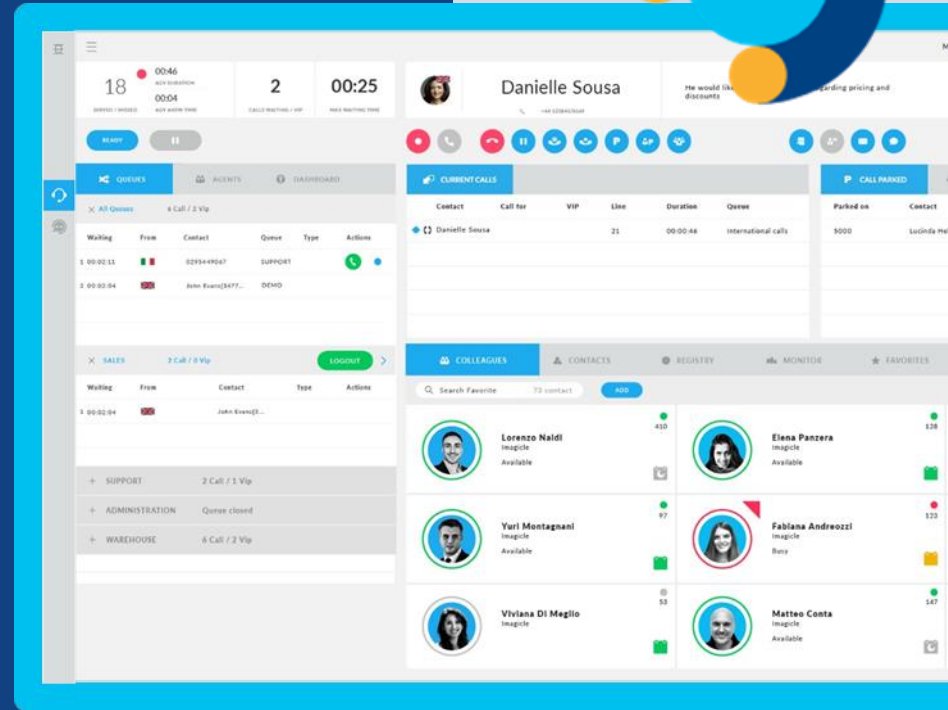
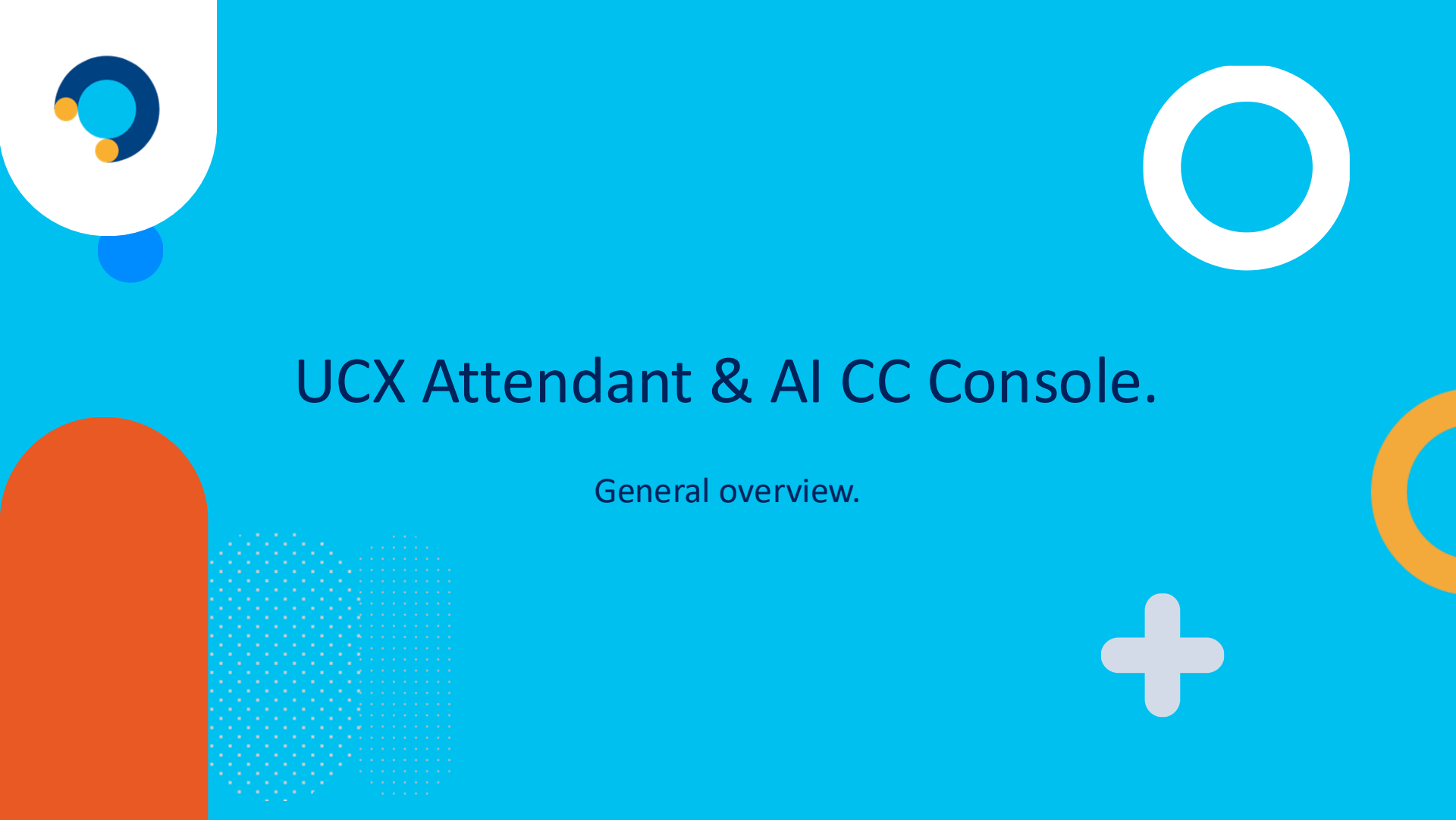


Imagicle UCX Attendant & Agent Console

User Guide for any Calling Platform





UCX Attendant & AI CC 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.



AI CC 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



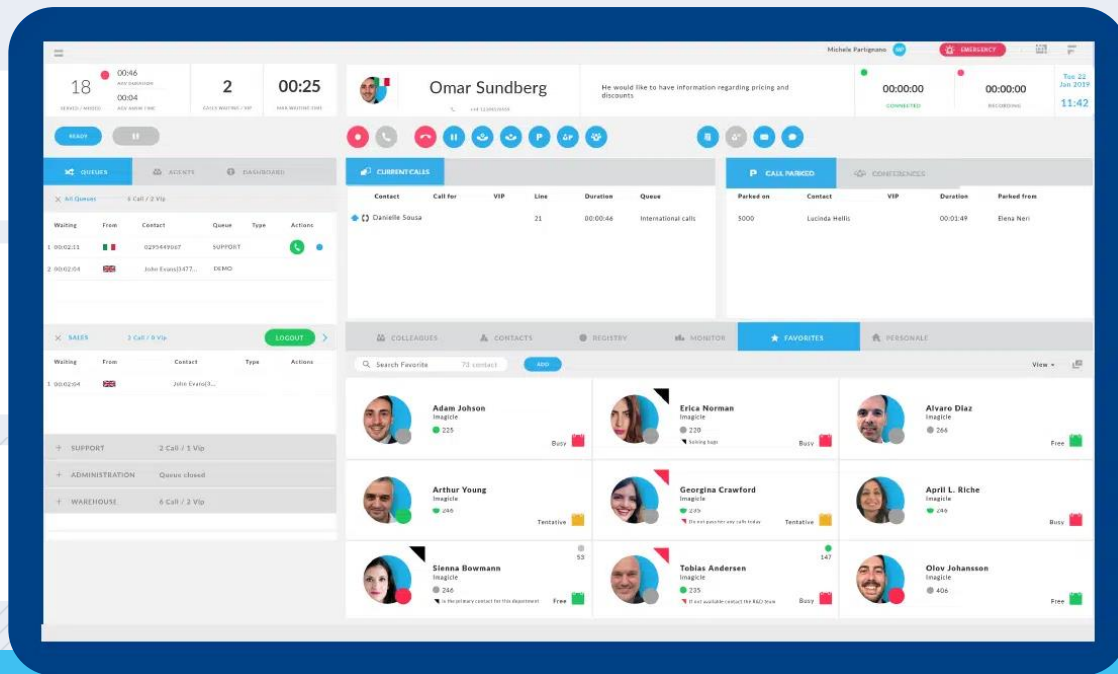
Imagicle Attendant Console.

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

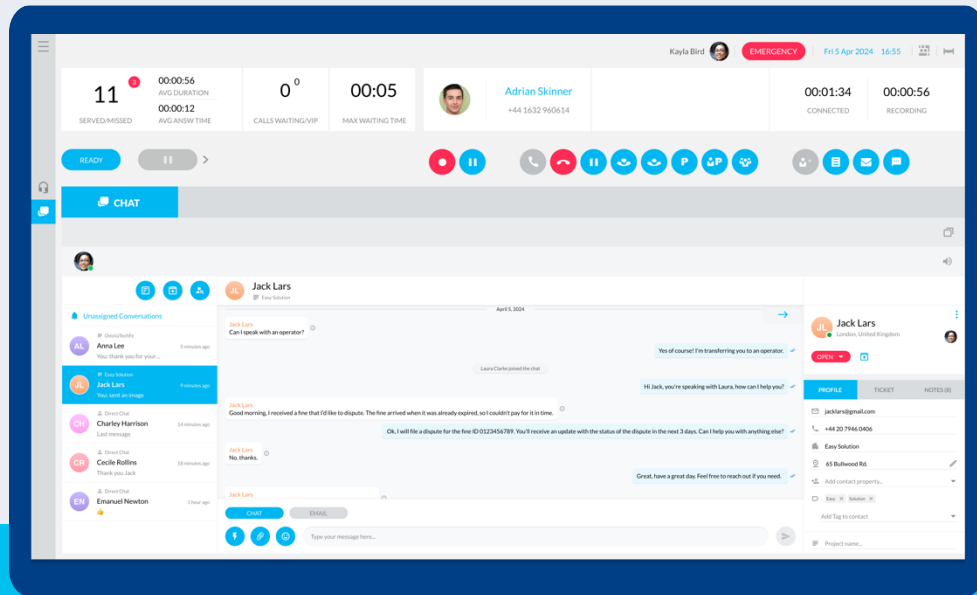
Integrated with your directories and CRM

Available for visually impaired and blind users



Imagicle UCX AI CC Agent Console.

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



YOUR CALLS JUST A CLICK AWAY

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

LIVE CHAT WITH YOUR CUSTOMERS

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

HUMAN & VIRTUAL TOGETHER

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

A clean interface, with everything you need.

CALLS

The screenshot displays the AI CC Agent Console interface, which is divided into several functional sections:

- Top Bar:** Includes a user profile for Danielle Sousa, a status indicator (He would like to have information regarding pricing and discounts), and a timer showing 00:00:00.
- Call Controls:** A row of buttons for managing calls, including a red 'End Call' button, a green 'Hold' button, and a blue 'Transfer' button.
- Current Calls Table:** A table with columns: Contact, Call for, VIP, Line, Duration, Queue. It shows a single entry for Danielle Sousa.
- Call Parked Table:** A table with columns: Parked on, Contact, VIP, Duration, Parked from. It shows a single entry for Lucinda Hellis.
- Queues Section:** A sidebar on the left with a 'QUEUES' tab. It shows a list of queues with columns: Waiting, From, Contact, Queue, Type, Actions. It includes a 'LOGOUT' button.
- Colleagues Section:** A bottom section with a 'COLLEAGUES' tab. It shows a grid of agent status cards, each with a profile picture, name, and status (e.g., Available, Busy).

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

Agent & Attendant Console - Calling interface.

1. CALLER COUNTRY FLAG AND NAME

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

3. PARKED CALLS PANEL (Att.Console only)

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

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

6. LOG IN/OUT
Of specific queues

7. SPECIFIC QUEUES PANEL

8. ALL QUEUES PANEL
showing calls in all queues

9. AGENT STATUS
Ready, Pause, Logged out.

Interface Details:

- Top Bar:** User profile (Micaela Pirtognani), status (MP), and an **EMERGENCY** button.
- Caller Info:** Danielle Sousa, +44 123456789, with a note: "He would like to have information regarding pricing and discounts".
- Call Controls:** Buttons for mute, hold, transfer, and other call functions.
- Queues Panel (Left):** Shows "All Queues" with 6 calls. A list of calls with columns: Waiting, From, Contact, Queue, Type, Actions.
- Current Calls Table:**

Contact	Call for	VIP	Line	Duration	Queue
Danielle Sousa			21	00:00:46	International calls
- Parked Calls Panel (Right):**

Parked on	Contact	VIP	Duration	Parked from
5000	Lucinda Hellis		00:01:49	Elena Neri
- Colleagues Panel (Bottom Right):** Grid of agent status cards including Elena Panzera, Yuri Montagnani, Viviana Di Meglio, Fabiana Andreozzi, Matteo Conta, Bernardo Federigi, Sonia Vicini, and Samuele Franceschi.
- Navigation:** Tabs for CURRENT CALLS, COLLEAGUES, CONTACTS, REGISTRY, MONITOR, FAVORITES, and PERSONALE.
- Buttons:** READY, PAUSE, LOGOUT, and an ADD button in the contacts section.

AI CC Omnichannel Console only - Chat interface.

The screenshot displays the AI CC Omnichannel Console Chat interface. At the top, a status bar shows the operator's name 'Kayla Bird', a red 'EMERGENCY' button, and the date/time 'Fri 5 Apr 2024 16:55'. Below this, a '1. CALL PANEL' section contains statistics: 11 SERVED/MISSED (with a red '3' badge), 00:00:56 AVG DURATION, 00:00:12 AVG ANSW TIME, 0 CALLS WAITING/VIP, and 00:05 MAX WAITING TIME. A profile card for 'Adrian Skinner' (+44 1632 960614) is also visible. A blue callout box for '1. CALL PANEL' states: 'When working on chats, operators can still see call statistics and active calls with the same commands as Attendant Console.' Below the statistics is a 'READY' button and a row of icons for various actions. The main interface is divided into three sections. On the left, a '5. ACTIVE CHATS' sidebar lists 'Unassigned Conversations' with entries for Anna Lee, Jack Lars (highlighted), Charley Harrison, Cecile Rollins, and Emanuel Newton. A blue callout box for '5. ACTIVE CHATS' states: 'Chats the operator is handling that haven't been terminated yet.' The center section, '2. CURRENT CHAT', shows a conversation with 'Jack Lars' (Easy Solution). It includes a '3. BUTTONS TO OPEN TICKET, ARCHIVE CHATS, AND LOOK FOR CONTACTS' callout pointing to icons above the chat header. The chat history shows messages from Jack Lars and Laura Clarke, with a status update from 'Easy Solution'. The right section, '4. CONTACT DETAILS', shows the profile for 'Jack Lars' (London, United Kingdom) with contact information and a list of tags. A large blue plus sign is on the right side of 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

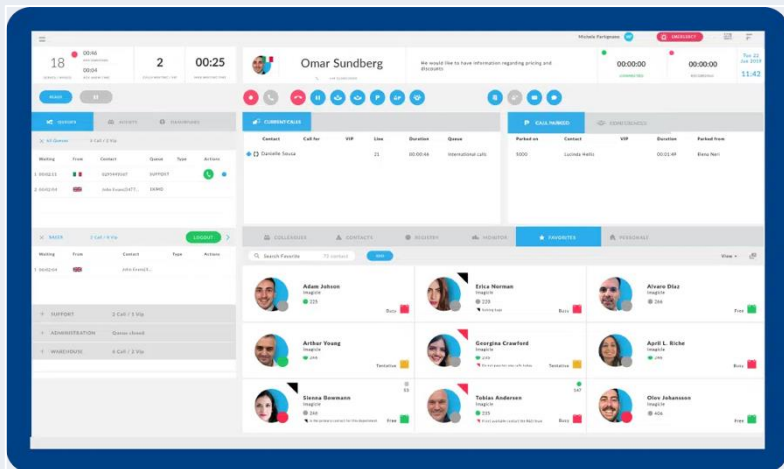
3. BUTTONS TO OPEN TICKET, ARCHIVE CHATS, AND LOOK FOR CONTACTS

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

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

Imagicle UCX Console

Installation requirements



Supported client operating systems

- ✓ Windows 10
- ✓ Windows 11
- ✓ 64bit

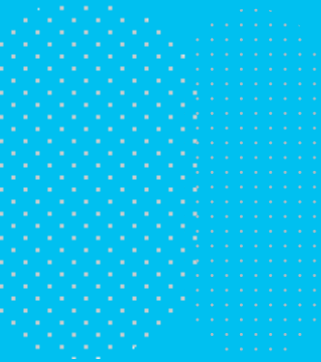
Hardware requirements

- ✓ 19" monitor, 1440 x 900 resolution or above
- ✓ Dual-core CPU or higher (Arm® CPU not supported)
- ✓ 4GB RAM



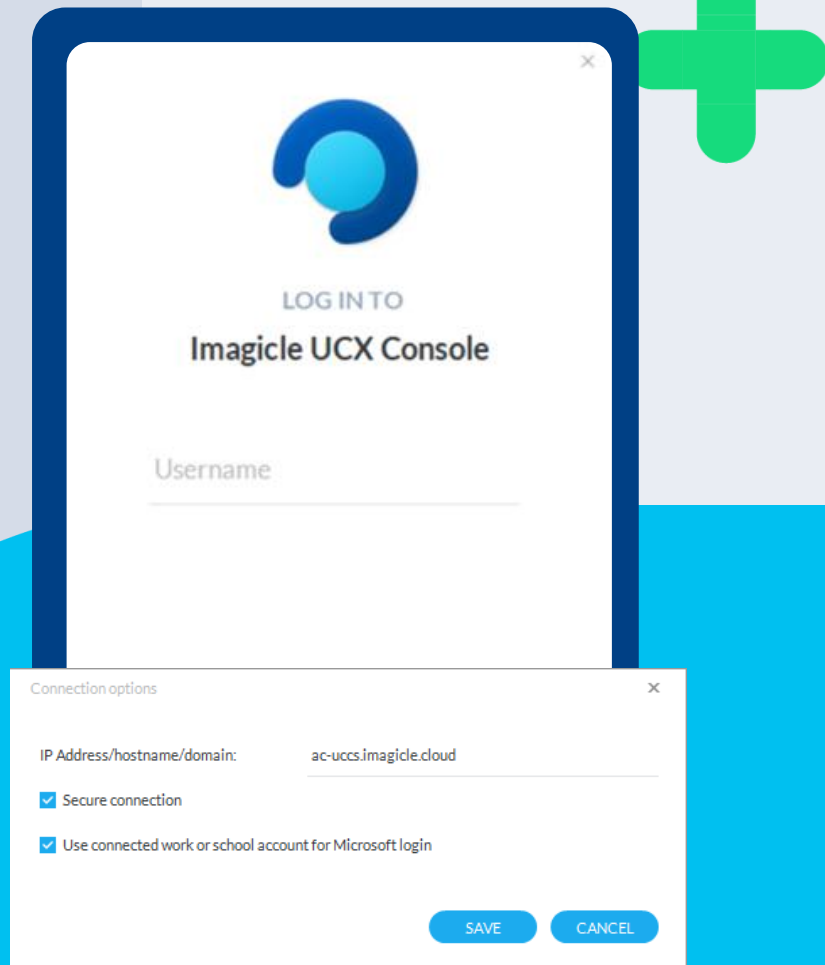
Imagicle UCX Console

Log in.



First time Login.

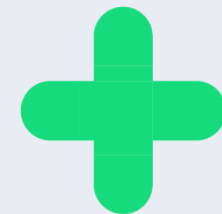
- First time you launch UCX Console client:
 - The application prompts you to enter the FQDN or IP address of Imagicle UCX Suite server. For HA environments, please enter Primary Imagicle Server's IP/FQDN
 - If "Secure connection" is flagged, then UCX Console connects to UCX Cloud Suite through two secure, TLS 1.2 TCP sessions on ports 51235
 - UCX Console for MS-Teams adds another flag related to the environment. If checked, another TLS session on 51236 is established.
 - 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

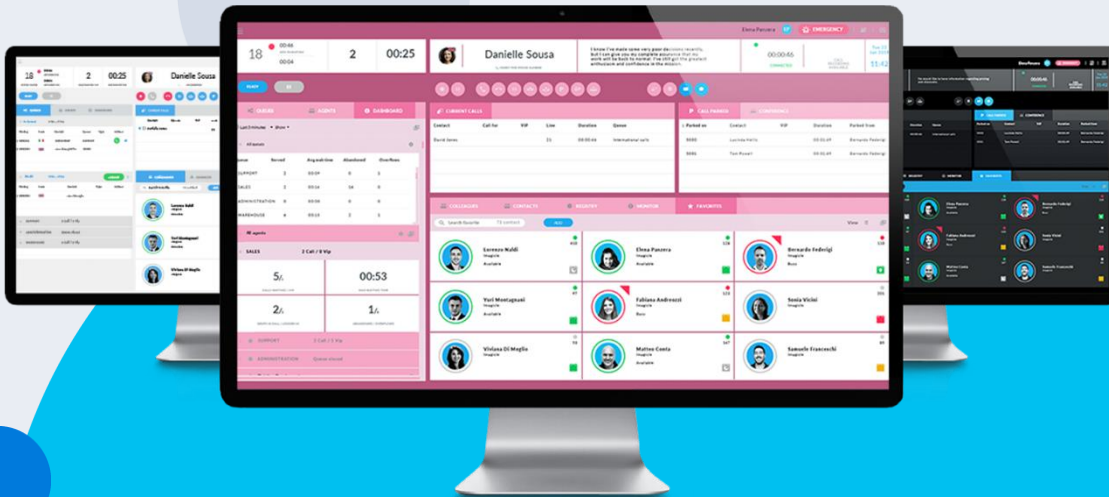
Themes.



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





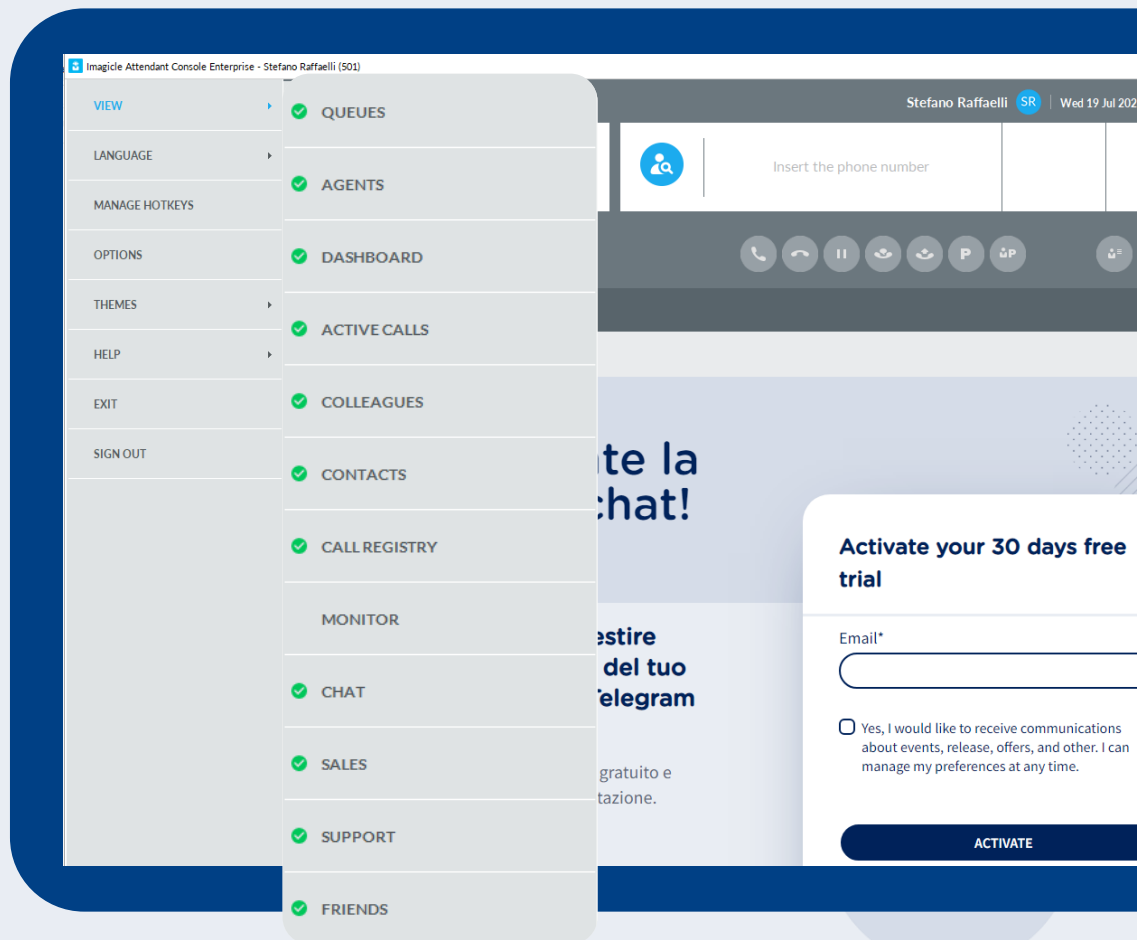
Imagicle UCX Console

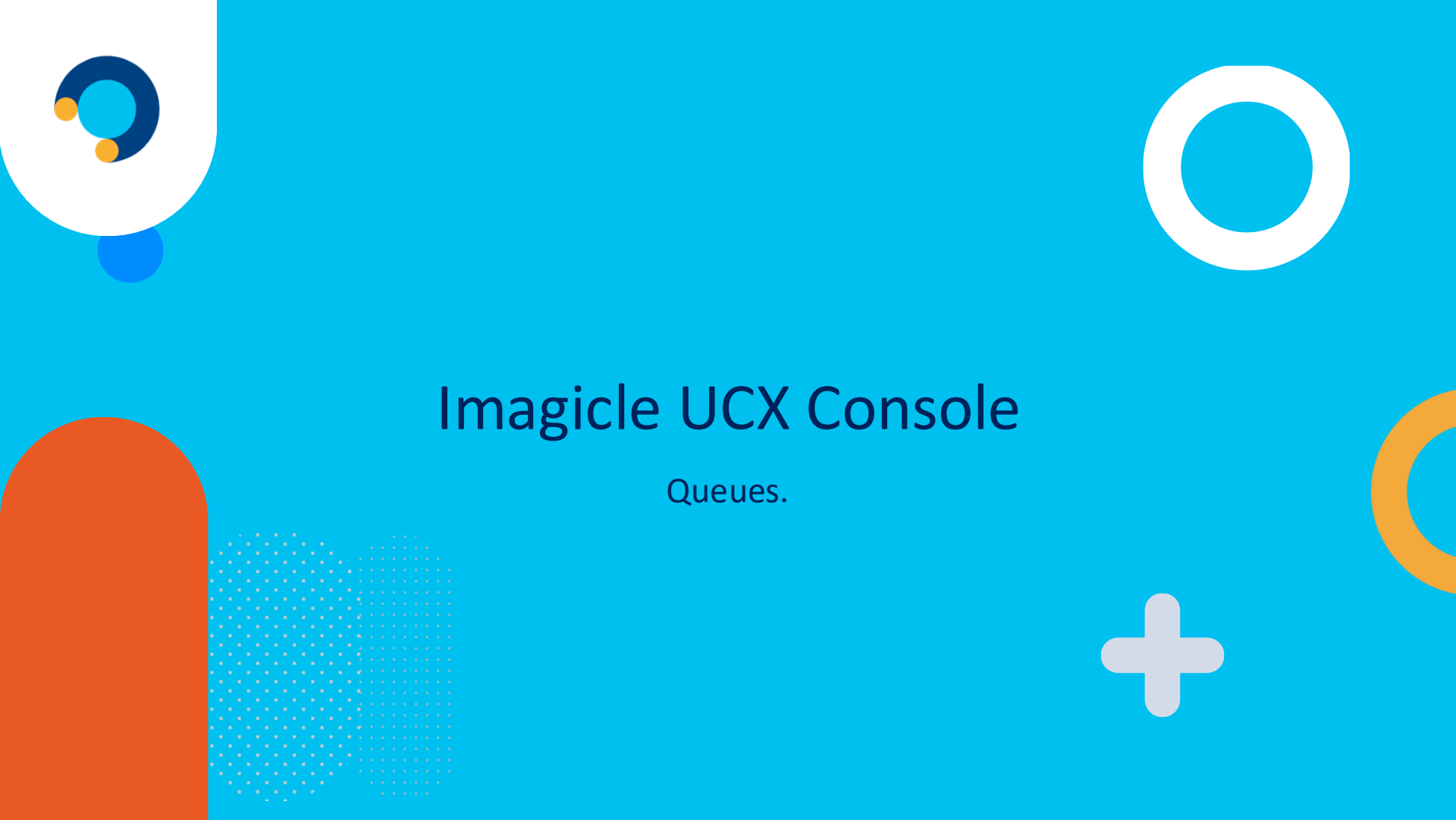
Panels.



Adapt it to your needs.

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



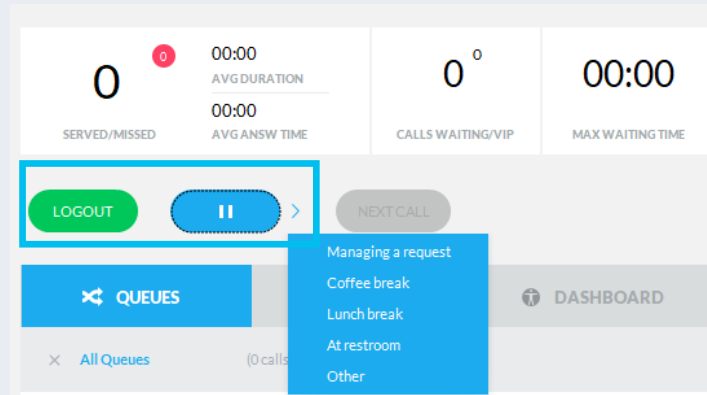


Imagicle UCX Console

Queues.

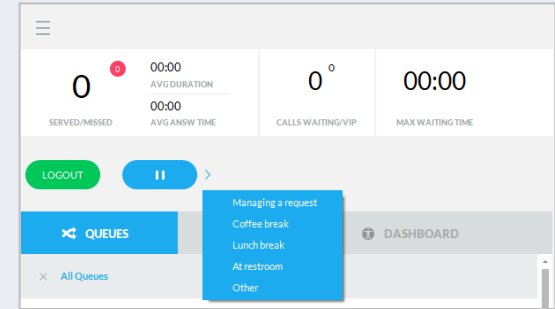
Queues panel.

- 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...)

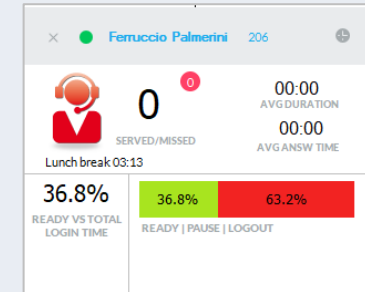
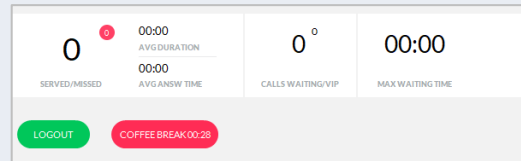
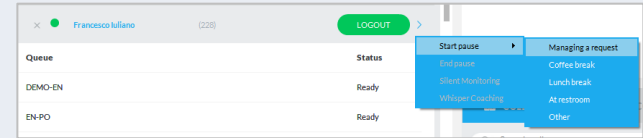


Pause Reasons.

- 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



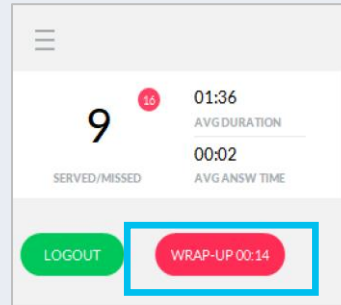
Agent/Operator status description.

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

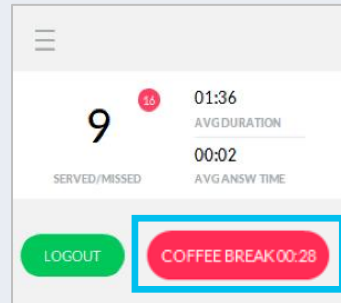
Wrap-up.

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

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



← Example of Wrap-Up status



← Example of Pause status



Queue info details.

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

QUEUES AGENTS DASHBOARD CURRENT CALL

× All Queues (1 calls, 0 VIP)

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

.....

× DEMO-EN [P] (0 calls, 0 VIP) **LOGOUT**

Waiting	From	Contact	Type	Actions
---------	------	---------	------	---------

.....

× DEMO-IT [P] (1 calls, 0 VIP) **READY**

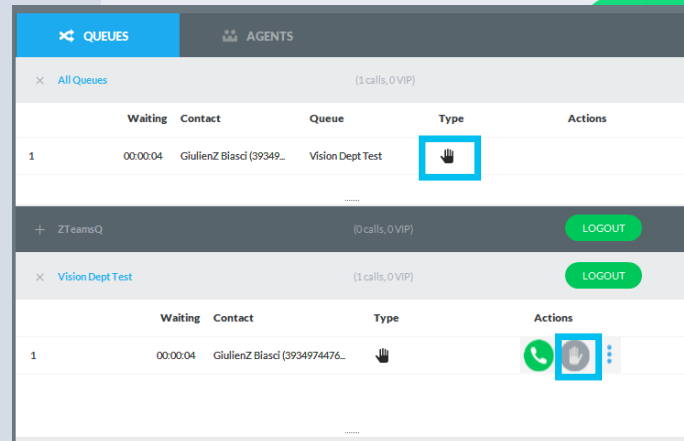
Waiting	From	Contact	Type	Actions
1	00:00:06	Italy	Andrea Sonnin...	

Force open
Force closed
Restore ordinary schedule

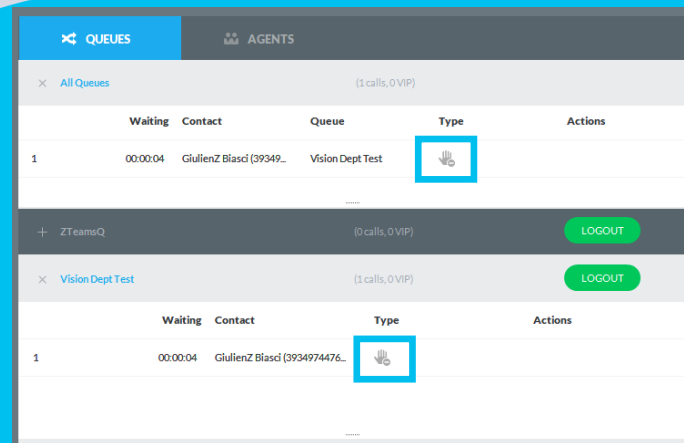
Ahmed Antar

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.

Agent	Status
Elena Neri	Ready
Francesca Cappelletti	Ready
Elisabetta Da Prato	Logged out

Agent	Status
Sonia Vicini	
Elena Neri	
Francesca Cappelletti	

Queue	Status
DEMO-EN	Logged out
US-Sales	Logged out
DEMO-IT	Logged out

Queue	Status
DEMO-EN	Ready
EN-PO	Ready
IT-Sales	Ready

Queue panel: “Agents” tab.

- If you are an [Advanced Supervisor](#), you have access to two features which allow to monitor agents’ performances. These are:

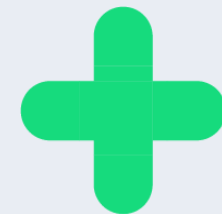


- “**Silent Monitoring**”: Listen to agent’s conversation, without any awareness notice



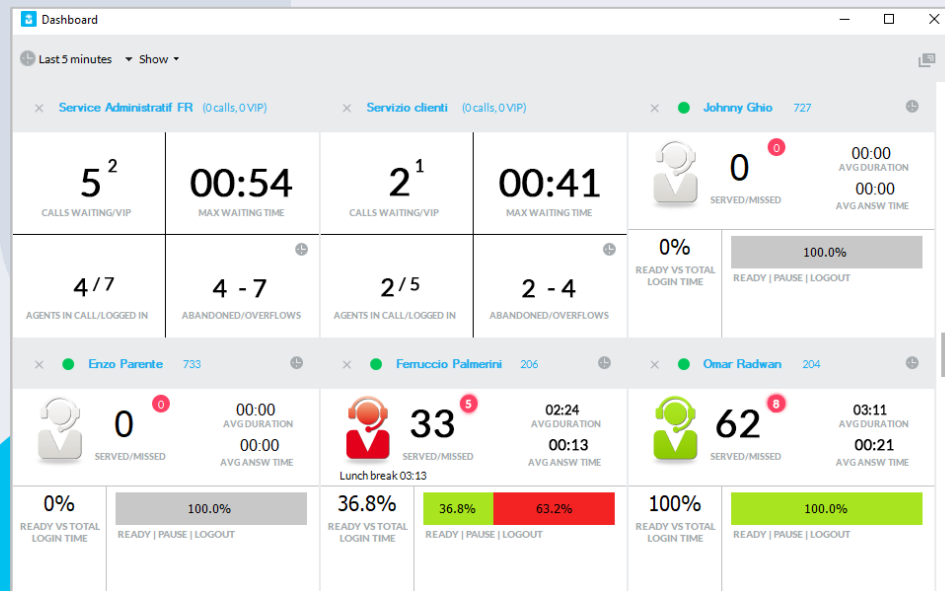
- “**Whisper Coaching**”: Discreetly provide suggestions to agent, without involving remote party
- Both features are only available for Cisco UCM, HCS, Webex Calling Dedicated calling platforms.

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



Queue panel: “Dashboard” tab.

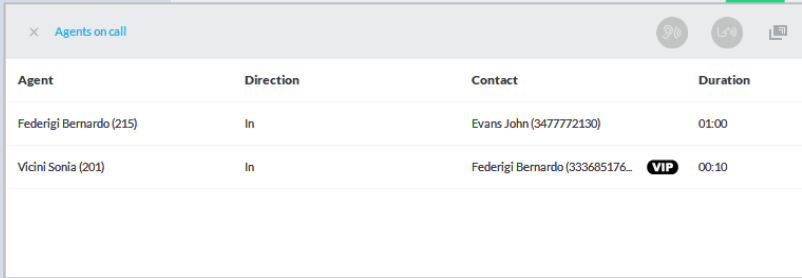
- Panel available only to [queue supervisor or queue managers](#). It shows real time agent/queue related information
- Customizable view by time frame and Queues/Agents details
 - For each selected queue: real time waiting calls, max wait time, engaged agents and lost calls, agents on call.
 - For each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





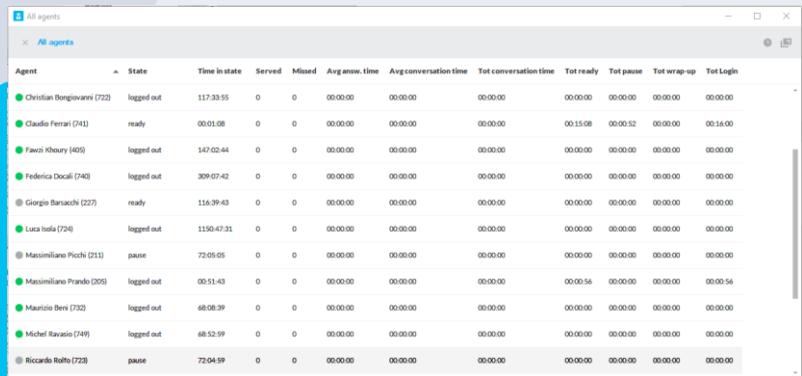
Queue panel: “Dashboard” tab.

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



Agents on call

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



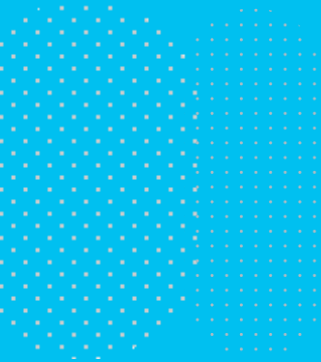
All agents

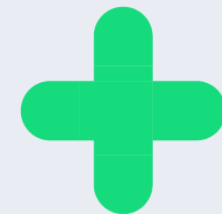
Agent	State	Time in state	Served	Missed	Arg answe. time	Arg conversation time	Tot conversation time	Tot ready	Tot pause	Tot wrap-up	Tot Login
Christian Borgiovanni (722)	logged out	117:39:55	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Claudio Ferrari (741)	ready	00:01:08	0	0	00:00:00	00:00:00	00:00:00	00:15:08	00:00:52	00:00:00	00:16:00
Fawzi Khoury (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 Decali (743)	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 Baracchi (227)	ready	116:39:43	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Luca Isola (724)	logged out	1150:47:31	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Massimiliano Picchi (211)	pause	72:09:05	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Massimiliano Prando (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
Mauro Bini (732)	logged out	68:08:39	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Michel Ravasio (749)	logged out	68:52:59	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Riccardo Rolfo (723)	pause	72:04:59	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00



Imagicle UCX Console

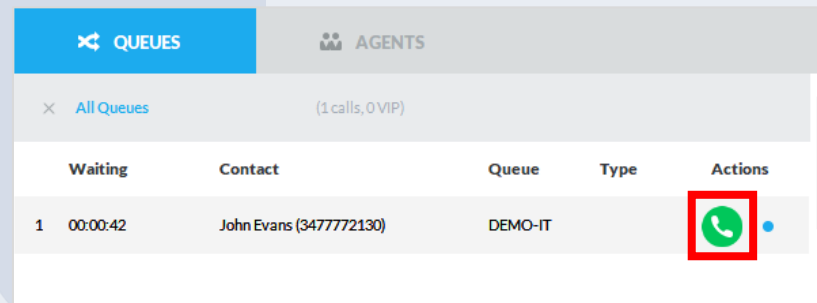
Call Handling



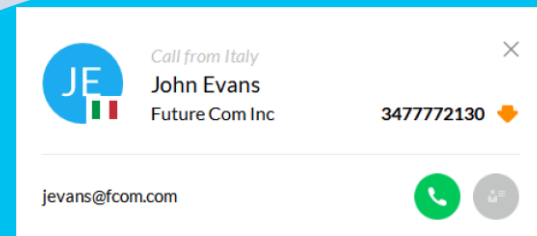


Notification of waiting calls.

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



QUEUES		AGENTS		
All Queues		(1 calls, 0 VIP)		
Waiting	Contact	Queue	Type	Actions
1 00:00:42	John Evans (3477772130)	DEMO-IT		



Call from Italy

John Evans
Future Com Inc

3477772130

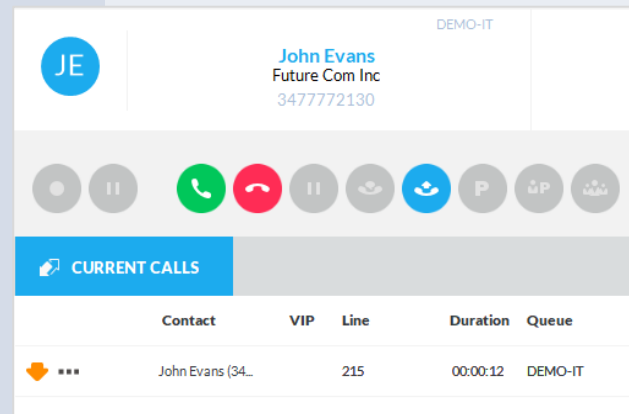
jevans@fcom.com

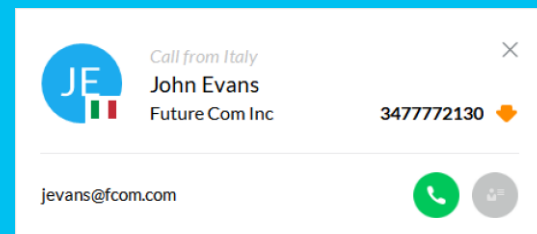


Incoming calls handling.

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



Contact	VIP	Line	Duration	Queue
John Evans (3477772130)		215	00:00:12	DEMO-IT



Call from Italy

John Evans
Future Com Inc

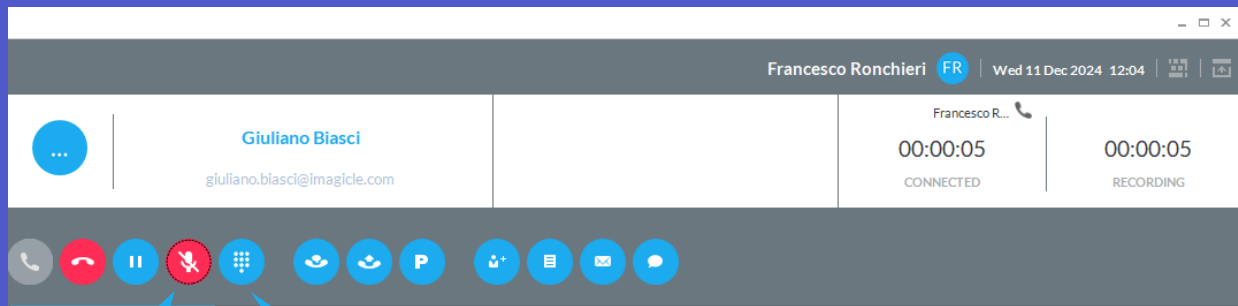
3477772130

jevans@fcom.com



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:

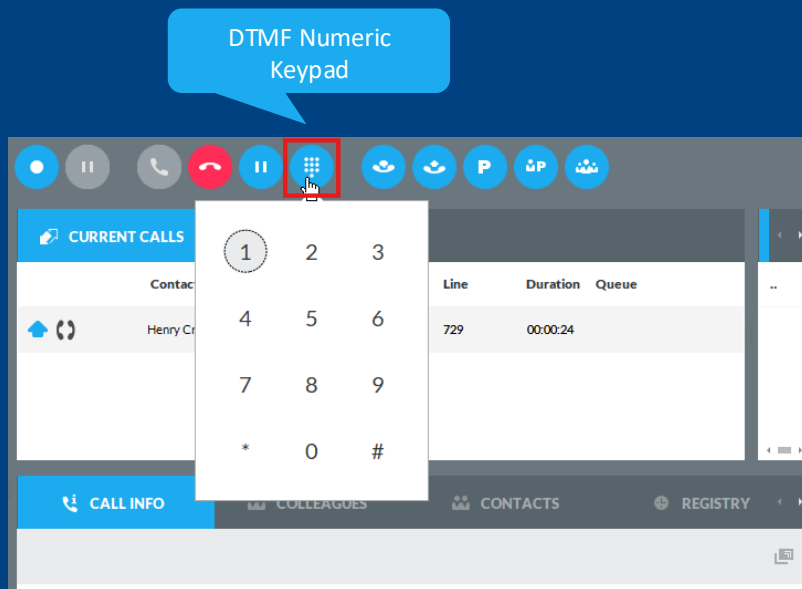


Mute/unmute headset
microphone

DTMF Numeric
Keypad

Additional button in Cisco UCM's UCX Console

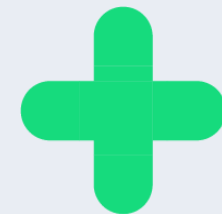
Thanks to Imagicle native CTI/TAPI integration based on Cisco TSP, Imagicle UCX Console includes an additional buttons to send DTMF tones. See below:





Imagicle UCX Console

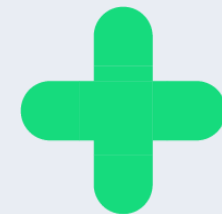
Transferring – Parking



Call Transfer with Consultation.

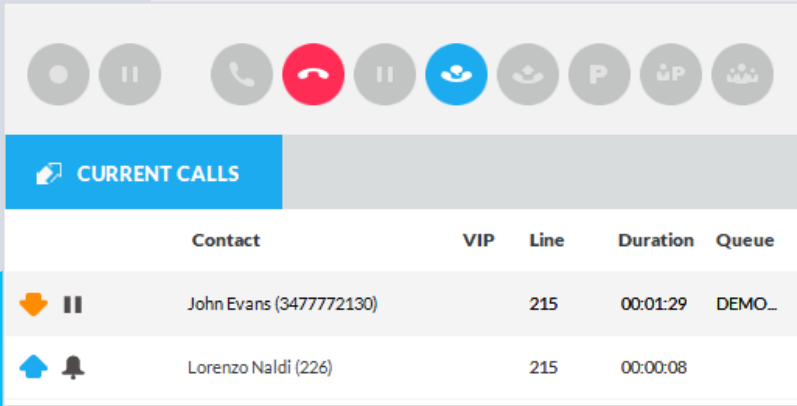
- Once in a call, you can **transfer the call** to a colleague, using **consultation**.
 - By clicking the blue-squared icon or hitting the relevant hot-key, a pop-up window allows you to enter destination number or contact name.
 - Once destination is selected, an outgoing call is issued (in the example: 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	

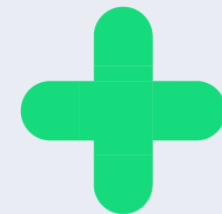


Toggle between active calls

- 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.
- A “hotkey” keyboard shortcut is available for the same.

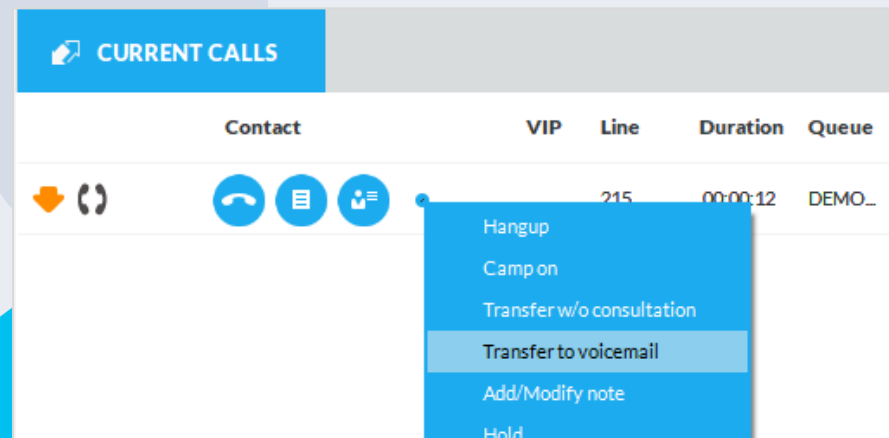


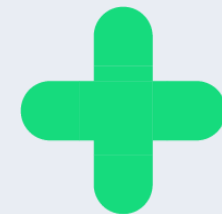
	Contact	VIP	Line	Duration	Queue
 	John Evans (3477772130)		215	00:01:29	DEMO...
 	Lorenzo Naldi (226)		215	00:00:08	



Transfer to voice mail.

- One of the options available from current call's pull-down menu is "Transfer to voicemail"
- This option works with Imagicle VoiceMail application (Cisco UCM only) or with a third-party voice mail service.
- In case of Webex Calling MT environment, this option transfers the call to native WxC Mail 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.

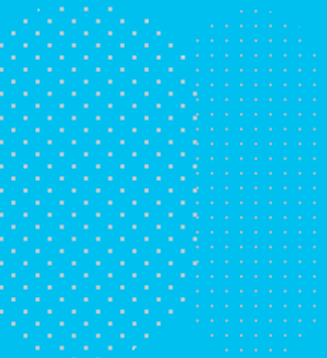
The screenshot shows a call management interface. At the top, there is a row of icons: a blue square with a white 'P' (highlighted with a red box), a grey circle with a white 'P', a grey circle with a white group of people icon, a grey circle with a white speech bubble icon, a grey circle with a white list icon, a blue circle with a white envelope icon, and a blue circle with a white speech bubble icon. Below this is a header bar with two tabs: 'CALL PARKED' (active, blue background) and 'CONFERENCE' (grey background). Under the 'CALL PARKED' tab, there is a table with the following data:

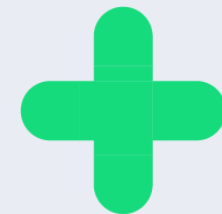
Parked on	Contact	VIP	Duration	Parked from
50150	John Evans 3477772130		00:01:01	Bernardo Federigi (215)



Imagicle UCX Console

Camp On.





Camp-On Call Parking.

- **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.

The screenshot displays the Imagicle interface. At the top, there are several icons: a 'P' icon, a blue-squared icon with a 'P' (highlighted with a red box), and a group of three people icon. Below these icons are two tabs: 'CALL PARKED' (active) and 'CONFERENCE'. The 'CALL PARKED' tab shows a table with the following data:

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

Below the table, there is a search overlay titled 'CAMP ON'. It contains a search bar with the text 'loren' and a list of results. The first result is 'Lorenzo Naldi' with the number '226'.



Imagicle Attendant Console

Conference.

Creating a conference.

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

The screenshot displays a VoIP software interface. At the top, there is a row of call control icons: mute, hold, transfer, end call, pause, speed dial, park, and a blue square icon with a group of people (the conference icon). To the right of these are four more icons: a list, a mail envelope, and a speech bubble. Below the icons is a section with three tabs: 'CURRENT CALLS' (active), 'CALL PARKED', and 'CONFERENCE'. The 'CURRENT CALLS' tab shows a table with columns: Contact, VIP, Li..., Duration, and Que... The table contains one entry: a conference call with a duration of 00:00:13. The 'CONFERENCE' tab shows a table with columns: Contact, Company, and Duration. It contains two entries: John Evans (3477772130) from Future Com Inc and Elena Panzera (231), both with a duration of 00:00:13.

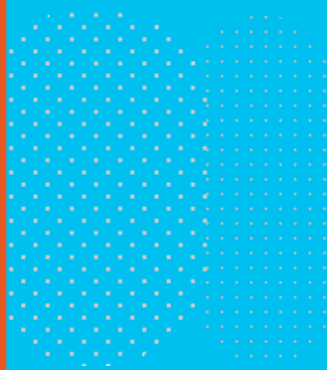
Contact	VIP	Li...	Duration	Que...
Conference		-	00:00:13	

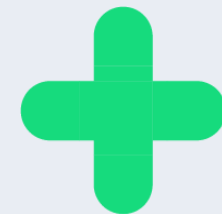
Contact	Company	Duration
John Evans (3477772130)	Future Com Inc	00:00:13
Elena Panzera (231)		00:00:13



Imagicle UCX Console

Call Notes, Notifications, Emergency alerts



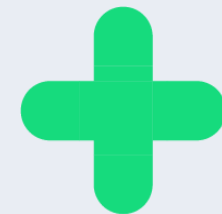


Call notes.

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

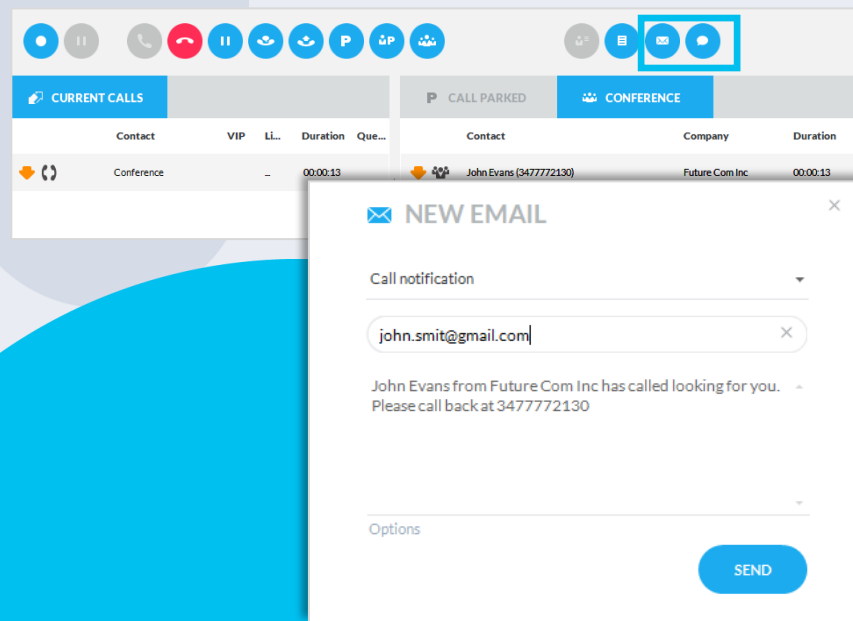
The screenshot shows a call management interface. At the top is a toolbar with various icons. One icon, representing a list or notes, is highlighted with a red square. Below the toolbar is a section titled "CURRENT CALLS" which contains a table of active calls.

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



Email and SMS notifications.

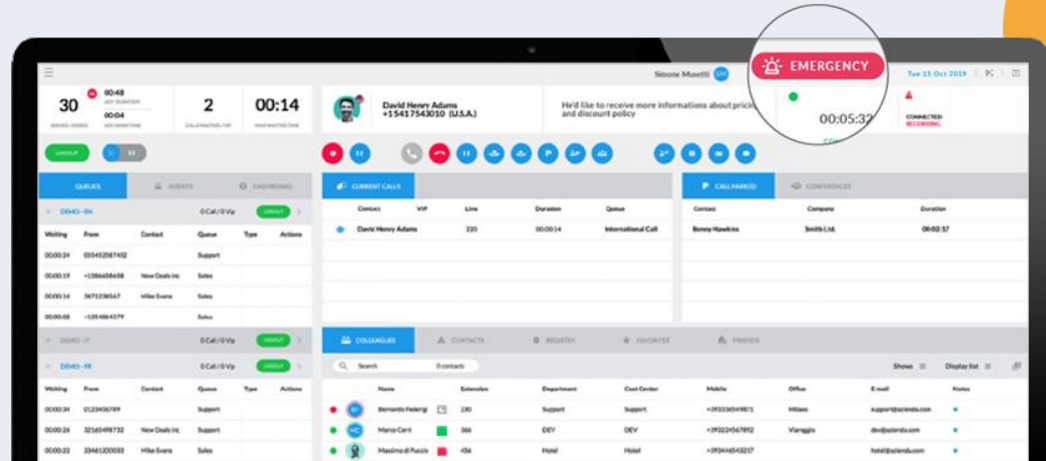
- **Email/SMS handling** allows you to send emails or SMS to customers and colleagues, based on predefined templates and including current call's information
- By clicking  (email) or , a pop-up window appears, prompting you to choose a template ("Call notification" in the screen sample) and enter the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



Trigger
an emergency alert
through the Panic
Button.

Red Panic Button available on top-right console interface.

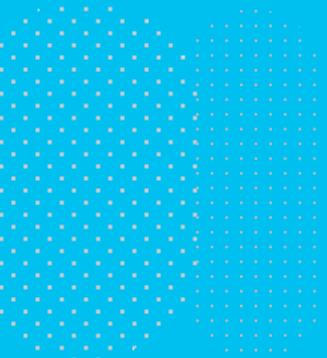
- Can trigger different alert notifications through Imagicle Emergency Notification application
- Can trigger a phone call to any emergency number
- Can be hidden to each operator or globally





Imagicle UCX Console

Call Recording integrations.

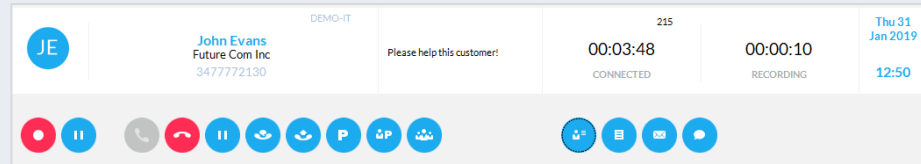




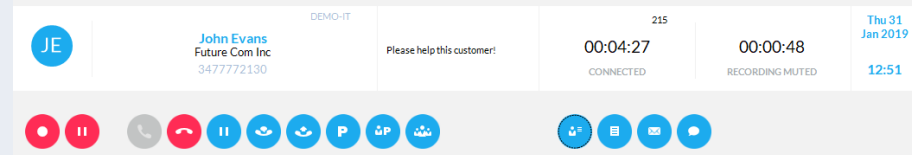
Call Recording.

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

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



Console informs you in real time that call recording is in progress, together with recording time (also on MS-Teams environments). Current recording can be temporarily paused by pressing  Mute button, to comply with PCI-DSS regulations. See below:



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

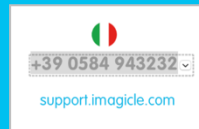
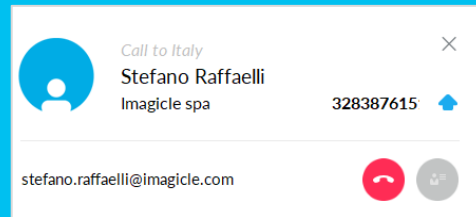
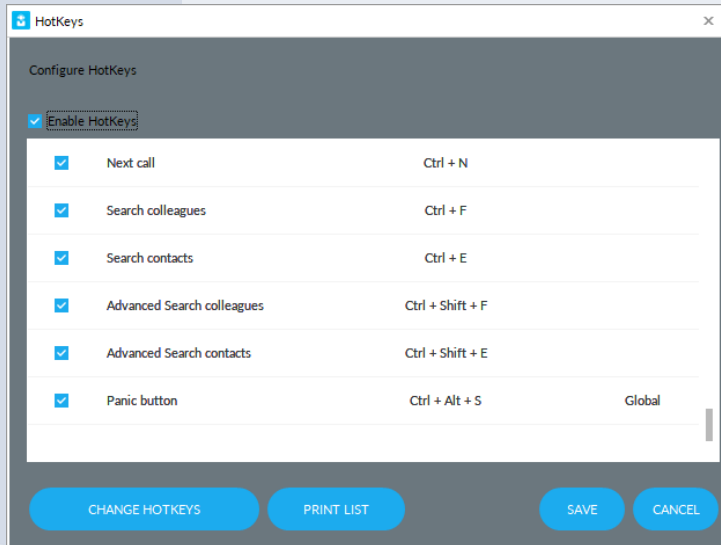


Imagicle UCX Console

Hotkeys.

Hot Keys Management.

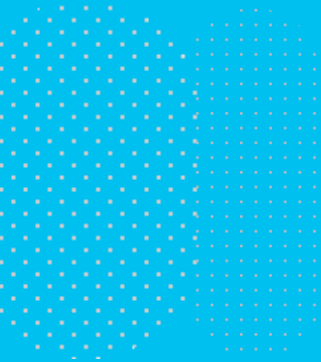
- Special keyboard shortcuts are defined by default in Attendant Console. Those shortcuts, named “**HotKeys**”, can be listed by pressing button available on top-right main console window
- HotKeys allows you to quickly access many call related functionalities
 - “Global” HotKeys are accessible when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





Imagicle UCX Console

Call Info tab



Call Info tab

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

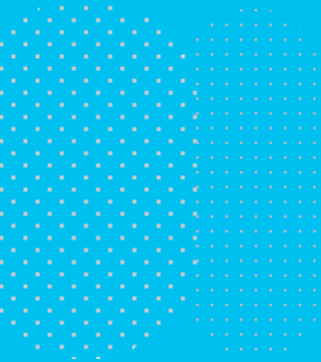
The screenshot displays the Imagicle interface. At the top, the 'CURRENT CALLS' tab is active. Below it, a table lists the current call details for Andrea Sonnino (3663167851), including VIP status, Line (731), Duration (00:00:07), and Queue. The 'CALL INFO' tab is selected and highlighted with a red box. Below the tab, the contact's profile is shown, including their name, VIP status, and company (Imagicle). A dropdown menu is open, showing options: 'Add/modify contact note', 'Send Email', 'Send contact', 'Copy number', and 'Add to favorites'. The contact's details are listed below the dropdown:

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



Imagicle UCX Console

Colleagues tab - BLF



Colleagues tab, single line layout.

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

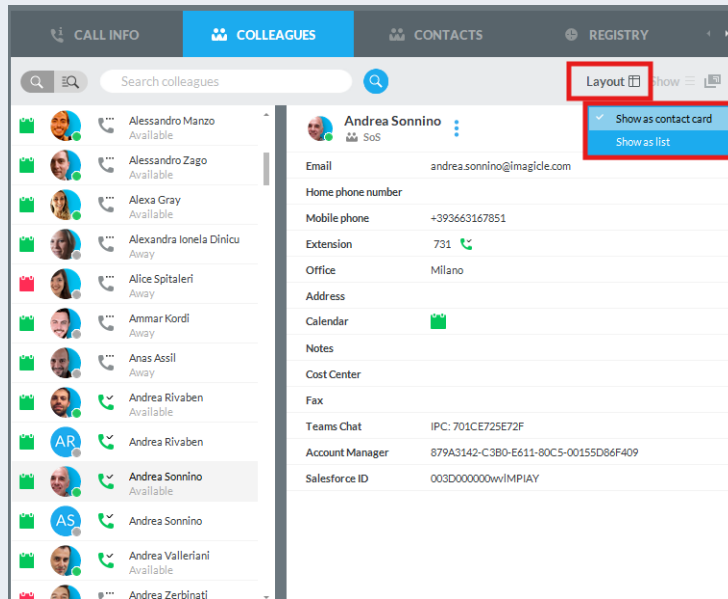
COLLEAGUES											
andrea											
Presence	Name	Extension	Phone	Calendar	Mobile phone	Home phone number	Email	Department	Office	Cost Center	Notes
	Andrea Rivaben In riunione	735			3383577574		andrea.rivaben@imagicle.com	SoS	Treviso	Sales	Thanks fr
	Andrea Sonnino Disponibile	731			+393663167851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



Colleagues tab

Contact Card layout

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



Advanced Search on Colleagues tab.

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

COLLEAGUES									
CONTACTS									
REGISTRY									
MONITOR									
SALES									
SUPPORT									
Advanced Search									
Presence	Name	Extension	Phone	Calendar	Mobile phone	Home phone number	Email	Department	
	ale	X						sales	X
	Alexa Gray Disponibile	105107					alexa.gray@imagicle.com	Sales	
	Rami Alemam Disponibile	104201					rami.alemam@imagicle.com	Sales	



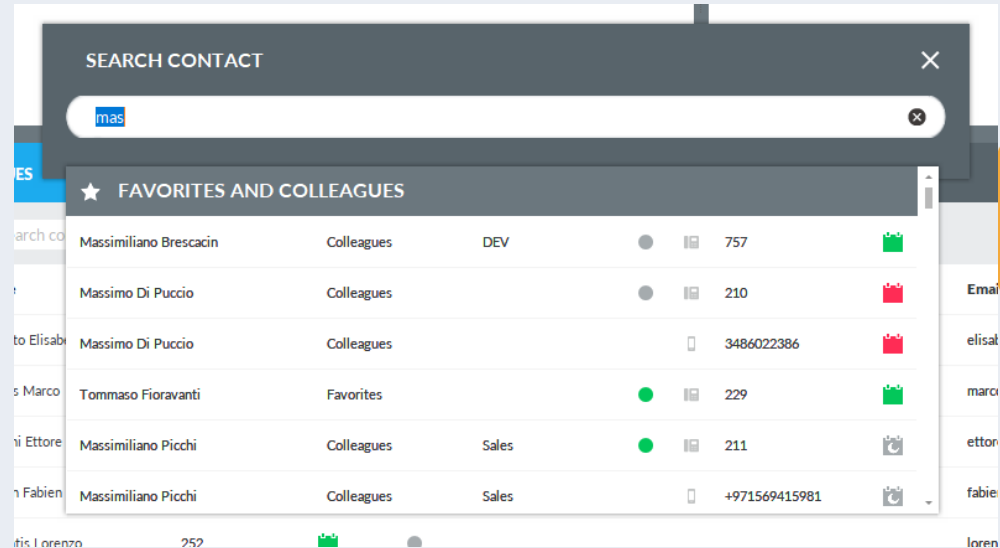
Search in Colleagues tab



- It is possible to search for a colleague name, number or department by using both simple and advanced search and pressing Enter or “zoom lens” button. Returned search results are including entries with any diacritic marks associated to same letter. As an example, if you search for “Muller”, search results include Müller, too.
 - You can perform an exact search by using quotes
 - It is also possible to sort the list by any column, change list layout from “Display List” pull-down menu and finally choose columns to be shown by selecting them from “Show” pull-down menu
 - A square icon on top right allows window detachment from Attendant Console main GUI and full screen display
 - To call a contact in the list, simply double click on any phone number
 - If an alphanumeric custom field is populated with a web URL and you click on  icon appearing when you point it with the mouse, it automatically invokes a web browser. Maximum field size is 255 characters
- 

Fly Search through all contacts

- Fly Search hotkey (<CTRL>+2 default hotkey) allows you to search for contacts across Colleagues, Contacts and Favorites tabs, by entering text or numbers in the search field. Search includes Names, Surnames, phone numbers fields. Returned search results display entries with any diacritic marks associated to same letter. As an example, if you search for “Muller”, search results include Müller, too.
- Search results appear as you type data into the search field, and they are divided into two categories: "Favorites and colleagues" and "Other contacts".
- Fly search does not include local contacts from Outlook, Excel files or ODBC databases.



Six telephone status.

Call forward

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

Forwarded to Voice Mail

- Indicating that calls are transferred to personal voice mail

Do not disturb

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

COLLEAGUES							CONTACTS	REGISTRY	MONITOR	FAVORITES
Search colleagues										
	Name		Extension	Department	Notes	Cost Center	Mobile phone			
AA	Antar Ahmed		404	Support		Support				
AA	Antignano Aldo Available		726	Support		Support	3311775125			
	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			
	Beni Maurizio Available		732	DEV	Team plan 2019 (Christian Bongiovanni)	DEV	3311779183			
MB	Betti Matteo Available		239	DEV						
	Biasci Giuliano Away		225	DEV	In a meeting (Bernardo Federigi)	DEV	3497447619			

 Available

 Busy

 Call Forward*

 Do not disturb

 Not Available

 VoiceMail Forward*

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

Microsoft Calendar integration.

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

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

COLLEAGUES									
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 MON 6 JUL 2020 11:00 AM - 1:00 PM HR review 3:30 PM - 4:30 PM Review offerta Wael 3:00 PM - 4:00 PM Translation flow - A design experiment that needed ...					ferruccio.palmerini@i...	
	Panzeri Elena	231						elena.panzeri@imagic...	
	Parente Enzo	733				+3460833509		enzo.parente@imagic...	
	Perucci Emanuele	241						emanuele.perucci@im...	
	Picchi Massimiliano	211				+971569415981		massimiliano.picchi@i...	
	Popinel Thomas	234						thomas.popinel@imag...	
	Pozzobon Loris	736						loris.pozzobon@imagi...	
	Prando Massimiliano	205			Viareggio			massimiliano.prando...	
	Radwan Omar	204			Viareggio	+3356584915		omar.radwan@imagicd...	
	Raffaelli Stefano	221			Viareggio			stefano.raffaelli@ima...	
	Rauscin Mirhal	---						---	



Busy



Free



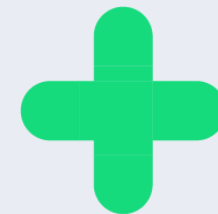
Working elsewhere



Out of office

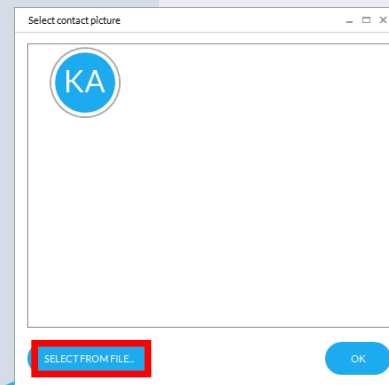


Tentative



Colleagues tab additional features.

- A right-click on any Colleague displays a pull-down menu which allows you to perform several operations:
 - **Call** the contact
 - **Change his/her picture.** If pictures are imported from AD/LDAP, you can replace them with another JPG/BMP picture from your local archive. New picture is displayed in local client and it won't be propagated to other agents' client. See example on right side.
 - **Send email/SMS** to colleague
 - **Add a note** to a contact: Through a pop-up window, you can enter a text message, with a colored background, that will be shown on ALL agent's console. See example on the right

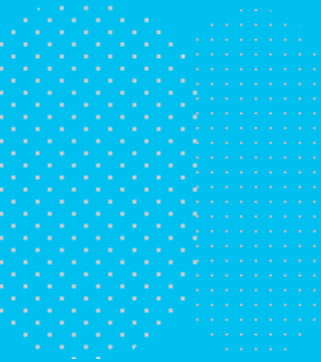


	Name		Extension	Department	Notes
	Federigi Bernardo Available		215	Marketing	cisco live (Francesco Iuliano)
	Ferrari Claudio		741	Sales	de baja hasta el 15 (Francesco Iuliano)
	Fioravanti Tommaso Cisco Live 2019		229	Sales	@cisco live (Tommaso Fioravanti)



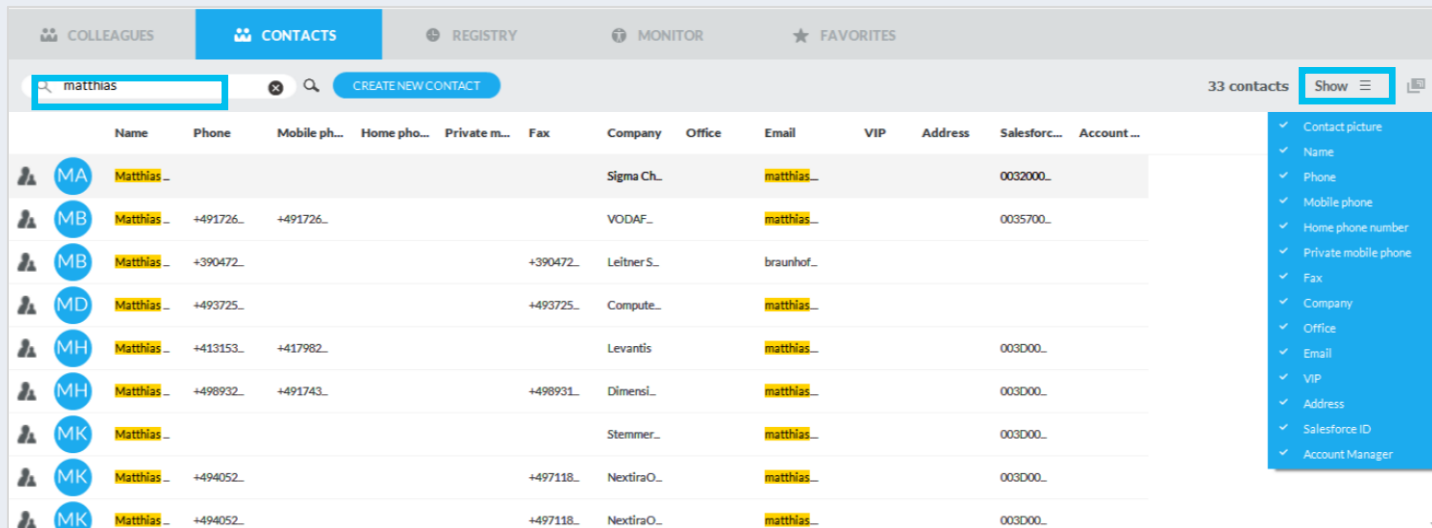
Imagicle UCX Console

Contacts tab.



Contacts tab, single line layout.

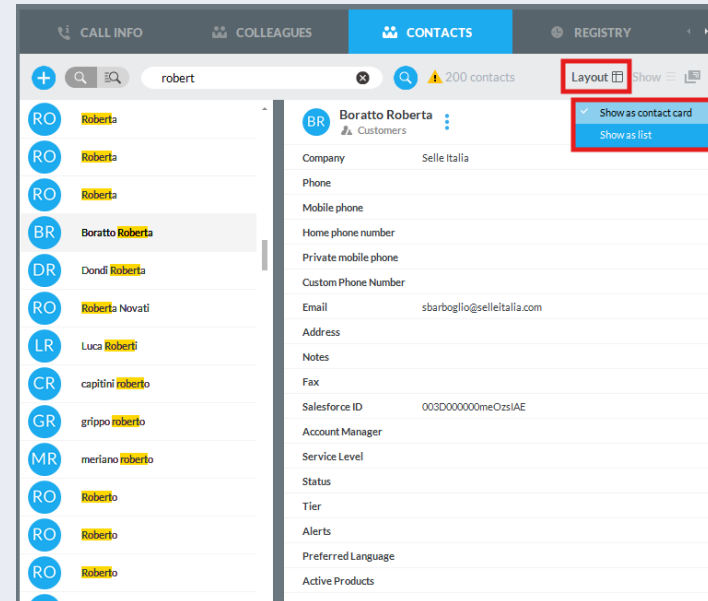
- “Contacts” panel, in its single line layout, shows the list of external contacts included into a personal directory and a shared directory available to all operators. If Contact Manager license is enabled, it allows the access to all Corporate Personal/Department/Public directories. Moreover, each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



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

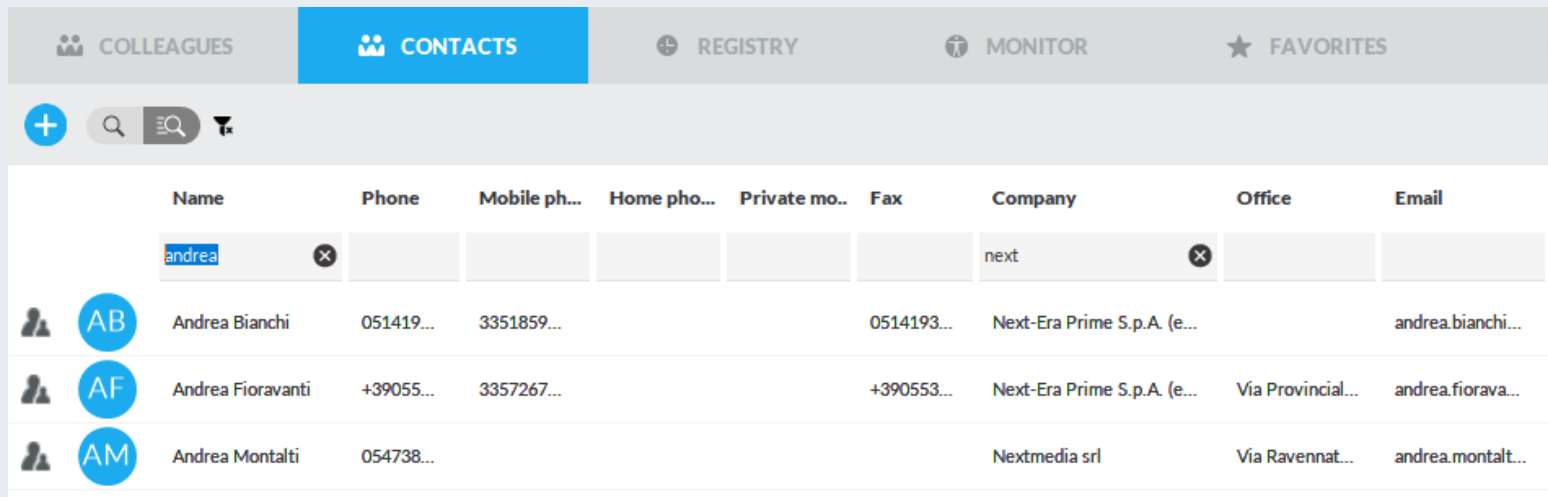
Contacts tab Contact Card layout

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



Advanced Search on Contacts tab.

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



The screenshot shows the 'CONTACTS' tab selected in a CRM interface. At the top, there are navigation tabs: COLLEAGUES, CONTACTS (active), REGISTRY, MONITOR, and FAVORITES. Below these is a toolbar with a plus icon, a search icon, an advanced search icon (blue square with a magnifying glass), and a funnel icon. The main table displays contact information with columns: Name, Phone, Mobile ph..., Home ph..., Private mo..., Fax, Company, Office, and Email. An advanced search filter is applied to the 'Name' column, showing 'andrea' with a clear (X) button. The table lists three contacts: Andrea Bianchi, Andrea Fioravanti, and Andrea Montalti.

	Name	Phone	Mobile ph...	Home ph...	Private mo...	Fax	Company	Office	Email
	andrea ×						next ×		
 AB	Andrea Bianchi	051419...	3351859...			0514193...	Next-Era Prime S.p.A. (e...		andrea.bianchi...
 AF	Andrea Fioravanti	+39055...	3357267...			+390553...	Next-Era Prime S.p.A. (e...	Via Provincial...	andrea.fiorava...
 AM	Andrea Montalti	054738...					Nextmedia srl	Via Ravennat...	andrea.montalt...



Contacts tab.

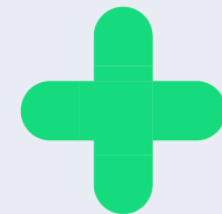


You can directly **search** for a **contact name, number or company** through a simple or advanced search by clicking Enter or the “zoom lens” button.

- Returned search results are including entries with any diacritic marks associated to same letter. As an example, if you search for “Muller”, search results include Müller, too.
- You can perform an exact search by using quotes
- Advanced Search does not return results coming from locally imported contacts (Excel, Outlook, ODBC, ..)

You can **sort the list** by any column, **change list layout** from “Display List” pull-down menu **and choose what columns to be shown** by selecting them from “**Show**” pull-down menu.

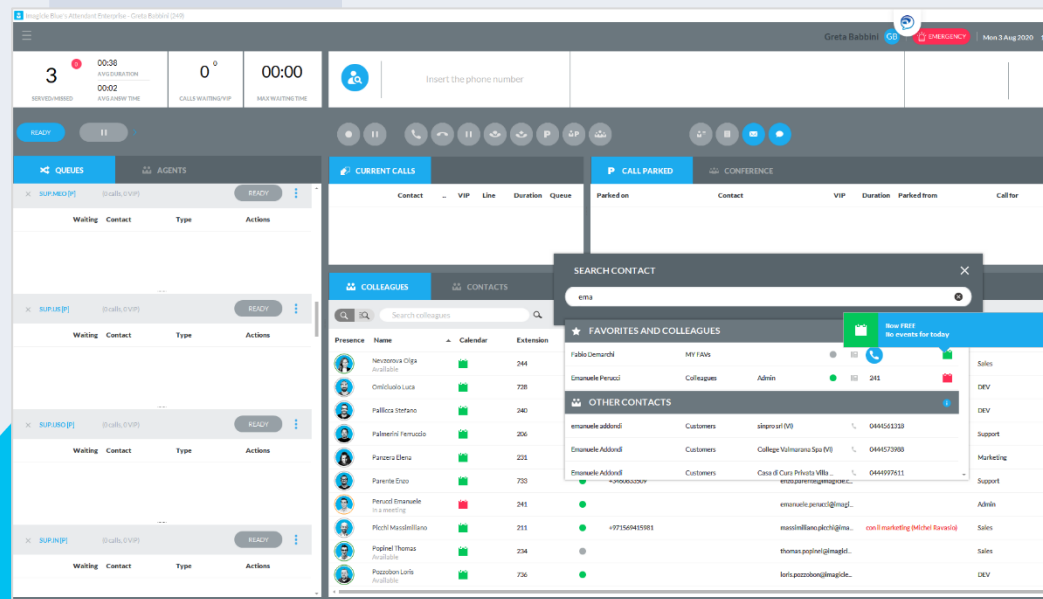
- A square icon on top right allows window detachment from Attendant Console and full screen display
 - To call a contact, double click on any phone number
- 

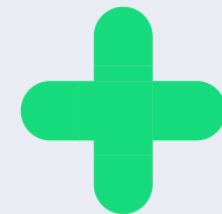


“Fly Search” button.

- The “Fly Search” button, displayed on top-center of Attendant Console , allows you to:
 - Search for contacts across Colleagues, Contacts and Favorites tabs, by entering a text or numbers in the search field.
 - Search covers all contact fields and it leverages “Starts with” algorithm within each field.

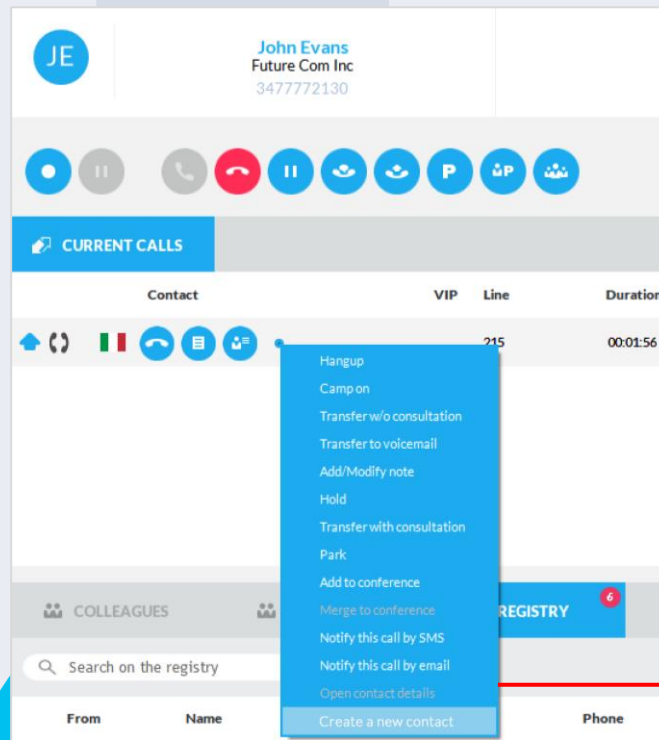
Results are displayed split into two categories: “Favorites and colleagues” & “Other Contacts”.





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



View/Edit Contact

JE

Name: John

Last name: Evans

Company: Future Com Inc

Phone: 3486022386

Mobile phone: 3477772130

Home phone number:

Private mobile phone:

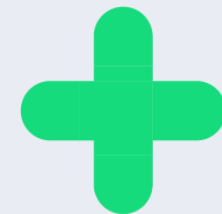
Fax:

Email: jevans@fcom.com

Office: Massarosa

Imagicde Directory: Suppliers (shared with Sales department)

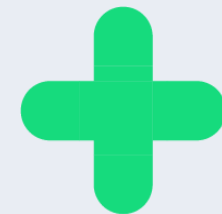
DELETE OK CANCEL



Modify.

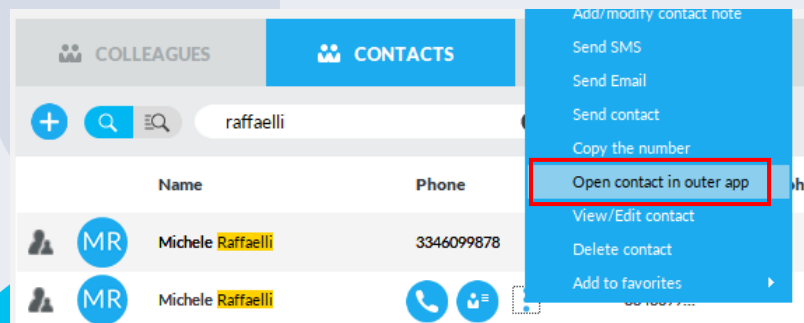
- Modify (or delete) your contacts in personal and shared directories
 - From contact directory
 - From call registry
 - During a call
 - ...
- Speed dials and custom fields are configurable, too

COLLEAGUES CONTACTS REGISTRY MONITOR FAVORITES									
Search on the registry					70 events All events Last 7 days				
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		01/02/2019 1...	00:00:44		
🏠	Italy	John Evans		Future Com Inc		01/02/2019 1...	00:00:29		
🏠	Italy	John Evans		Future Com Inc		01/02/2019 1...	00:18:12		
✕	Italy	John Evans		Future Com Inc		01/02/2019 1...	00:00:00		
🏠	Italy	John Evans		Future Com Inc		01/02/2019 1...	00:00:55		
🏠		Giuliano Biasi				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

Search on the registry

83 events

All events

Last 7 days

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



Registry tab.



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

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



Imagicle UCX Console

Favorites panels.

Favorites panels.

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

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

The screenshot displays the Attendant Console interface. At the top, there are tabs for 'COLLEAGUES', 'CONTACTS', 'REGISTRY', and 'MONITOR'. Below these is a search bar labeled 'Search favorite' with a plus icon. The main area shows a grid of colleague cards, each with a profile picture, name, role, and status. A calendar overlay is visible on the right side of the grid.

Colleague	Role	Status
Simone Musetti	DEV	Out of office
Stefano Raffaelli	DEV	Out of office
Giuliano Biasci	DEV	Free
Luca Bonuccelli	DEV	Free
Bernardo Federigi	Marketing	Out of office
Federica Docali		Busy
Ahmad Alkhalili	Support	Free
Marco Rullo	DEV	Free

The calendar overlay shows the date 'MON 3 AUG 2020' and a time slot '3:00 PM - 5:00 PM' labeled 'UX Customer Session'. A status bar at the top right indicates 'Now BUSY' and 'Today the closest free slot is at 5:00 PM'.



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
- 



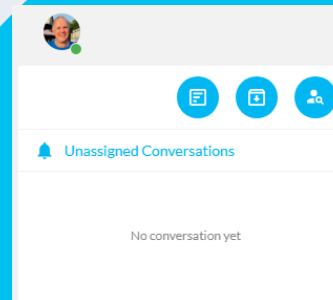
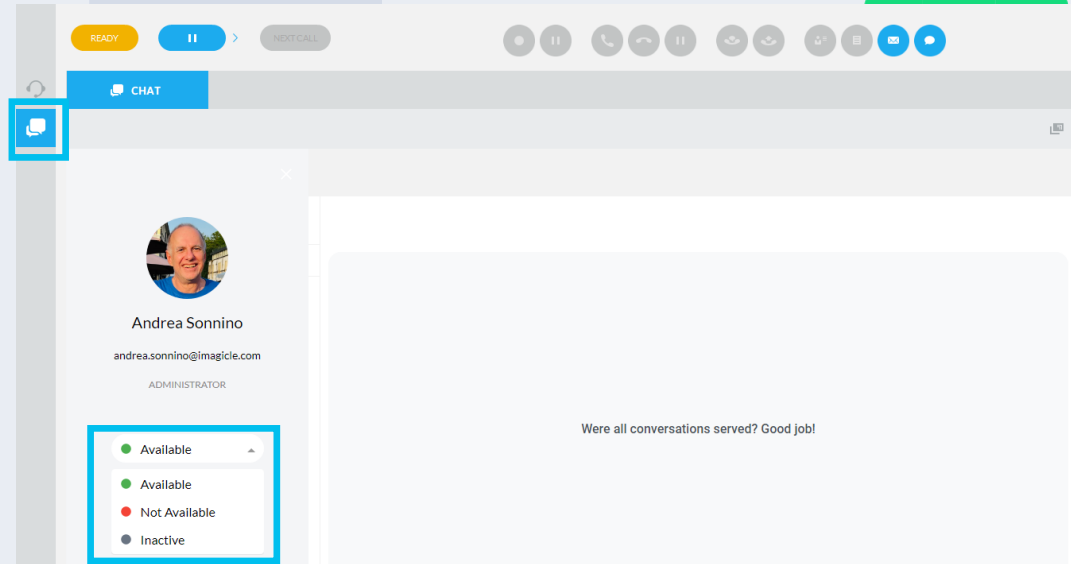
Imagicle UCX Agent Console

Chat Panel.

Digital Integration.

If your Imagicle AI Contact Center subscription includes AI CC Omnichannel profiles, 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 chat
 - 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.

Panel for guest#0695. A dropdown menu is open, showing status options: Open (pink square), Pending (yellow square), and Resolve (green square). The panel includes fields for contact information: Phone (+33785996622), Company (ACME Inc.), Address, Name (John), Surname (Smith), and a field to add contact properties. It also features a 'support' tag, a field to add tags to the contact, and a list of system information: Imagicle Demo Assistant, Chrome 132.0.0.0, Windows 10, IP 172.20.143.230, Language En, and a footer note 'All Sales + SoS [DO NOT EDIT]'.

Panel for guest#0695 showing ticket details. The status is 'Resolved' with a red flag icon. The ticket ID is #11789 and the priority is 'Urgent'. A list of followers includes 'Lorenzo Naldi'. There is a 'Convert to offline' button and a 'support' tag. A dropdown menu is open for selecting a tag or creating a new one.

Panel for guest#0695 showing the notes section. It has tabs for PROFILE, TICKET, and NOTES (1). The notes section includes a text input field 'Add a note ...', an 'Add Note' button, and a note entry: 'Customer having issues with a phone handset.' with a close icon and a timestamp 'Created 24/3/2025 by Andrea Sonnino'.





Imagicle UCX Console

Compact layout.

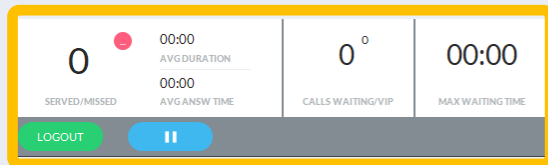
UCX Console compact layout.

Ideal for inbound contact center agents

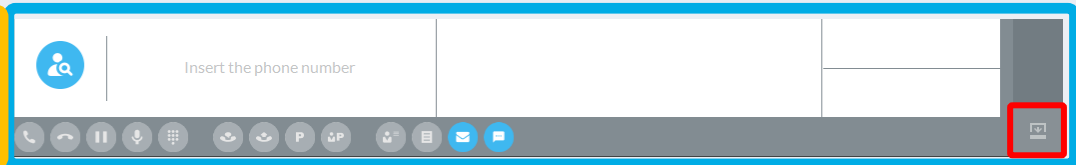


Compact docked bar on top of the screen

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



Compact Queues
Panel

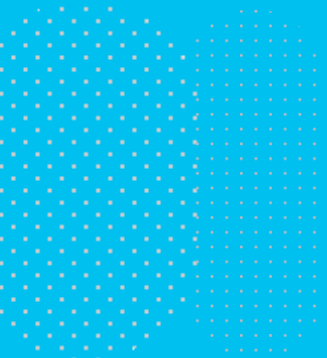


Calls Panel



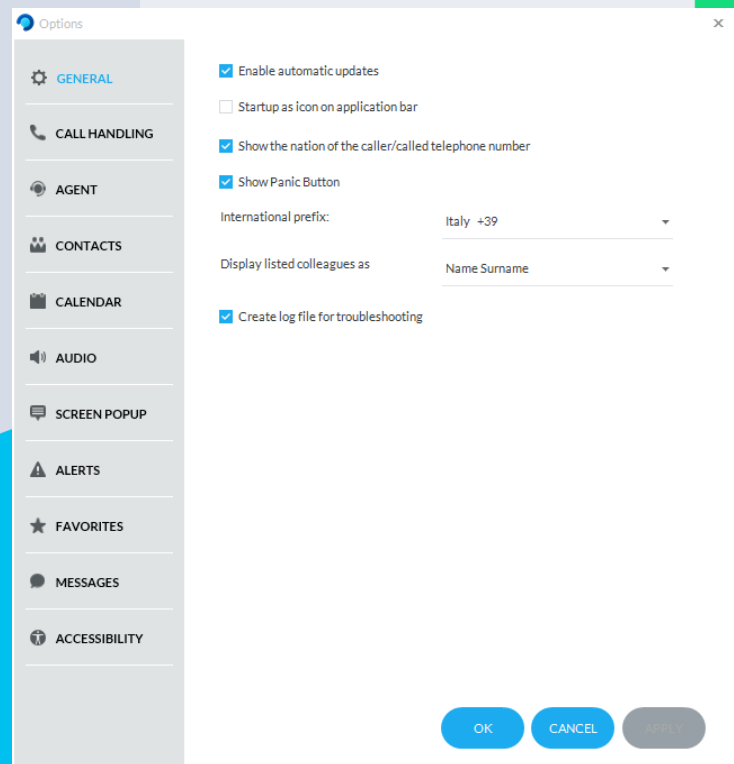
Imagicle UCX Console

Settings.



General settings.

- UCX Console settings are accessible from top-left **pull-down menu → Options**
 - Within the same pull-down menu, you can also select the console **language** out of 8 available languages
 - Moreover, “**Manage HotKeys**” is also available for customizing keyboard shortcuts
- First “**General**” tab allows you to setup several parameters related to console usage like:
 - app auto-run
 - Show/hide caller nationality and flag
 - Toggle Panic Button display
 - local international prefix
 - Display colleagues as name/surname or vice versa
 - Toggle troubleshooting logs (if requested by Imagicle Tech Support)



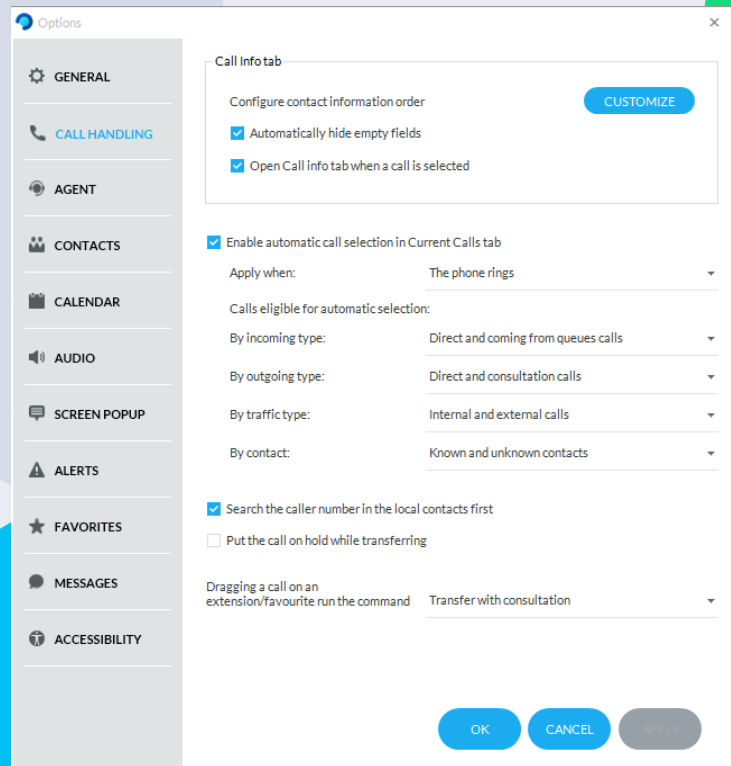
The screenshot shows the 'Options' dialog box with the 'GENERAL' tab selected. The left sidebar lists various settings categories: GENERAL, CALL HANDLING, AGENT, CONTACTS, CALENDAR, AUDIO, SCREEN POPUP, ALERTS, FAVORITES, MESSAGES, and ACCESSIBILITY. The main area contains the following settings:

- ☒ Enable automatic updates
- ☐ Startup as icon on application bar
- ☒ Show the nation of the caller/called telephone number
- ☒ Show Panic Button
- International prefix: Italy +39
- Display listed colleagues as: Name Surname
- ☒ Create log file for troubleshooting

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

Call Handling.

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



Options

GENERAL

CALL HANDLING

AGENT

CONTACTS

CALENDAR

AUDIO

SCREEN POPUP

ALERTS

FAVORITES

MESSAGES

ACCESSIBILITY

Call Info tab

Configure contact information order [CUSTOMIZE](#)

☒ Automatically hide empty fields

☒ Open Call Info tab when a call is selected

☒ Enable automatic call selection in Current Calls tab

Apply when: The phone rings

Calls eligible for automatic selection:

By incoming type: Direct and coming from queues calls

By outgoing type: Direct and consultation calls

By traffic type: Internal and external calls

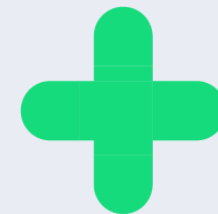
By contact: Known and unknown contacts

☒ Search the caller number in the local contacts first

☐ Put the call on hold while transferring

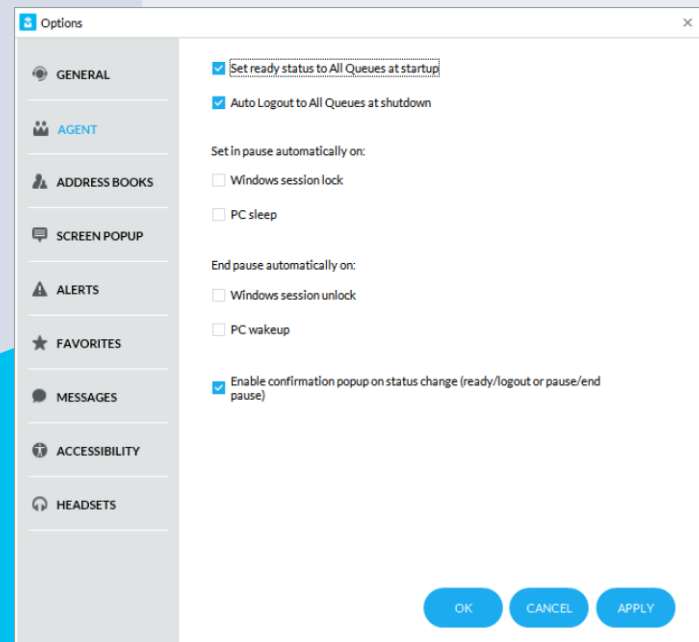
Dragging a call on an extension/favourite run the command Transfer with consultation

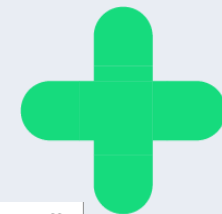
OK CANCEL APPLY



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





Contacts settings.

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

Options

Colleagues and Contacts tabs

Configure contact information order for Contact Card layout [CUSTOMIZE](#)

CONTACT MANAGER MICROSOFT

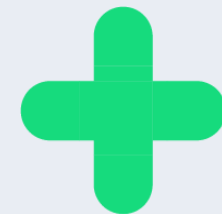
Default Directory for new contacts:

Contatti Condivisi (shared with SoS department)

With Contact Manager, the Imagicle Directory application in the AppSuite, you can manage any number of directories and contacts. Click on the link below to access the web management interface: you need administration rights to manage shared directories.

[Manage directories](#)

OK CANCEL APPLY



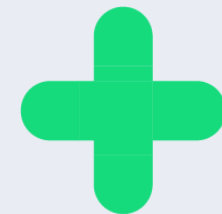
Calendar settings.

- “**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.

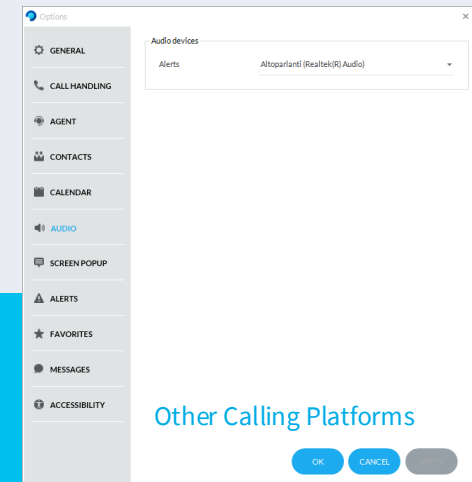
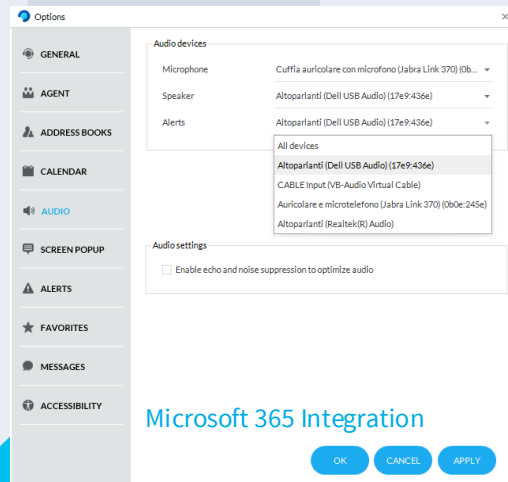
The screenshot shows the 'Options' dialog box with the 'CALENDAR' tab selected. Under the 'Microsoft 365' section, the checkbox 'Enable visibility of colleagues' calendars' is checked. At the bottom, the text 'Microsoft 365 Integration' is displayed above 'OK', 'CANCEL', and 'APPLY' buttons.

The screenshot shows the 'Options' dialog box with the 'CALENDAR' tab selected. Under the 'Microsoft 365' section, the checkbox 'Enable visibility of colleagues' calendars using your Microsoft 365 (deprecated) credentials' is checked. Below this, 'Basic Authentication' is selected with a radio button, and 'Modern Authentication' is unselected. The status is 'Logged out'. A 'LOGIN' button is present. At the bottom, the text 'Legacy EWS Integration' is displayed above 'OK', 'CANCEL', and 'APPLY' buttons.



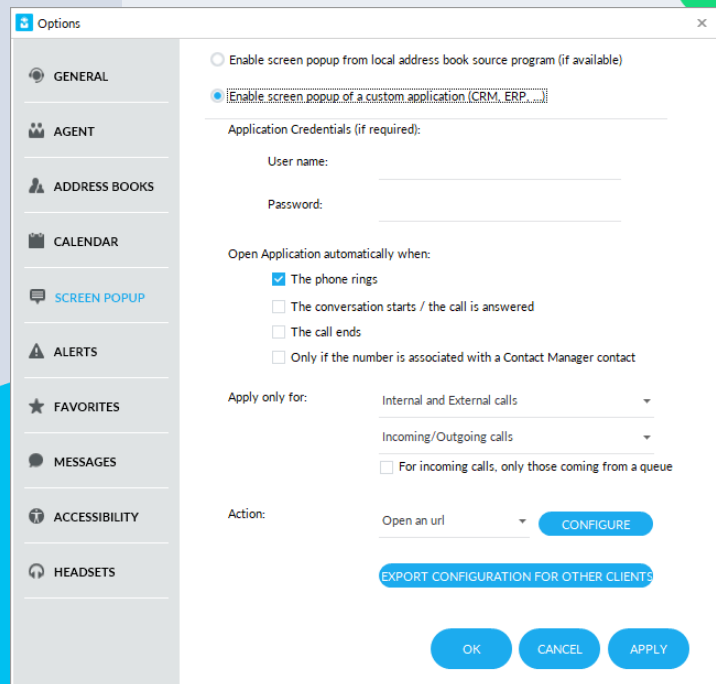
Audio settings.

- “**Audio**” tab in a **Microsoft Teams** environment allows to setup the correct audio devices for Microphone, speaker and alerts.
- This option provides pull-down menu with all available audio devices embedded in your PC workstation, including headsets or external speakers connected via Bluetooth.
- Echo/Noise suppression flag is also available. Imagicle recommends to enable it for the best user's experience.
- “**Audio**” tab for other calling platforms just allows to setup the audio devices for alerts.



Screen PopUp settings.

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



The screenshot shows the 'Options' dialog box with the 'SCREEN POPUP' tab selected. The 'GENERAL' section is active, showing two radio buttons: 'Enable screen popup from local address book source program (if available)' (unselected) and 'Enable screen popup of a custom application (CRM, ERP, ...)' (selected). Below this, there are fields for 'Application Credentials (if required):' with 'User name:' and 'Password:' labels. The 'Open Application automatically when:' section has four checkboxes: 'The phone rings' (checked), 'The conversation starts / the call is answered' (unchecked), 'The call ends' (unchecked), and 'Only if the number is associated with a Contact Manager contact' (unchecked). The 'Apply only for:' section has two dropdown menus: 'Internal and External calls' and 'Incoming/Outgoing calls'. Below these is a checkbox 'For incoming calls, only those coming from a queue' (unchecked). The 'Action:' section has a dropdown menu set to 'Open an url' and a 'CONFIGURE' button. At the bottom, there is an 'EXPORT CONFIGURATION FOR OTHER CLIENTS' button and three buttons: 'OK', 'CANCEL', and 'APPLY'.



Alerts settings.

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

Options

All Calling Platforms

GENERAL

CALL HANDLING

AGENT

CONTACTS

CALENDAR

AUDIO

SCREEN POPUP

ALERTS

FAVORITES

MESSAGES

ACCESSIBILITY

Audible alert

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

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

☐ Enables the acoustic warning when the call recording starts

☒ Enables the audible warning for your chat events

Alert action

Upon an incoming call on your phone

No action

Upon an outgoing call from your phone

No action

Upon an incoming call on your queues

No action

Upon receiving a chat message

Display pop-up on inactive console

No action

Bring console foreground

Display pop-up on inactive console

Always display pop-up

OK

CANCEL

APPLY

Microsoft Teams only

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



Favorites settings.

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

Options

GENERAL

AGENT

ADDRESS BOOKS

CALENDAR

SCREEN POPUP

ALERTS

FAVORITES

MESSAGES

ACCESSIBILITY

HEADSETS

Manage favourites tabs:

Name
Sales
Support
Friends
Parenti

MOVE UP

MOVE DOWN

ADD

EDIT

REMOVE

OK

CANCEL

APPLY



Messages/SMS settings .

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

Options

GENERALAGENTADDRESS BOOKSSCREEN POPUPALERTSFAVORITESMESSAGESACCESSIBILITYHEADSETS

SMS

Template

Select the provider to use for sending SMS

SMS Service Provider

EasiSMS

Sms sender:
(max 11 digit)

Imagicle

User:

Andrew

Password:

●●●●●●●●

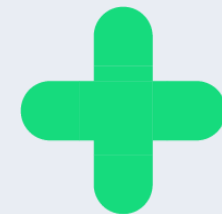
Gateway address

easisms.com

OK

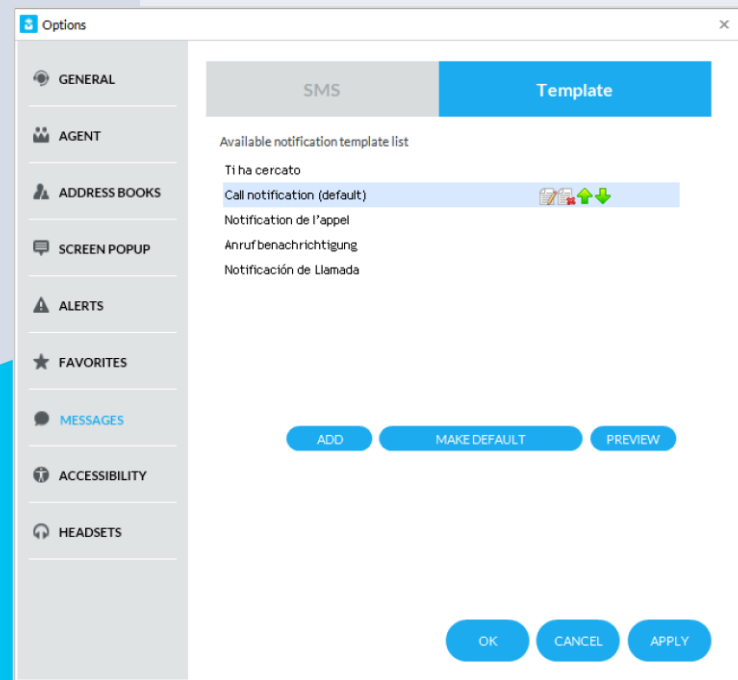
CANCEL

APPLY



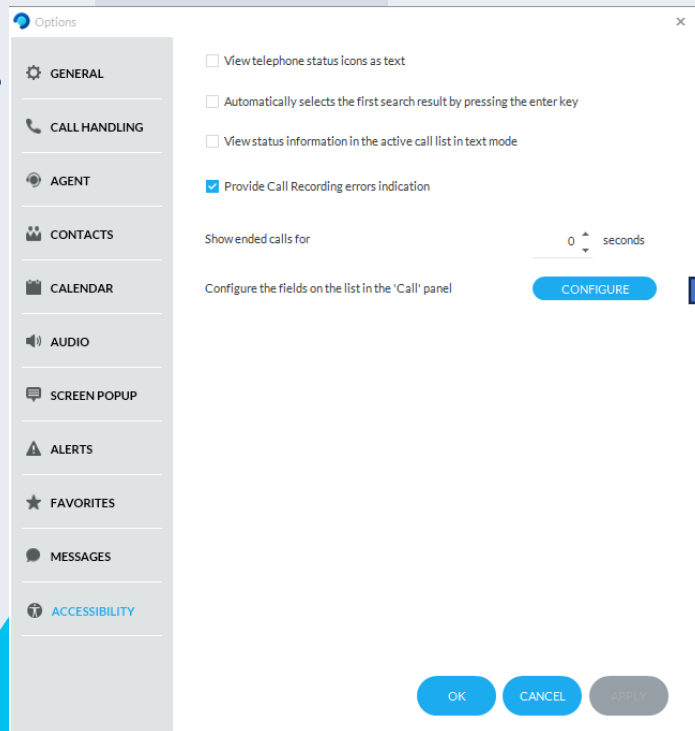
Messages/SMS templates.

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



Visually impaired support.

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



Options

GENERAL

CALL HANDLING

AGENT

CONTACTS

CALENDAR

AUDIO

SCREEN POPUP

ALERTS

FAVORITES

MESSAGES

ACCESSIBILITY

☐ View telephone status icons as text

☐ Automatically selects the first search result by pressing the enter key

☐ View status information in the active call list in text mode

☒ Provide Call Recording errors indication

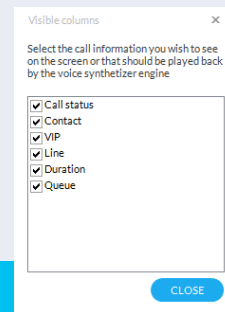
Show ended calls for

0 seconds

Configure the fields on the list in the 'Call' panel

CONFIGURE

OK CANCEL APPLY



Visible columns

Select the call information you wish to see on the screen or that should be played back by the voice synthesizer engine

☒ Call status

☒ Contact

☒ VIP

☒ Line

☒ Duration

☒ Queue

CLOSE

Let's do something Imagicle.

Together.

[CONTACT US](#)

