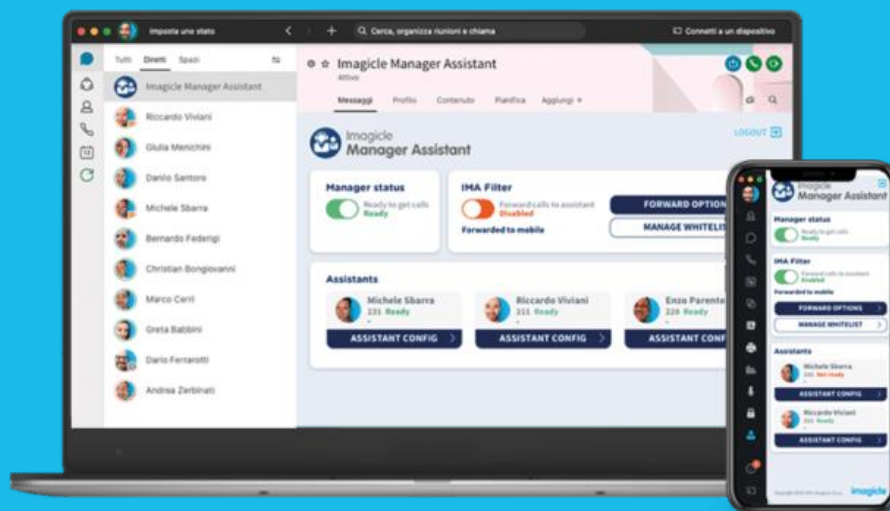


Manager Assistant

User Guide

Simplified call management and smart delegation for Cisco UCM

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1 Introduction

1.1 Purpose of this document

This guide has been created to allow Managers and Assistants to enhance call handling and delegation during the working day. Both Managers and Assistants can access to respective web panels from Jabber Desktop client and configure different options to better handle inbound phone traffic to executive office.

Imagicle Manager Assistant offers each Manager the option to associate one or multiple Assistants and, vice-versa, every Assistant can be associated to multiple Managers to grant the highest flexibility.

Both Managers and Assistants can leverage SSO to login to Imagicle Manager Assistant web panel, without having to learn an additional username and password.

The interface is available in eight different languages: English, French, Spanish, Arabic, German, Portuguese, Dutch and Italian.

In an international environment, each user has a localized access to the application with own language.

1.2 Imagicle UCX Suite overview

Imagicle Manager Assistant is the perfect addon to the Imagicle UCX Suite, which provides a set of best in class applications empowering and simplifying existing collaboration offering.

The Imagicle UCX Suite addresses the needs of organizations from any vertical, providing an awesome experience to all users, from their Jabber desktop and mobile clients, Webex clients, IP Phones, browsers, and mobile devices (iOS-Android Smartphones & tablets).

All the applications can be accessed through an easy to use Web Interface: Digital Fax, Call Recording, Contact Manager Services-CallerID-ClickToCall, Attendant Console-CTI-Advanced Queueing, and more.

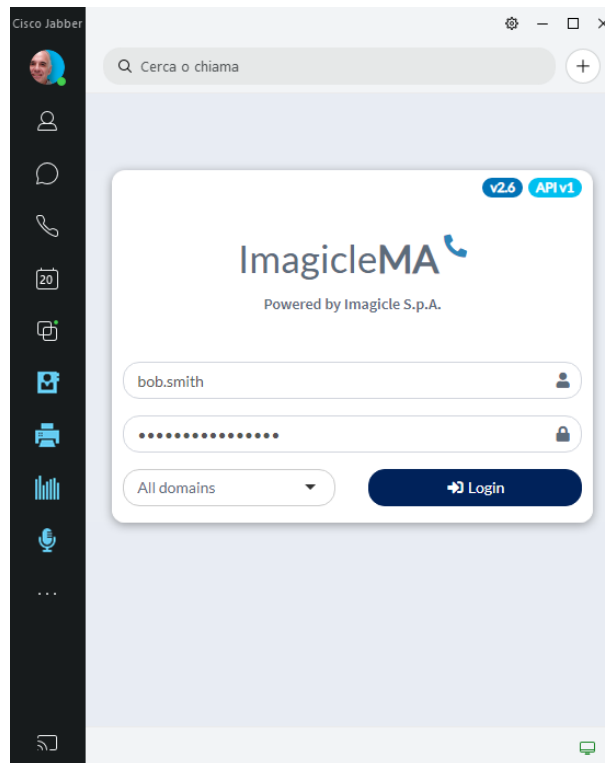
Its own web portal provides users a single integrated environment to get access to all functionalities by logging in once.



2 Manager Assistant – Users’ Web Panel

Imagicle Manager Assistant provides its own web access from a Jabber or Webex Desktop client, thanks to a custom tab (gadget) directly available from client’s left pane.

Just hit the relevant gadget button to bring the Imagicle Manager Assistant login dialog:



Normally, users’ credentials are the same as Windows PC logon (Active Directory), with or without SSO. Pls. contact your IT administrator for further details.

IMPORTANT Based on your job function, you can have access to Manager Assistant interface as Manager or Assistant. In the following paragraphs, both interfaces are fully explained.

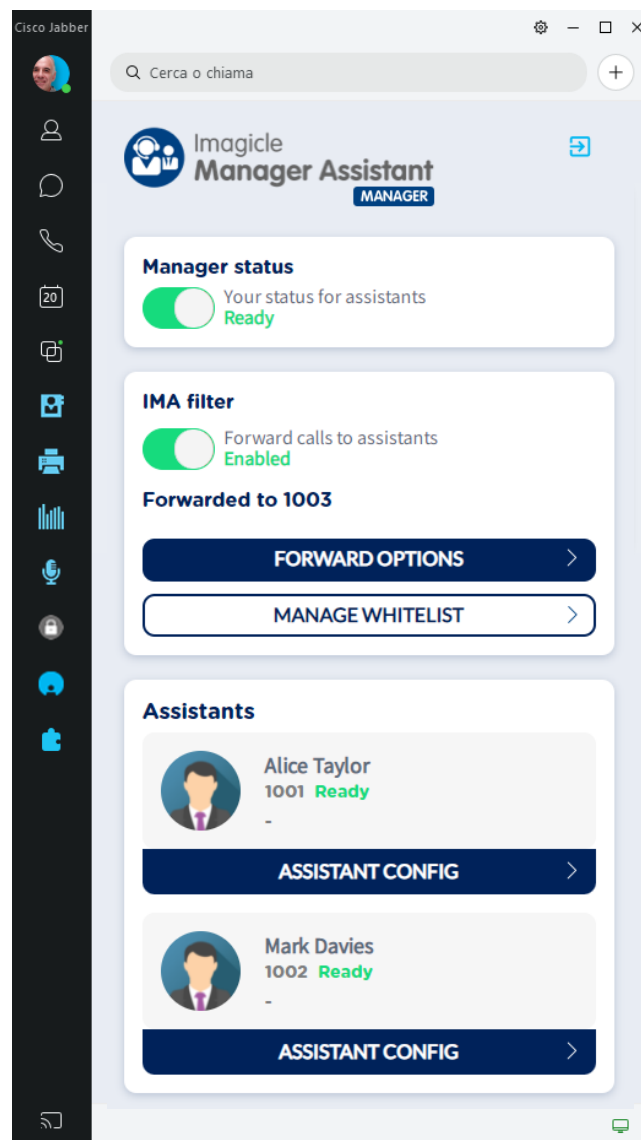


2.1 Managers' Web Panel

Managers' view, available from both Jabber and Webex Desktop clients, includes three different sections:

- **Manager status:** allows the manager to set own status to "Ready" and consequently advise assistant(s) about own on/off duty status.
- **IMA filter:** allow the manager to enable/disable assistants' call handling, apply a forward rule for incoming calls hitting manager's phone line and finally manage a "Whitelist" of contacts which can directly reach manager's phone line without involving the assistant(s).
- **Assistants:** From this section, the manager knows which assistants are on duty ("Ready" status) and can decide to which of them should delegate inbound calls answering.

Below you can see an Imagecle Manager Assistant's **Manager** panel sample.





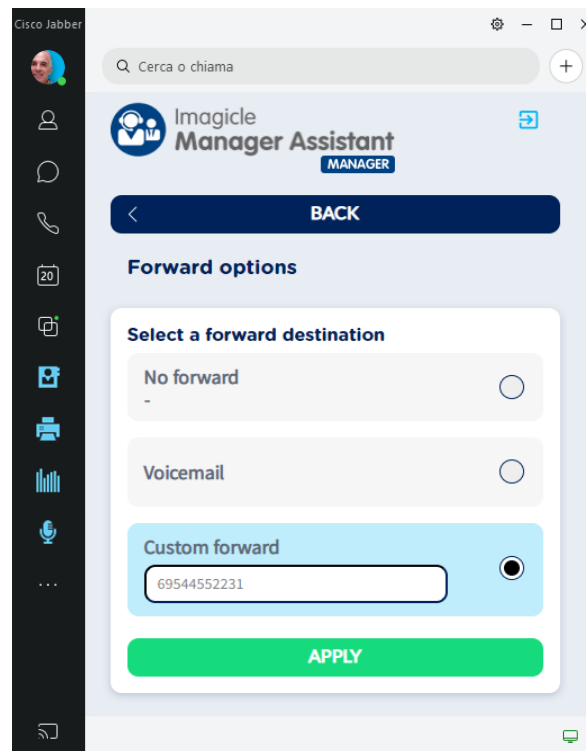
2.1.1 IMA Filter settings

This Manager's section allows to toggle call handling status from direct (Disabled) to delegated. When this option is enabled, inbound calls to manager are handled by the assistant(s).

Forward options allows manager to decide where to forward inbound calls hitting own phone line. Three options available:

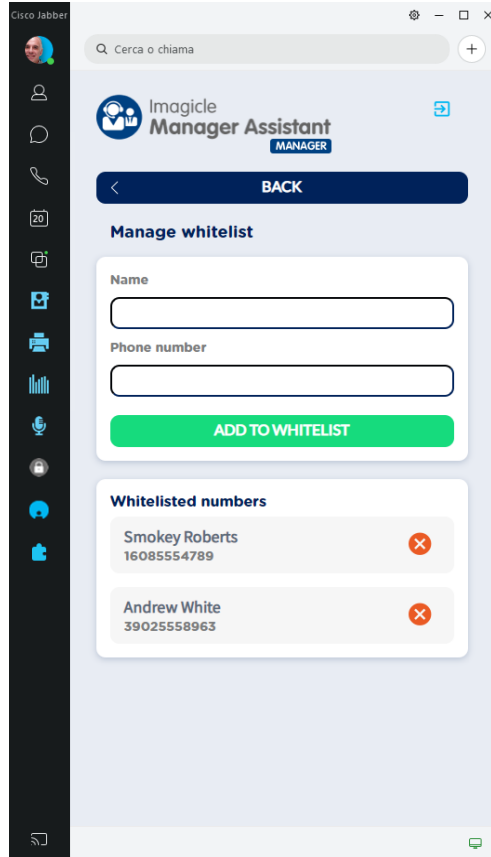
- No forward → calls are ringing manager's phone set
- Voicemail → calls are automatically forwarded to manager's voice mailbox
- Custom forward → calls are forwarded to the phone number (internal or external) entered in the relevant field

See below a screenshot sample:



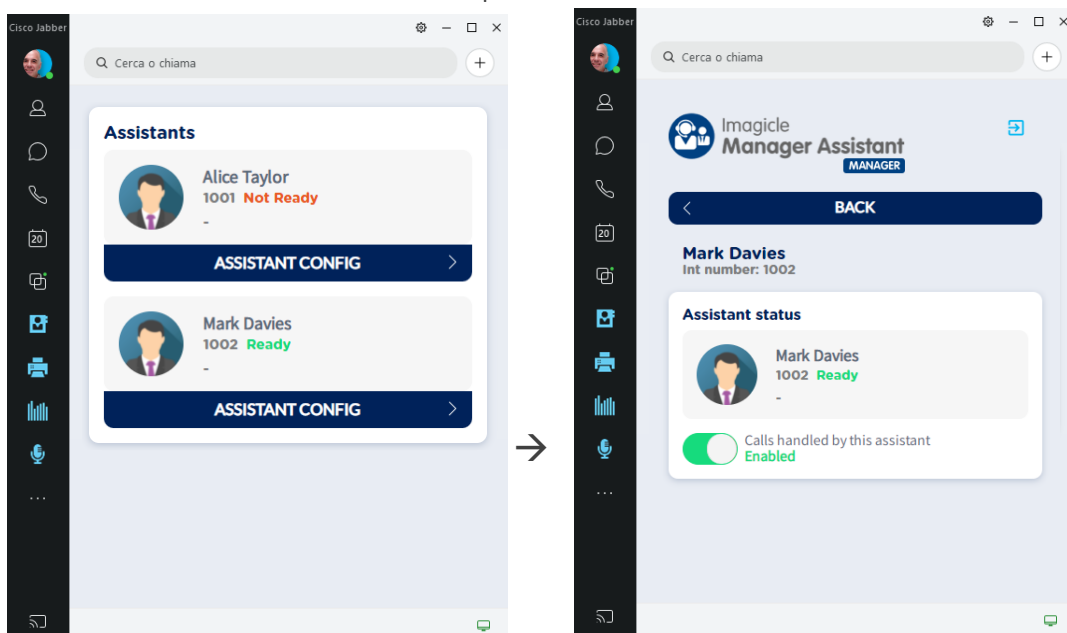


Manage Whitelist feature allows manager to autonomously browse and populate a list of contacts which can directly reach manager’s phone line without involving the assistant(s). See below a screenshot sample:



2.1.2 Assistants settings

This Manager’s section allows to view which assistants are on duty → “Ready” or off-duty → “Not Ready”. For assistant(s) in “ready” status, manager can select **Assistant Config** and enable inbound calls delegation to the relevant assistant. See below a screenshot sample:



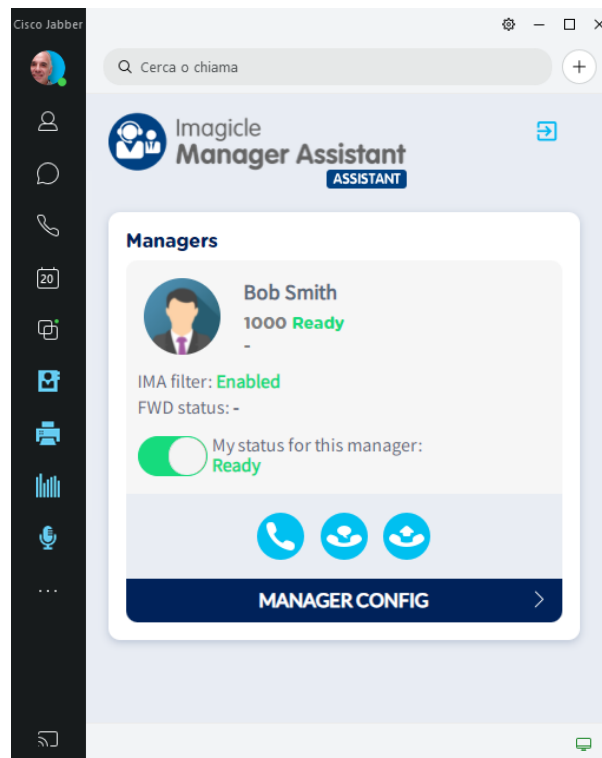


2.2 Assistants' Web Panel

Assistants' view, available from both Jabber and Webex Desktop clients, includes two different options:

- **Assistant's readiness:** allows the assistant to set own status to "Ready" for each associated manager and consequently advise manager(s) about own on/off duty status.
- **Manager Config:** this option allows, for each associated manager, to enable/disable assistant's call handling, apply a forward rule for incoming calls hitting manager's phone line and finally manage a "Whitelist" of contacts which can directly reach manager's phone line without involving the assistant.

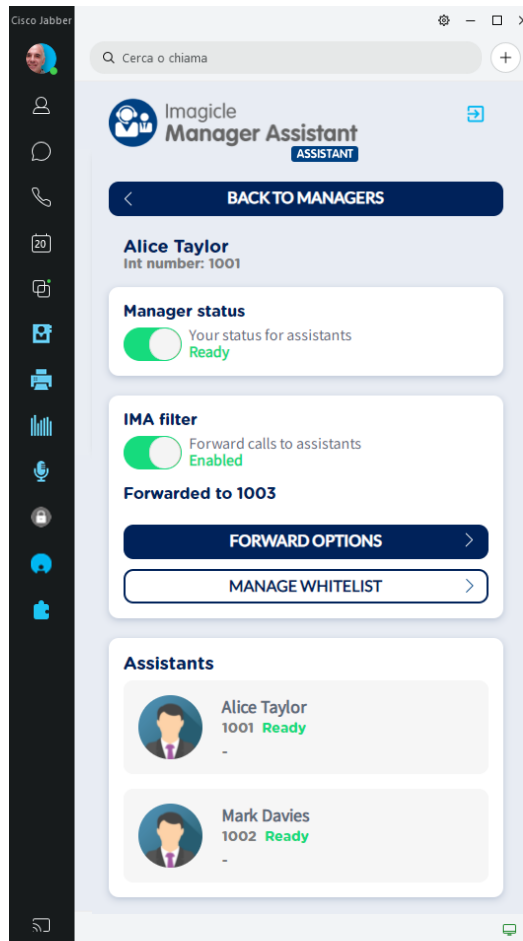
Below you can see an Imagicle Manager Assistant's [Assistant](#) panel sample.





2.2.1 Manager configuration

This configuration option is included in each manager section and it basically replicates the same features and configurations directly available to managers. See below screenshot sample:



IMA filter configuration options are fully described in parr. 2.1.1 and 2.1.2



3 Manager Assistant – IP Phones usage

3.1 Manager’s IP Phone

Managers can check own assistant(s) phone line status directly on the IP Phone set, where a handset icon is updated in real time besides each assistant’s name and speed dial button.

Moreover, manager can enable/disable IMA filter by using relevant toggle button. The button’s backlight turns on when filter is enabled, together with an optional voice prompt to inform about current filter setting. See below a phone display sample:



3.1 Assistant’s IP Phone

Assistants can check own manager(s) phone line status directly on the IP Phone set, where a handset icon is updated in real time besides each manager’s name and speed dial button.

Moreover, assistant can enable/disable IMA filter by using relevant toggle button. The button’s backlight turns on when filter is enabled. See

