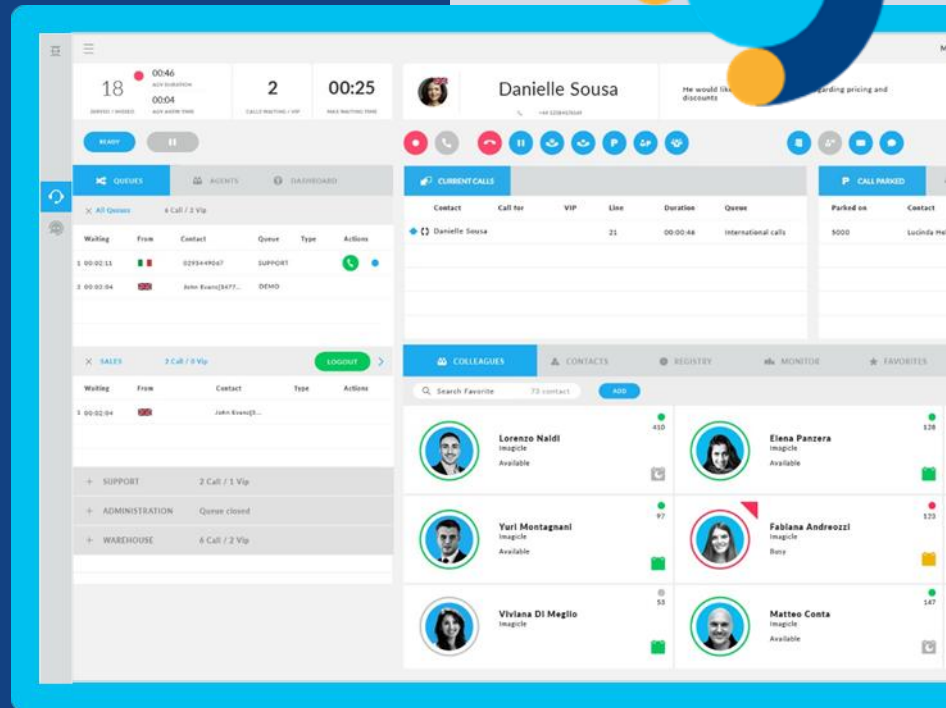# Imagicle UCX Attendant & Agent Console

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.
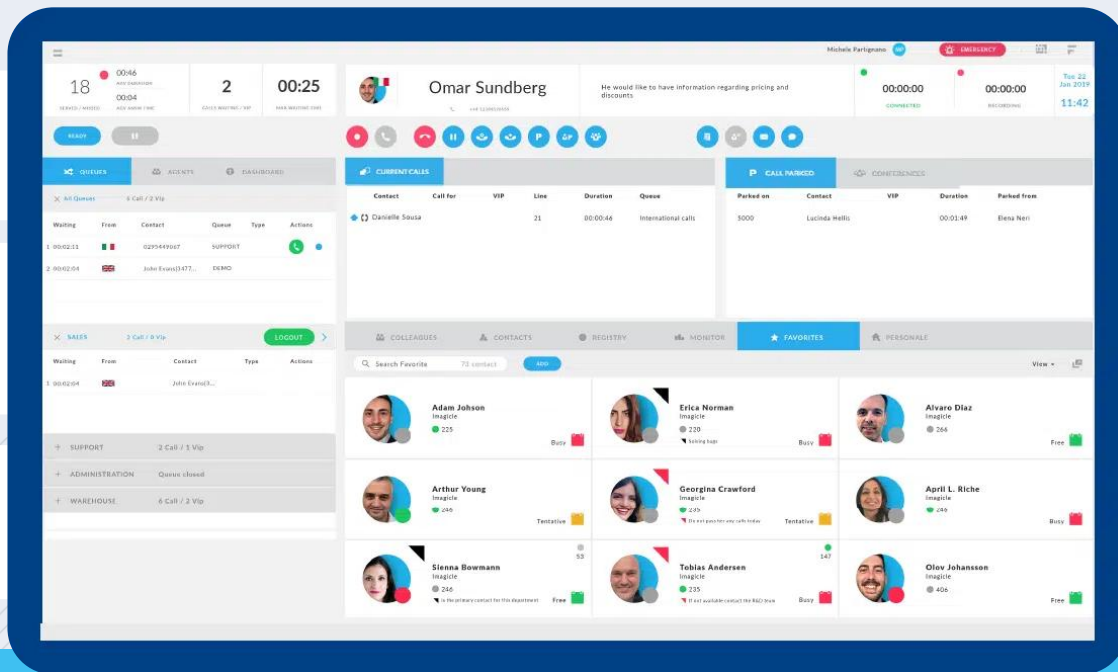
UCX Console

Imagicle UCX Agent Console.

An Omnichannel console to make easier welcoming customers through voice and digital channels, keeping agent and customer happier than ever.
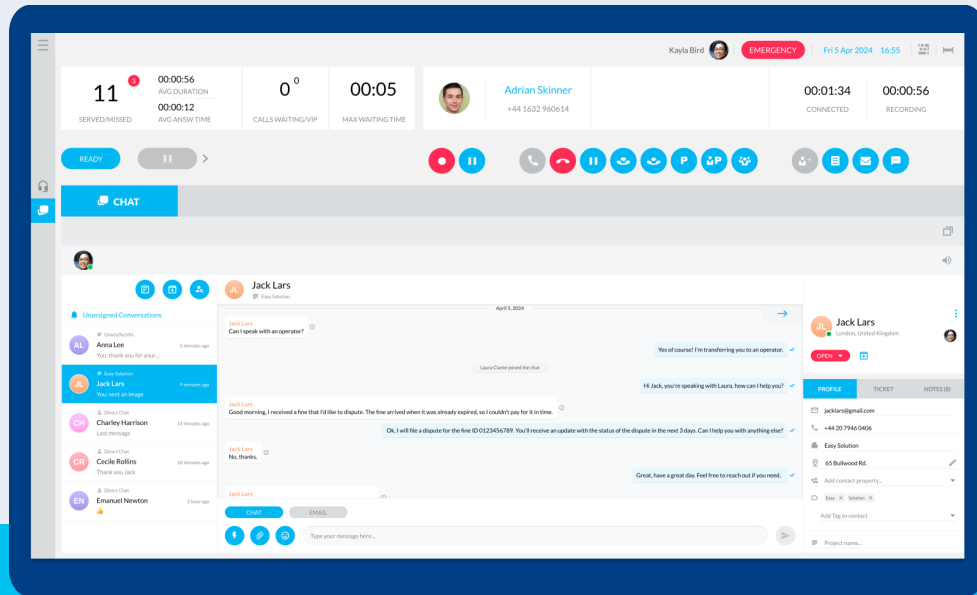
YOUR CALLS JUST A CLICK AWAY

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

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

QUEUES

CONTACTS AND COLLEAGUES

Agent & Attendant Console - Calling interface.

9. AGENT STATUS
Ready, Pause, Logged out.

1. CALLER COUNTRY FLAG AND NAME

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

8. ALL QUEUES PANEL
showing calls in all queues

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

3. PARKED CALLS PANEL
(Att.Console only)

6. LOG IN/OUT
Of specific queues

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

7. SPECIFIC QUEUES PANEL

Agent Console only - Chat 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
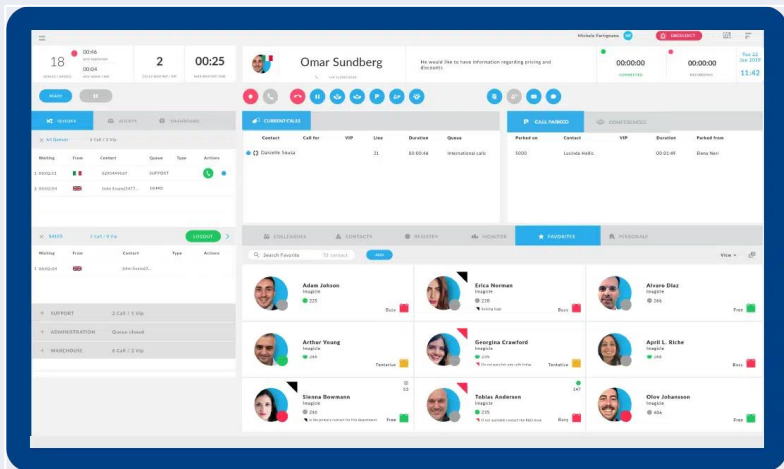
3. BUTTONS TO OPEN TICKET, ARCHIVE CHATS, AND LOOK FOR CONTACTS

4. CONTACT DETAILS
Name and details of the person that has contacted the operator

5. ACTIVE CHATS
Chats the operator is handling that haven't been terminated yet.

Imagicle UCX Console

Installation requirements

Supported client operating systems

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

Hardware requirements

- ✅ 19" monitor, 1440 x 900 resolution or above
- ✅ Dual-core CPU or higher
- ✅ 4GB RAM
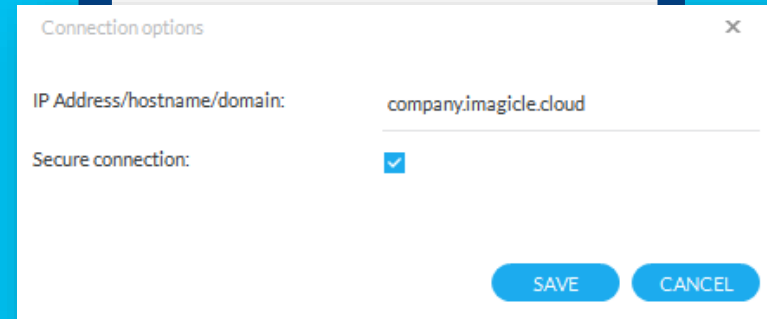
Imagicle UCX Console

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.

VIEW	▶
SELECT LANGUAGE	▶
MANAGE HOTKEYS	
OPTIONS	
THEMES	▶
HELP	▶
EXIT	

LIGHT	
MEDIUM	
✓ PINK	
DARK	
VIOLET	
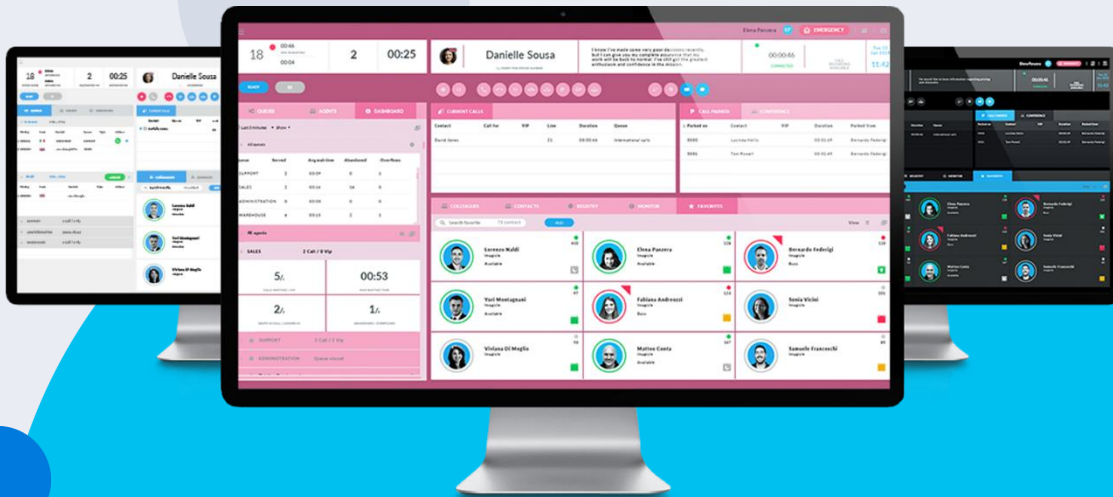
Imagicle UCX Console

Panels.

Adapt it to your needs.

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

Imagicle UCX Console

Queues.

Queues panel.

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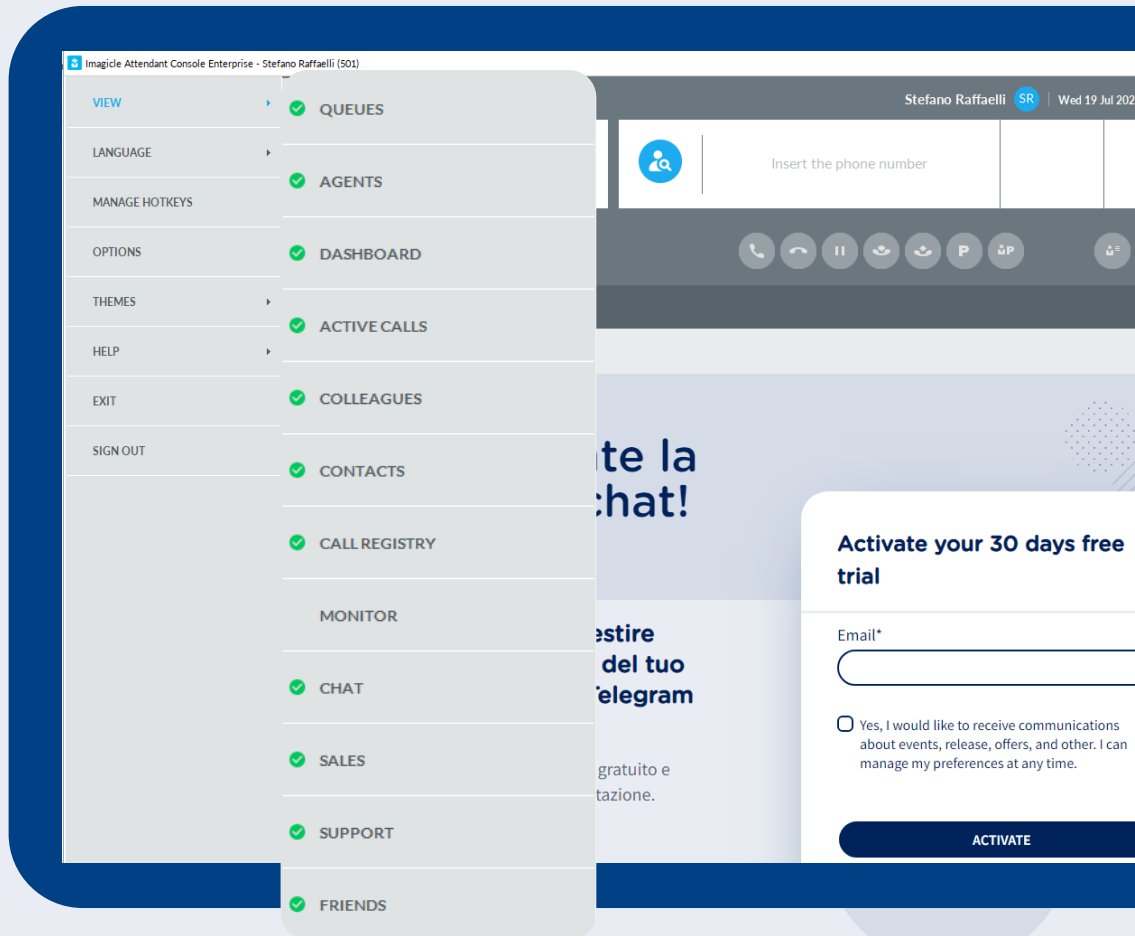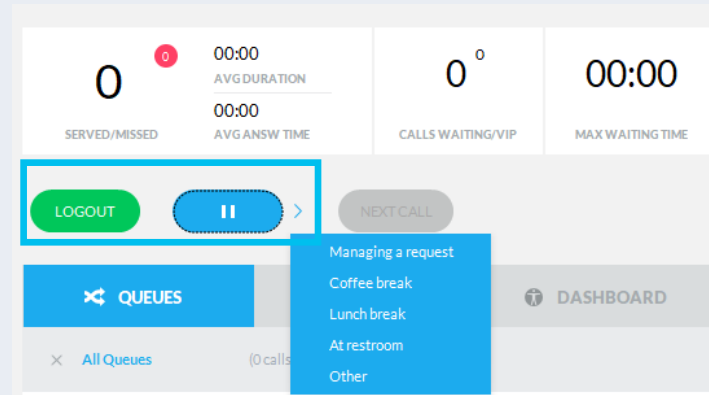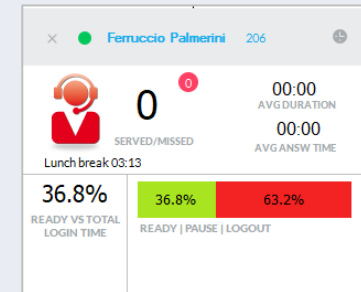- "Ready" toggle button allows to set yourself ready to serve calls to ALL queues you have been assigned
- After having set the Ready status, the button changes to "Logout" to allow you to toggle to NOT READY to serve calls (after working hours)
- "Pause" toggle button allows you to temporary logout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

Pause Reasons.

- When multiple pauses are configured on the server, pause button requires Agent to select a specific reason while setting himself in pause state. Available pause states are displayed, as per picture on the side

- Supervisors can also set pause reason for Agents

- Pause reasons are displayed on Attendant Console
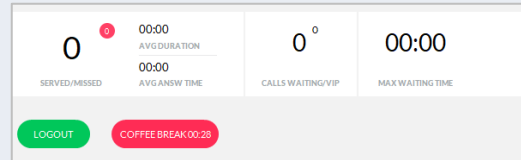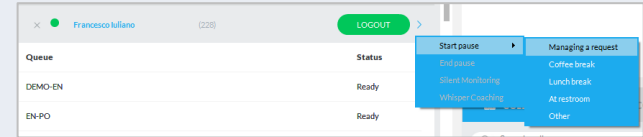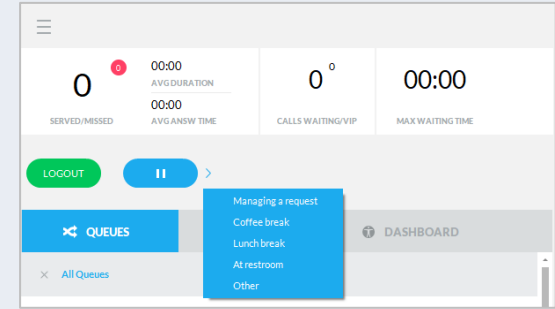
Agent/Operator status description.

STATUS	ICON	DESCRIPTION
Logged out on all queues	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
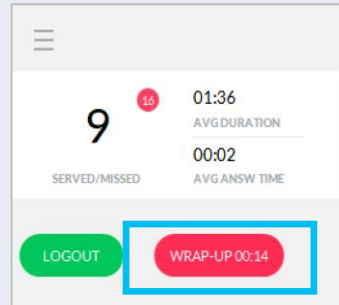
Wrap-up.

← Example of Wrap-Up status
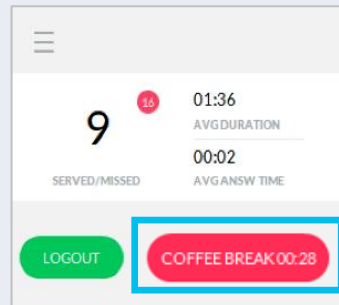
← Example of Pause status

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 (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
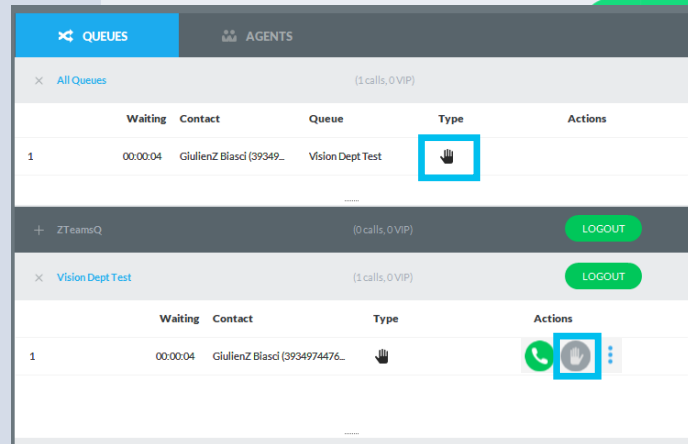
Booked queue calls.

- 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.
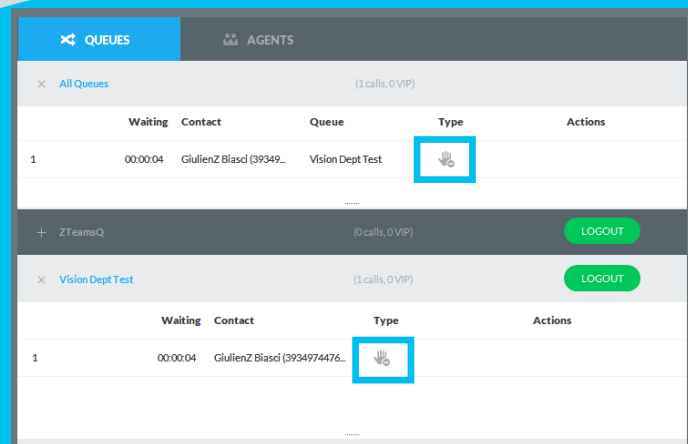
Queue panel: "Agents" tab.

- 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.
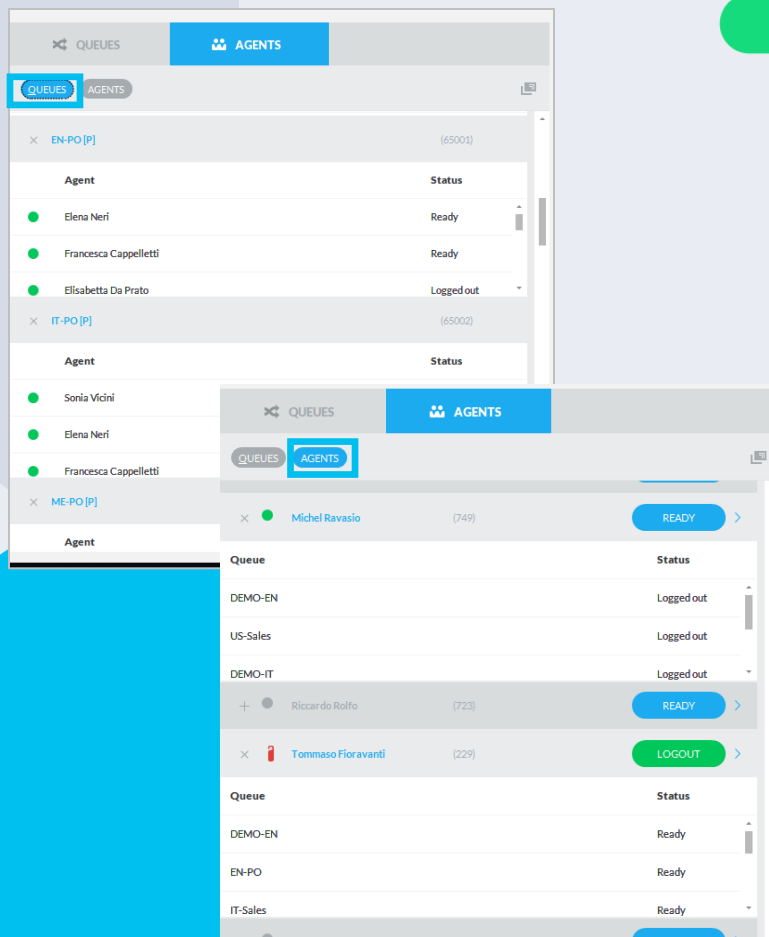
Queue panel: "Agents" tab.

- 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

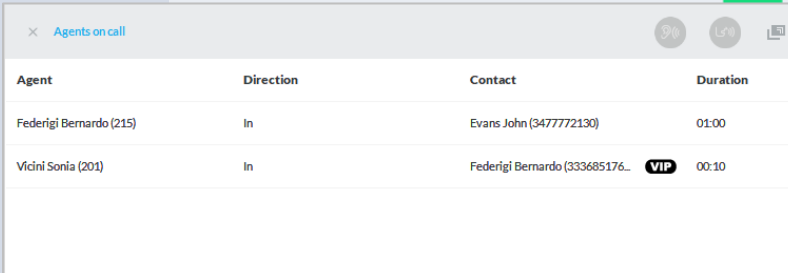- Both features are only available for Cisco UCM, HCS, Webex Calling Dedicated calling platforms.

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.
  - 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.
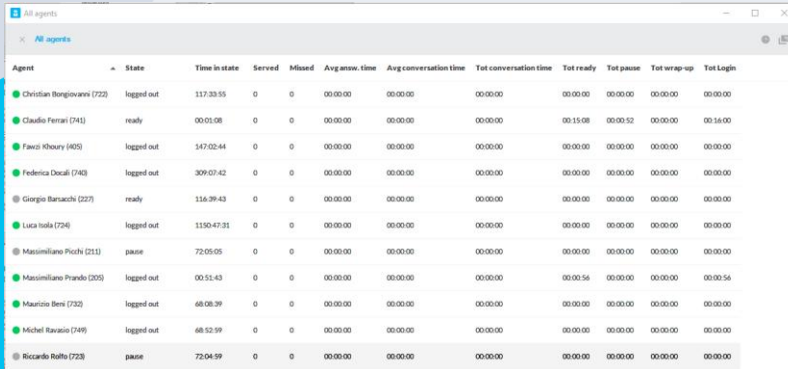 - Each single window can be minimized by clicking "X" symbol on top-left or top-right.
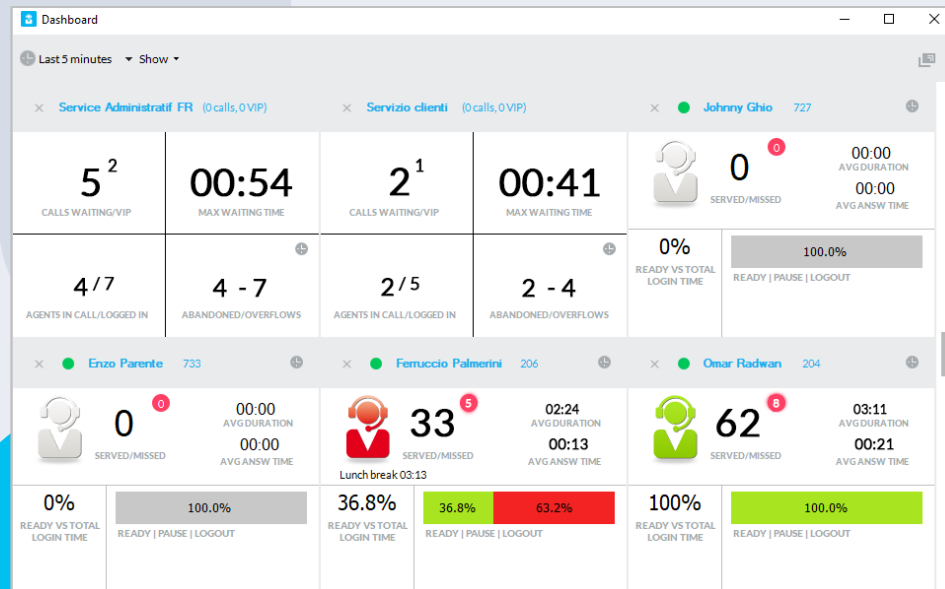
Queue panel: "Dashboard" tab.

- 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
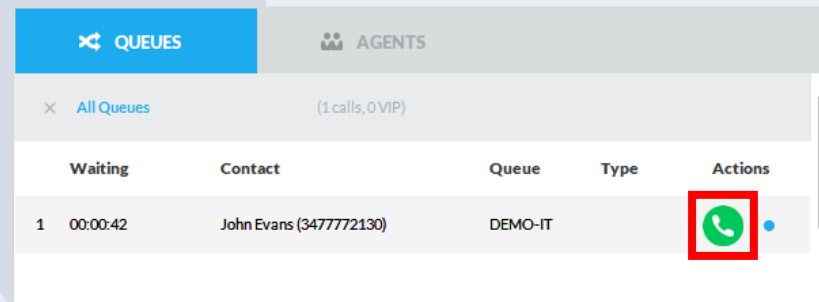
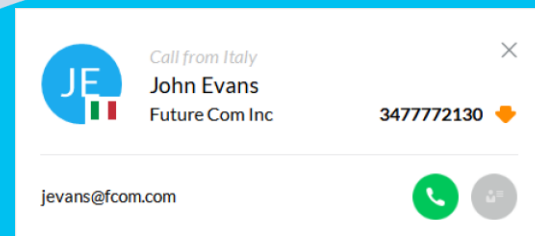# Imagicle UCX Console

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.

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
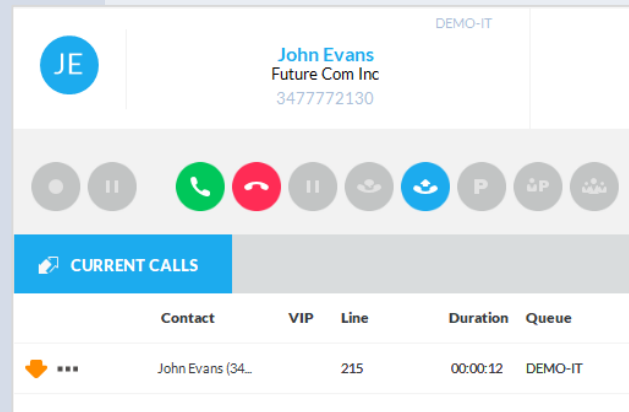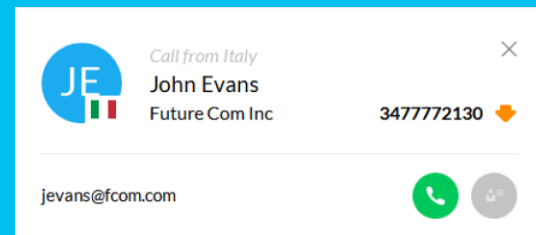- **To answer call**, you can click on handset icon (squared red) or double-click on "Current Calls" call item or right-click on same item and select "Answer"
- Once in a call, you can perform the following basic operations:
  - Set the call on "hold" mode (handled by PBX), by clicking on 🔵 button
  - 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.
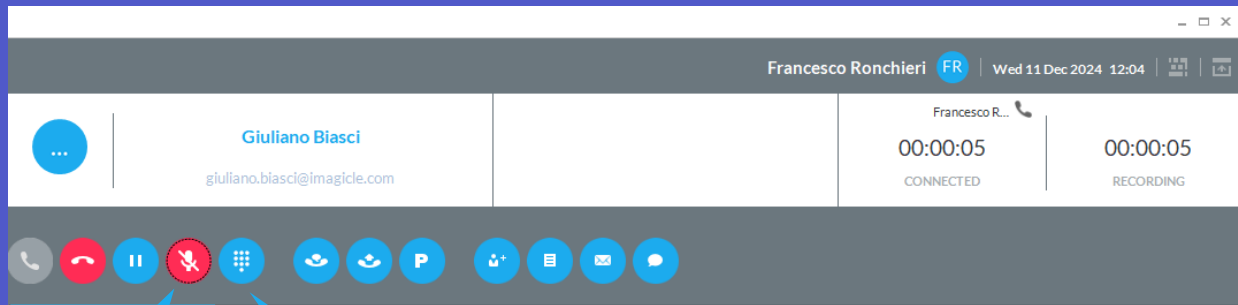
Additional buttons in MS-Teams UCX Console.

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.

LN

Lorenzo Naldi

226

CURRENT CALLS

|	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
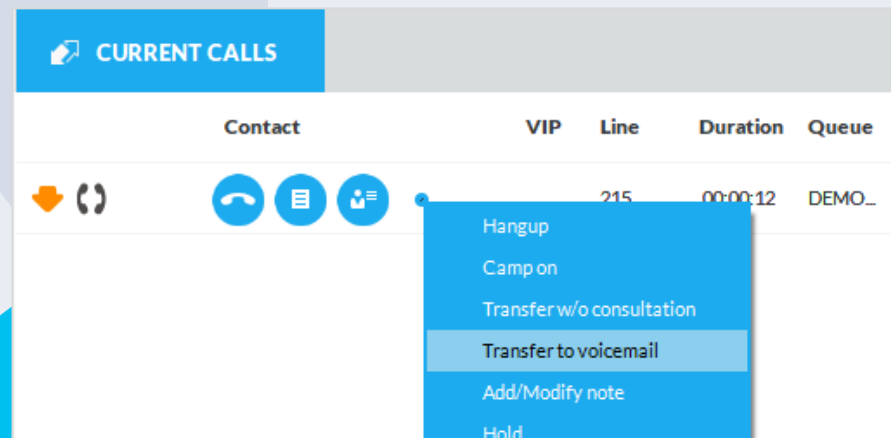
Parking a call.

- 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.
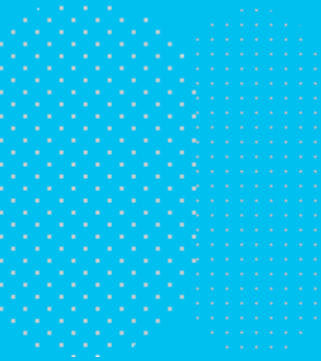
Imagicle Attendant Console

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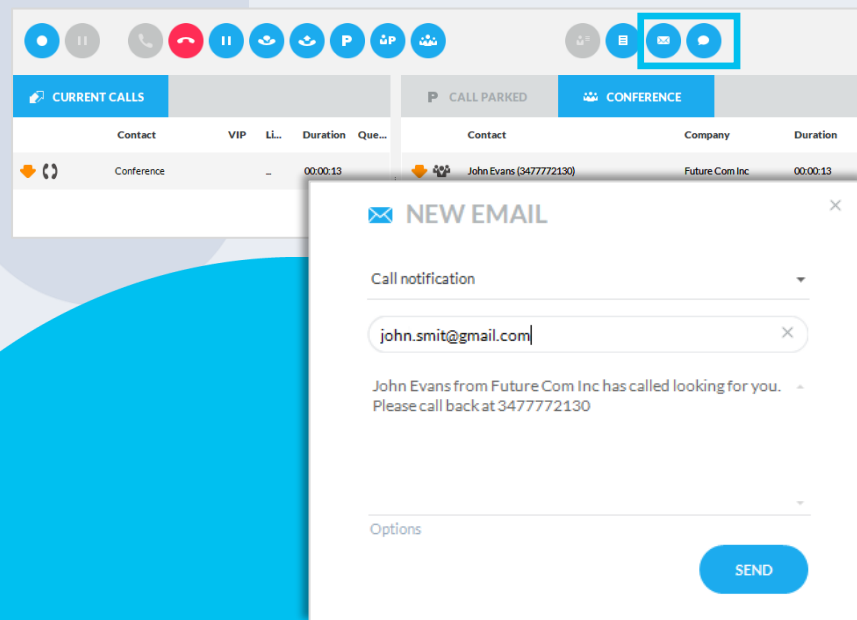
Email and SMS notifications.

- **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.
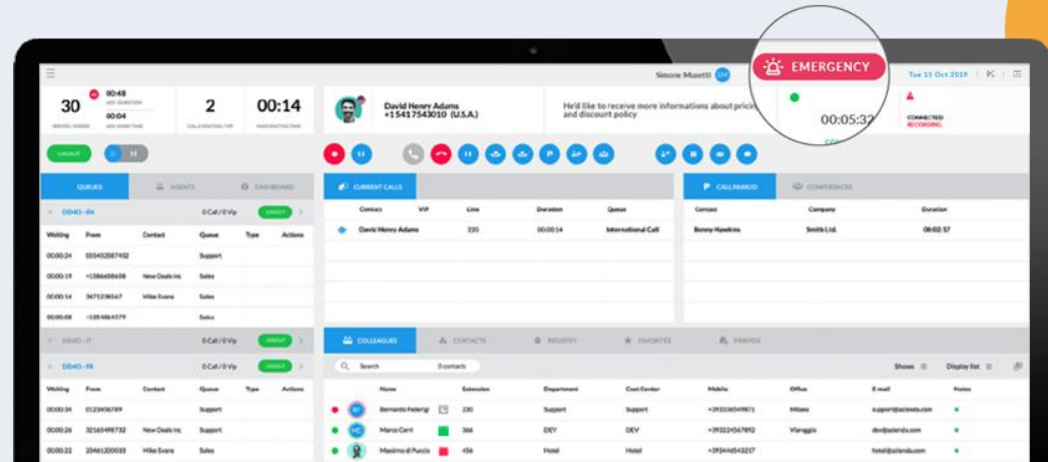
Trigger an emergency alert through the Panic Button.

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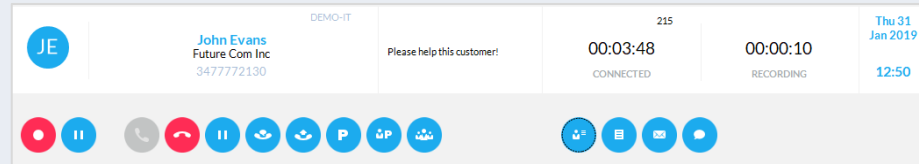
Console informs you in real time that call recording is in progress, together with recording time (also on MS-Teams environments).

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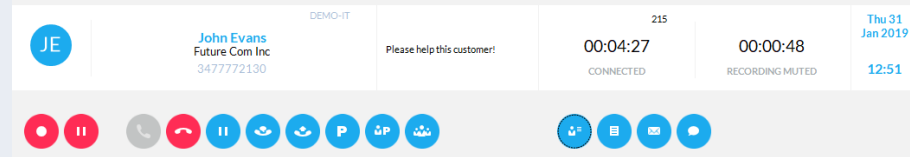
UCX Console informs you in real time that call recording is paused.
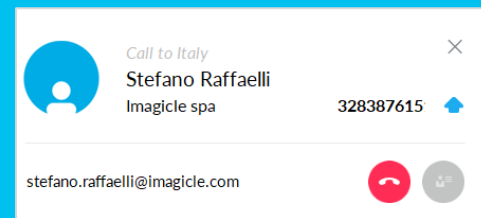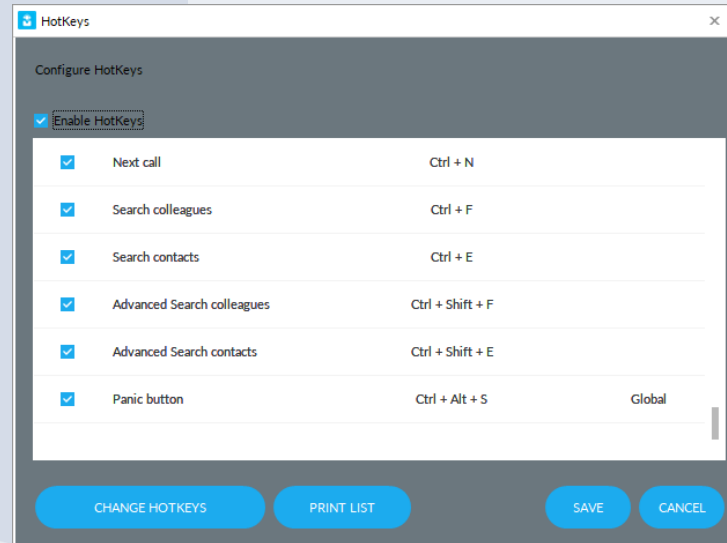
Imagicle UCX Console

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.

HotKeys

Configure HotKeys

☑ Enable HotKeys

☑ Next call	Ctrl + N	
☑ Search colleagues	Ctrl + F	
☑ Search contacts	Ctrl + E	
☑ Advanced Search colleagues	Ctrl + Shift + F	
☑ Advanced Search contacts	Ctrl + Shift + E	
☑ Panic button	Ctrl + Alt + S	Global

CHANGE HOTKEYS   PRINT LIST   SAVE   CANCEL

Call to Italy
Stefano Raffaelli
Imagicle spa   328387615

stefano.raffaelli@imagicle.com

+39 0584 943232

support.imagicle.com

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 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.

Fly Search through all contacts
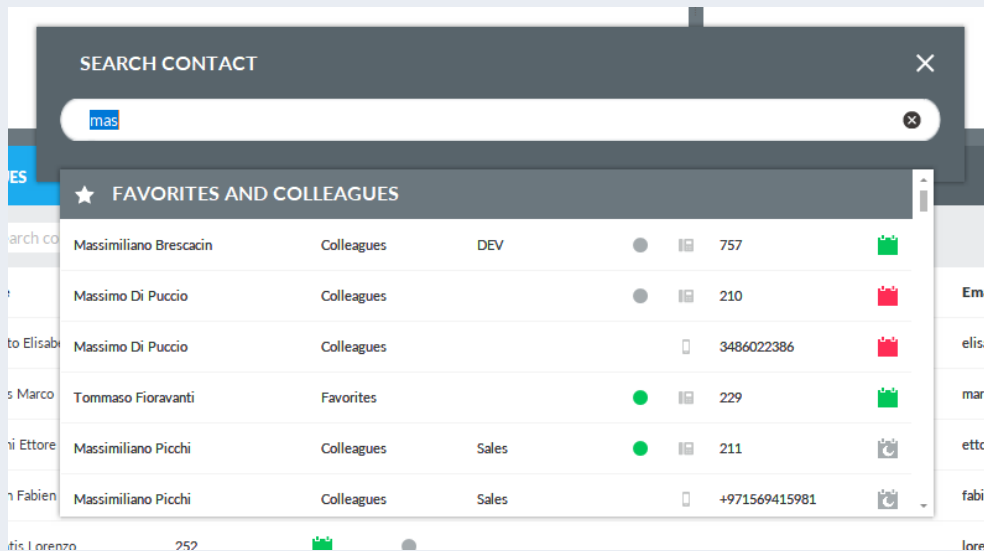
Six telephone status.

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		DEV	
Biasci Giuliano Away		225	DEV	In a meeting (Bernardo Federigi)	DEV	3497447619

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

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

Microsoft Calendar integration.

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

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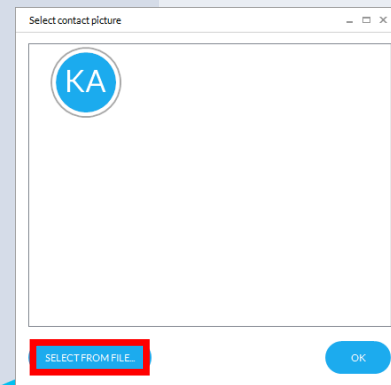- 5 dedicated available/busy status icons that suggest the next available slot

Colleagues 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
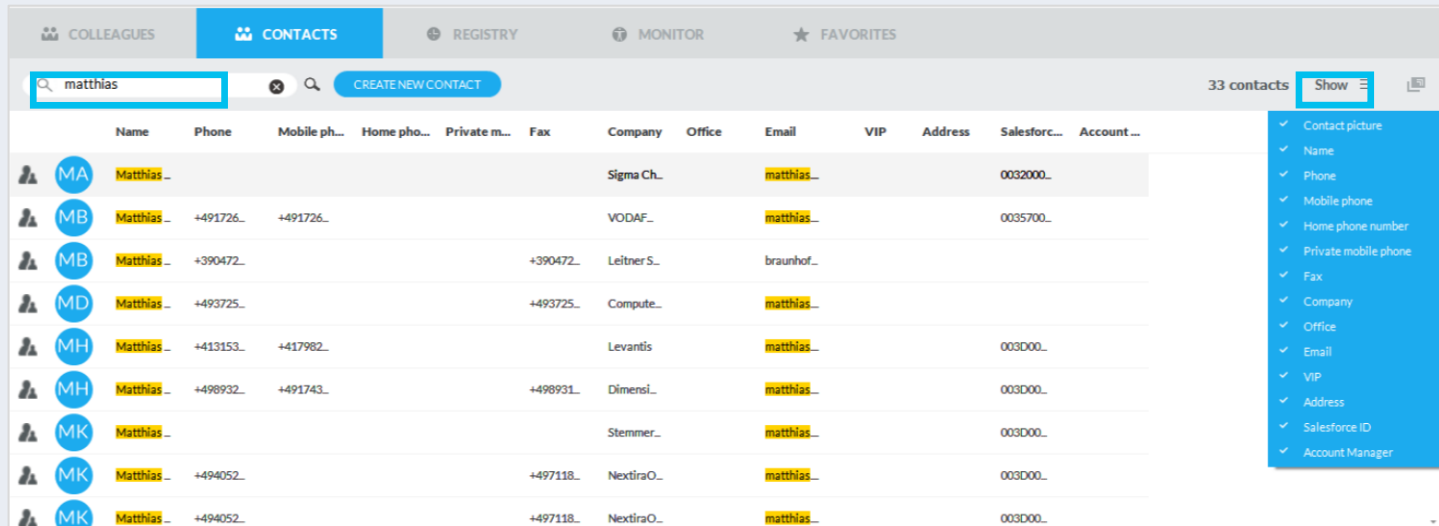
Imagicle UCX Console

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.

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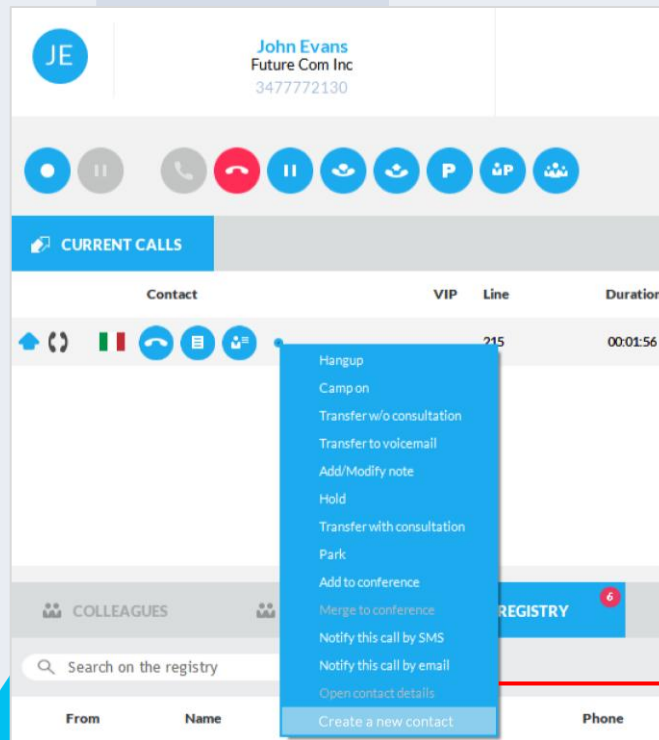
Results are displayed split into two categories: '"Favorites and colleagues" & "Other Contacts".
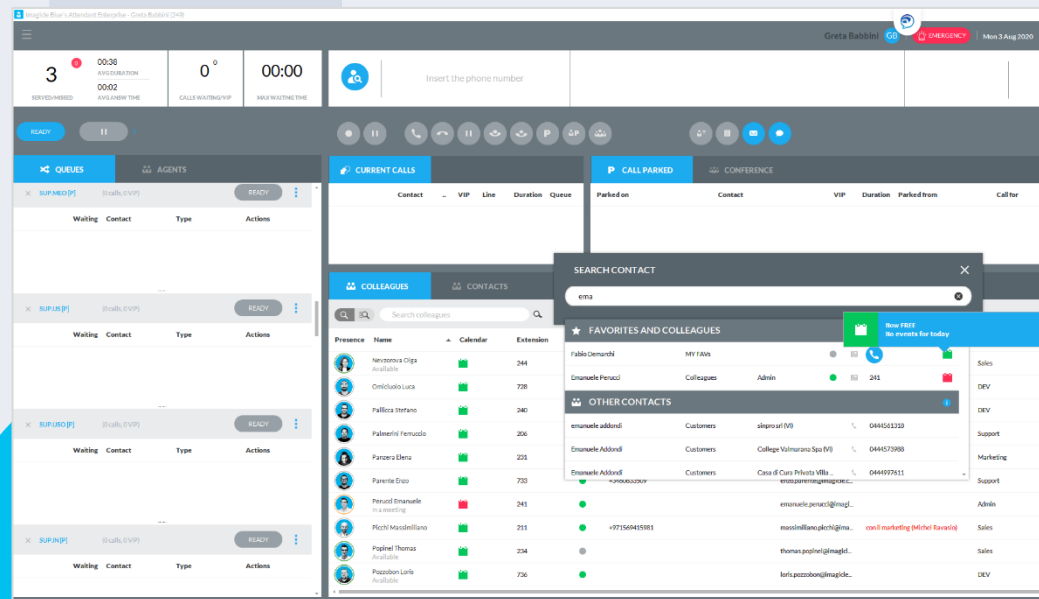
Add a new contact.

- 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 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.

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.

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

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.
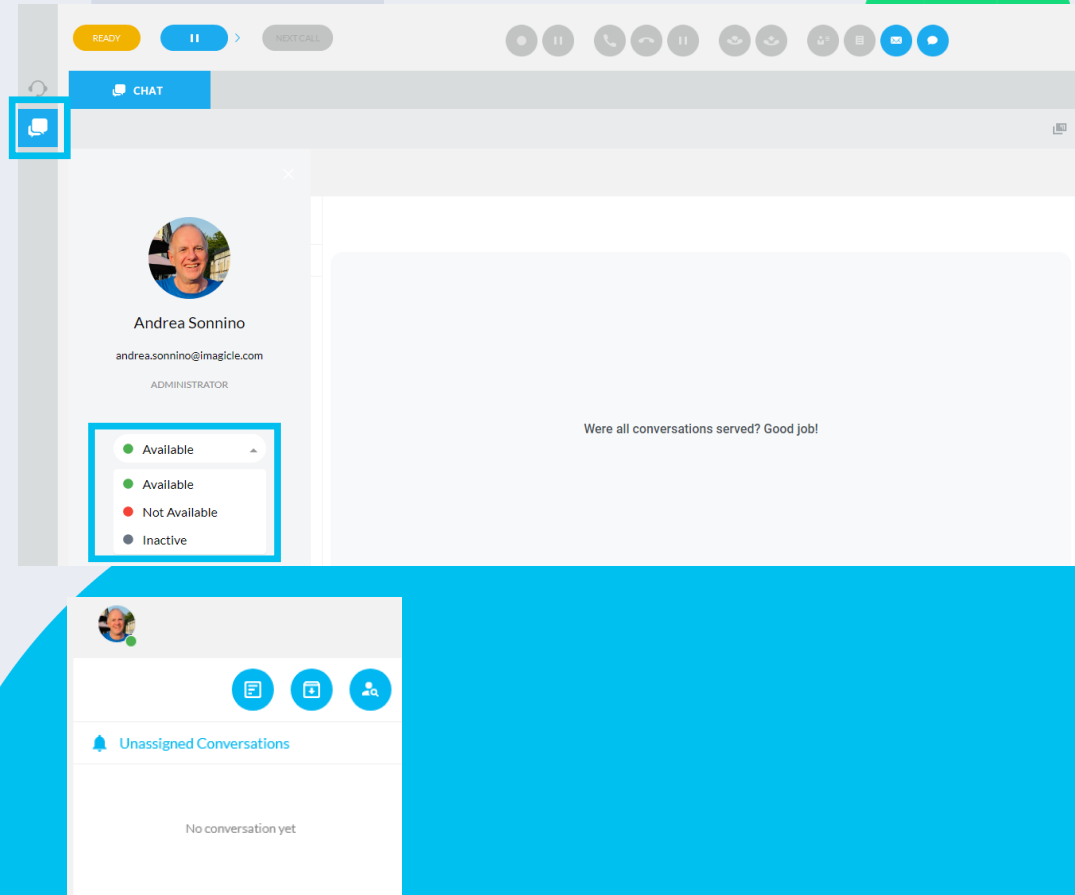
Digital Integration.

- 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.
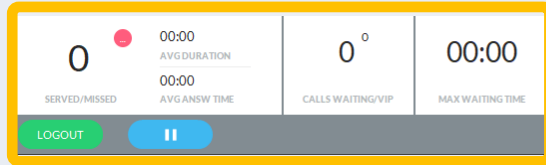
Imagicle UCX Console

Compact layout.
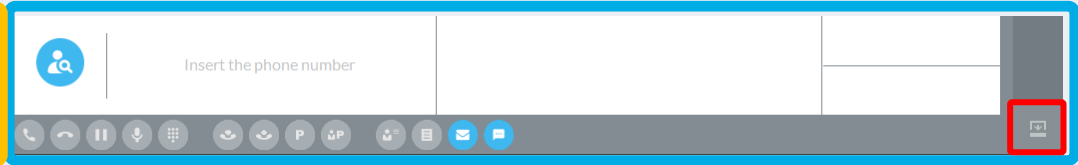
Attendant Console compact layout.

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)
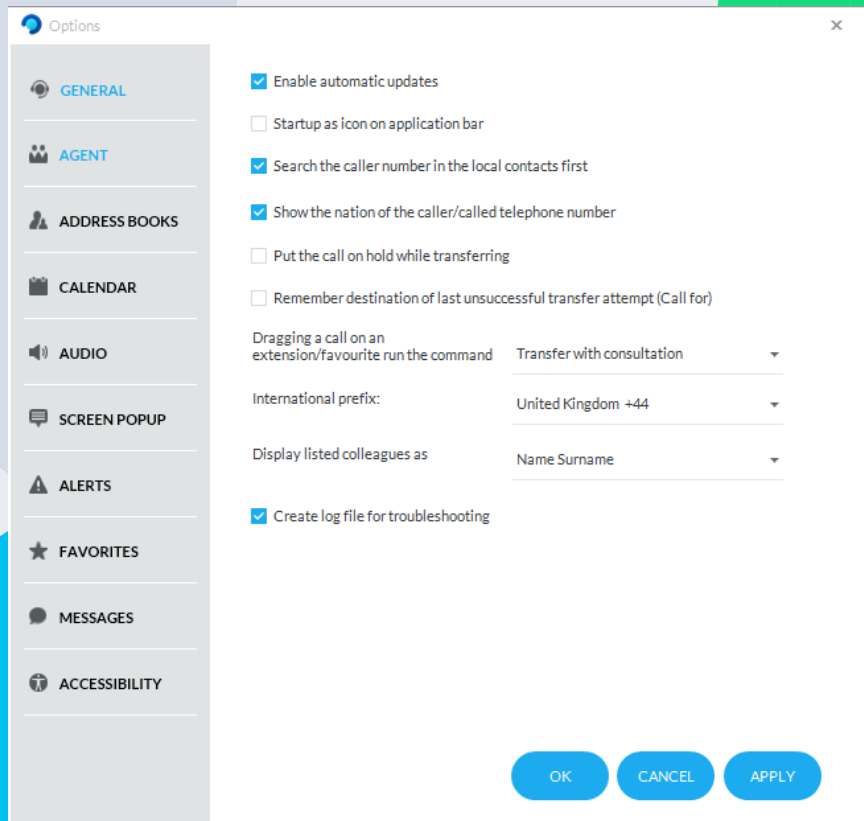

Compact Queues Panel

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...

Options

GENERAL
AGENT
ADDRESS BOOKS
CALENDAR
AUDIO
SCREEN POPUP
ALERTS
FAVORITES
MESSAGES
ACCESSIBILITY

☑ Enable automatic updates

☐ Startup as icon on application bar

☑ Search the caller number in the local contacts first

☑ Show the nation of the caller/called telephone number

☐ Put the call on hold while transferring

☐ Remember destination of last unsuccessful transfer attempt (Call for)

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

International prefix: United Kingdom +44
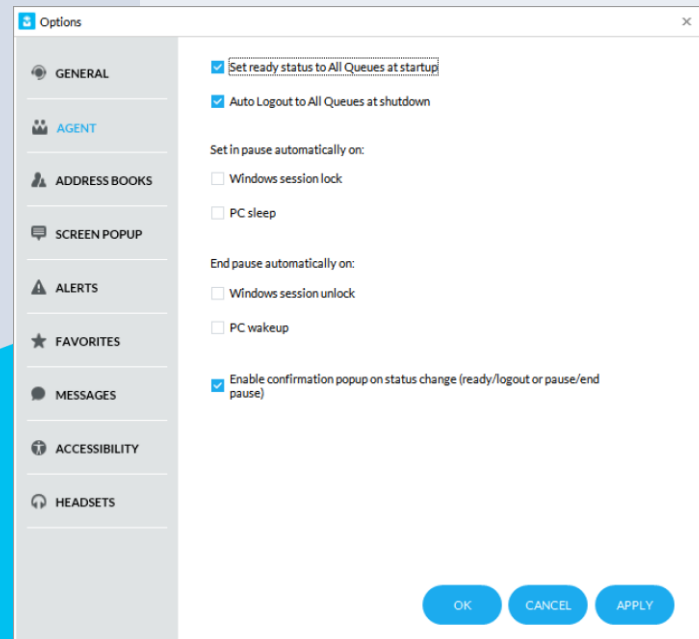
Display listed colleagues as: Name Surname

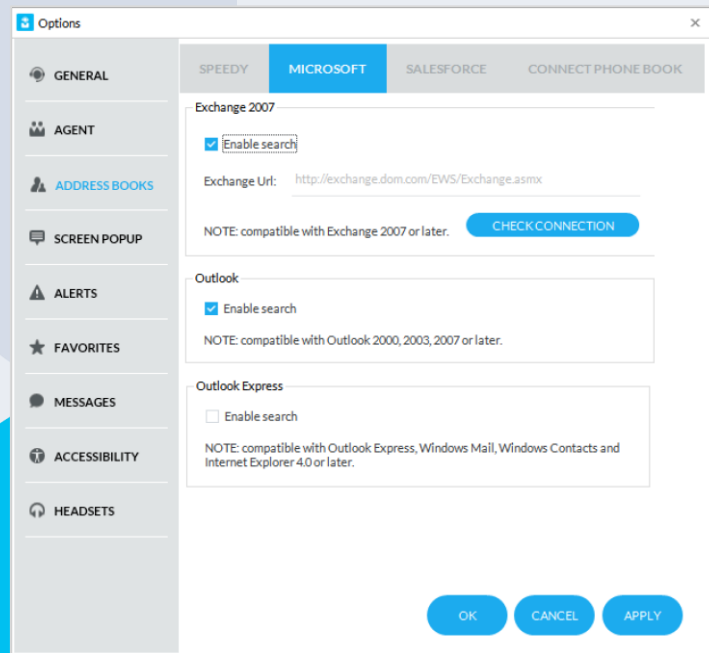☑ Create log file for troubleshooting

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 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.
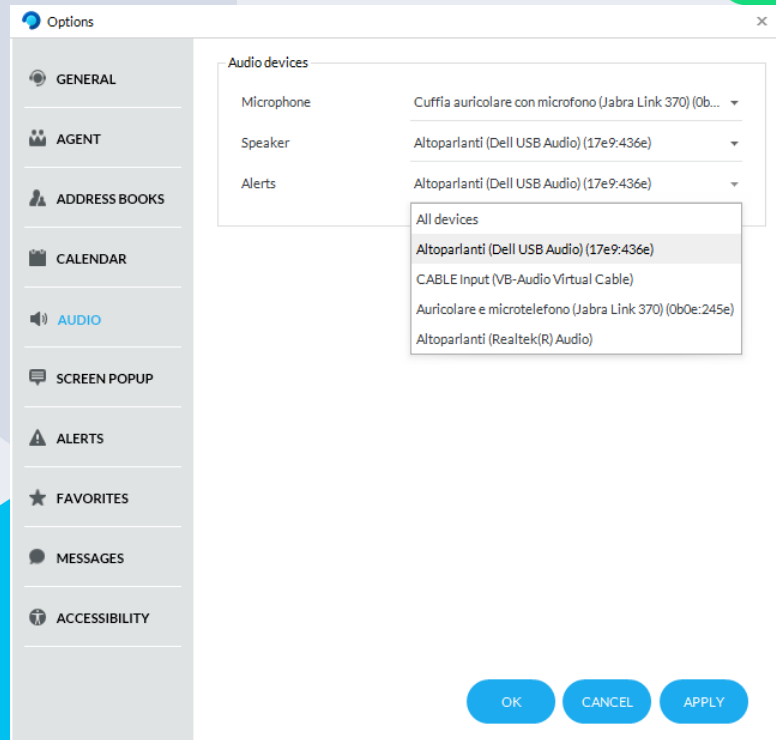
Screen PopUp settings.

- "**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.

Options

GENERAL

AGENT

ADDRESS BOOKS

CALENDAR

AUDIO

SCREEN POPUP

ALERTS

FAVORITES

MESSAGES

ACCESSIBILITY

Audible alert

Enables the audible warning for the incoming calls on your phone

Enables the audible warning for the incoming calls on your queues

Alert action

Upon an incoming call on your phone — No action

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

Display Teams pop-up alerts
Suppress Teams pop-up alerts

Upon an outgoing call from your phone

No action
Bring console foreground
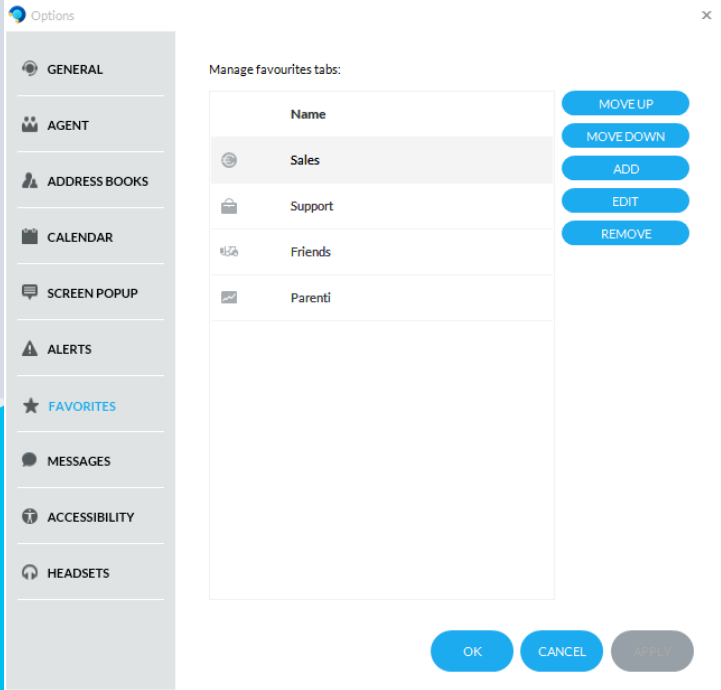
Upon an incoming call on your queues

Display pop-up on inactive console
Always display pop-up

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
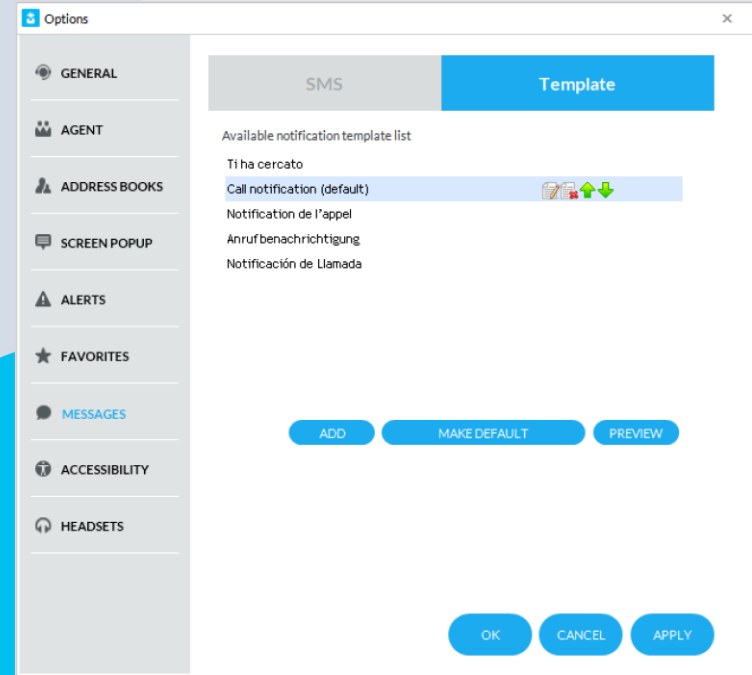- SMS feature requires an Internet connection to provider

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 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
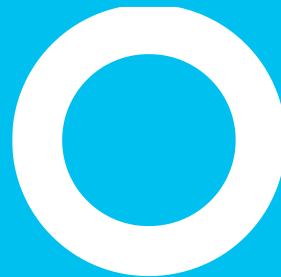
Let's do something Imagicle.

Together.

CONTACT US