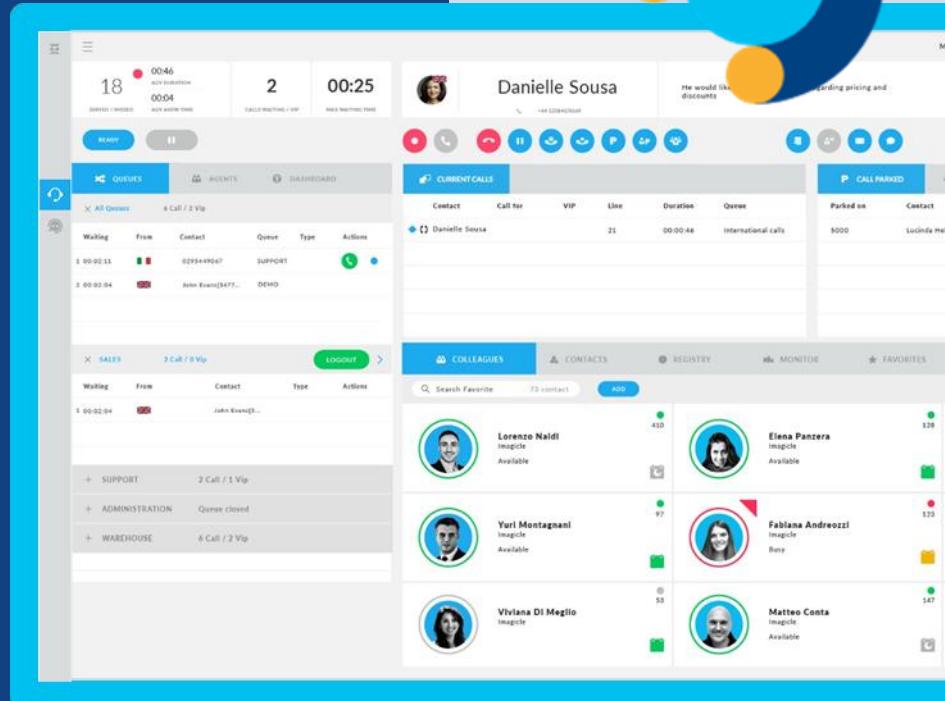


Imagicle UCX Attendant & Agent Console

User Guide for any Calling Platform



UCX Attendant & Agent Console.

General overview.

2 different workspaces.

With the same calling interface.



Attendant Console

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



Agent Console

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

UCX Console



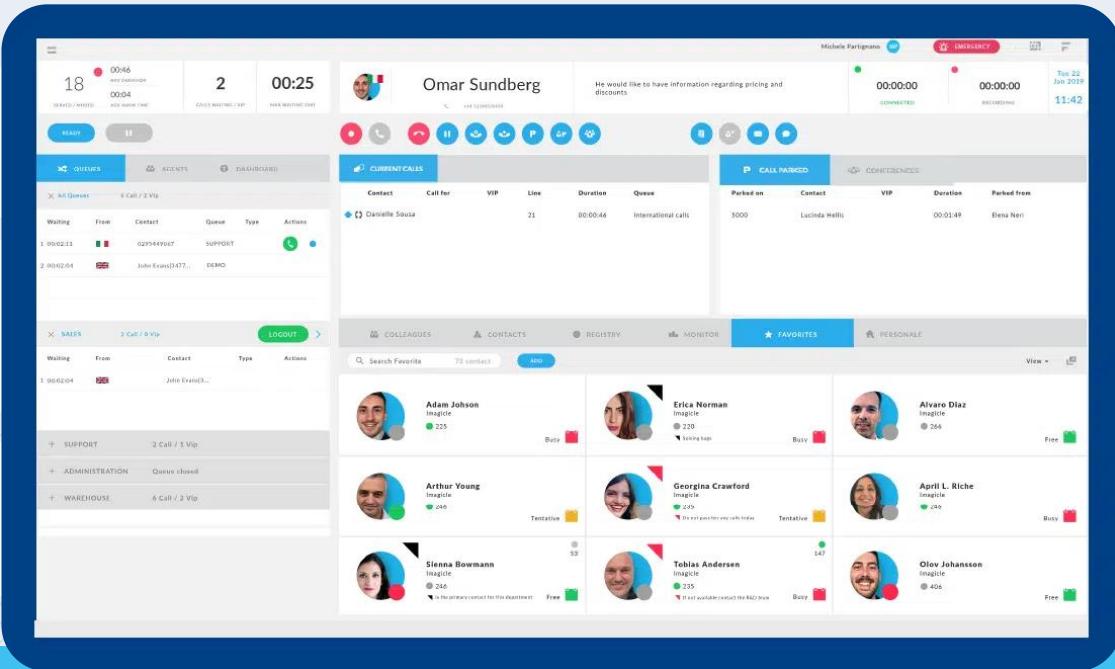
Imagicle Attendant Console.

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

Easy to use interface with everything in one click

Answer, transfer, park calls and manage queues

Start and control recordings



Always know who is calling with caller ID

Integrated with your directories and CRM

Available for visually impaired and blind users



Imagicle UCX Agent Console.

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

YOUR CALLS JUST A CLICK AWAY

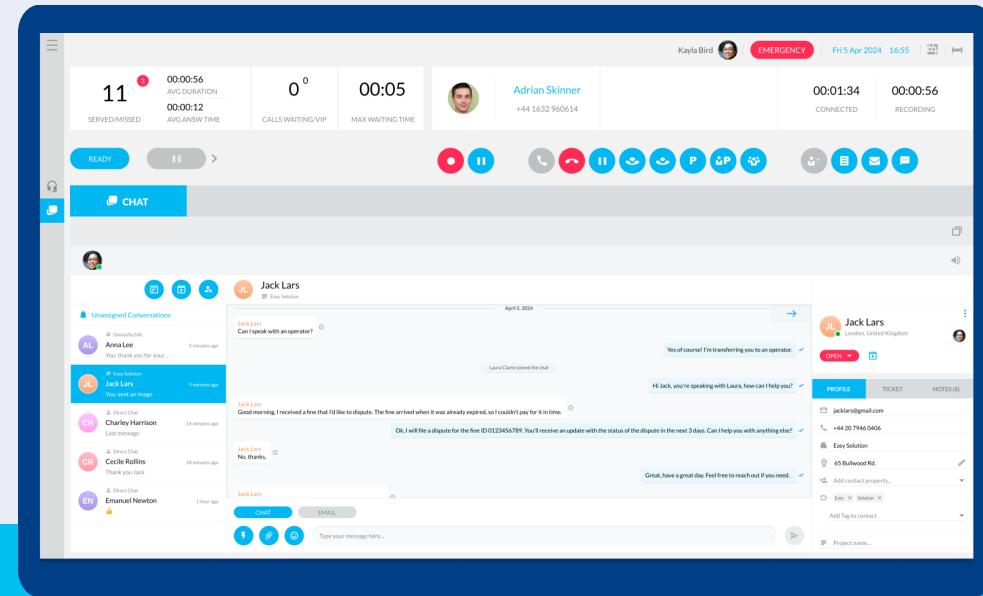
You see the incoming caller details. Answer with a click, route the call to another agent, or queue it if busy. Monitor queues and team status quickly, and much more.

LIVE CHAT WITH YOUR CUSTOMERS

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

HUMAN & VIRTUAL TOGETHER

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



A clean interface, with everything you need.



CALLS

The screenshot shows the Imagicle call interface. At the top, it displays the number of agents (18), average duration (00:46), average wait time (00:04), and the number of calls waiting (2). The current time is 00:25. The interface includes a 'READY' button and a pause icon. Below this, there are three tabs: 'QUEUES', 'AGENTS', and 'DASHBOARD'. The 'QUEUES' tab is active, showing a list of waiting calls categorized by queue: SUPPORT (1 call), DEMO (1 call), and SALES (2 calls). The 'AGENTS' tab shows a list of agents with their status (Available, Busy, Offline). The 'DASHBOARD' tab is partially visible. On the right side of the interface, a detailed call screen is open for Danielle Sousa. It shows her profile picture, name, and a message: 'He would like to have information regarding pricing and discounts'. The call status is 'CONNECTED' with a duration of 00:00:00. The recording status is 'RECORDING'. The date is Tue 22 Jan 2019, and the time is 11:42. Below the call screen, there are tabs for 'CURRENT CALLS', 'CALL PARKED', and 'CONFERENCES'. The 'CURRENT CALLS' tab shows a list of calls, with the first one being Danielle Sousa. The 'CALL PARKED' tab shows a list of parked calls, with the first one being Lucinda Hellis. The 'CONFERENCES' tab is empty. At the bottom of the interface, there is a 'COLLEAGUES' tab, a search bar, and a grid of colleague profiles. Each profile includes a picture, name, status (Available, Busy, Offline), and a small icon indicating their availability. The profiles listed are: Lorenzo Naldi (Available), Elena Panzera (Available), Bernardo Federig (Busy), Yuri Montagnani (Available), Fabiana Andreozzi (Busy), Sonia Vicini (Available), Viviana Di Meglio (Available), Matteo Conta (Available), and Samuele Franceschi (Available).

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

QUEUES

CONTACTS AND COLLEAGUES

Agent & Attendant Console - Calling interface.

The screenshot shows the Agent & Attendant Console interface with several numbered callouts (1-9) highlighting specific features:

- 1. CALLER COUNTRY FLAG AND NAME**: Shows the caller information for Danielle Sousa, including her photo, name, and a message: "He would like to have information regarding pricing and discounts".
- 2. PANIC BUTTON**: Located in the top right corner, it triggers different alerts through Imagicle Emergency Notification.
- 3. PARKED CALLS PANEL**: Shows a list of parked calls, including details like Parked on, Contact, VIP, Duration, and Parked from.
- 4. COLLEAGUES**: Shows a list of colleagues with their status (Available, Busy, Offline) and presence status (BLF, calendar).
- 5. SEARCH FIELD**: A search bar for finding contacts using "Google-like" search.
- 6. LOG IN/OUT**: A button for logging in or out of specific queues.
- 7. SPECIFIC QUEUES PANEL**: Shows a list of specific queues with their status and count.
- 8. ALL QUEUES PANEL**: Shows all queues with their status and count.
- 9. AGENT STATUS**: Shows the agent status as "Ready, Pause, Logged out." with a "READY" button.

Agent Console only - Chat interface.

The image shows a screenshot of the Agent Console Chat interface. At the top, there is a call panel with statistics: 11 served/missed calls, an average duration of 00:05:56, an average answer time of 00:00:12, 0 calls waiting/vip, and a max waiting time of 00:05. Below this is a contact card for Adrian Skinner with a photo, name, and phone number. A large blue callout box labeled '1. CALL PANEL' explains that operators can see call statistics and active calls with the same commands as the Attendant Console. To the right, a large blue plus sign is overlaid on the interface.

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

2. CURRENT CHAT
Jack Lars (Easy Solution) is the current contact. A message from Jack Lars says: "Good morning, I received a fine that I'd like to dispute. The fine arrived when it was already expired, so I couldn't pay for it in time." A response from the operator says: "Yes of course! I'm transferring you to an operator." Another message from Jack Lars says: "Hi Jack, you're speaking with Laura, how can I help you?" The operator responds: "Great, have a great day. Feel free to reach out if you need anything else."

3. BUTTONS TO OPEN TICKET, ARCHIVE CHATS, AND LOOK FOR CONTACTS
A callout box points to a row of buttons: a blue 'CHAT' button, a red 'TICKET' button, a grey 'ARCHIVE' button, and a blue 'CONTACTS' button.

4. CONTACT DETAILS
Name and details of the person that has contacted the operator. The contact details for Jack Lars are shown, including his profile picture, name (Jack Lars), location (London, United Kingdom), an 'OPEN' button, and tabs for 'PROFILE', 'TICKET', and 'NOTES (8)'.

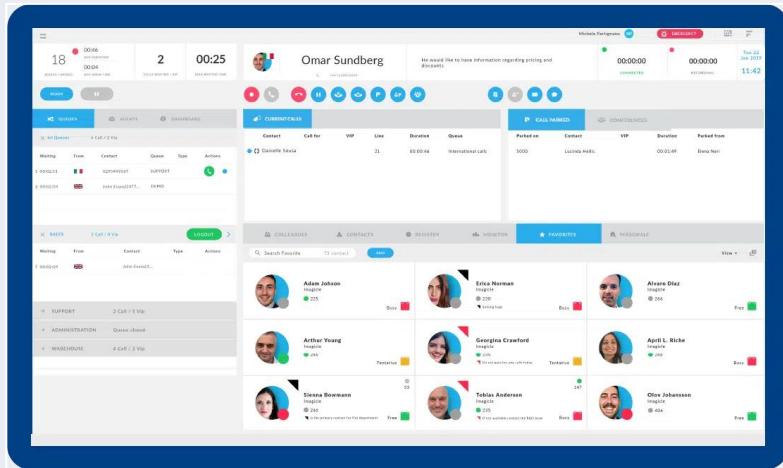
5. ACTIVE CHATS
Chats the operator is handling that haven't been terminated yet. A callout box points to a list of active chats:

- Unassigned Conversations:
 - Anna Lee: "You: thank you for your..." (5 minutes ago)
 - Jack Lars: "You: sent an image" (9 minutes ago)
 - Charley Harrison: "Last message" (14 minutes ago)
 - Cecile Rollins: "Thank you Jack" (18 minutes ago)
 - Emanuel Newton: "Thank you" (1 hour ago)

Below the active chats is a message input field: "Type your message here..." with a send button.

Imagicle UCX Console

Installation requirements



Supported client operating systems

- ✓ Windows 10
- ✓ Windows 11
- ✓ 32 or 64bit

Hardware requirements

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

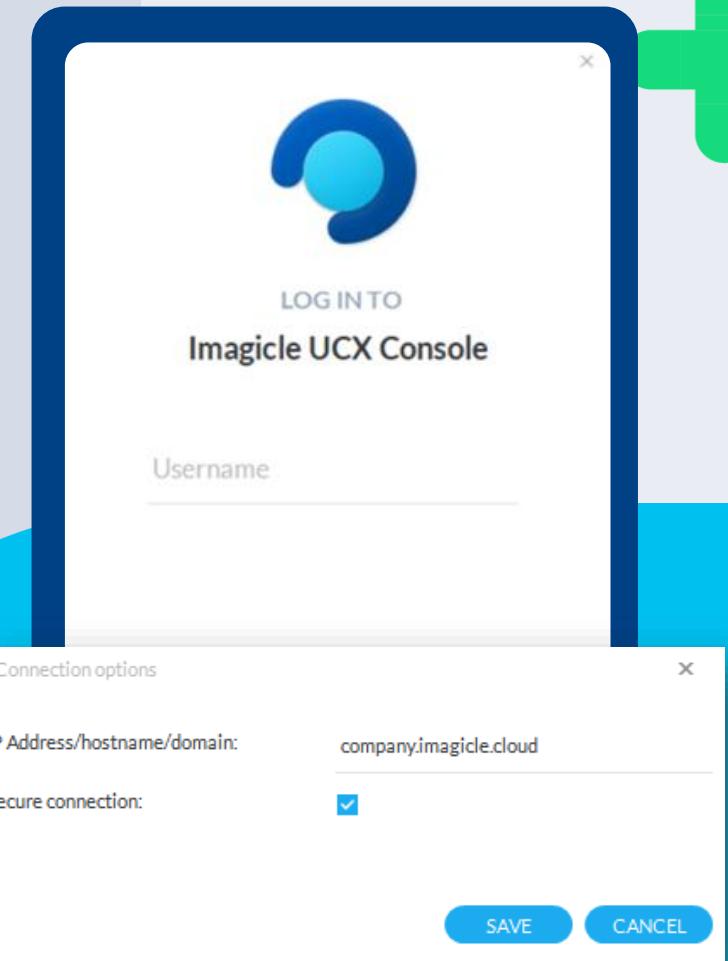
Imagicle UCX Console

Log in.



First time Login.

- First time you launch UCX Console client:
 - The application prompts you to enter the FQDN or IP address of Imagicle UCX Suite server. For HA environments, please enter Primary Imagicle Server's IP/FQDN
 - If "Secure connection" is flagged, then UCX Console connects to UCX Cloud Suite through two secure, TLS 1.2 TCP sessions on ports 51235 and 51236..
 - Then you are prompted to enter your user's credentials. SSO is supported.
 - If UCX Suite is synched with Active Directory or Entra ID, you just have to enter your Windows login credentials.



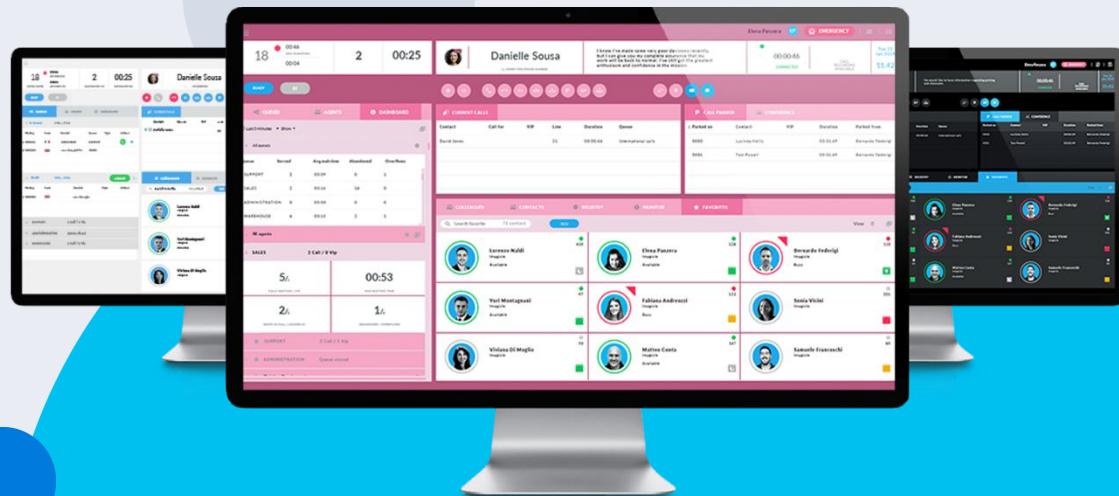
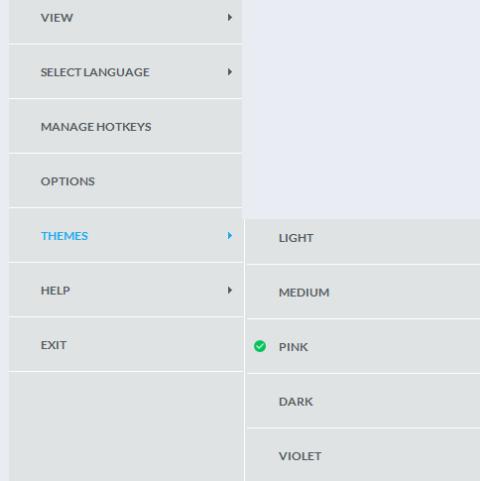
Imagicle UCX Console

Themes.



Adapt it to your mood.

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



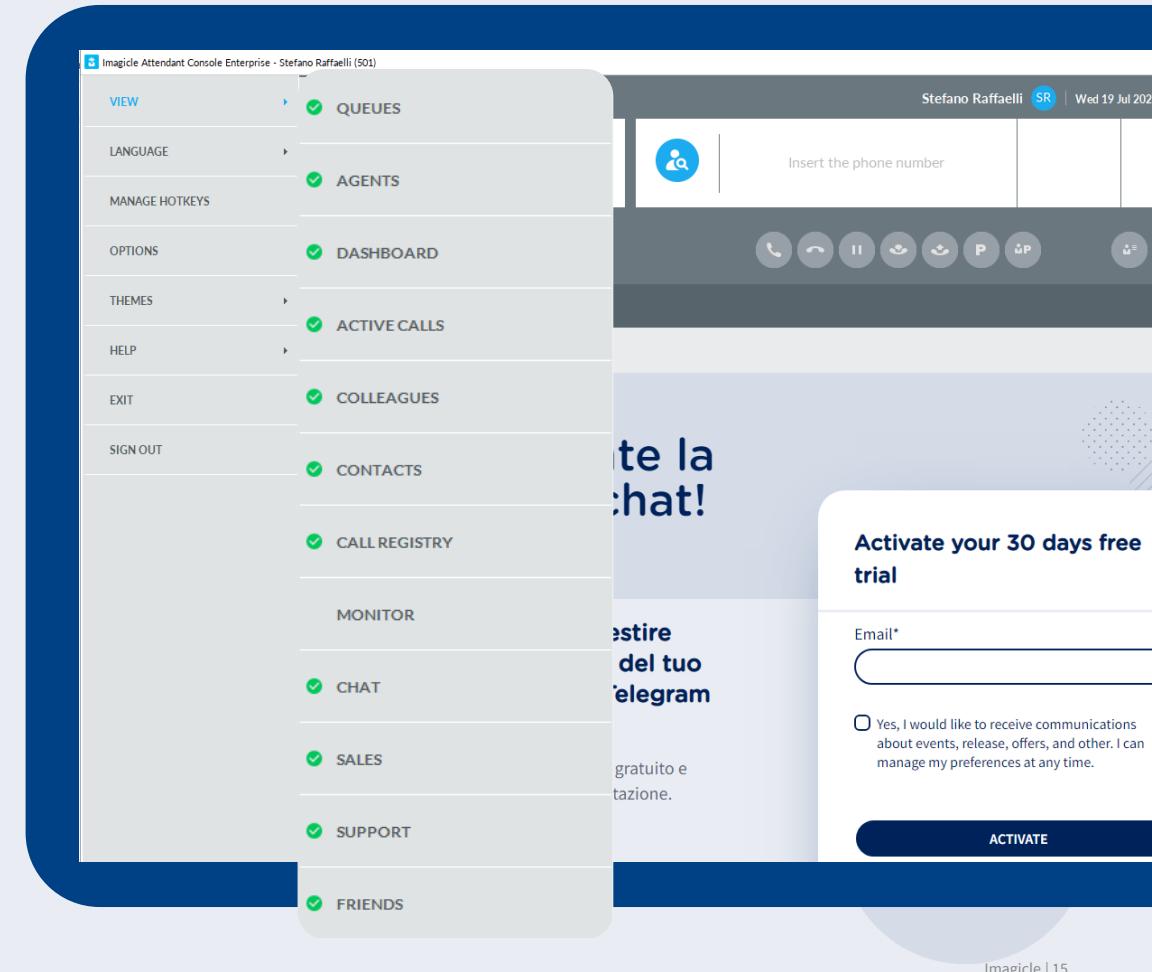
Imagicle UCX Console

Panels.



Adapt it to your needs.

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



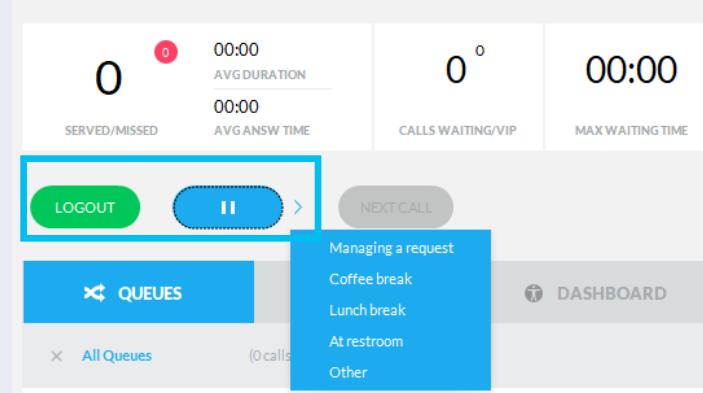
Imagicle UCX Console

Queues.



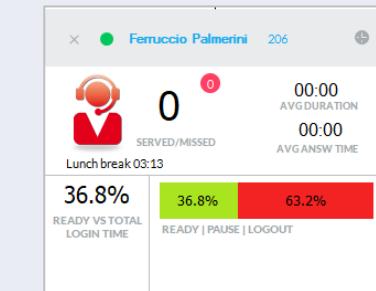
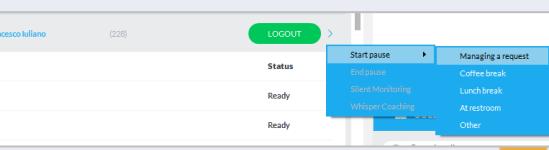
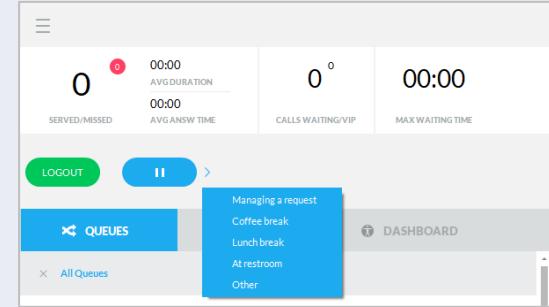
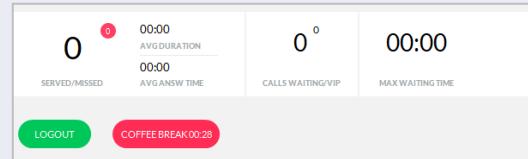
Queues panel.

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



Pause Reasons.

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



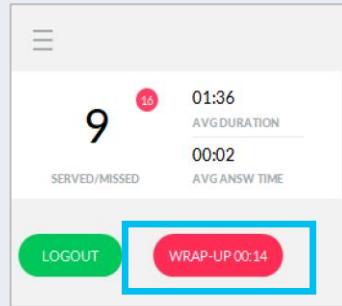
Agent/Operator status description.

STATUS	ICON	DESCRIPTION
Logged out on all queues	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)

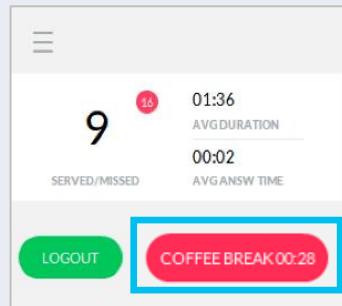
Wrap-up.

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

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



← Example of Wrap-Up status



← Example of Pause status

Queue info details.

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

QUEUES

AGENTS

DASHBOARD

CURRENT CALL

COLLEAGUES

READY

Force open

Force closed

Restore ordinary schedule

Ahmed Antar

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

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

Booked queue calls.

- Each operator can book a queued call, to force the distribution algorithm to transfer the call to own phone line.
- This is done from QUEUES panel, by clicking on “hand” icon available within “Actions” column.
- If the call is assigned to the operator by Sticky Agent feature, same icon automatic appears on chosen operator.



- If the calls is booked by another operator, the “hand” appears in the same position, with a grey color.
- Same thing applies if the call is assigned by Sticky Agent to another operator.



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.

The image displays two screenshots of a software interface for managing agents across different queues. The top screenshot, titled 'AGENTS', shows a 'By Agent' view. It lists three queues: EN-PO [P] (with agents Elena Neri, Francesca Cappelletti, and Elisabetta Da Prato), IT-PO [P] (with agents Sonia Vicini, Elena Neri, and Francesca Cappelletti), and ME-PO [P]. The bottom screenshot, also titled 'AGENTS', shows a 'By Queue' view. It lists three agents: Riccardo Rolfo (assigned to DEMO-EN, US-Sales, and DEMO-IT), Tommaso Fioravanti (assigned to DEMO-EN), and Elena Neri (assigned to EN-PO and IT-Sales). Both screenshots include a 'READY' button for each agent and a 'LOGOUT' button for each queue.

Queue panel: “Agents” tab.

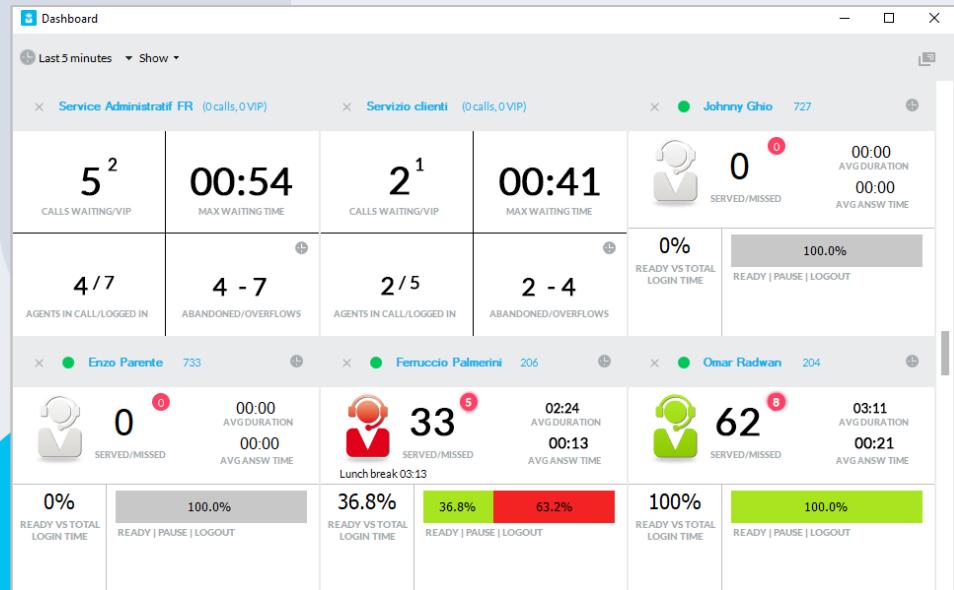
- If you are an **Advanced Supervisor**, you have access to two features which allow to monitor agents' performances. These are:
 - **“Silent Monitoring”**: Listen to agent's conversation, without any awareness notice
 - **“Whisper Coaching”**: Discreetly provide suggestions to agent, without involving remote party
- Both features are only available for Cisco UCM, HCS, Webex Calling Dedicated calling platforms.

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



Queue panel: “Dashboard” tab.

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



Queue panel: “Dashboard” tab.

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



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



Agent	State	Time in state	Served	Missed	Avg answe.time	Avg conversation time	Tot conversation time	Tot ready	Tot pause	Tot wrap-up	Tot Login
Christian Bongiovanni (722)	logged out	117:33:55	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Claudio Ferrai (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 (405)	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 Docali (740)	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 Barsacchi (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
Masimiliano Pich (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
Masimiliano Prando (205)	logged out	00:51:43	0	0	00:00:00	00:00:00	00:00:00	00:00:56	00:00:00	00:00:00	00:00:56
Maurizio Beni (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 Roffo (723)	pause	72:04:59	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00

Imagicle UCX Console

Call Handling

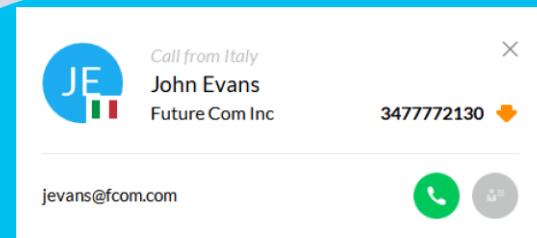




Notification of waiting calls.

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

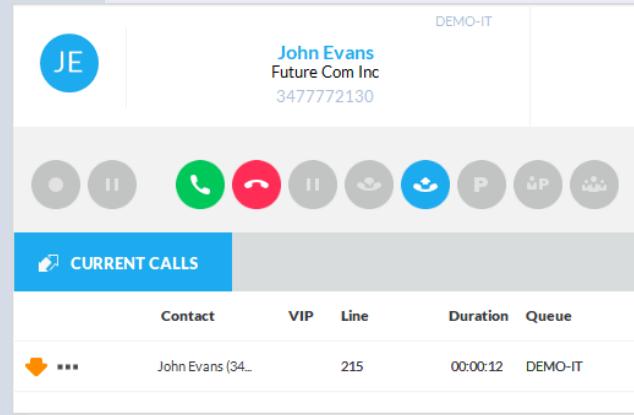
Waiting	Contact	Queue	Type	Actions
1 00:00:42	John Evans (3477772130)	DEMO-IT		





Incoming calls handling.

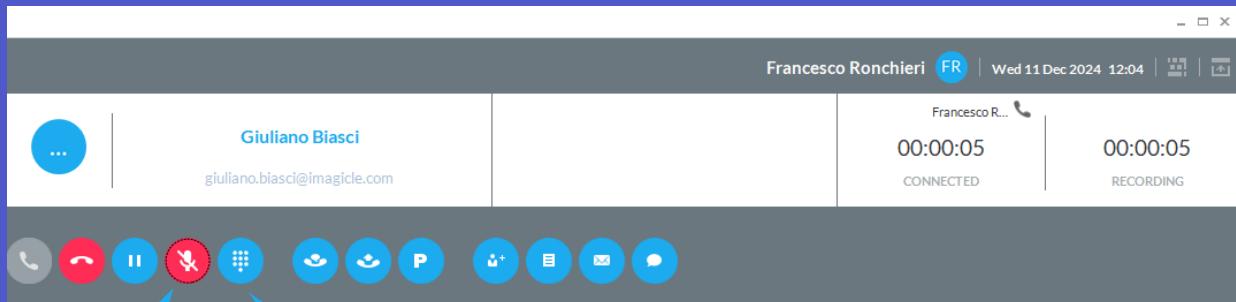
- Upon incoming call to your agent's phone, a **pop-up window** on bottom-right and/or an **audible alert** is generated by UCX Console (depends on alerting configuration)
 - At the same time, caller number, queue ID, caller ID, company name and nationality flag appears in top Phone Bar area
- To answer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





Additional buttons in MS-Teams UCX Console.

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



Mute/unmute
headset
microphone

DTMF Numeric
Keypad

Imagicle UCX Console

Transferring – Parking





Call Transfer with Consultation.

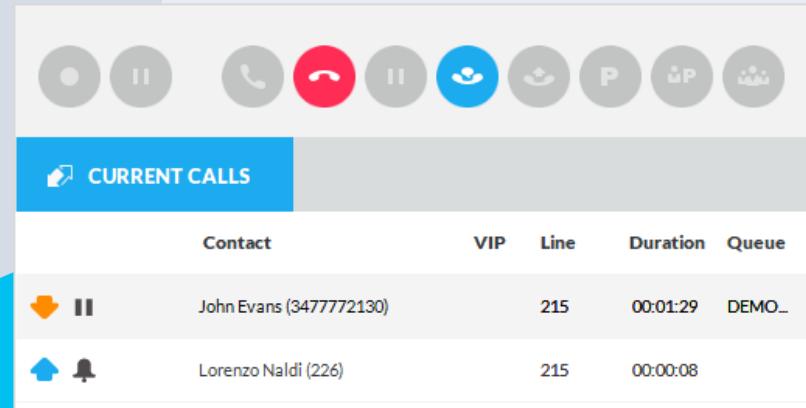
- Once in a call, you can **transfer the call** to a colleague, using **consultation**.
 - By clicking the blue-squared icon or hitting the relevant hot-key, a pop-up window allows you to enter destination number or contact name.
 - Once destination is selected, an outgoing call is issued (in the example: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

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



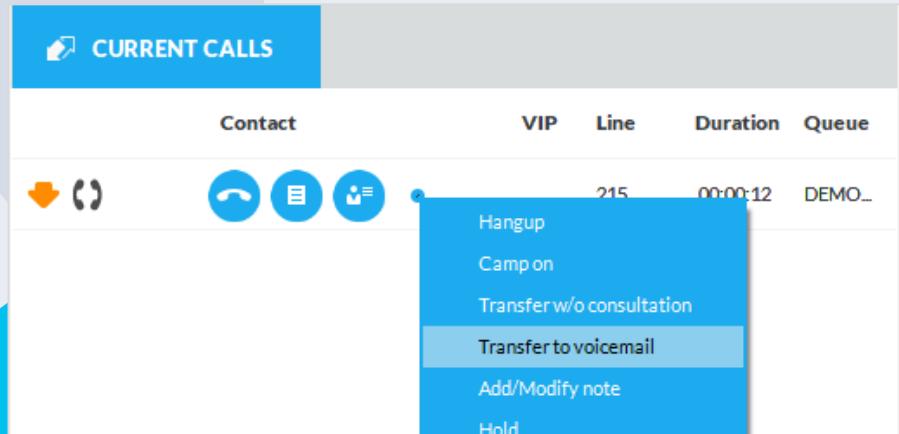
Toggle between active calls

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



Transfer to voice mail.

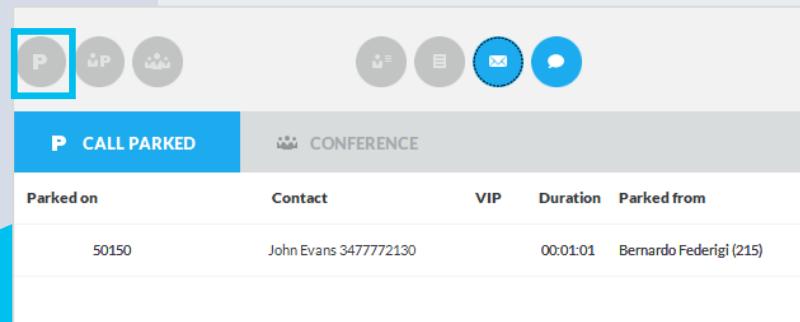
- One of the options available from current call's pull-down menu is "Transfer to voicemail"
- This option works with Imagicle VoiceMail application (Cisco UCM only) or with a third-party voice mail service.
- In case of Webex Calling MT environment, this option transfers the call to native WxC Control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





Parking a call.

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



Imagicle UCX Console

Camp On.





Camp-On Call Parking (Att. Console only)

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

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

Result	Extension
Lorenzo Naldi	226

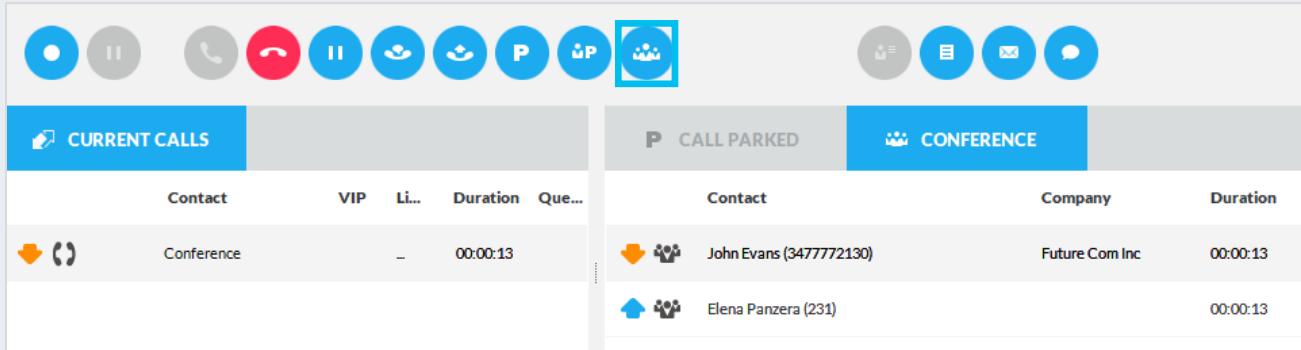
Imagicle Attendant Console

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



Imagicle UCX Console

Call Notes, Notifications, Emergency alerts





Call notes.

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

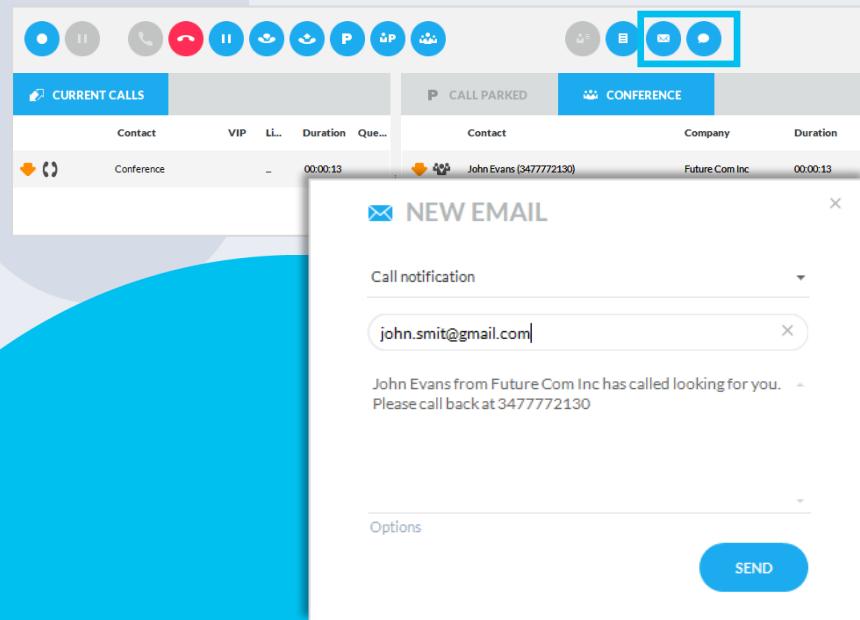
The screenshot shows a call center software interface with a blue header bar. Below the header, there is a row of circular icons representing different call actions. The 'CURRENT CALLS' tab is active, indicated by a blue bar with white text. Below this, a table lists current calls. The first call in the list is highlighted with a blue border. The contact information for this call is: John Evans (3477772130) and the note 'Please help this customer!'. The table includes columns for Contact, VIP, Line, Duration, and Queue.

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



Email and SMS notifications.

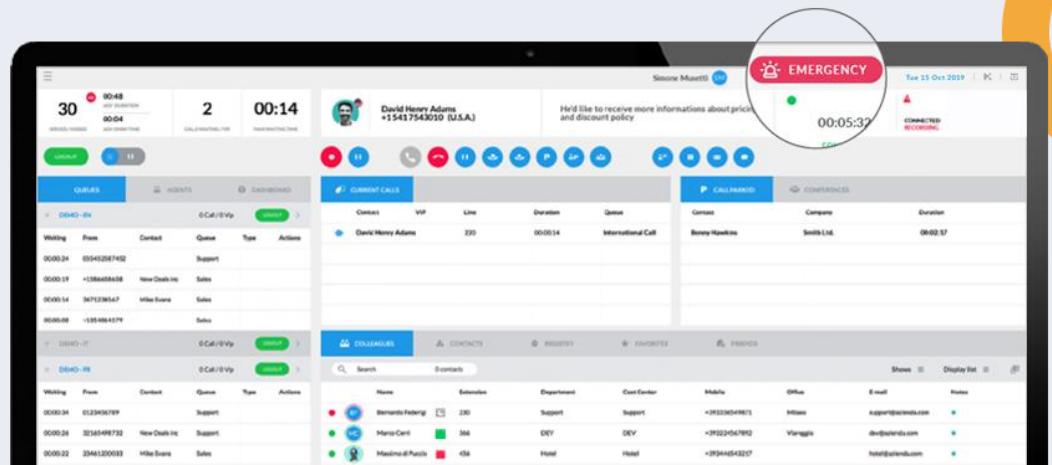
- **Email/SMS handling** allows you to send emails or SMS to customers and colleagues, based on predefined templates and including current call's information
 - By clicking (email) or (SMS), a pop-up window appears, prompting you to choose a template ("Call notification" in the screen sample) and enter 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.



Trigger an emergency alert through the Panic Button.

Red Panic Button available on top-right console interface.

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



Imagicle UCX Console

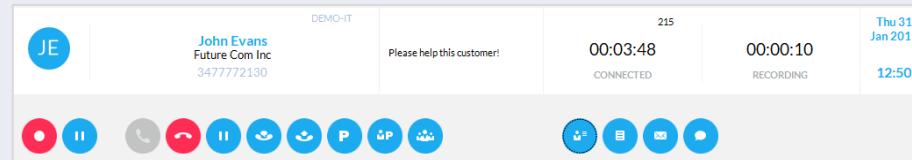
Call Recording integrations.



Call Recording.

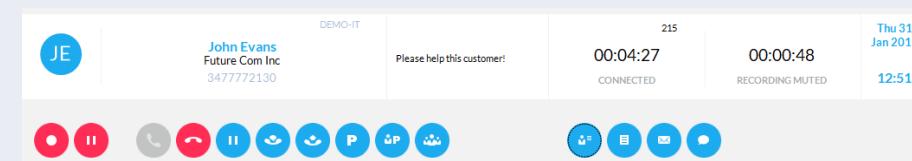
If Imagicle UCX Platform (Cisco UCM and Webex Calling DI only) includes a Call Recording license, then you can trigger current conversation recording from UCX Console. Works with any phone registered to your PBX and associated to UCX Console.

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



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

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



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

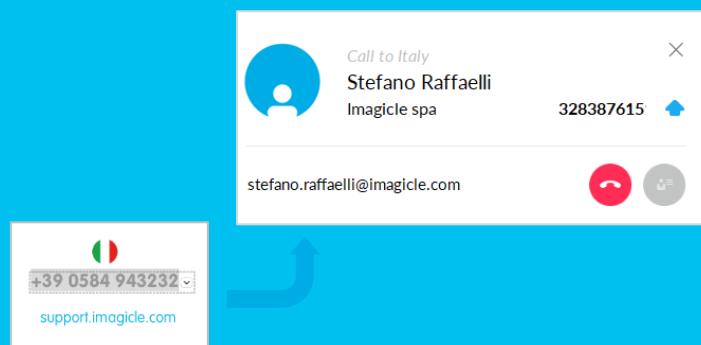
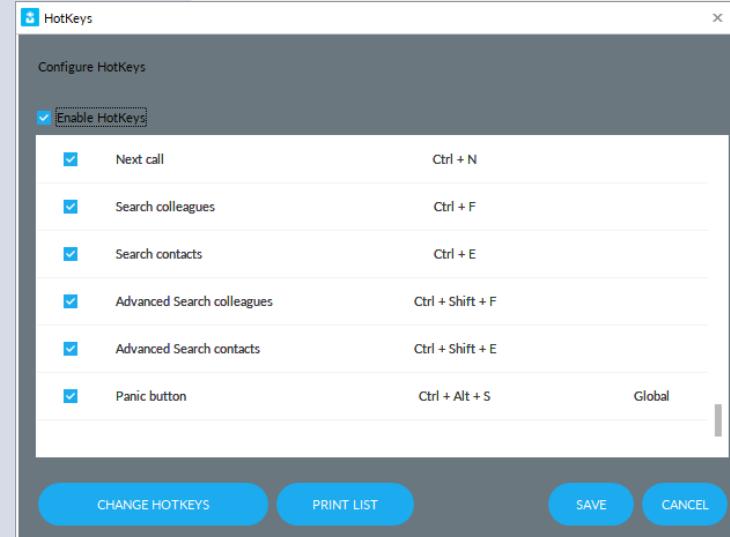
Imagicle UCX Console

Hotkeys.



Hot Keys Management.

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



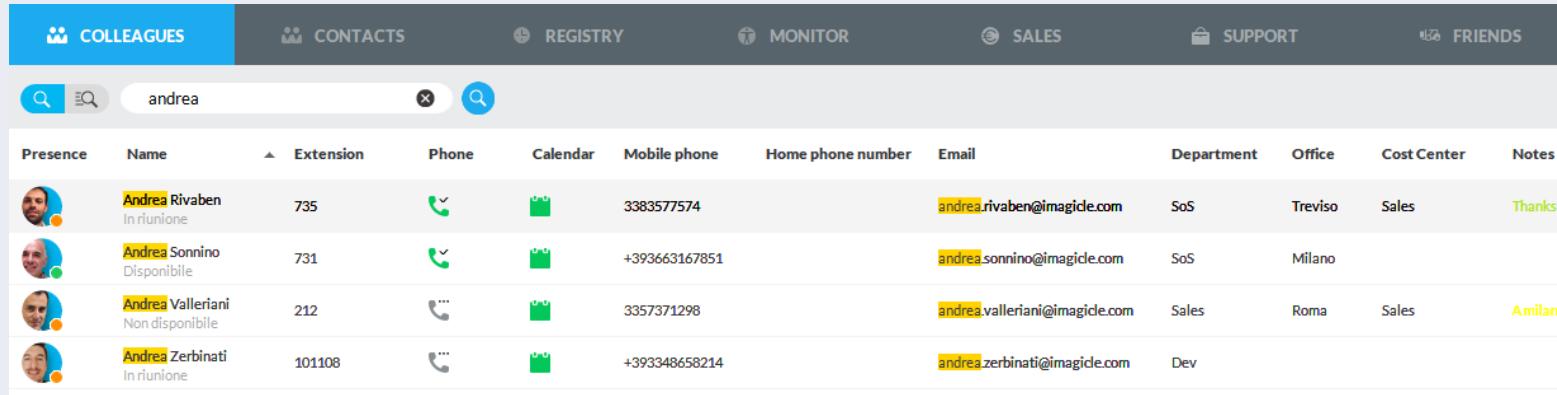
Imagicle UCX Console

Colleagues tab - BLF



Colleagues tab.

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



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

Advanced Search on Colleagues tab.

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

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

Name	Status	Type	Department	Contact details
Massimiliano Brescacin	Colleagues	DEV		757
Massimo Di Puccio	Colleagues			210
Massimo Di Puccio	Colleagues			3486022386
Tommaso Fioravanti	Favorites			229
Massimiliano Picchi	Colleagues	Sales		211
Massimiliano Picchi	Colleagues	Sales		+971569415981

Six telephone status.

Call forward

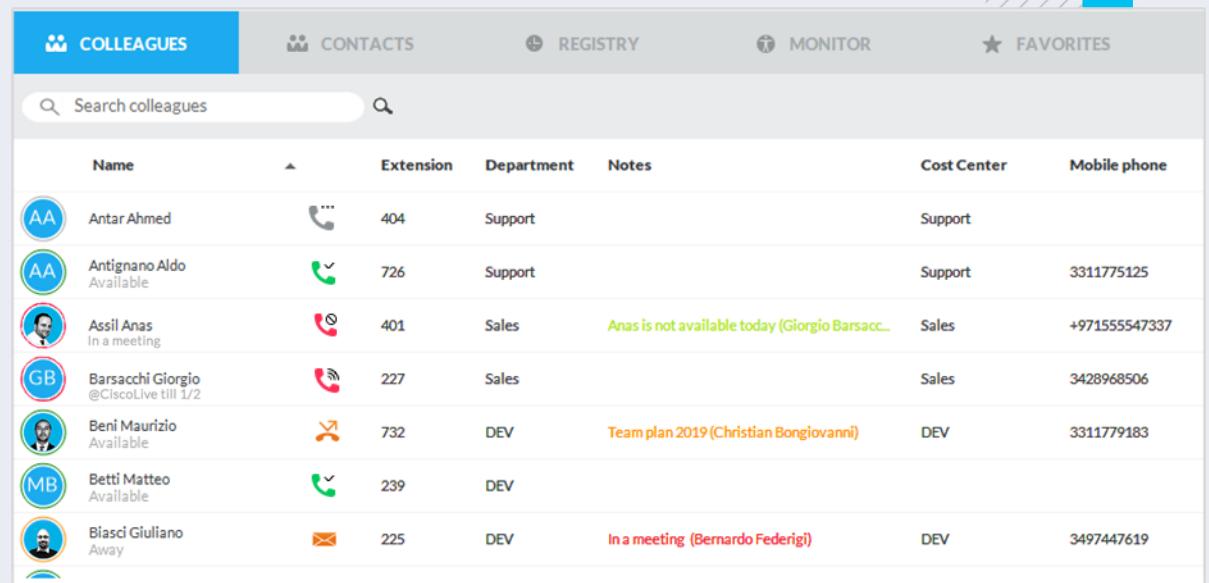
- Indicating that calls to the user are forwarded to another number, specified in the “Forwarded to” column
- You need to enable “Forwarded to” column from “Show” menu.

Forwarded to Voice Mail

- Indicating that calls are transferred to personal voice mail

Do not disturb

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



Name	Extension	Department	Notes	Cost Center	Mobile phone
AA Antar Ahmed	404	Support		Support	
AA Antignano Aldo Available	726	Support		Support	3311775125
AA Assil Anas In a meeting	401	Sales	Anas is not available today (Giorgio Barsacchi)	Sales	+971555547337
GB Barsacchi Giorgio @CiscoLive till 1/2	227	Sales		Sales	3428968506
MB Beni Maurizio Available	732	DEV	Team plan 2019 (Christian Bongiovanni)	DEV	3311779183
MB Betti Matteo Available	239	DEV			
MB Biasci Giuliano Away	225	DEV	In a meeting (Bernardo Federig)	DEV	3497447619

 Available

 Busy

 Call Forward*

 Do not disturb

 Not Available

 VoiceMail Forward*

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

Microsoft Calendar integration.

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

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

COLLEAGUES

CONTACTS

REGISTRY

MONITOR

FAVORITES

Search colleagues

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

Busy

Free

Working elsewhere

Out of office

Tentative

Imagicle | 54



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

The screenshot shows a 'Select contact picture' dialog box on top of a 'Colleagues' table. The dialog box contains a placeholder image with 'KA' and a 'SELECT FROM FILE...' button with a red box around it. The 'OK' button is to the right. Below the dialog is a table with the following data:

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

Imagicle UCX Console

Contacts tab.



Contacts tab.

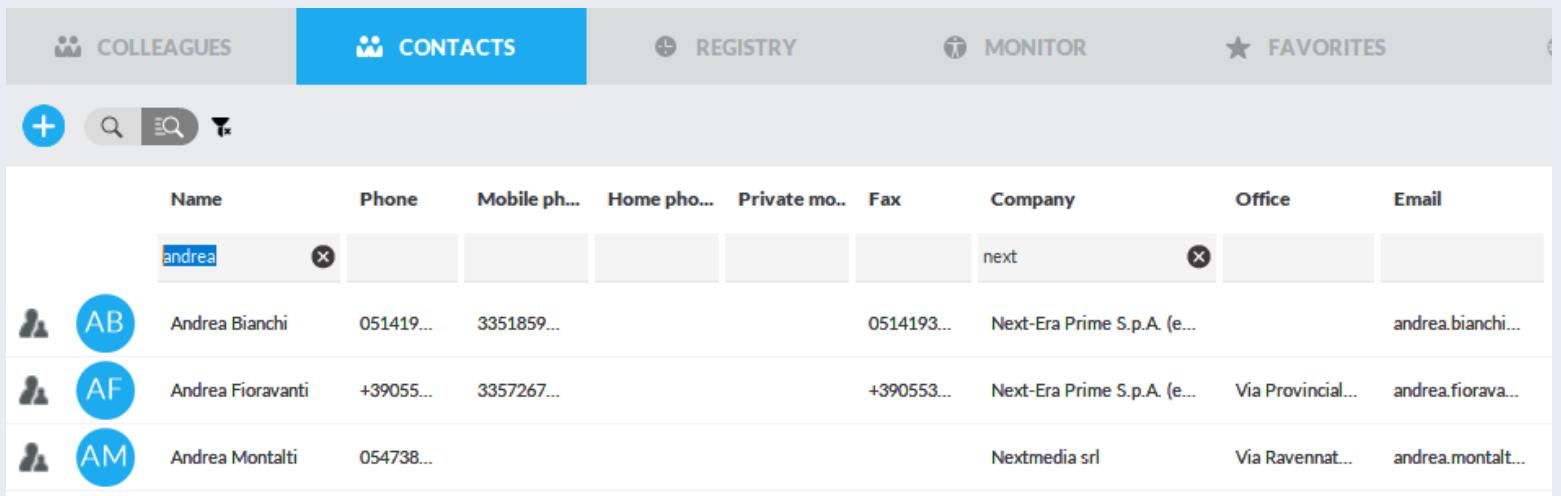
- “Contacts” panel shows the list of external contacts included into a personal directory and a shared directory available to all operators. If Contact Manager license is enabled, it allows the access to all Corporate Personal/Department/Public directories. Moreover, each operator can locally import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

The screenshot shows the Contacts tab interface. At the top, there are tabs for COLLEAGUES, CONTACTS (which is selected and highlighted in blue), REGISTRY, MONITOR, and FAVORITES. Below the tabs is a search bar containing the text "matthias". To the right of the search bar is a "CREATE NEW CONTACT" button. To the right of the search bar is a "33 contacts" label and a "Show" button with a dropdown menu. The main area displays a list of 33 contacts, each with a small profile icon, initials, and a name. The columns are: Name, Phone, Mobile ph..., Home pho..., Private m..., Fax, Company, Office, Email, VIP, Address, Salesfor..., and Account To the right of the list is a vertical dropdown menu titled "Show" that lists all the columns, each with a checkbox indicating whether it is visible or not. The columns listed are: Contact picture, Name, Phone, Mobile phone, Home phone number, Private mobile phone, Fax, Company, Office, Email, VIP, Address, Salesforce ID, and Account Manager.

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

Advanced Search on Contacts tab.

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



	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.

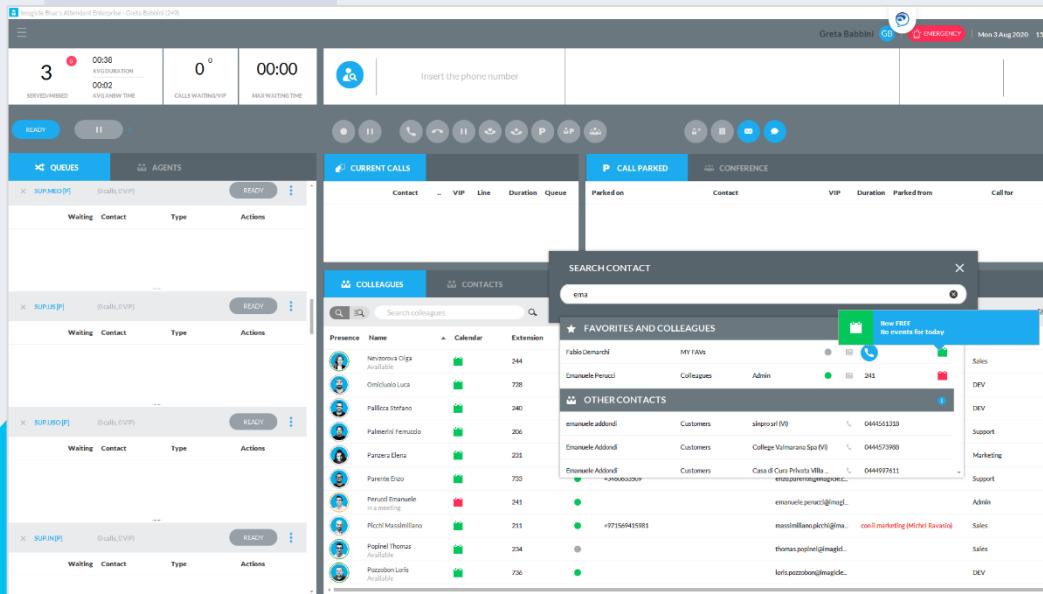
- A square icon on top right allows window detachment from Attendant Console and full screen display
- To call a contact, double click on any phone number



“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 is leverages “Starts with” algorithm within each field.

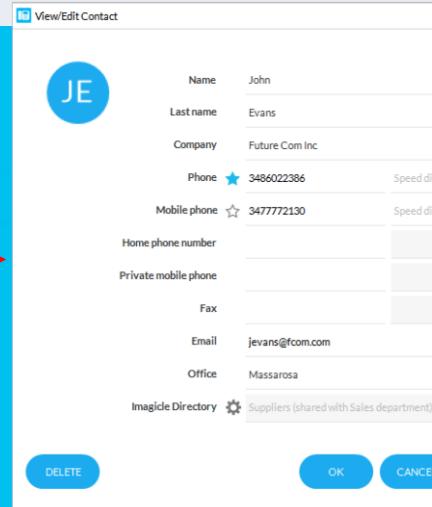
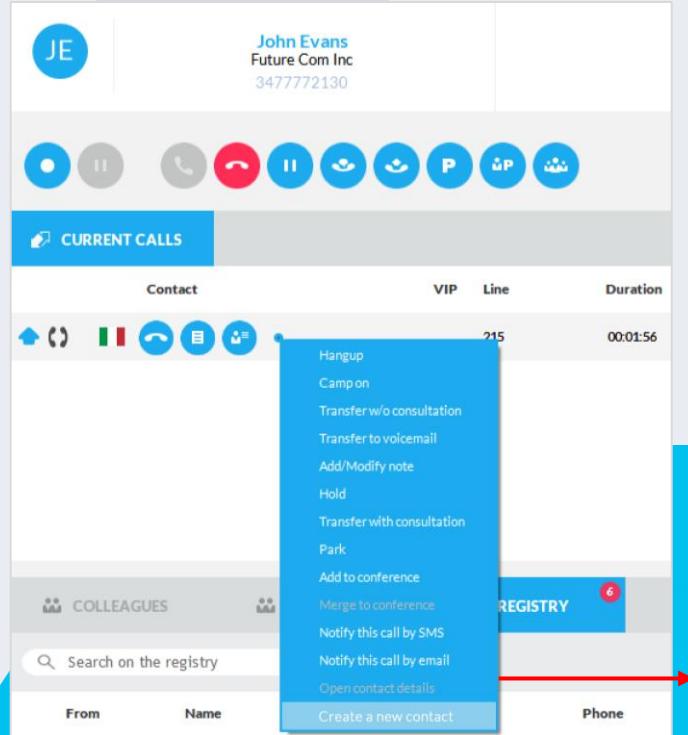
Results are displayed split into two categories: “Favorites and colleagues” & “Other Contacts”.





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

From	Name	Phone	Company	Notes	Data	Duration
Italy	John Evans	3477772130	Future Com Inc		01/02/2019 1...	00:00:00
Italy	John Evans		Future Com Inc	Call	01/02/2019 1...	00:00:44
Italy	John Evans		Future Com Inc	Open contact details	01/02/2019 1...	00:00:29
Italy	John Evans		Future Com Inc	View/Edit contact	01/02/2019 1...	00:18:12
Italy	John Evans		Future Com Inc	Delete contact	01/02/2019 1...	00:00:00
Italy	John Evans		Future Com Inc	Add/Modify note	01/02/2019 1...	00:00:00
Italy	John Evans		Future Com Inc	Add to Favorites	01/02/2019 1...	00:00:00
Italy	John Evans		Future Com Inc	Notify this call by SMS	01/02/2019 1...	00:00:00
Italy	John Evans		Future Com Inc	Notify this call by email	01/02/2019 1...	00:00:00
Italy	John Evans		Future Com Inc	Copy number	01/02/2019 1...	00:00:55
	Giuliano Biasci			Send contact	25/01/2019 1...	00:00:35

Open CRM form.

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



Imagicle UCX Console

Registry tab.

Registry tab.



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

COLLEAGUES	CONTACTS	REGISTRY	MONITOR	FAVORITES	83 events	All events	Last 7 days	Notes
		Search on the registry						
From	Name	Phone	Company	Notes	Data	Duration		
	Italy errani-martimma	0584943232	Errani		01/02/2019 15:52:13	00:02:49		
	Italy John Evans	3477772130	Future Com Inc		01/02/2019 15:44:41	00:00:24		
	Italy John Evans	3477772130	Future Com Inc		01/02/2019 15:30:31	00:00:33		
	Italy John Evans	3477772130	Future Com Inc		01/02/2019 13:06:07	00:01:10		
	Italy John Evans	3477772130	Future Com Inc		01/02/2019 13:05:32	00:00:00		
	Italy John Evans	3477772130	Future Com Inc		01/02/2019 12:29:58	00:00:55		
	Italy John Evans	3477772130	Future Com Inc		01/02/2019 12:29:29	00:00:00		

Registry tab.

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

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

Imagicle UCX Console

Call Monitor tab.



Call Monitor tab.



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

The screenshot shows the Call Monitor tab interface with three main panels:

- GLOBAL VIEW:** Displays summary statistics for calls, including total calls (30), total calls duration (00:27:53), and average duration (00:00:56).
- INCOMING CALLS:** Displays summary statistics for incoming calls, including total calls (3), total duration (00:02:08), and average duration (00:00:43). It also lists individual call details:

#	contact	company	number	tot.dur.	avg.dur.
3	John Evans	Future Com Inc	3477772130	00:02:08	00:00:43

- OUTGOING CALLS:** Displays summary statistics for outgoing calls, including total calls (21), total duration (00:25:45), and average duration (00:01:14). It also lists individual call details:

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

Call Monitor tab.

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

Imagicle UCX Console

Favorites panels.



Favorites panels.



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

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

The screenshot shows the Attendant Console interface with the following details:

- COLLEAGUES** tab is selected.
- MONITOR** tab is active, showing a calendar entry for "UX Customer Session" from 3:00 PM - 5:00 PM on MON 3 AUG 2020.
- Search favorite** input field.
- Grid of colleague profiles:**
 - Simone Musetti: Out of office (235 calls)
 - Stefano Raffaelli: Out of office (221 calls)
 - Fab: Busy (215 calls)
 - Giuliano Blasci: Free (225 calls)
 - Luca Bonuccelli: Free (220 calls)
 - Federica Docal: Busy (740 calls)
 - Bernardo Federigi: Out of office (215 calls)
 - Ahmad Alkhaili: Busy (406 calls)
 - Marco Rullo: Free (729 calls)
- Calendar View:** Shows the session from 3:00 PM - 5:00 PM on MON 3 AUG 2020, with a note: "Now BUSY Today the closest free slot is at 5:00 PM".
- Right Panel:** Shows a "Free" slot in the calendar.

Favorites panels.

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

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

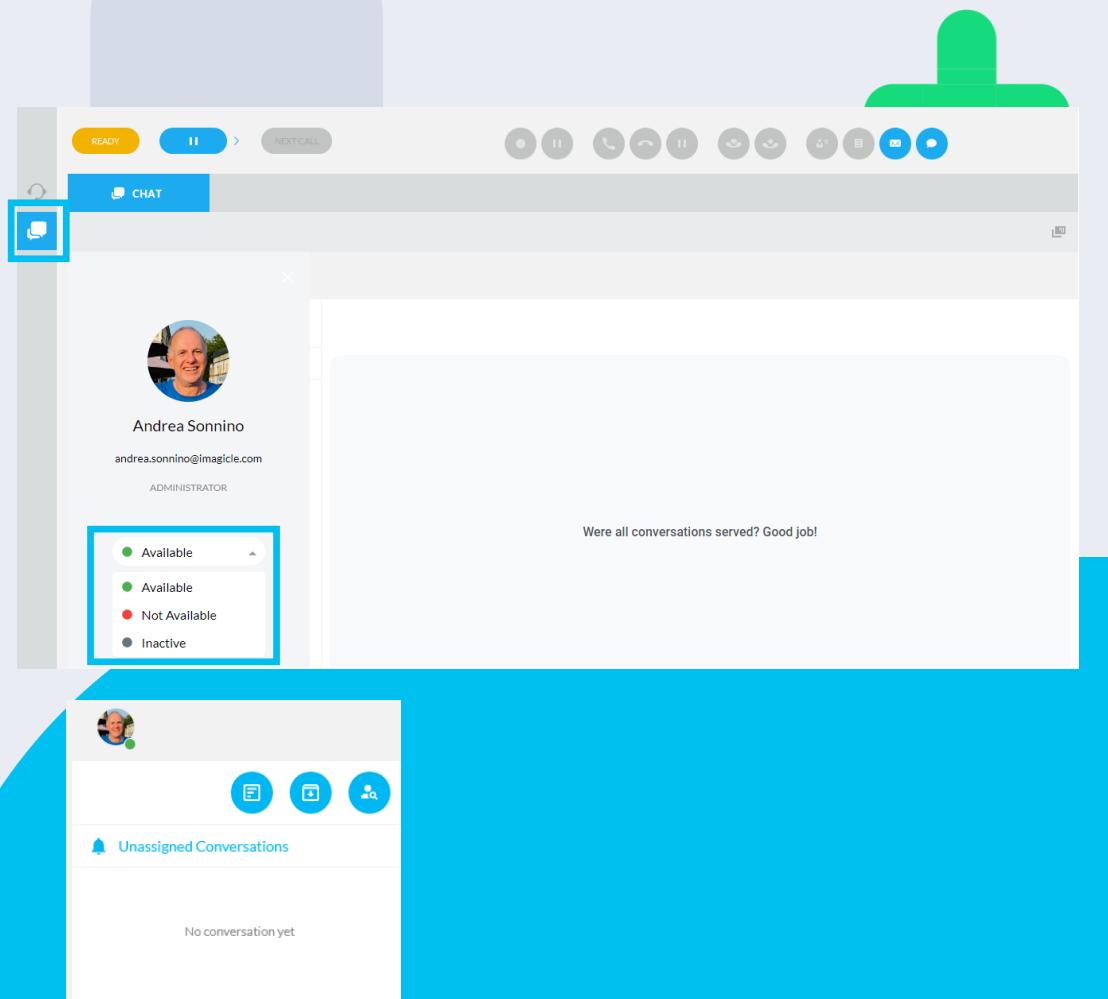
Imagicle UCX Agent Console

Chat Panel.



Digital Integration.

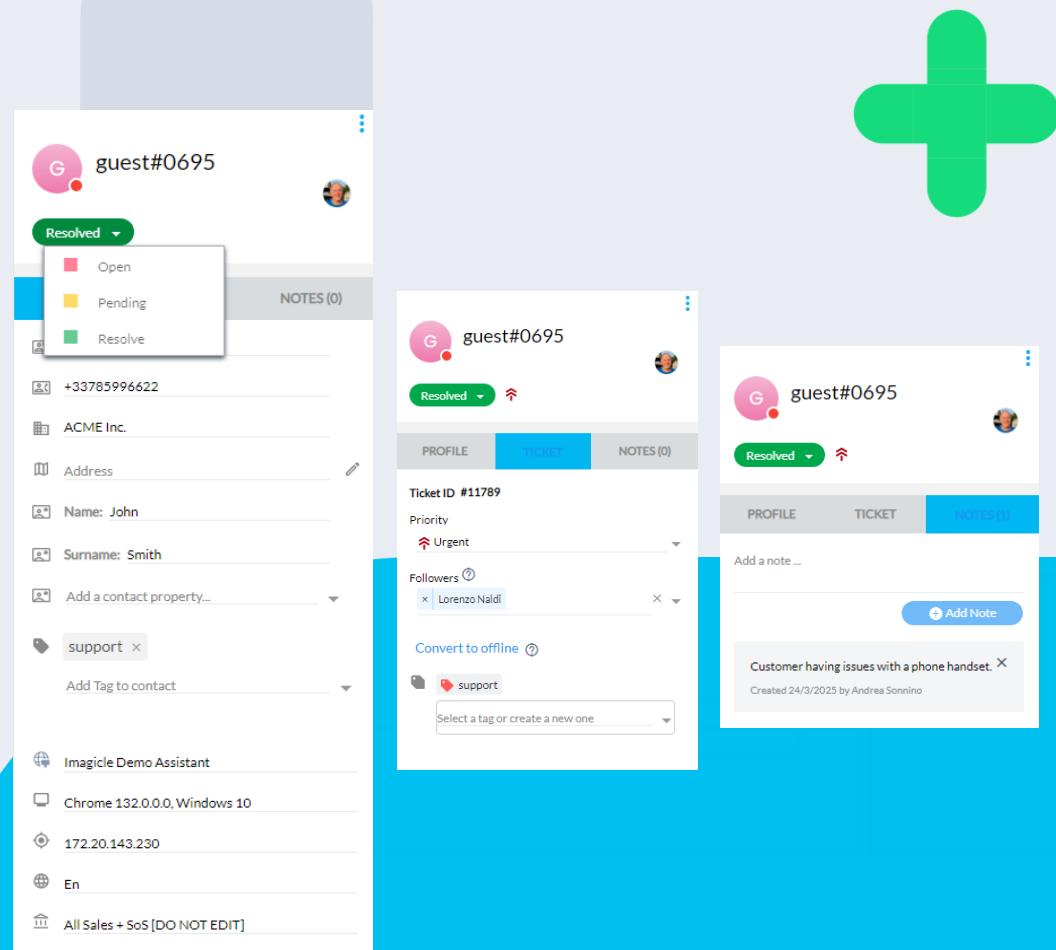
- If your Imagicle Engage subscription includes UCX Agent Console Advance 2 or 3, you can interact with your customers or partners not only by phone calls, but also through a **digital** channel, in turns integrated with the most common chat services available in the market, like:
 - Whatsapp
 - Telegram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



Digital Integration.



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



Imagicle UCX Console

Compact layout.



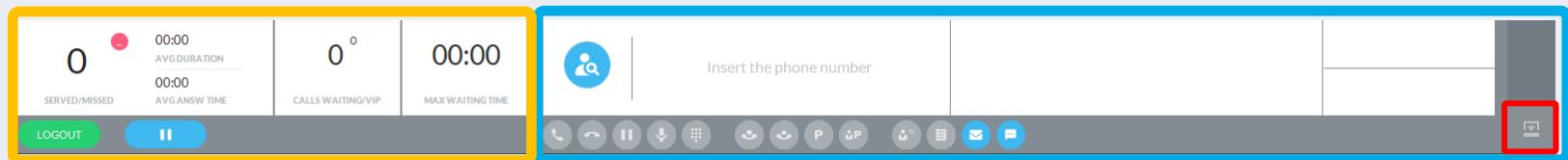
Attendant Console compact layout.

Ideal for inbound call center agents



Compact docked bar on top of the screen

To toggle between compact/full layout, just click on top-right triangle icon (red-squared below)



Compact
Queues Panel

Calls Panel

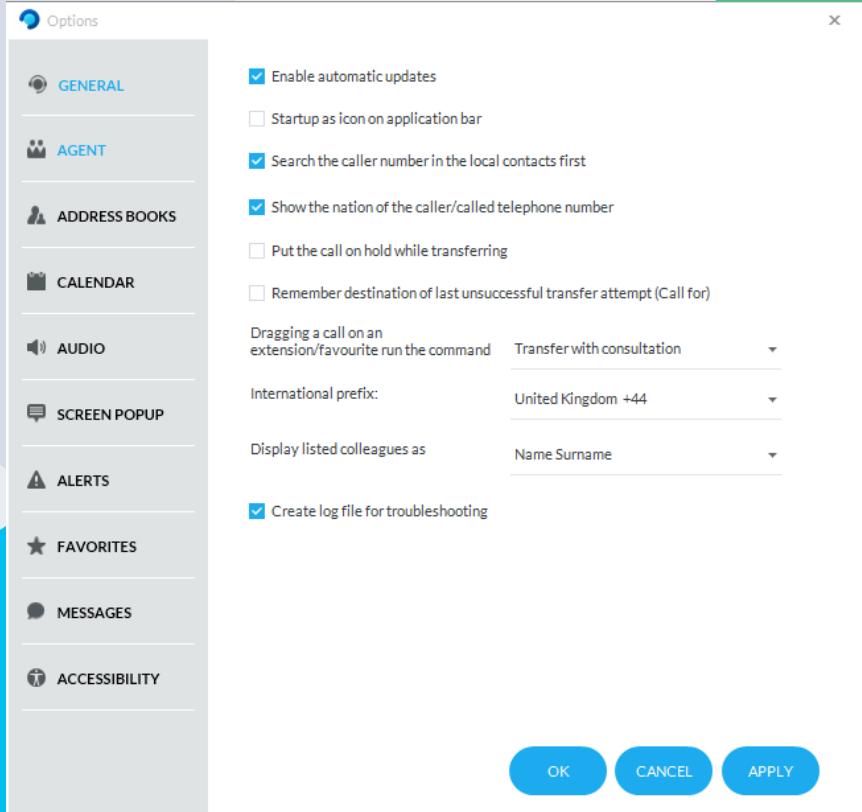
Imagicle UCX Console

Settings.



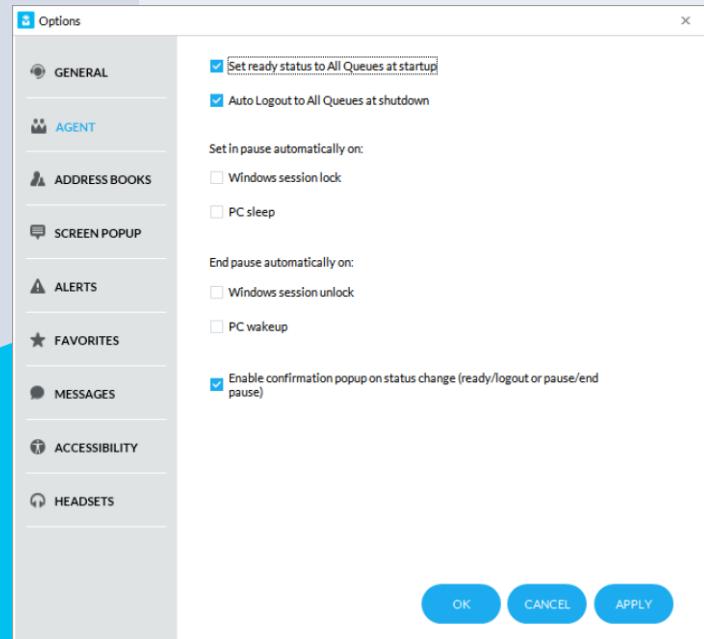
General settings.

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



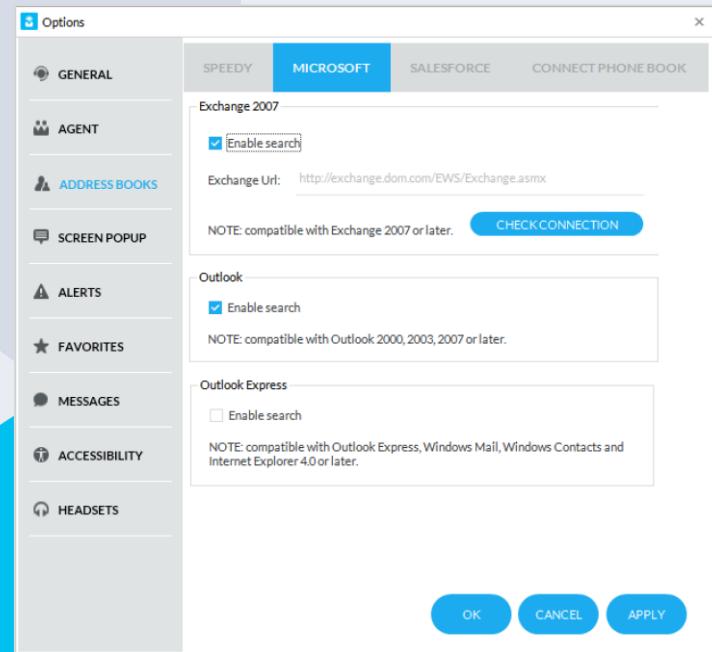
Agent settings.

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



Address Book settings.

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

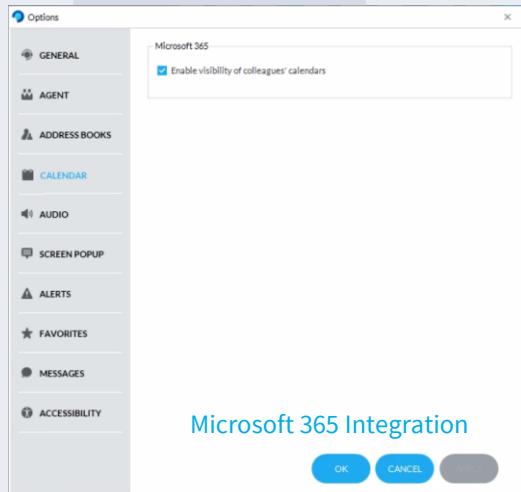




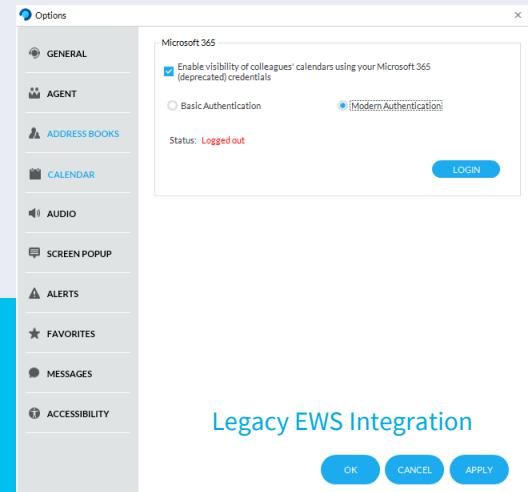
Calendar settings.

- “**Calendar**” tab allows you to configure the connection to Microsoft Exchange/Microsoft 365 calendar, to import real-time calendar status of your colleagues
 - Microsoft own credentials are required
 - The “Login” button allows to initiate the connection to Microsoft Calendar service (EWS only)

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



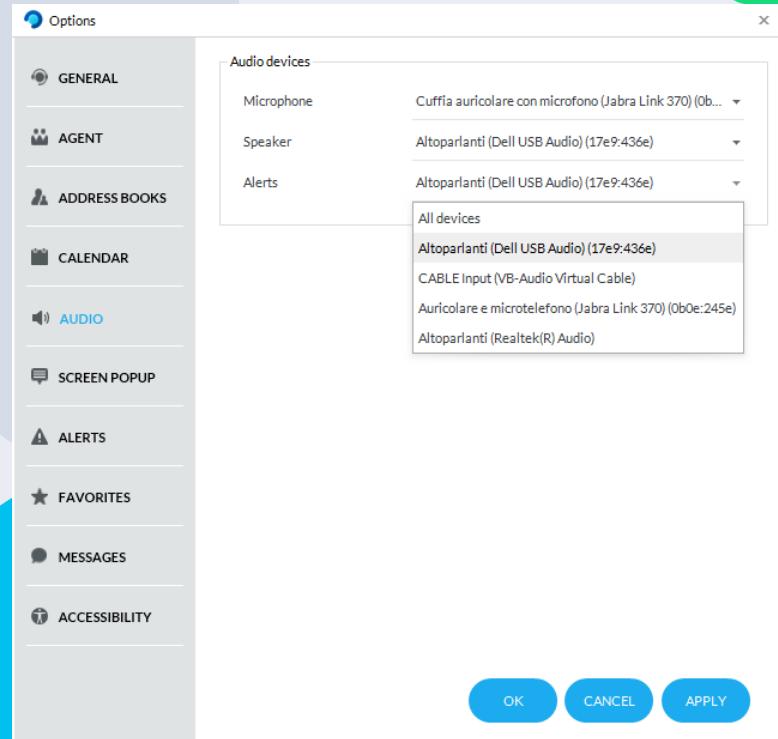
Microsoft 365 Integration



Legacy EWS Integration

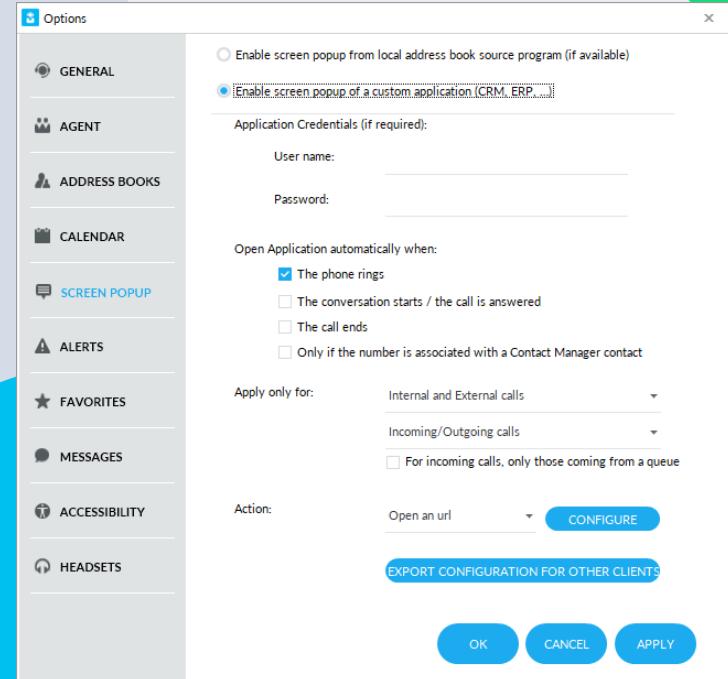
Audio settings, available to UCX Console for MS-Teams only.

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



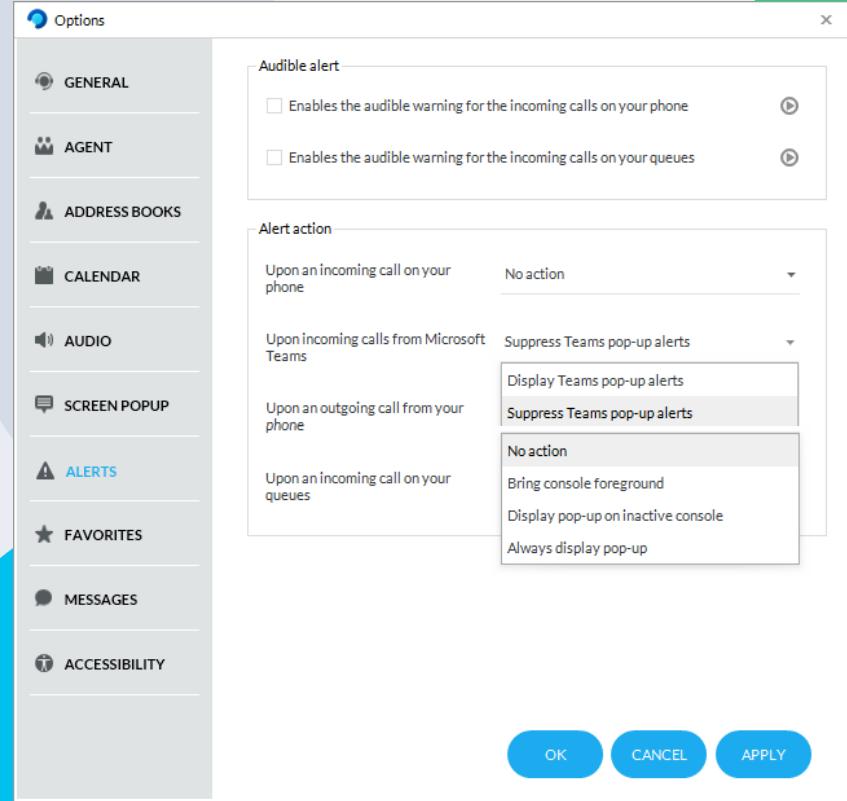
Screen PopUp settings.

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



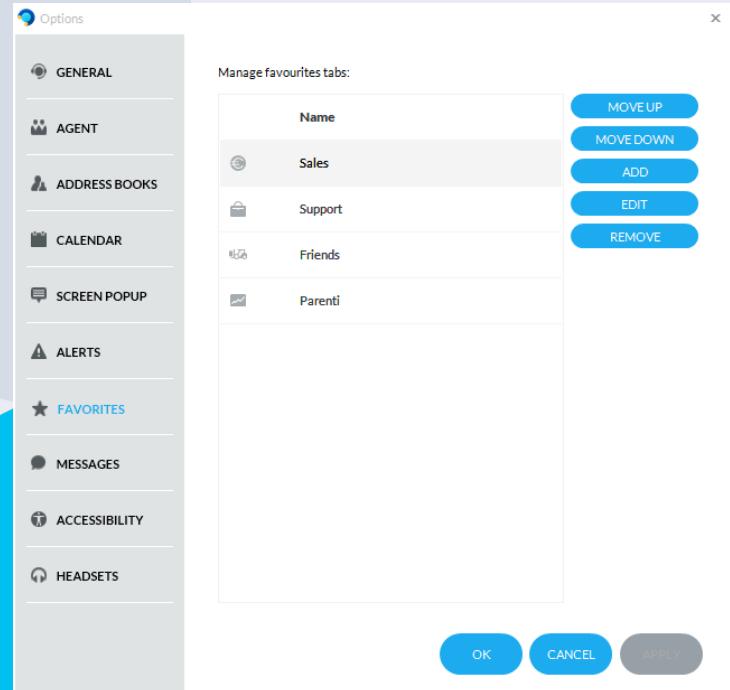
Alerts settings.

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



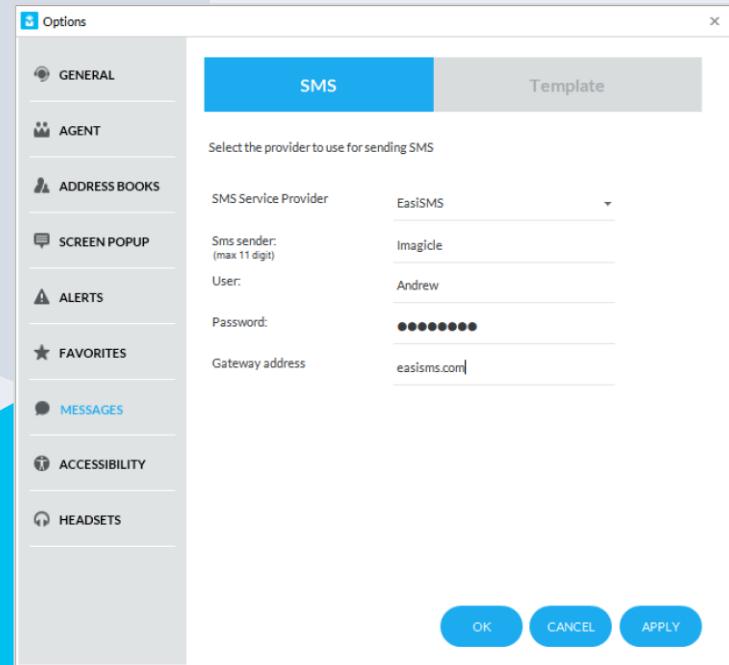
Favorites settings.

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



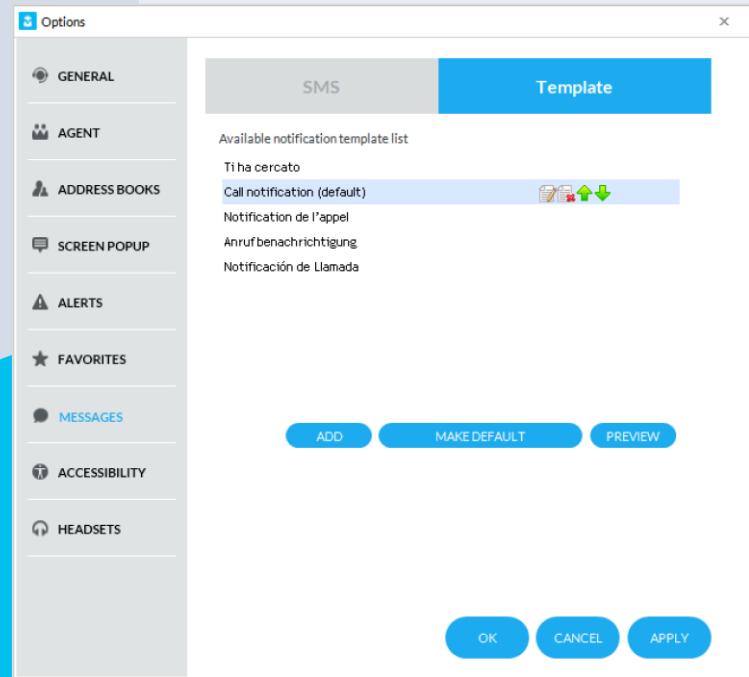
Messages/SMS settings .

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



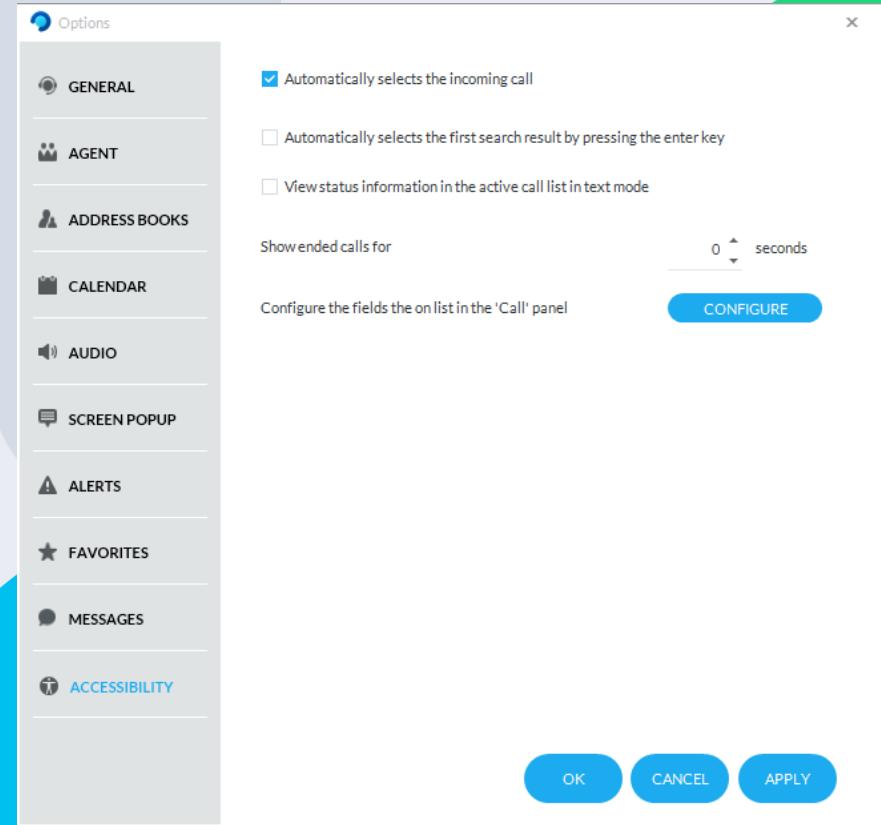
Messages/SMS templates.

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



Visually impaired support.

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





Let's do something Imagicle.

Together.

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