Making a call

- Enter the number in the active call panel, then press 📞
- Select a contact to call and double click, or right-click the Call button, or click on 📞 in the context menu near the telephone number
- **Clip&Call**: Enter CTRL+1 (configurable) on the keyboard to call any number on the screen wherever you are (e-mail, web, etc.)

Answering – Holding – Ending a call

- **To answer** a call, press 📞 or the HotKey on the keyboard
- **To put a call on hold**, press ⏸ or right-click the Hold option, or press the HotKey on the keyboard
- To **end a call**, press ☎ or right-click the Hang Up option, or press the HotKey on the keyboard

Transferring – Parking – Retrieving a call

- To **transfer** a call, press ↪ or **drag the call with the mouse** to the contact to whom you want to transfer the call, then press ↪ to complete the transfer
- To **park** a call, press Ⓟ
- To **retrieve** the call, double click on the parked call, or drag it from the Park panel to the Call panel

Creating a conference

- During a call, press 👥
- Seek the contact you want to add to the conference and press on the name
- Drag the new call from the calls panel to the conference panel

🔍 INVITE TO CONFERENCE ✕

Massim|		✕
🟢 Massimiliano Prando	Imagicle	236
⚪ Massimiliano Picchi	Imagicle	242
🟢 Massimo Di Puccio	Imagicle	265

Adding a headset

When you connect the **Plantronics** headset, Imagicle Attendant automatically identifies the type of headset and the options available. In the **Tools > Options > Headset** menu, define the actions available based on your headset.

Imagicle
Attendant Console

With the new Imagicle Attendant Console, manage your calls more easily and efficiently.

- View calls on hold in the queue area
- Manage several calls at once in the calls area
- View the status of your colleagues and call, and call or transfer calls to colleagues and contacts.

Queues   Calls

Colleagues and contacts
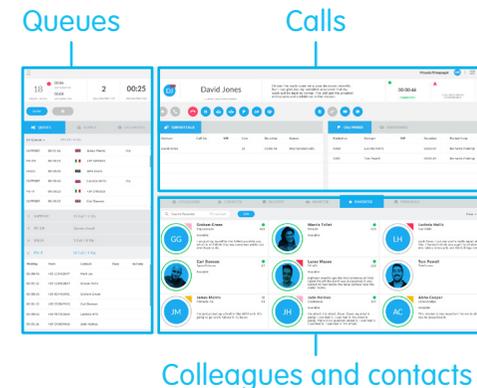
Access

- Click on the application icon 🔵
- When you sign in for the first time, you need to enter the **address of the Imagicle Server**
- Enter your **Username** and **Password** (generally the same as Windows)
- THE application can be set to start up automatically when the computer is turned on, in the Tools > Options menu
- Access it from any PC using your credentials.

Preparing to answer a call

- To answer an incoming call, you need to log in to the queues
- You can do this globally, by pressing READY Or selectively, by pressing the login button of each individual queue
- To temporarily suspend the arrival of calls, press ⏸
- To log out, press LOGOUT

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

LOGOUT ⏸
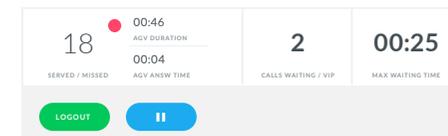
Green: ready for all queues
Yellow: ready for some queues
Green + ⏸ : pause/wrap-up
Blue: logged out of all queues

imagicle®

Imagicle Attendant Console

The appearance of your Attendant Console may vary depending on the settings and user profile assigned to you.

Telephone features

- Record
- Call/Answer
- Hang up
- Hold
- Transfer with consult
- Transfer without consult
- Park
- Park internal
- Conference

Additional features

- Add note
- Open contact card
- Send e-mail
- Send SMS

Key Performance Indicators

Code
Displays calls on hold in all the queues on which the operator is registered.

Agents
Displays the agents' status for each queue.

Dashboard
Displays the real-time performance of the queues and agents.

Calls in progress

Contact info

Telephone status
Green: available
Red: busy
Grey: unknown

Carl Dawson
SpaceOdissey
Avaiable
97

Presence status
Green: online
Yellow: absent
Red: Busy
Grey: offline
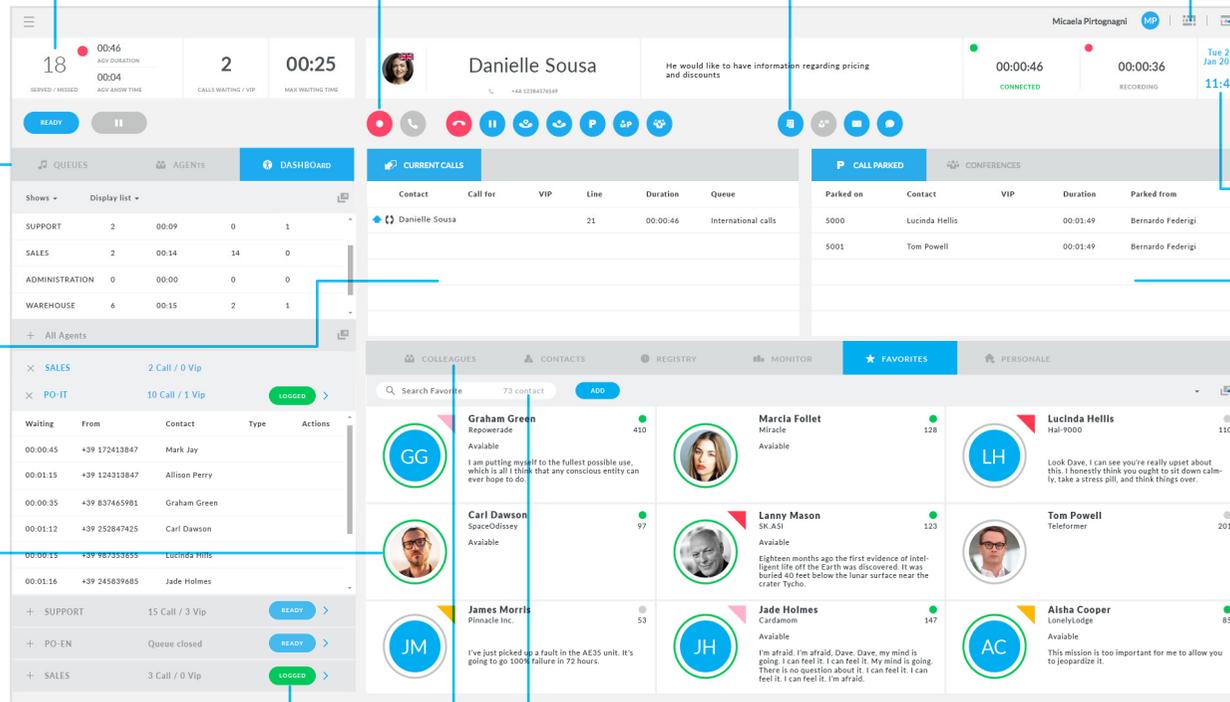
List of HotKeys that can be personalised in the Tools > Options menu

Display Minibar

Active call panel

Parks
View the calls parked by the operator.

Conferences
View and manage calls included in a conference.

Disconnect panel

Login/Logout of individual queue
Open/Close queue

Search in all tab contacts
HotKey for Quick Search (Ctrl+2) of personal/company contacts

Colleagues
Display all colleagues with presence status, telephone status and all contact info.

Contacts
Search for a contact in all company and personal directories, set in the Tools > Options menu.

Log
Display all calls and SMS with all info Missed call notifications.

Monitor
Monitor telephone traffic in real time with simple summary statistics.

Favourites
Keep all favourite contacts together. Create up to ten tabs in the Tools > Options menu.