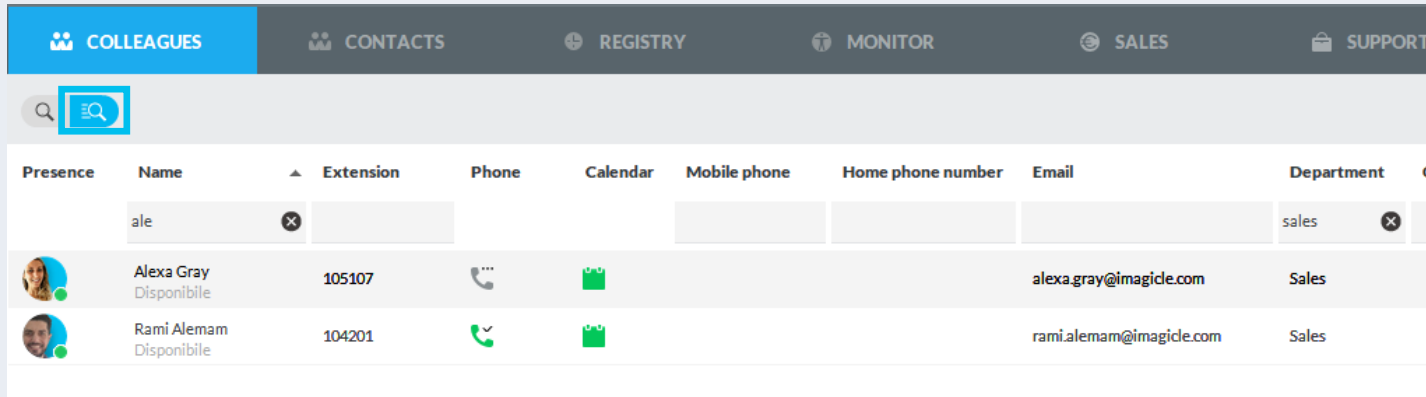
Colleagues tab.

- "**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

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.

Search in Colleagues tab

- It is possible to search for a colleague name, number or department by using both simple and advanced search and pressing Enter or "zoom lens" button. Returned search results are including entries with any diacritic marks associated to same letter. As an example, if you search for "Muller", search results include Müller, too.
  - You can perform an exact search by using quotes
  - It is also possible to sort the list by any column, change list layout from "Display List" pull-down menu and finally choose columns to be shown by selecting them from "Show" pull-down menu

- A square icon on top right allows window detachment from Attendant Console main GUI and full screen display
- To call a contact in the list, simply double click on any phone number
- If an alphanumeric custom field is populated with a web URL and you click on 🌐 icon appearing when you point it with the mouse, it automatically invokes a web browser. Maximum field size is 255 characters

Fly Search through all contacts

- Fly Search hotkey (<CTRL>+2 default hotkey) allows you to search for contacts across Colleagues, Contacts and Favorites tabs, by entering text or numbers in the search field. Search includes Names, Surnames, phone numbers fields. Returned search results display entries with any diacritic marks associated to same letter. As an example, if you search for "Muller", search results include Müller, too.

- Search results appear as you type data into the search field, and they are divided into two categories: "Favorites and colleagues" and "Other contacts".

- Fly search does not include local contacts from Outlook, Excel files or ODBC databases.
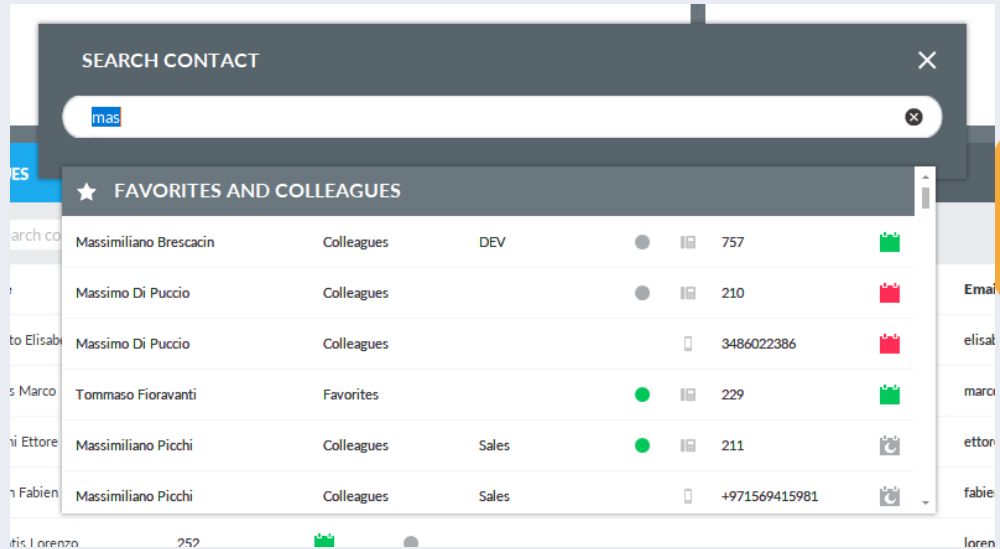
Six telephone status.
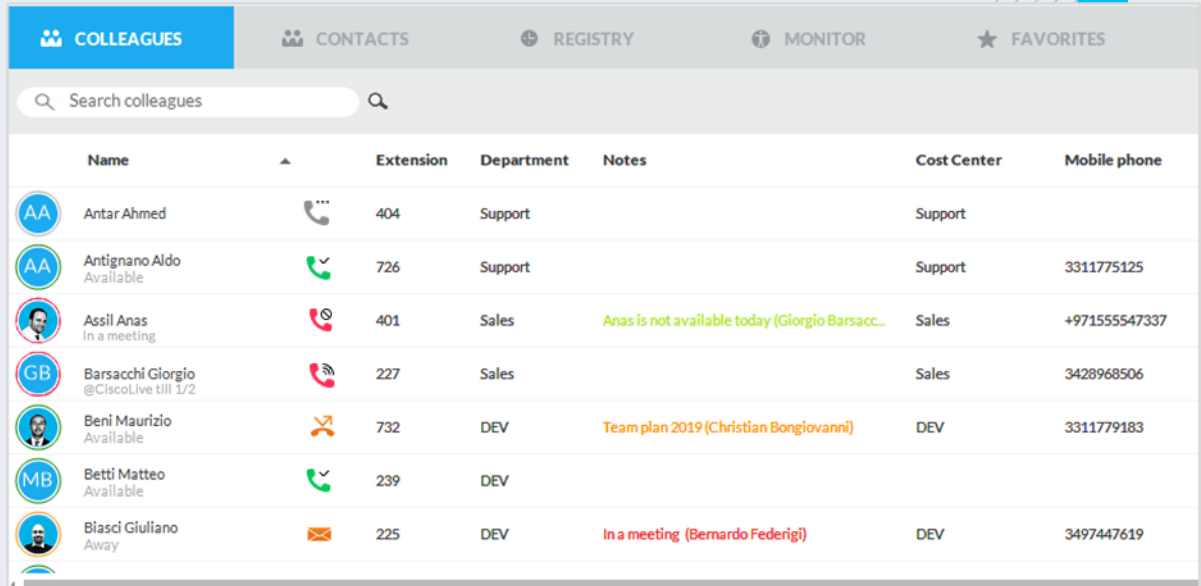
Call forward
- Indicating that calls to the user are forwarded to another number, specified in the "Forwarded to" column
- You need to enable "Forwarded to" column from "Show" menu.

Forwarded to Voice Mail
- Indicating that calls are transferred to personal voice mail

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

| COLLEAGUES | CONTACTS | REGISTRY | MONITOR | FAVORITES |

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	+971555547337
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 Federighi)	DEV	3497447619
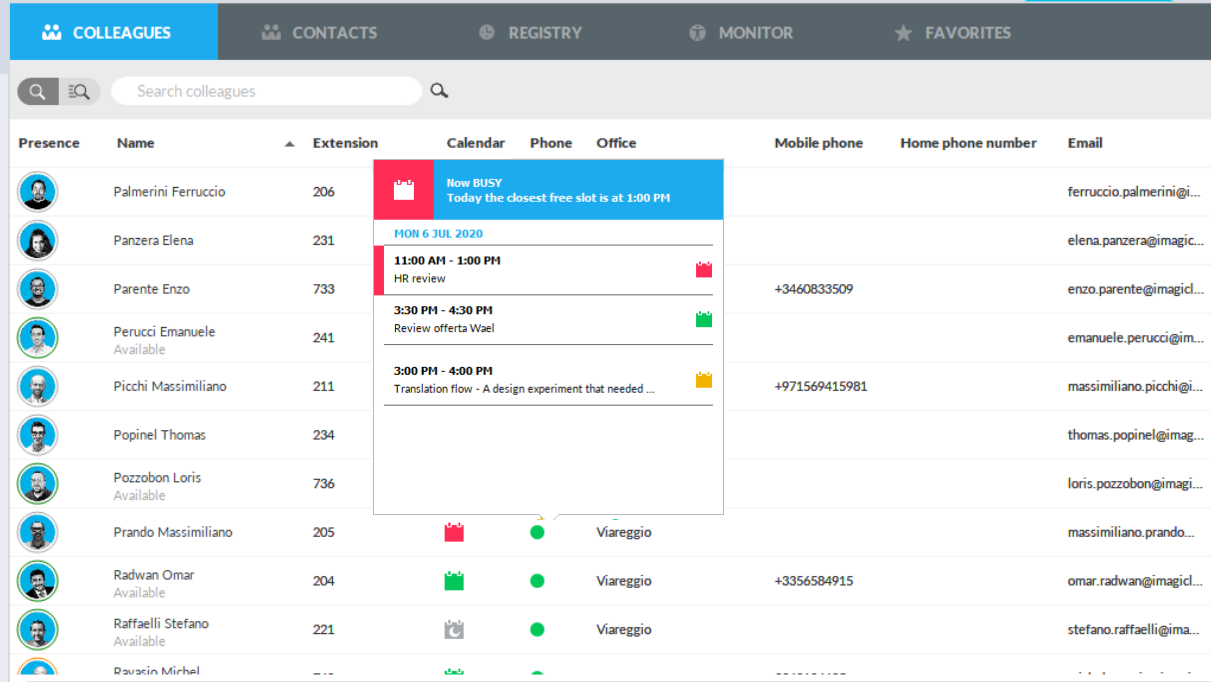
Available   Busy   Call Forward*

Do not disturb   Not Available   VoiceMail Forward*

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

www.imagicle.com

Microsoft Calendar integration.

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

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

Colleagues 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

Imagicle Attendant Console

Contacts tab.
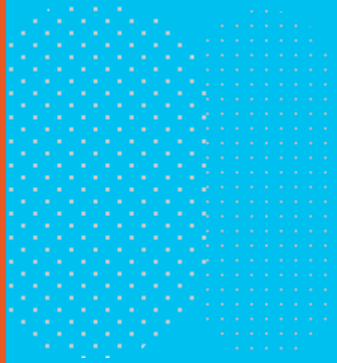
Contacts tab.

- "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.

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.

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 show**n 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 is leverages "Starts with" algorithm within each field.

Results are displayed split into two categories: '" Favorites and colleagues" & "Other Contacts".

Add a new contact.

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

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

Open CRM form.

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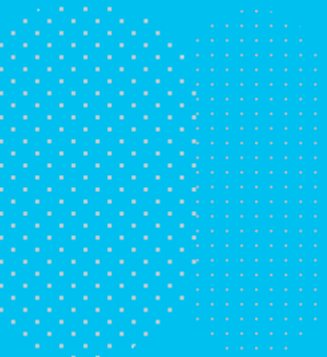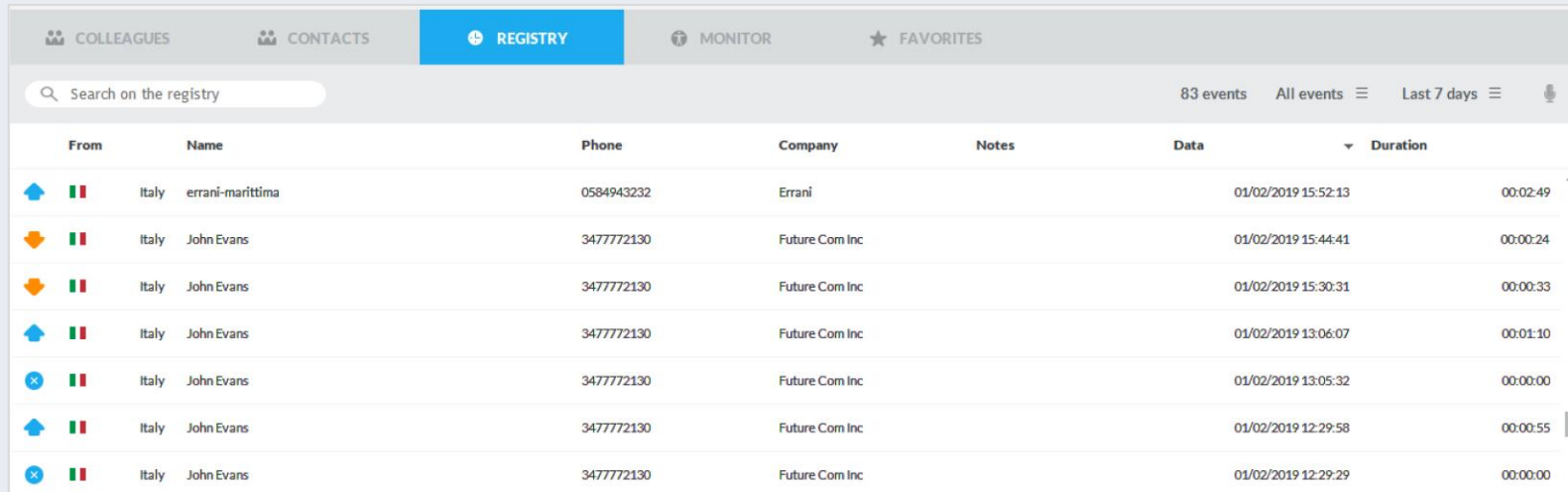
Imagicle Attendant Console

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.

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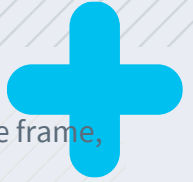
"**Monitor**" panel is a three-windows panel which summarize phone activities you performed during a specific time frame, selectable from top-left pull-down menu (in below examples: "Today" blue-squared)
This is a display-only panel, for monitoring purposes.

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
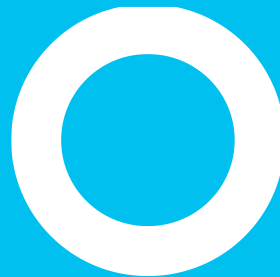
Imagicle Attendant Console

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

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.
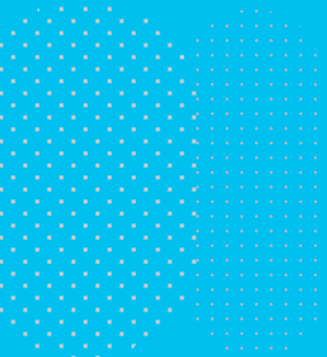
Chat Integration.

- 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.
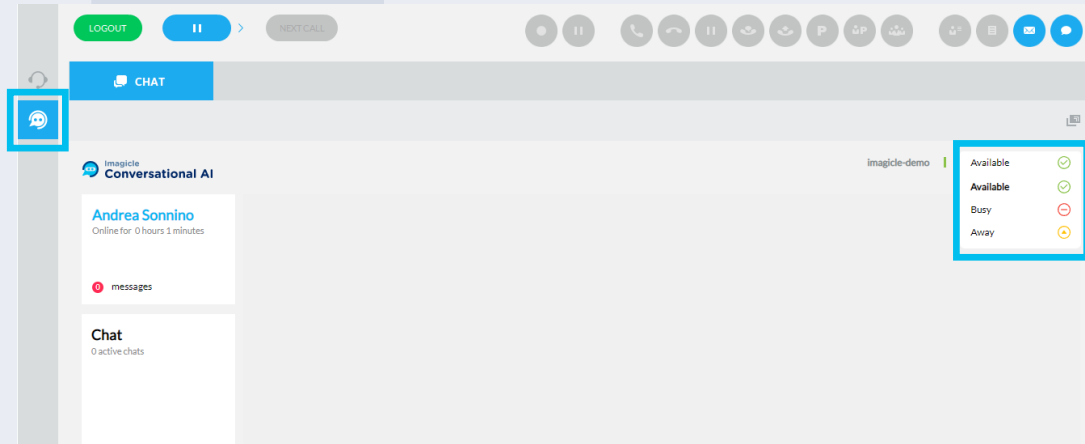
Chat Integration.

- 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.

Attendant Console compact layout.

Ideal for inbound call center agents

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

Calls Panel

Compact Queues Panel

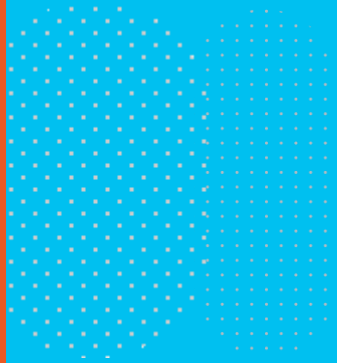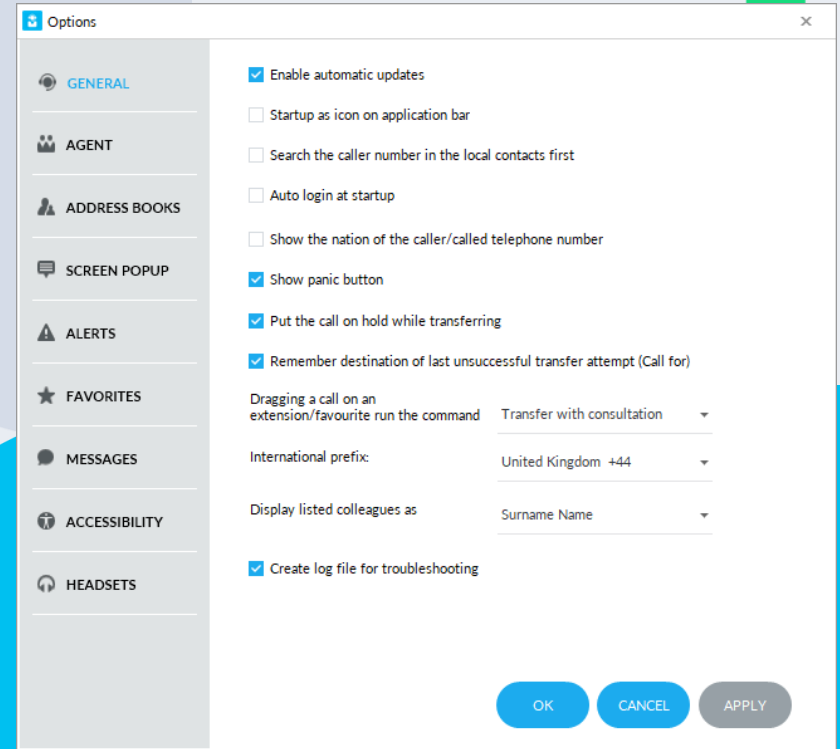# Imagicle Attendant Console

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
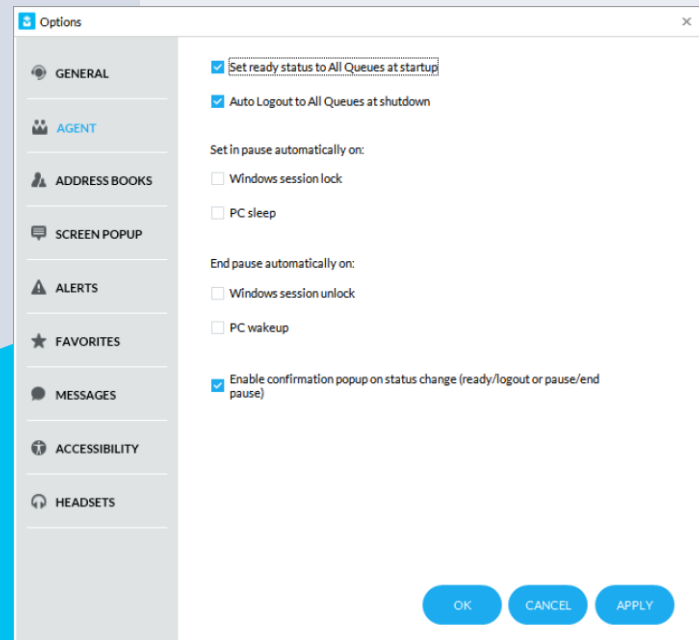
Address Book settings.

- "**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.

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 dismission by Microsoft, so we strongly suggest to pass to OAuth2 more secure authentication method.
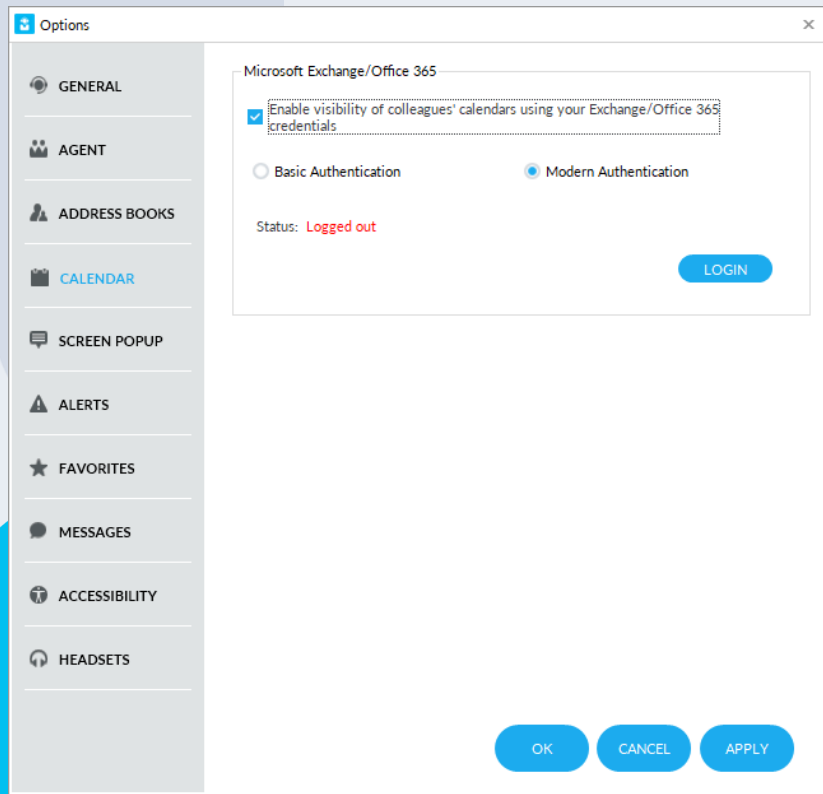
Screen PopUp settings.

- "**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

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.

Options

GENERAL

AGENT

ADDRESS BOOKS

SCREEN POPUP

ALERTS

FAVORITES

MESSAGES

ACCESSIBILITY

HEADSETS

☑ Enables the audible warning for the incoming calls on your phone

☑ Enables the audible warning for the incoming calls on your queues

☑ Enables the acoustic warning when the call recording starts

For incoming calls on the phone do this action — View pop-up alerts

For incoming calls on the queue do this action — View pop-up alerts

OK   CANCEL   APPLY

Favorites settings.

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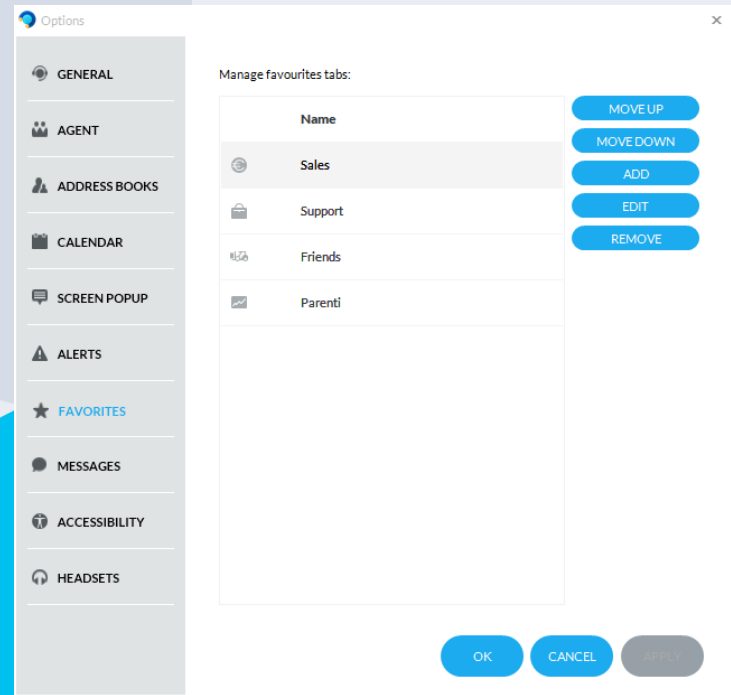
Messages/SMS settings .

- "**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

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.
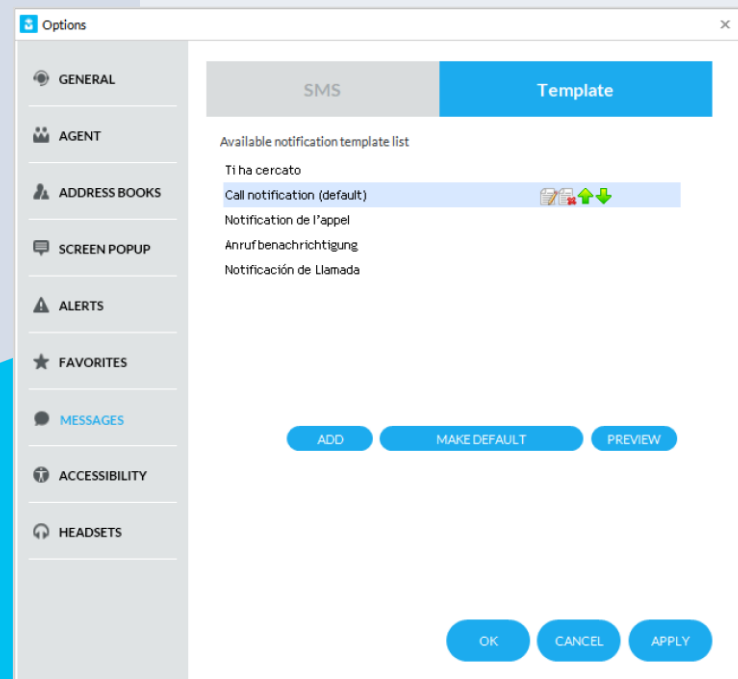
Visually impaired support.

- 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.
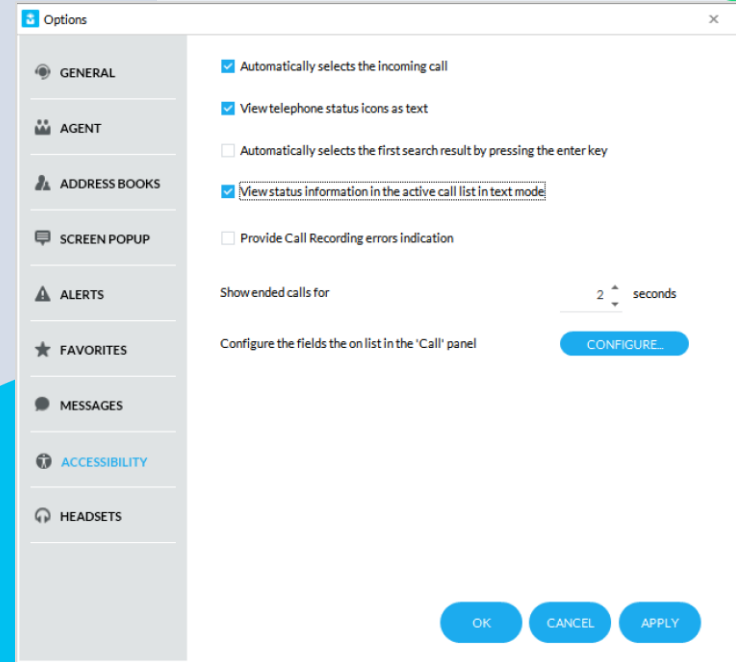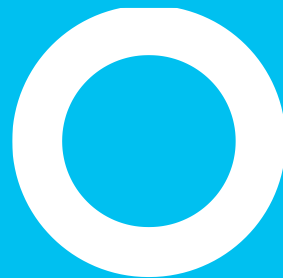
Let's do something Imagicle.

Together.

CONTACT US