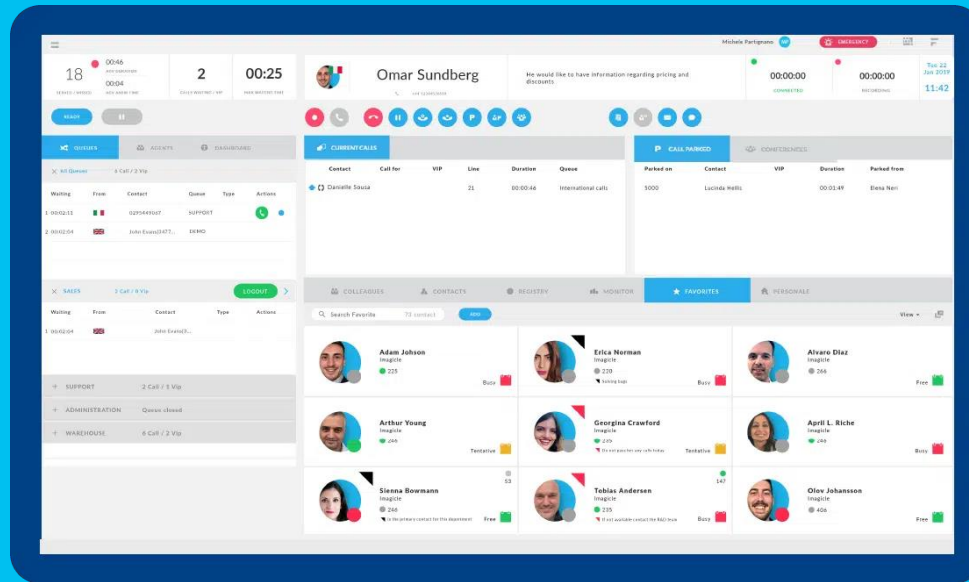


Imagicle Attendant Console.

User's Guide for any Calling Platform





Imagicle Attendant Console

General overview.

Attendant Console

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

Your calls just a click away.

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

Keep everything under control.

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

Integrated with your directories.

All contacts available within seconds, wherever they are stored.

Available for everyone.

Compatible with assistive tools for visually impaired and blind users.

Ideal for your Smart Working.

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

The top of Customer Service.

Perfectly integrated with the other Imagicle solutions for Customer Service.

Imagicle Attendant Console

Empowering your customer service.



Professional

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

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

MOST POPULAR



Enterprise

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

ALL PROFESSIONAL FEATURES PLUS:

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



Operator Essentials

Simple operator bar for hunt groups making easier welcome customers.

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

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

A clean interface, with everything you need.

CALLS

The screenshot displays the Imagicle interface, which is divided into several sections. On the left, there is a sidebar with a navigation menu. The main area is split into two columns. The top column shows a call log with columns for 'Waiting', 'From', 'Contact', 'Queue', 'Type', and 'Actions'. Below this, there is a 'SALES' section with a table of calls. The bottom column shows a 'CURRENT CALLS' section with a table of active calls, and a 'CALL PARKED' section with a table of parked calls. The bottom of the interface features a 'COLLEAGUES' section with a grid of agent status cards.

QUEUES

CONTACTS AND COLLEAGUES

OPTIONS
AND
VOICE/CHAT
SELECTION

Everything is just a click away.

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

1. CALLER COUNTRY FLAG AND NAME

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

8. ALL QUEUES
PANEL
showing calls in all queues

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

3. PARKED CALLS PANEL

6. LOG IN/OUT
Of specific queues

7. SPECIFIC
QUEUES
PANEL

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

The screenshot displays the Imagicle operator interface. At the top, a header bar shows the user's name 'Micaela Pirtognani', a status indicator 'MP', and an 'EMERGENCY' button. Below this, a call header for 'Danielle Sousa' is shown with a country flag icon and a note: 'He would like to have information regarding pricing and discounts'. A row of icons for call actions (end call, hold, transfer, etc.) is visible. The main interface is divided into several panels. On the left, the 'QUEUES' panel shows a list of queues with columns for 'Waiting', 'From', 'Contact', 'Queue', 'Type', and 'Actions'. Below it, the 'SALES' panel shows a similar list. In the center, the 'CURRENT CALLS' panel displays a table with columns for 'Contact', 'Call for', 'VIP', 'Line', 'Duration', and 'Queue'. Below this is the 'COLLEAGUES' panel, which includes a search bar and a grid of contact cards. Each card shows a contact's name, status (e.g., 'Available', 'Busy'), and a small calendar icon. On the right, the 'PARKED CALLS' panel shows a table with columns for 'Parked on', 'Contact', 'VIP', 'Duration', and 'Parked from'. At the bottom, a 'LOGOUT' button is visible in the 'QUEUES' panel.

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

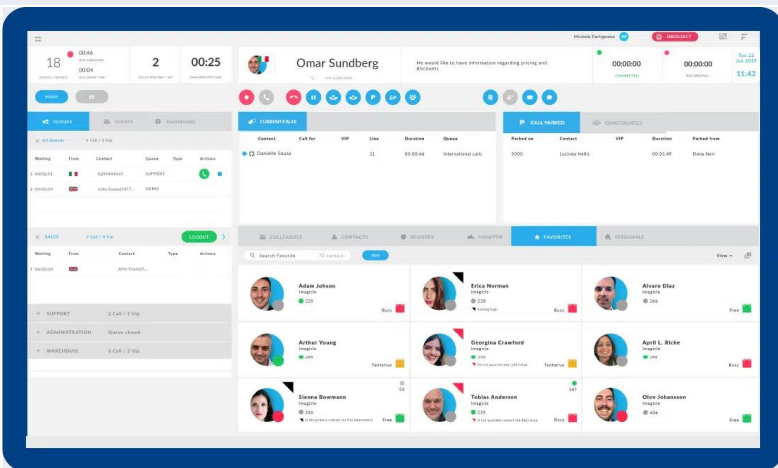
Contact	Call for	VIP	Line	Duration	Queue
Danielle Sousa			21	00:00:46	International calls

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

Contact	Status	Calendar
Elena Panzera Imagicle Available	120	
Bernardo Federigi Imagicle Busy	110	
Sonia Vicini Imagicle	201	
Samuele Franceschi Imagicle	85	
Matteo Conta Imagicle Available	147	
Viviana Di Meglio Imagicle	53	
Fabiana Andreozzi Imagicle Busy	123	
Yuri Montagnani Imagicle Available	97	

Imagicle Attendant Console

Installation requirements



Supported client operating systems

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

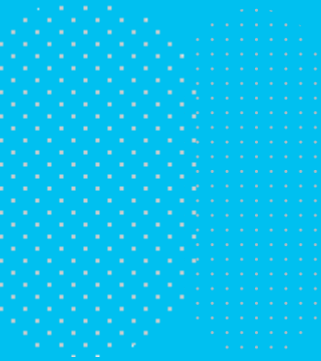
Hardware requirements

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



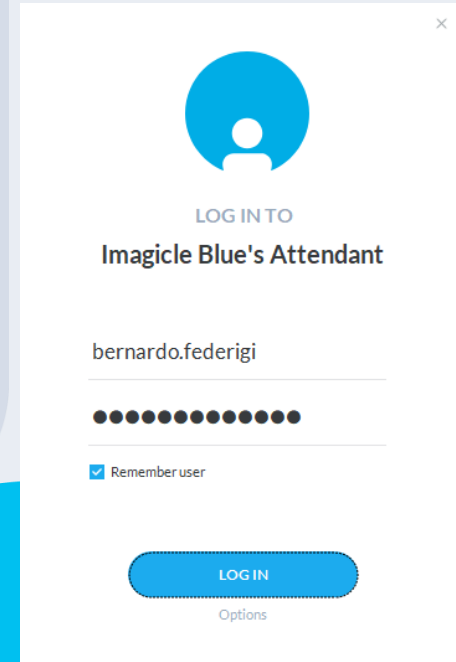
Imagicle Attendant Console

Log in.



First time Login.

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

A login window titled "LOG INTO Imagicle Blue's Attendant". It features a blue circular user icon at the top. Below the icon, the text "LOG INTO" is in a smaller font, followed by "Imagicle Blue's Attendant" in a larger, bold font. There is a text input field containing the username "bernardo.federigi". Below the username field is a password field represented by a series of black dots. A checkbox labeled "Remember user" is checked. At the bottom, there is a blue "LOG IN" button and a smaller "Options" link below it.

LOG INTO
Imagicle Blue's Attendant

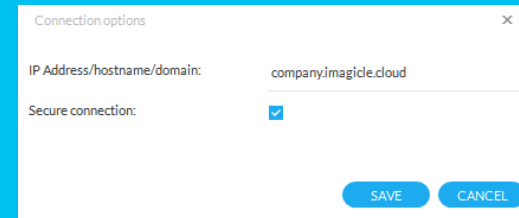
bernardo.federigi

●●●●●●●●●●●●●●●●

☒ Remember user

LOG IN

Options

A "Connection options" dialog box. It has a title bar with a close button. The first field is "IP Address/hostname/domain:" with the value "companyimagicle.cloud". The second field is "Secure connection:" with a checked checkbox. At the bottom right, there are two buttons: "SAVE" and "CANCEL".

Connection options

IP Address/hostname/domain: companyimagicle.cloud

Secure connection: ☒

SAVE CANCEL



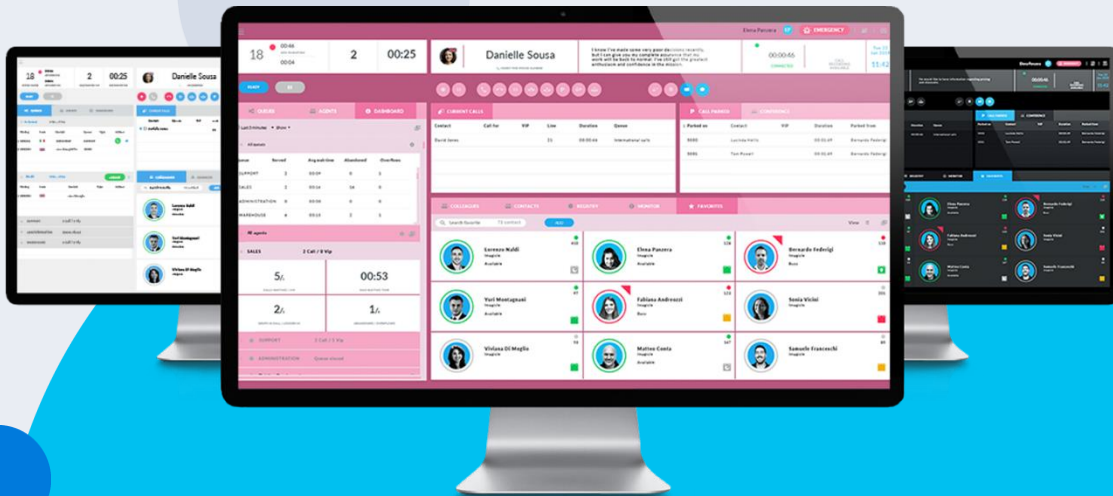
Imagicle Attendant Console

Themes.

Adapt it to your mood.

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

VIEW	▶
SELECT LANGUAGE	▶
MANAGE HOTKEYS	
OPTIONS	
THEMES	▶
HELP	▶
EXIT	
	LIGHT
	MEDIUM
	✓ PINK
	DARK
	VIOLET



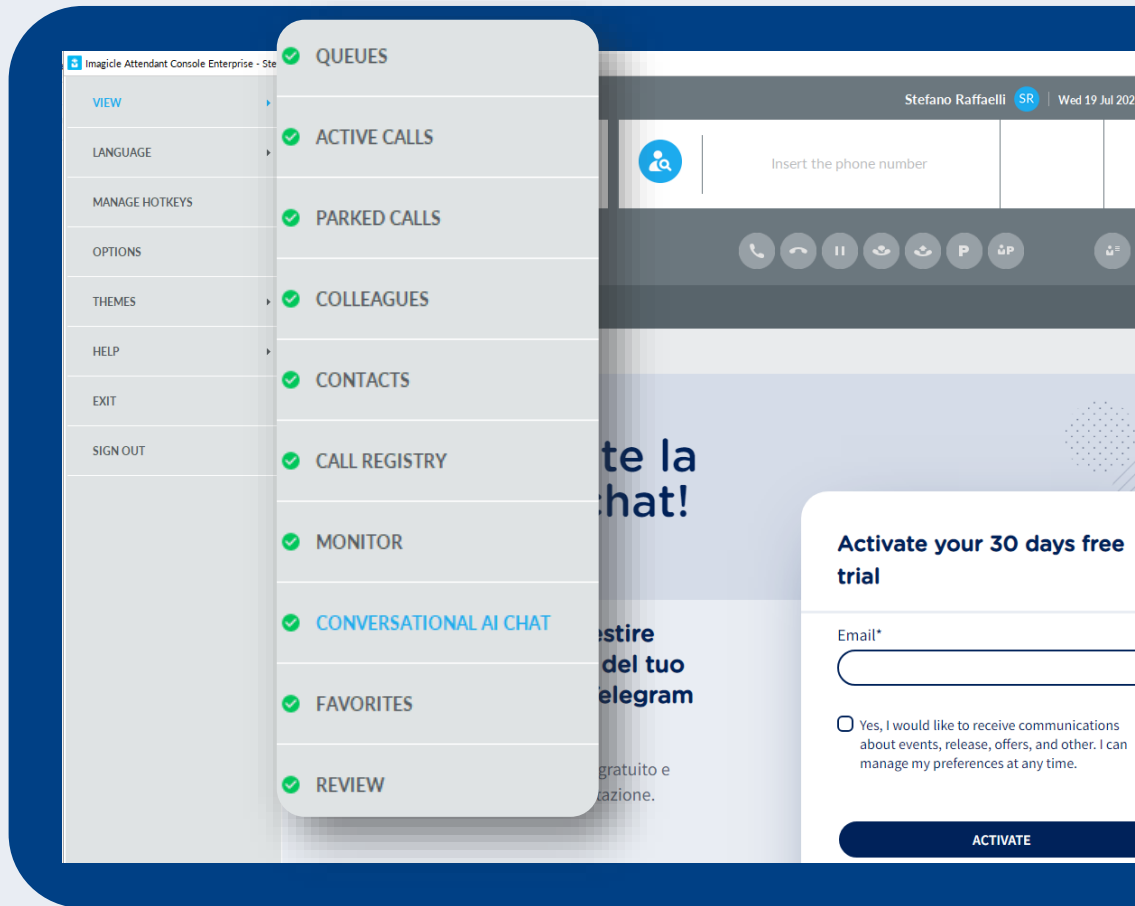


Imagicle Attendant Console

Panels.

Adapt it to your needs.

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



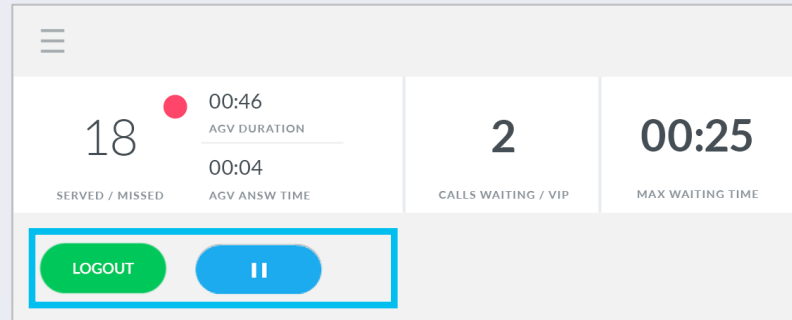


Imagicle Attendant Console

Queues.

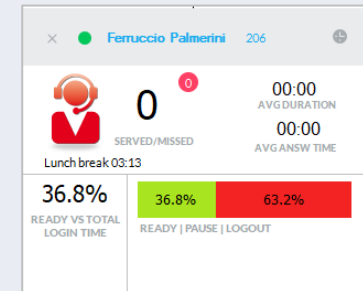
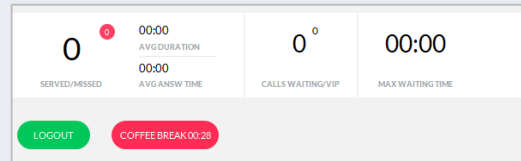
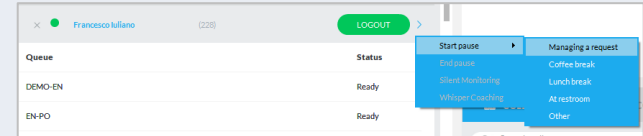
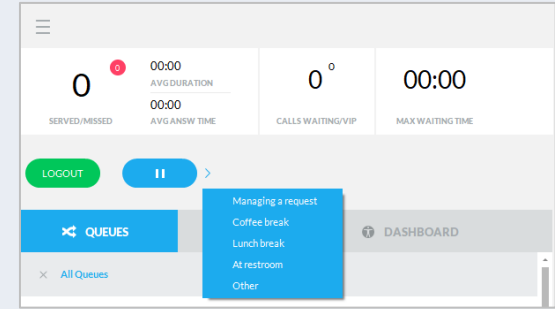
Queues panel.

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








Pause Reasons.

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



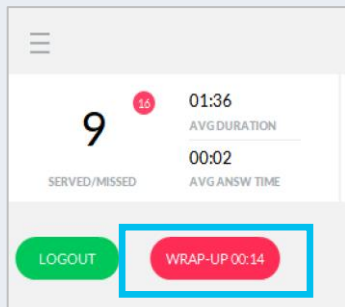
Agent/Operator status description.

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

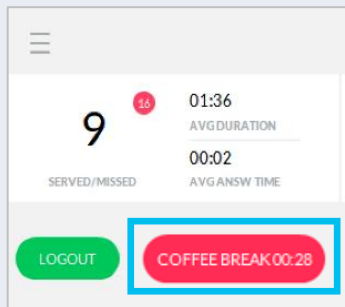
Wrap-up.

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

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



← Example of Wrap-Up status



← Example of Pause status



Queue info details.

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

The screenshot shows a software interface with a top navigation bar containing 'QUEUES', 'AGENTS', 'DASHBOARD', and 'CURRENT CAL'. The 'QUEUES' tab is active and highlighted with a red box. Below the navigation bar, there are three queue panels. The first panel is titled 'All Queues (1 calls, 0 VIP)' and contains a table with columns: 'Waiting', 'From', 'Contact', 'Queue', 'Type', and 'Actions'. It shows one call with a waiting time of 00:00:06, from an Italian contact named 'Andrea So...', in the 'DEMO-IT' queue. The second panel is titled 'DEMO-EN [P] (0 calls, 0 VIP)' and has a 'LOGOUT' button. The third panel is titled 'DEMO-IT [P] (1 calls, 0 VIP)' and has a 'READY' button highlighted with a red box. This panel also shows a table with one call from 'Andrea Sonnin...' in the 'DEMO-IT' queue. To the right of the queue panels is a sidebar with 'COLLEAGUES' and a search bar. At the bottom right, a dropdown menu is open, showing options: 'Force open', 'Force closed', 'Restore ordinary schedule', and the name 'Ahmed Antar'.

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

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

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

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

Agent	Status
Michel Ravasio	READY
Riccardo Rolfo	READY
Tommaso Fioravanti	LOGOUT

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

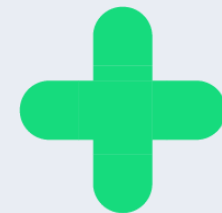


- “**Whisper Coaching**”: Discreetly provide suggestions to agent, without involving remote party

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

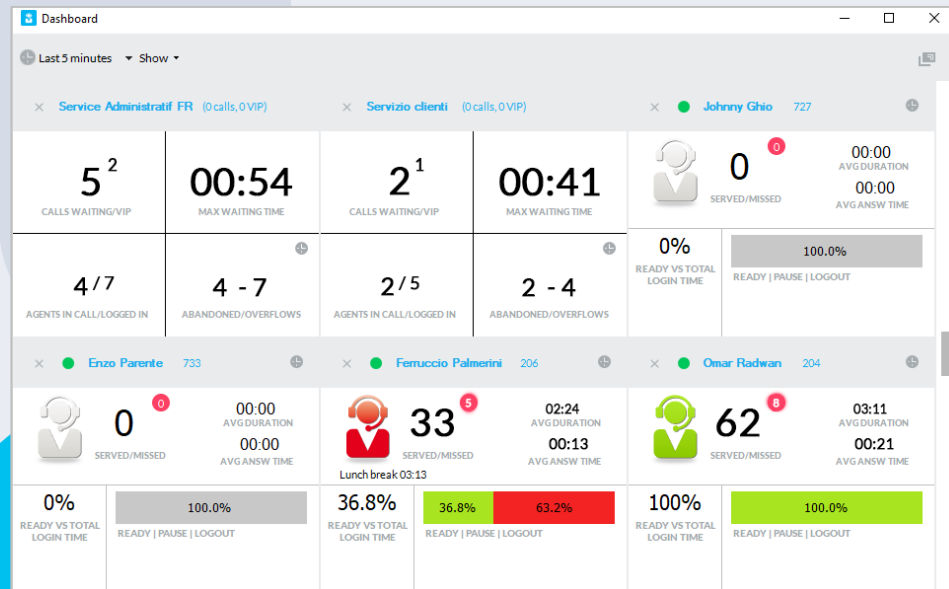
The screenshot displays the 'AGENTS' tab in a queue management interface. It shows two sections for different queues: 'IT-PO [P]' (65002) and 'ME-PO [P]' (65006). Each section contains a table of agents with their names and status. In the 'IT-PO' section, the agent 'Elena Neri' is highlighted with a red dot and a blue box around her status, indicating she is being monitored or coached. The 'ME-PO' section shows agents 'Cinzia Micco' and 'Elisabetta Da Prato' as 'Logged out', and 'Francesca Cappelletti' as 'Ready'.

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)	



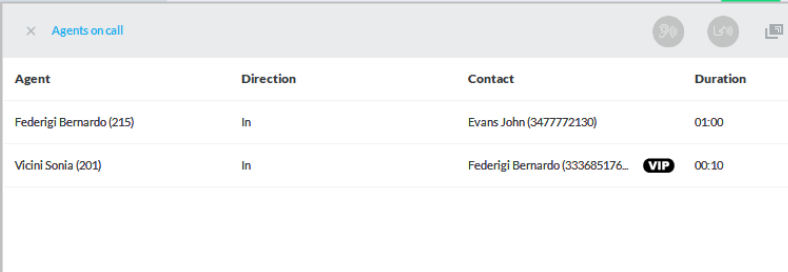
Queue panel: “Dashboard” tab.

- 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 (picture below)
 - For each selected agent: total served/missed calls, average call duration and answer time, percentage of login time vs. pause and logout time
 - A square icon on top right allows window detachment from Attendant Console and full screen display on dedicated LCD wallboard panel
 - Each single window can be minimized by clicking black triangle on top left



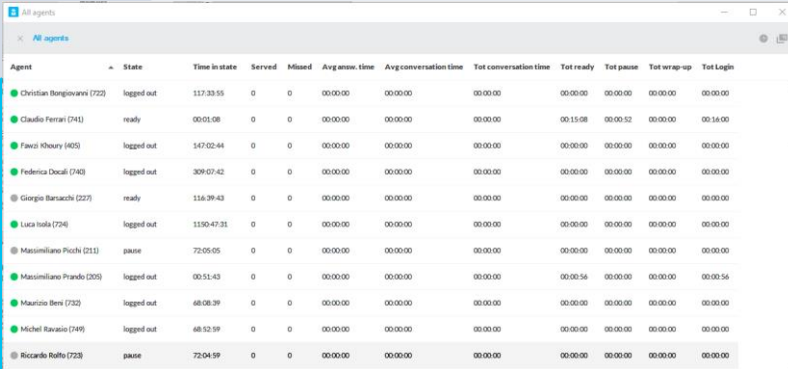
Queue panel: “Dashboard” tab.

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



A screenshot of the 'Agents on call' panel. It features a title bar with a close button (X), the text 'Agents on call', and three icons: a speech bubble, a person, and a document. The panel contains a table with four columns: Agent, Direction, Contact, and Duration. Two rows of data are visible.

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



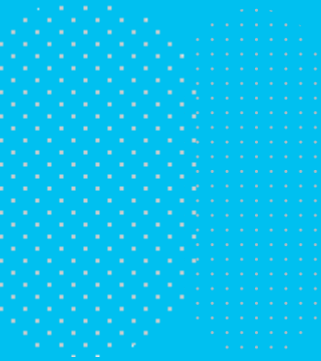
A screenshot of the 'All agents' panel. It features a title bar with a close button (X), the text 'All agents', and a filter icon. The panel contains a table with 13 columns: Agent, State, Time in state, Served, Missed, Avg ans. time, Avg conversation time, Tot conversation time, Tot ready, Tot pause, Tot wrap-up, and Tot Login. The table lists 12 agents with their current status and various performance metrics.

Agent	State	Time in state	Served	Missed	Avg ans. time	Avg conversation time	Tot conversation time	Tot ready	Tot pause	Tot wrap-up	Tot Login
Christian Bongiovanni (722)	logged out	117:38:55	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Claudio Ferrari (741)	ready	00:01:08	0	0	00:00:00	00:00:00	00:00:00	00:15:08	00:00:52	00:00:00	00:16:00
Fawzi Khoury (1405)	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 Deall (746)	logged out	309:07:42	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Giorgio 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	1190:47:31	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
Maurizio Berti (732)	logged out	68:08:39	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Michel Ravasio (749)	logged out	68:52:59	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Riccardo Rolfo (723)	pause	72:04:59	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00



Imagicle Attendant Console

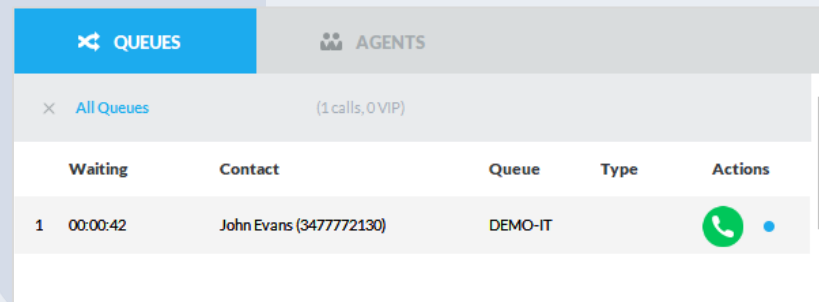
Call Handling





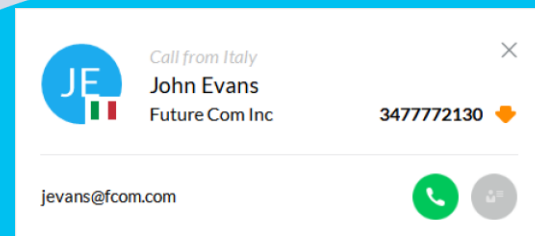



Notification of waiting calls.


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





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



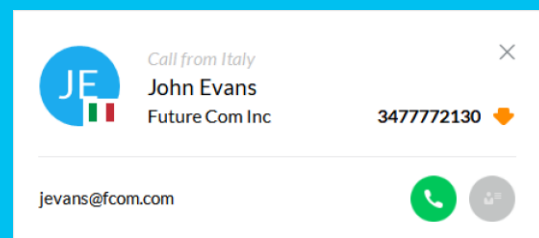
Call from Italy
John Evans
Future Com Inc

3477772130 

jevans@fcom.com  



- 





Imagicle Attendant Console

Transferring - Parking



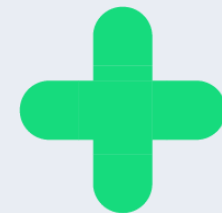


Call Transfer with Consultation.

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

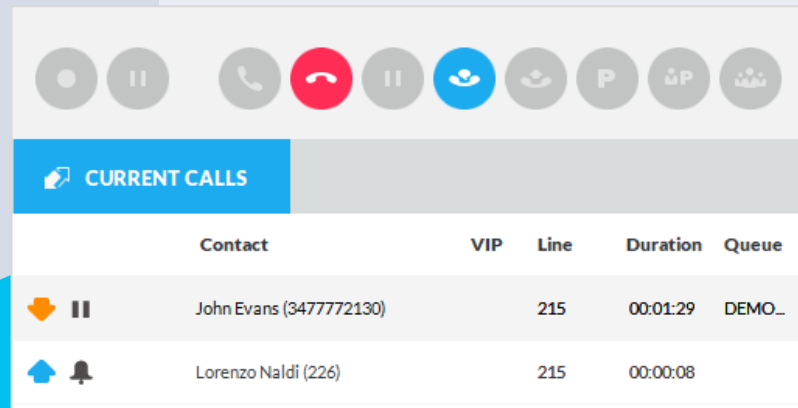
The screenshot displays the Attendant Console interface. At the top, a header bar shows a circular icon with 'LN' and the name 'Lorenzo Naldi' with extension '226'. Below this is a row of call control icons: mute, hold, end call, transfer (highlighted with a blue square), park, and others. A 'CURRENT CALLS' panel is open, showing a table of active calls.



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



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

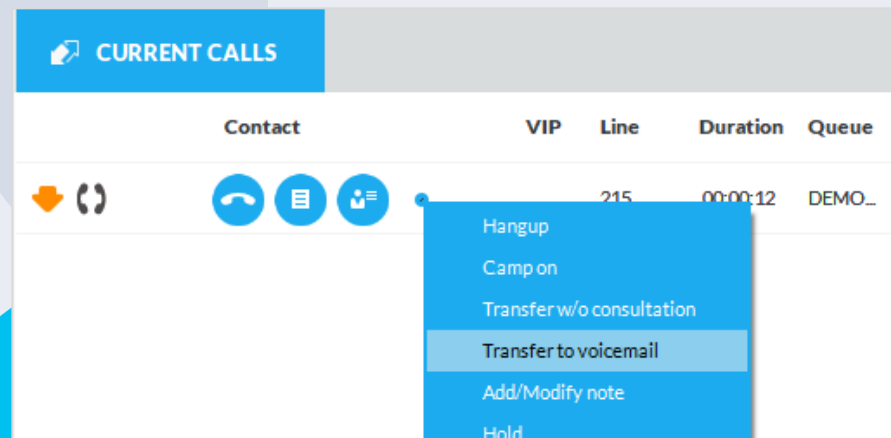


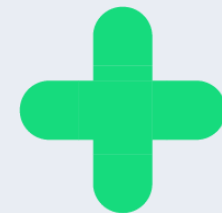
Contact	VIP	Line	Duration	Queue
 John Evans (3477772130)		215	00:01:29	DEMO...
 Lorenzo Naldi (226)		215	00:00:08	



Transfer to voice mail.

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





Parking a call.

- Once in a call, you can **park the call** using relevant PBX feature (if available), by clicking “P” button (squared blue) or by drag & drop active call with mouse. Call will be moved from “Current Calls” window to “Call Parked” window
- Caller party will hear a tone or music
 - to retrieve the call from parking area, just double-click on parked call item, use right-click pull-down menu option or use the appropriate Hot-Key
- Please be aware that a parked call can be picked-up by other agents too

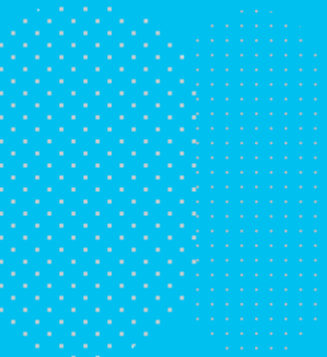
The screenshot shows a call management interface. At the top, there is a row of icons: a blue square with a white 'P' (highlighted with a red box), a grey circle with a white 'P', a grey circle with a white group of people icon, a grey circle with a white equals sign icon, a grey circle with a white 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:

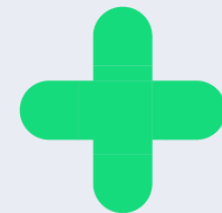
Parked on	Contact	VIP	Duration	Parked from
50150	John Evans 3477772130		00:01:01	Bernardo Federigl (215)



Imagicle Attendant Console

Camp On.





Camp-On Call Parking.

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

The screenshot displays the Imagicle interface. At the top, there are several icons: a 'P' icon, a blue square icon with a 'P' (highlighted with a red box), and a group of three people icon. Below these are icons for a person, a list, an envelope, and a speech bubble. The main window is titled 'CALL PARKED' and contains a table with the following data:

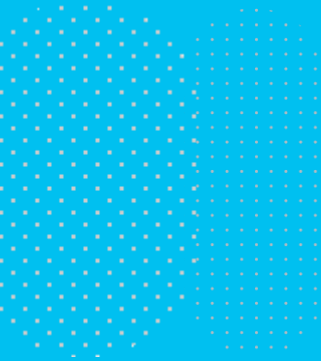
Parked on	Contact	VIP	Duration	Parked from
226	John Evans (3477772130)		00:00:16	215

Below the table, there is a 'CAMP ON' search overlay. It features a search bar with the text 'loren' and a search icon. Below the search bar, there is a list of results, with the first entry being 'Lorenzo Naldi' with the number '226' next to it.



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 telephony interface with a top bar containing various call control icons. A blue icon with a group of people, representing a conference call, is highlighted with a blue square. Below the top bar, there are two main sections: 'CURRENT CALLS' and 'CONFERENCE'.

CURRENT CALLS

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

CONFERENCE

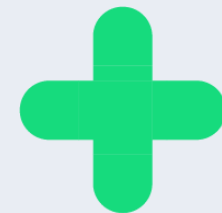
Contact	Company	Duration
John Evans (3477772130)	Future Com Inc	00:00:13
Elena Panzera (231)		00:00:13



Imagicle Attendant Console

Call Notes, Notifications, Emergency alerts





Call notes.



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

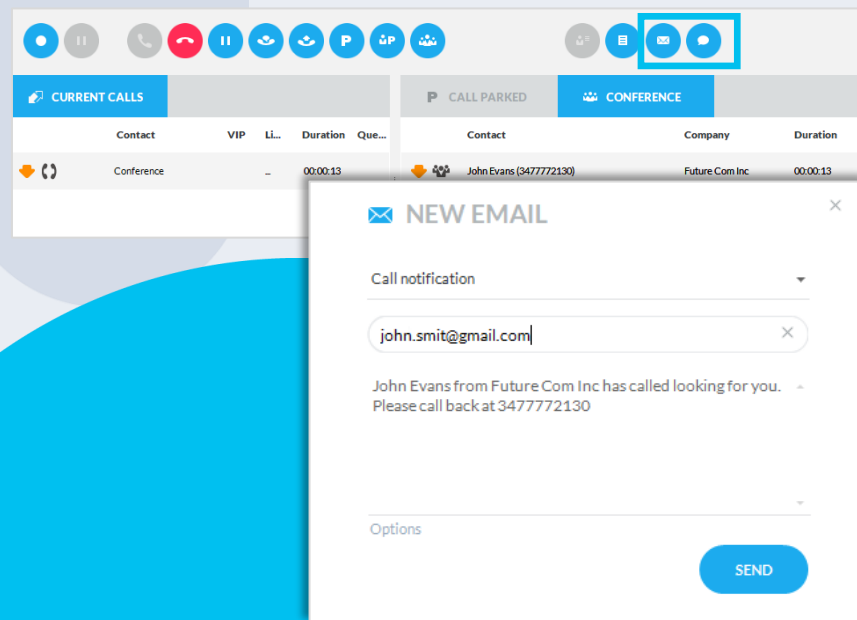
The screenshot shows a call center interface. At the top, there is a row of call control icons: a blue circle with a white dot, a grey square with two vertical bars, a grey circle with a white telephone handset, a red circle with a white telephone handset, a blue square with two vertical bars, a blue circle with a white telephone handset, a blue circle with a white telephone handset, a blue circle with a white 'P', a blue circle with a white 'UP', and a blue circle with a white group of people icon. To the right of these icons is a blue square icon with a white document and pencil, which is highlighted with a red box. Next to it are a blue circle with a white envelope and a blue circle with a white speech bubble. Below the icons is a blue bar with a white document icon and the text 'CURRENT CALLS'. Below this bar is a table with the following columns: Contact, VIP, Line, Duration, and Queue. The table has one row of data: John Evans (3477772130), 215, 00:01:10, and DEMO-IT. The text 'Please help this customer!' is written in red below the contact name. A red box highlights the contact name and the red text.

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



Email and SMS notifications.

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



The screenshot displays a call management interface with a top toolbar containing various icons. A red box highlights the email and SMS icons. Below the toolbar, there are tabs for 'CURRENT CALLS', 'CALL PARKED', and 'CONFERENCE'. The 'CURRENT CALLS' tab is active, showing a table with columns: Contact, VIP, LI., Duration, and Que... The table contains one entry: Conference, -, 00:00:13. The 'CONFERENCE' tab is also visible, showing a table with columns: Contact, Company, and Duration. The table contains one entry: John Evans (3477772130), Future Com Inc, 00:00:13. A 'NEW EMAIL' pop-up window is overlaid on the interface. It has a title bar with an email icon and the text 'NEW EMAIL'. The main content area includes a dropdown menu labeled 'Call notification', a text input field containing 'john.smit@gmail.com', and a preview of the message: 'John Evans from Future Com Inc has called looking for you. Please call back at 3477772130'. At the bottom, there is an 'Options' section and a 'SEND' button.

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

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

NEW EMAIL

Call notification

john.smit@gmail.com

John Evans from Future Com Inc has called looking for you. Please call back at 3477772130

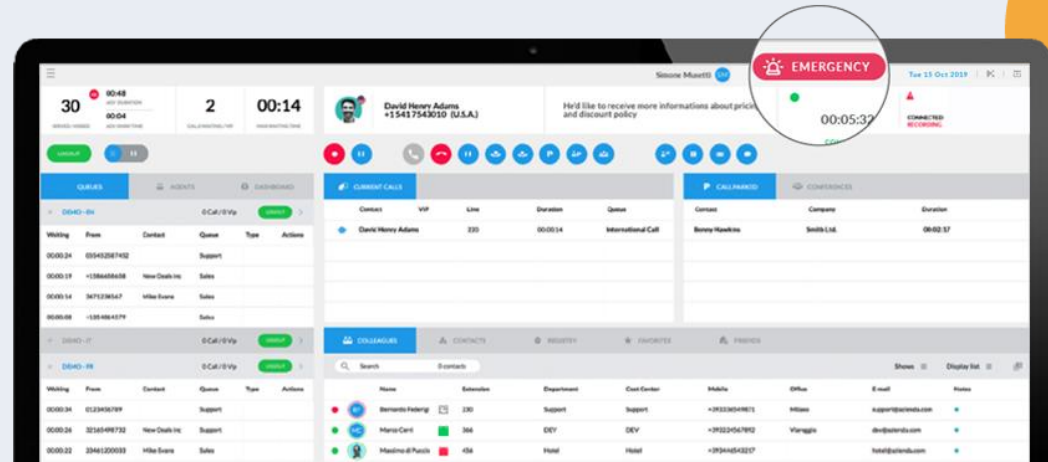
Options

SEND

Trigger an emergency alert through the Panic Button.

Red Panic Button available on top-right console interface.

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





Imagicle Attendant Console

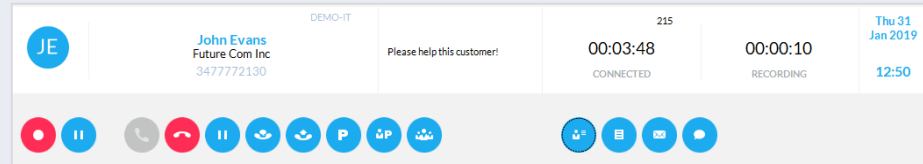
Call Recording integrations.



Call Recording.

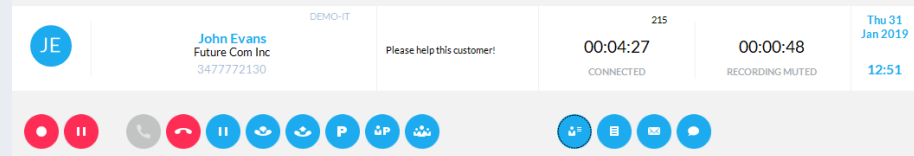
If Imagicle UC Suite (Cisco UCM or Webex Calling DI only) includes a Call Recording license, then you can trigger current conversation recording from Attendant Console. Works with any phone registered to your PBX and associated to Attendant Console, including Webex Desktop clients.

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



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

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



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

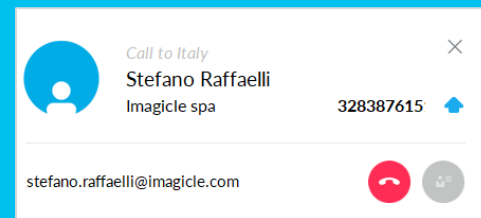
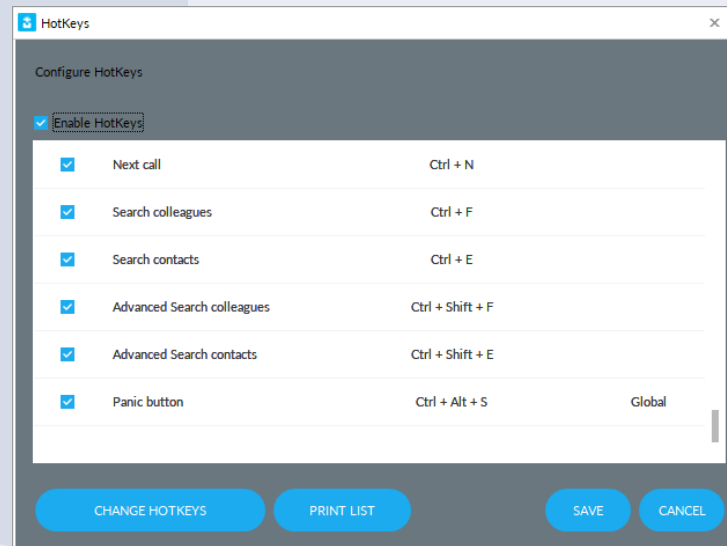


Imagicle Attendant Console

Hotkeys.

Hot Keys Management.

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

















Imagicle Attendant Console

Colleagues tab - BLF







Colleagues tab.

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

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			

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	



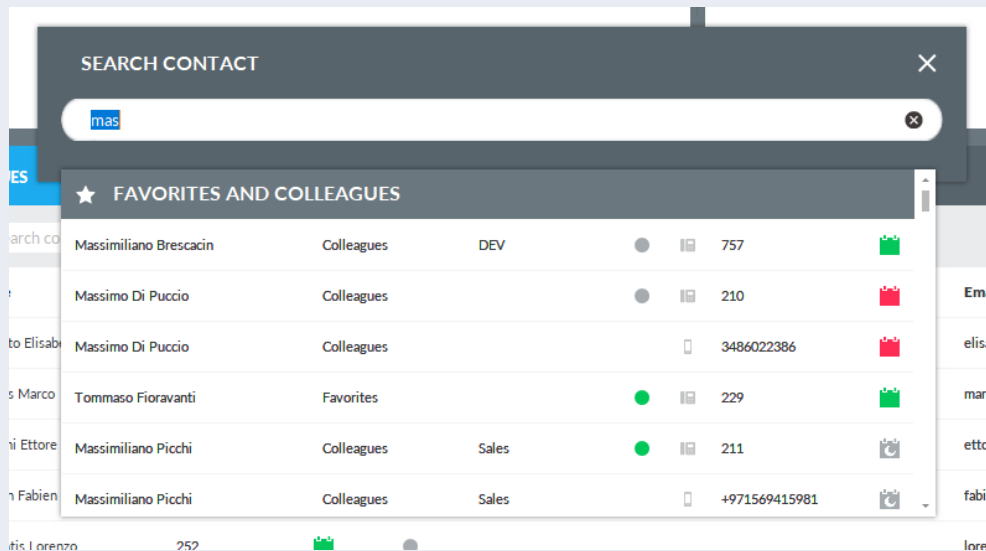
Search in Colleagues tab



- 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*

Microsoft Calendar integration.

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

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

COLLEAGUES									
CONTACTS									
REGISTRY									
MONITOR									
FAVORITES									
Search colleagues									
Presence	Name	Extension	Calendar	Phone	Office	Mobile phone	Home phone number	Email	
	Palmerini Ferruccio	206	<div>Now BUSY Today the closest free slot is at 1:00 PM</div> <div>MON 6 JUL 2020</div> <div>11:00 AM - 1:00 PM HR review</div> <div>3:30 PM - 4:30 PM Review offerta Wael</div> <div>3:00 PM - 4:00 PM Translation flow - A design experiment that needed ...</div>					ferruccio.palmerini@i...	
	Panzeri Elena	231						elena.panzeri@imagic...	
	Parente Enzo	733				+3460833509		enzo.parente@imagicd...	
	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 Mirhel	---						---	



Busy



Free



Working
elsewhere



Out
of office

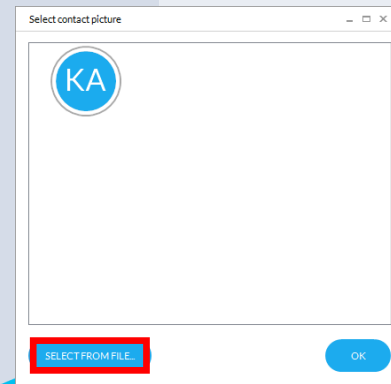


Tentative



Colleagues tab additional features.

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

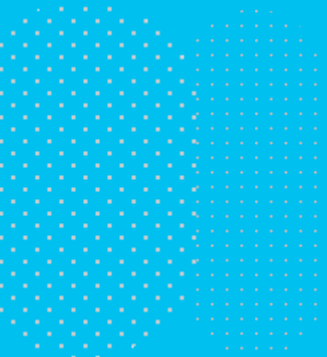


	Name		Extension	Department	Notes
	Federigi Bernardo Available		215	Marketing	cisco live (Francesco Iuliano)
	Ferrari Claudio		741	Sales	de baja hasta el 15 (Francesco Iuliano)
	Fioravanti Tommaso Cisco Live 2019		229	Sales	@cisco live (Tommaso Fioravanti)



Imagicle Attendant Console

Contacts tab.



Contacts tab.

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

COLLEAGUES

CONTACTS

REGISTRY

MONITOR

FAVORITES

matthias

✕

🔍

CREATE NEW CONTACT

33 contacts

Show

	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...	

✓ Contact picture

✓ Name

✓ Phone

✓ Mobile phone

✓ Home phone number

✓ Private mobile phone

✓ Fax

✓ Company

✓ Office

✓ Email

✓ VIP


✓ Address




✓ Salesforce ID

✓ Account Manager

Advanced Search on Contacts tab.

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



COLLEAGUES CONTACTS REGISTRY MONITOR FAVORITES									
+ 🔍 🔍 ⚙️									
	Name	Phone	Mobile ph...	Home pho...	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.

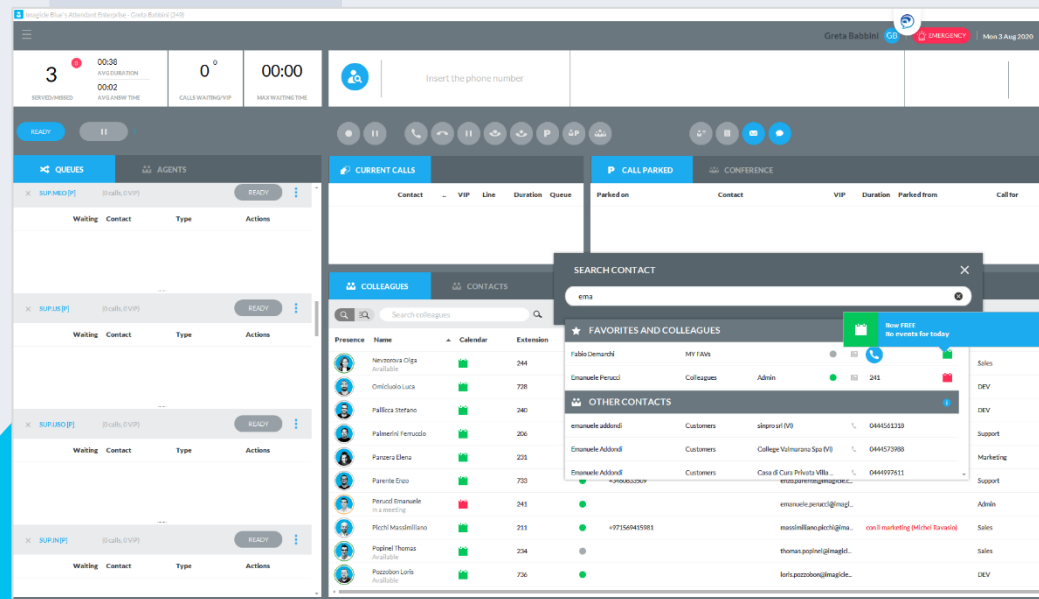
- A square icon on top right allows window detachment from Attendant Console and full screen display
 - To call a contact, double click on any phone number
- 



“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.

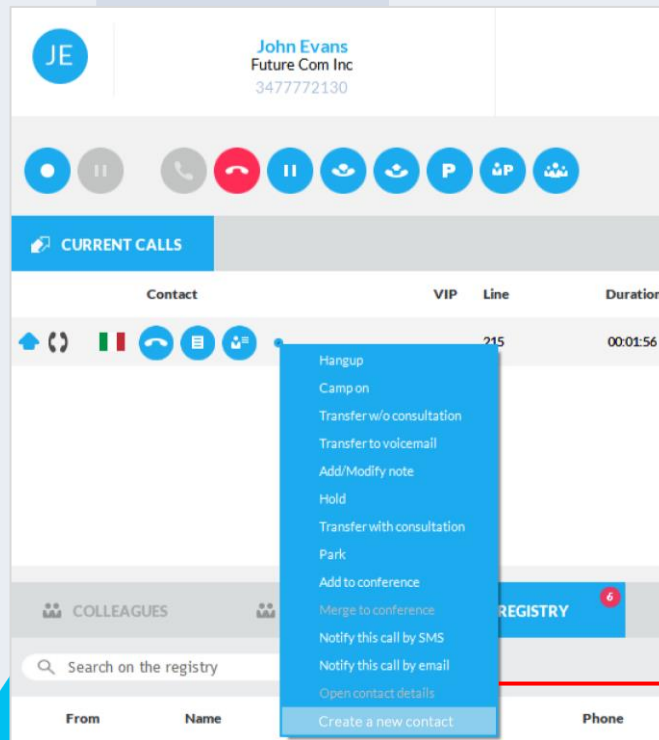
Results are displayed split into two categories: “Favorites and colleagues” & “Other Contacts”.





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:

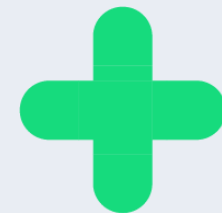
Fax:

Email: jevans@fcom.com

Office: Massarosa

Image Directory: Suppliers (shared with Sales department)

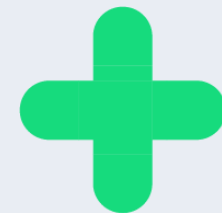
DELETE OK CANCEL



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 Biasci			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 Attendant Console

Registry tab.

Registry tab.

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

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 Attendant Console

Call Monitor tab.



the frame,

“**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.

COLLEAGUES

CONTACTS

REGISTRY

MONITOR

FAVORITES

Today

GLOBAL VIEW

30

00:27:53

00:00:56

total calls

total calls duration

average

3

00:02:08

00:00:43

total calls

total duration

average

21

00:25:45

00:01:14

total calls

total duration

average

Call type	Total calls	Total duration
incoming calls	3	00:02:08
outgoing calls	21	00:25:45
missed calls	6	


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

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



Call Monitor tab.

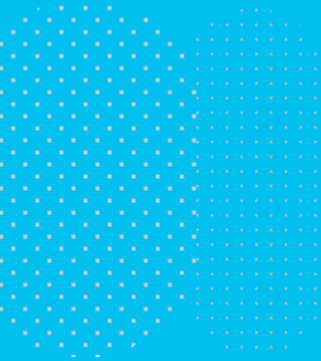


- First “Global view” window shows a summary of ALL your incoming/outgoing/missed calls counters, including average call length and total calls duration.
 - Second “Incoming calls” window shows your incoming calls traffic, including average call length, total calls duration and last 5 incoming calls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



Imagicle Attendant Console

Favorites panels.



Favorites panels.

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

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

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

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


The calendar overlay shows the current date as 'MON 3 AUG 2020'. It indicates 'Now BUSY' and 'Today the closest free slot is at 5:00 PM'. A specific event is listed for '3:00 PM - 5:00 PM' titled 'UX Customer Session'.



Favorites panels.



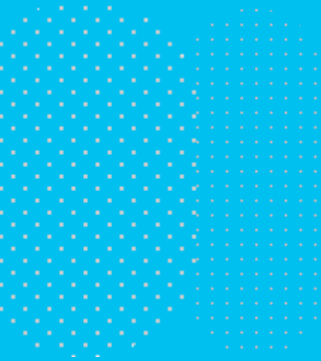
To manually **add new contacts** into favorites panels, you can click on top-left “+” icon and enter contact info and numbers

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



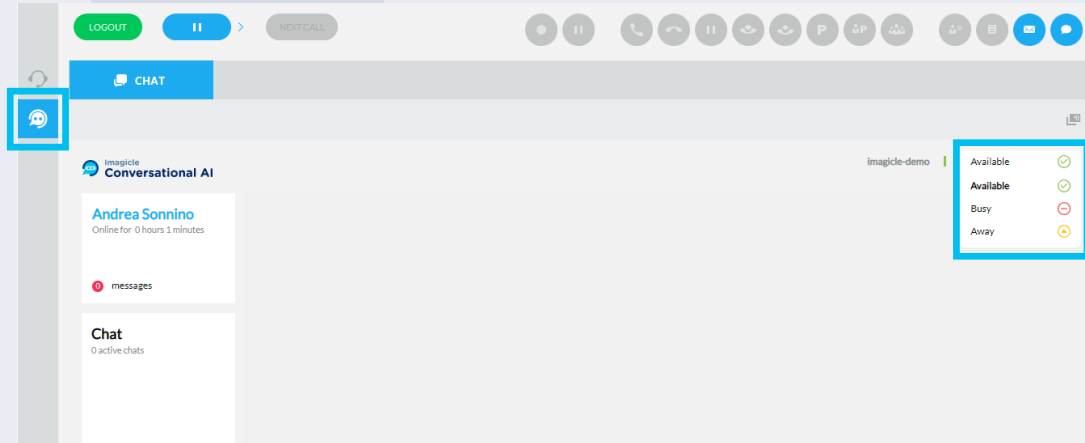
Imagicle Attendant Console

Chat Panel.



Chat Integration.

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



Chat Integration.



- Once a new customer contacts the Company via chat, the relevant transaction is forwarded to the first available “blended” operator, who can start replying to customers queries.
- Customer’s data, if already available into customer’s DB, are displayed in “User information” right panel. Operator can also manually fill the user’s details.
- During the chat transaction, operator can also deliver documents, videos and web link to address customer’s request.
- Whole chat progression is available on operator’s interface, and she/he can scroll up & down to view previous messages.

The screenshot displays the Imagicle Conversational AI operator interface. On the left, a sidebar shows the operator's name 'Andrea Sonnino' and status 'Online for 0 hours 55 minutes', along with a 'Chat' section indicating '1 active chats' for 'Guest-1765'. The main chat area shows a conversation history with messages from the guest and the virtual agent. The current chat message from the guest is highlighted with a red box: 'Guest: I want to learn more about current credit card maximum monthly expense.' Below this message are buttons for 'LINK', 'VIDEO', and 'DOCUMENT'. A response from the virtual agent is visible at the bottom: 'With your current Visa Credit Card, you can spend up to 3,000 Euros per month. If you wish to extend the credit limit, I can schedule an appointment with a Sales representative'. On the right, a 'Semantic services' panel shows 'No results found'. Below it, a 'User information' panel displays details for 'Guest-1765', including Title, Name, Email, Phone, and Notes, along with 'Questions' and 'Answers' counts.



Imagicle Attendant Console

Compact layout.

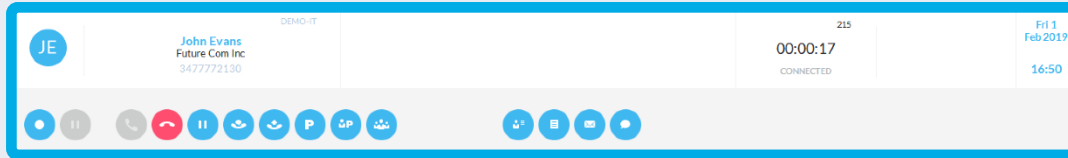


Attendant Console compact layout.

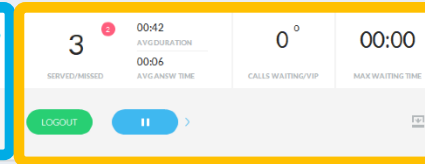
Ideal for inbound call center agents



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



Calls Panel

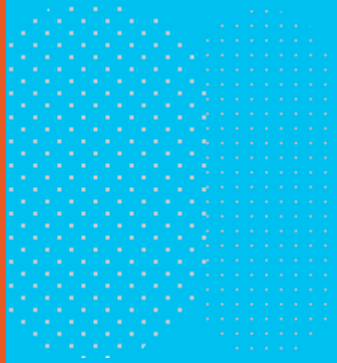


Compact
Queues Panel



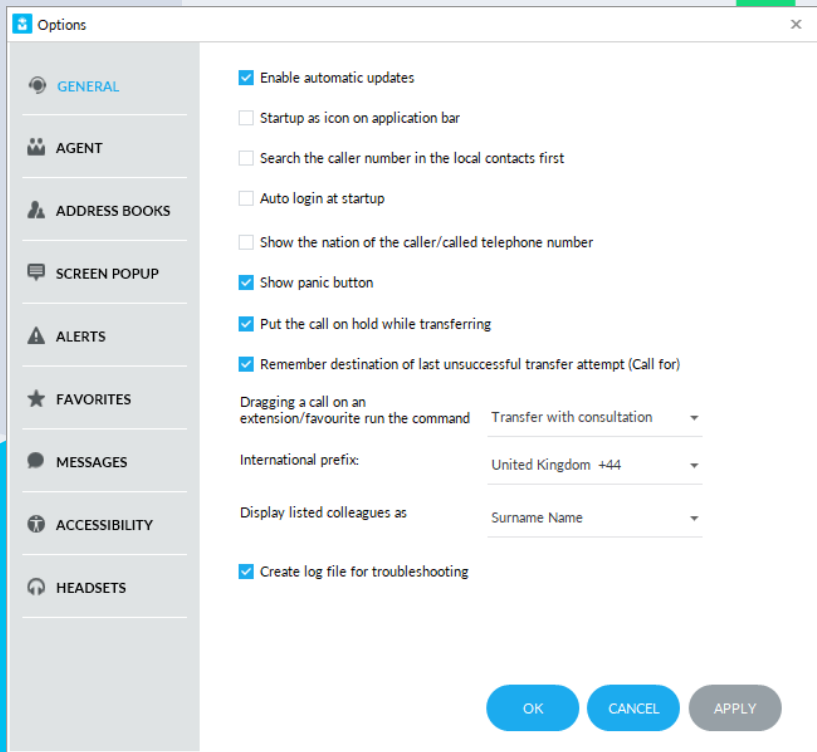
Imagicle Attendant Console

Settings.



General settings.

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



The screenshot shows the 'Options' dialog box with the 'GENERAL' tab selected. The left sidebar lists various settings categories: GENERAL, AGENT, ADDRESS BOOKS, SCREEN POPUP, ALERTS, FAVORITES, MESSAGES, ACCESSIBILITY, and HEADSETS. The main area contains several checkboxes and dropdown menus. The 'Enable automatic updates' checkbox is checked. Below it are three unchecked checkboxes: 'Startup as icon on application bar', 'Search the caller number in the local contacts first', and 'Auto login at startup'. Further down are two more unchecked checkboxes: 'Show the nation of the caller/called telephone number' and 'Show panic button' (which is checked). Below these are two checked checkboxes: 'Put the call on hold while transferring' and 'Remember destination of last unsuccessful transfer attempt (Call for)'. There are three dropdown menus: 'Dragging a call on an extension/favourite run the command' set to 'Transfer with consultation', 'International prefix' set to 'United Kingdom +44', and 'Display listed colleagues as' set to 'Surname Name'. At the bottom, the 'Create log file for troubleshooting' checkbox is checked. At the very bottom right are three buttons: 'OK', 'CANCEL', and 'APPLY'.

Options

GENERAL

AGENT

ADDRESS BOOKS

SCREEN POPUP

ALERTS

FAVORITES

MESSAGES

ACCESSIBILITY

HEADSETS

☒ Enable automatic updates

☐ Startup as icon on application bar

☐ Search the caller number in the local contacts first

☐ Auto login at startup

☐ Show the nation of the caller/called telephone number

☒ Show panic button

☒ Put the call on hold while transferring

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

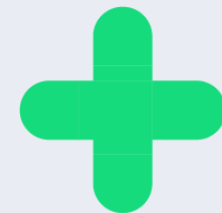
Dragging a call on an extension/favourite run the command Transfer with consultation

International prefix: United Kingdom +44

Display listed colleagues as Surname Name

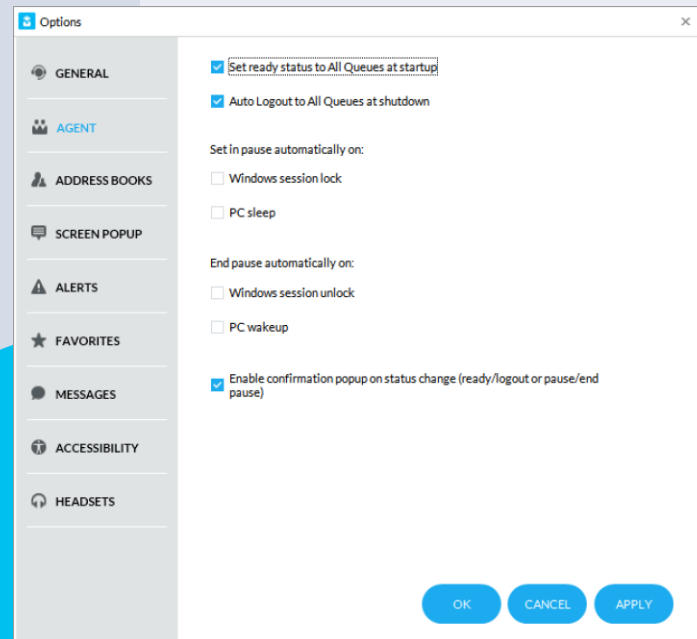
☒ Create log file for troubleshooting

OK **CANCEL** **APPLY**



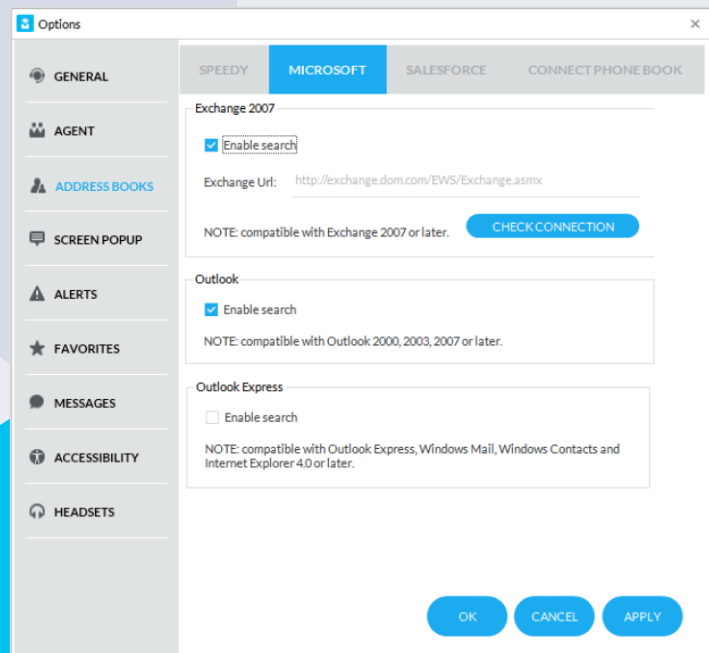
Agent settings.

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



Address Book settings.

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



The screenshot shows the 'Options' dialog box with the 'MICROSOFT' tab selected. The left sidebar lists various settings categories: GENERAL, AGENT, ADDRESS BOOKS, SCREEN POPUP, ALERTS, FAVORITES, MESSAGES, ACCESSIBILITY, and HEADSETS. The main content area is divided into three sections: Exchange 2007, Outlook, and Outlook Express. In the Exchange 2007 section, the 'Enable search' checkbox is checked, and the 'Exchange Url' is set to 'http://exchange.dom.com/EWS/Exchange.asmx'. A 'CHECK CONNECTION' button is present. The Outlook section also has 'Enable search' checked, with a note about compatibility. The Outlook Express section has 'Enable search' unchecked, with a note about compatibility. At the bottom right, there are 'OK', 'CANCEL', and 'APPLY' buttons.

Options

SPEEDY MICROSOFT SALESFORCE CONNECT PHONE BOOK

Exchange 2007

☒ Enable search

Exchange Url:

NOTE: compatible with Exchange 2007 or later. [CHECK CONNECTION](#)

Outlook

☒ Enable search

NOTE: compatible with Outlook 2000, 2003, 2007 or later.

Outlook Express

☐ Enable search

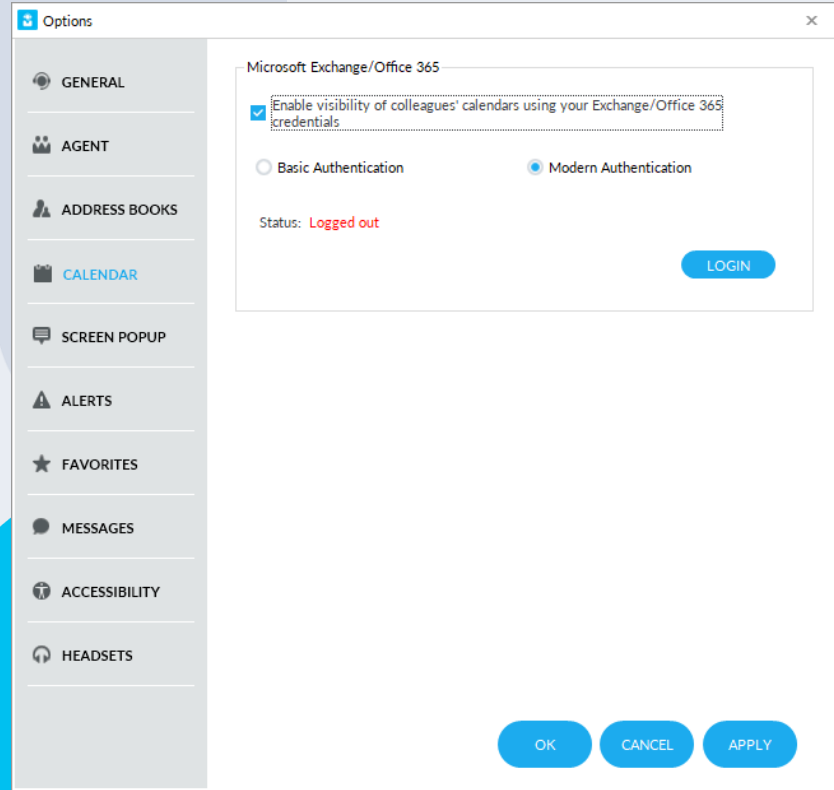
NOTE: compatible with Outlook Express, Windows Mail, Windows Contacts and Internet Explorer 4.0 or later.

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

Calendar settings.

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

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



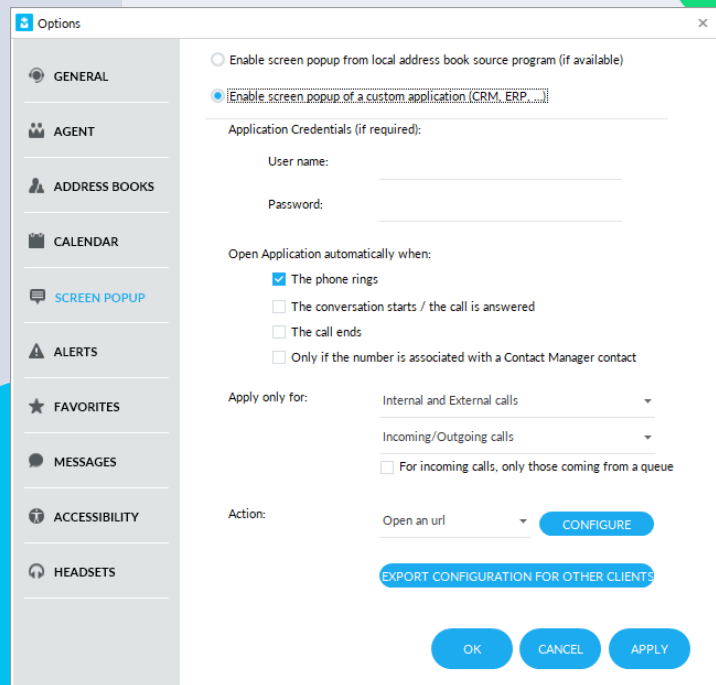
The screenshot shows the 'Options' dialog box with the 'CALENDAR' tab selected. The 'Microsoft Exchange/Office 365' section is active, displaying the following settings:

- ☒ Enable visibility of colleagues' calendars using your Exchange/Office 365 credentials
- ☐ Basic Authentication
- ☒ Modern Authentication
- Status: Logged out
- LOGIN button

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

Screen PopUp settings.

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



The screenshot shows a software window titled "Options" with a sidebar on the left containing icons and labels for various settings: GENERAL, AGENT, ADDRESS BOOKS, CALENDAR, SCREEN POPUP (highlighted in blue), ALERTS, FAVORITES, MESSAGES, ACCESSIBILITY, and HEADSETS. The main panel on the right is for the "SCREEN POPUP" settings. It has two radio buttons at the top: "Enable screen popup from local address book source program (if available)" and "Enable screen popup of a custom application (CRM, ERP, ...)". The second option is selected. Below this is a section for "Application Credentials (if required)" with fields for "User name:" and "Password:". Then, there's a section "Open Application automatically when:" with three checkboxes: "The phone rings" (checked), "The conversation starts / the call is answered", and "The call ends". Below these is another checkbox: "Only if the number is associated with a Contact Manager contact". The "Apply only for:" section has two dropdown menus: "Internal and External calls" and "Incoming/Outgoing calls". Below the second dropdown is a checkbox: "For incoming calls, only those coming from a queue". The "Action:" section has a dropdown menu set to "Open an url" and a "CONFIGURE" button. At the bottom of the main panel are two buttons: "EXPORT CONFIGURATION FOR OTHER CLIENTS" and a group of "OK", "CANCEL", and "APPLY" buttons.



Alerts settings.

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

Options

GENERAL

AGENT

ADDRESS BOOKS

SCREEN POPUP

ALERTS

FAVORITES

MESSAGES

ACCESSIBILITY

HEADSETS

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

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

☒ Enables the acoustic warning when the call recording starts

For incoming calls on the phone do this action

View pop-up alerts

For incoming calls on the queue do this action

View pop-up alerts

OK

CANCEL

APPLY

Imagicle | 80



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

SCREEN POPUP

ALERTS

FAVORITES

MESSAGES

ACCESSIBILITY

HEADSETS

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

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

☒ Enables the acoustic warning when the call recording starts

For incoming calls on the phone do this action

View pop-up alerts

For incoming calls on the queue do this action

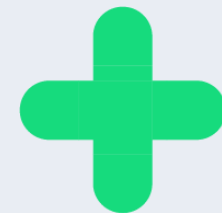
View pop-up alerts

OK

CANCEL

APPLY

Imagicle | 81



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

The screenshot shows a software interface titled 'Options' with a sidebar menu on the left and a main content area on the right. The sidebar menu includes: GENERAL, AGENT, ADDRESS BOOKS, SCREEN POPUP, ALERTS, FAVORITES, MESSAGES (highlighted in blue), ACCESSIBILITY, and HEADSETS. The main content area has two tabs: 'SMS' (active, highlighted in blue) and 'Template'. Below the tabs, the text 'Select the provider to use for sending SMS' is displayed. The form contains the following fields:

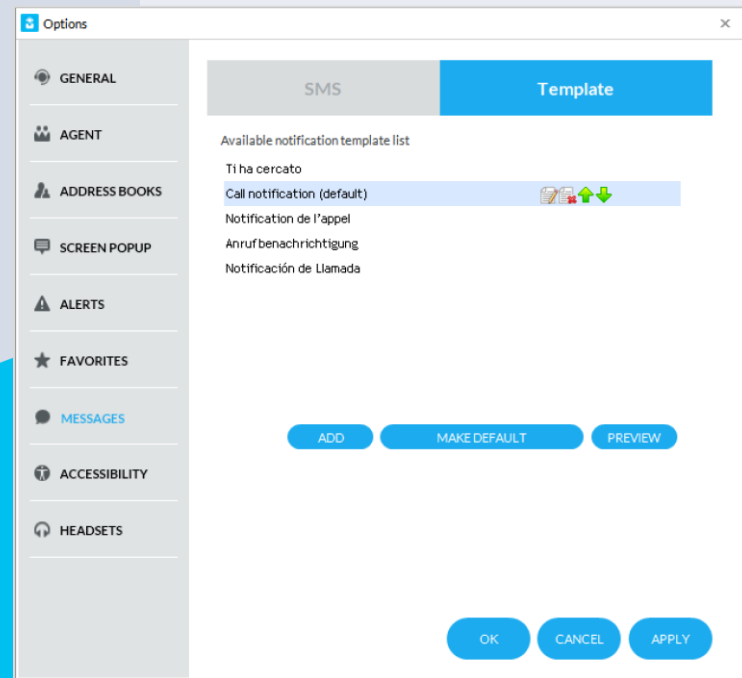
- SMS Service Provider: A dropdown menu with 'EasiSMS' selected.
- Sms sender: (max 11 digit): A text field containing 'Imagicle'.
- User: A text field containing 'Andrew'.
- Password: A text field with masked characters (dots).
- Gateway address: A text field containing 'easisms.com'.

At the bottom right of the dialog are three buttons: 'OK', 'CANCEL', and 'APPLY'.



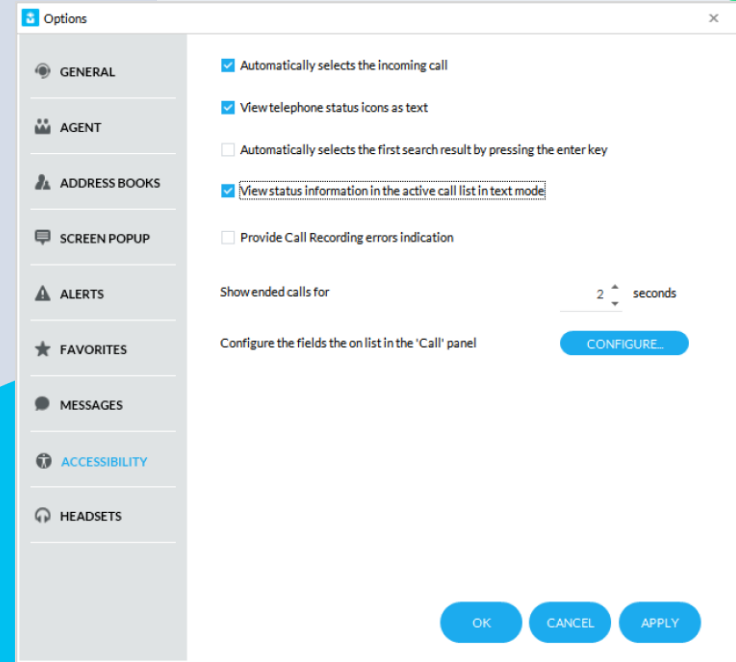
Messages/SMS templates.

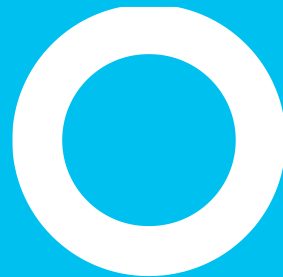
- “**Messages**” tab allows you to add/modify/remove specific templates to be used for sending email or SMS.
- Each template can include several call-related parameters like date/time, caller phone number and name, queue name, etc.



Visually impaired support.

- Imagicle Attendant Console console, in its “Professional” version, has been specifically designed to support visually impaired operators.
- It has been successfully tested with best in class software tools for short-sighted and blind users, like:
 - JAWS Screen Reading software for Windows
 - ZoomText Magnifier
- Attendant Console Professional has been certified by “Visiondepth”, the Italian Institute for visually Impaired personnel.
- A specific “**Accessibility**” tab is available in Attendant Console settings, to enable simplified actions and display options, supporting visually impaired users
- Imagicle Attendant Console Professional, in a MS-Teams telephony environment, must be associated to a Poly SIP desk phone. It can’t be used together with MS-Teams client.





Let's do something Imagicle.

Together.

[CONTACT US](#)

