

Administrators Guide

telisca Attendant Console



Version: 2.5.x

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Summary

1	PRESENTATION ATTENDANT CONSOLE	4
1.1	OVERVIEW	4
1.2	DIRECTORY SOLUTION	4
1.3	CALL HANDLING	5
1.4	ADMINISTRATION & EXPLOITATION	6
1.5	IVR OPTIONAL MODULE TANNOUNCE	6
1.6	DETAILED FEATURES	6
2	TECHNICAL ARCHITECTURE & PREREQUISITES	9
2.1	TECHNICAL ARCHITECTURE	9
2.2	PREREQUISITES.....	9
2.3	NETWORK FLOW.....	10
3	ADMINISTRATION	11
3.1	SERVER INSTALLATION.....	11
3.2	SERVER ADMINISTRATION.....	11
3.3	GLOBAL CONFIGURATION – TELISCA SERVER.....	11
3.3.1	<i>CUCM Config</i>	<i>11</i>
3.3.2	<i>Parameters</i>	<i>11</i>
3.3.3	<i>CTI Config.....</i>	<i>12</i>
4	TELISCA SERVER CONFIGURATION FOR ATTENDANT CONSOLE	13
4.1	PARAMETERS.....	13
4.1.1	<i>General parameters</i>	<i>13</i>
4.1.2	<i>Email settings.....</i>	<i>14</i>
4.1.3	<i>Miscellaneous settings</i>	<i>15</i>
4.1.4	<i>Lync/Skype for Business settings</i>	<i>18</i>
4.1.5	<i>Jabber settings.....</i>	<i>19</i>
4.2	SOURCE DIRECTORIES.....	19
4.3	INTERFACE SCREEN	19
4.3.1	<i>Directories selection.....</i>	<i>20</i>
4.3.2	<i>Language.....</i>	<i>21</i>
4.3.3	<i>Searching and results fields.....</i>	<i>21</i>
4.3.4	<i>Details popup fields</i>	<i>21</i>
4.3.5	<i>Editable memo field</i>	<i>22</i>
4.3.6	<i>Photo field</i>	<i>22</i>
4.3.7	<i>Incoming call popup fields.....</i>	<i>22</i>
4.4	MULTI-DIRECTORIES LIST.....	22
4.4.1	<i>Name.....</i>	<i>23</i>
4.4.2	<i>Number</i>	<i>23</i>
4.4.3	<i>Internal directories</i>	<i>23</i>
4.4.4	<i>External directories.....</i>	<i>23</i>
4.5	DIAL RULES	23
4.6	IMPORTS	23
4.7	AGENTS' CONTROL	25
4.7.1	<i>Agents' definition.....</i>	<i>25</i>

4.7.2	<i>Attendant console client's update</i>	25
4.7.3	<i>Attendant consoles' status</i>	26
4.8	VIP NUMBERS LISTS	26
4.8.1	<i>Statistics</i>	27
5	CLIENT INSTALLATION	28
5.1	INITIAL CLIENT INSTALLATION	28
5.2	ADD ATTENDANT CONSOLE'S SHORTCUT	28
5.3	CLIENT CONFIGURATION	29
5.3.1	<i>Application settings</i>	29
5.3.2	<i>Basic configuration (minimal settings)</i>	29
5.3.3	<i>Settings list</i>	29
5.3.4	<i>Dual server config</i>	30
5.3.5	<i>User configuration</i>	30

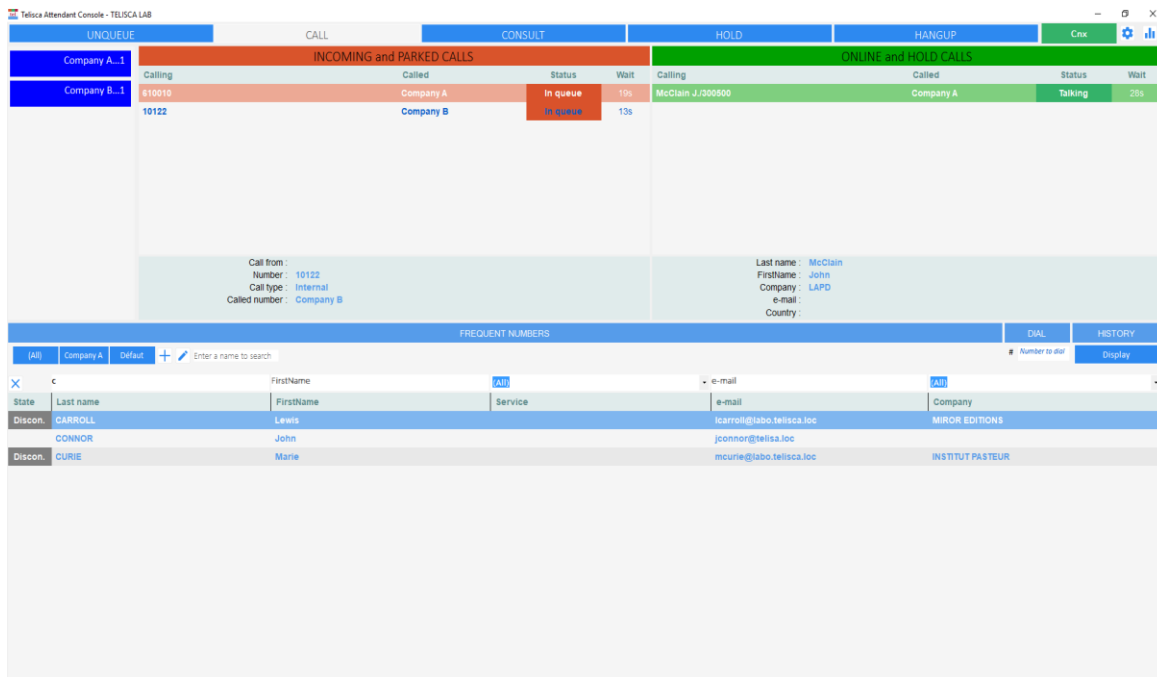
1 Presentation Attendant Console

This document is applicable to telisca Attendant Console Version 2.4 and subsequent, and to telisca CTI Server version 6.0 and subsequent.

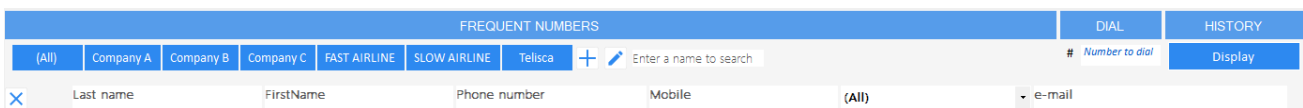
1.1 Overview

telisca Attendant Console is a PC application enabling the simple and efficient handling of incoming calls for switchboards.

- Simple to use, with a clear and modern interface
- Powerful features (multi-tenant)
- Strong directory solution
- CUCM, Jabber & Skype presence integration
- Audio server and call statistics options
- Shared server and configuration with all telisca applications
- Affordable

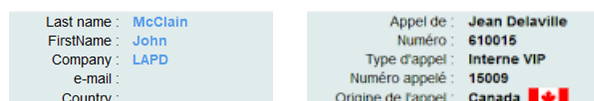


1.2 Directory Solution



The directory functionality is based on IPS Global Directory allowing the import of contacts from Active Directory, LDAP, CUCM, Google Directory, databases, text, excel files... Search and display fields are configurable. Several telephone numbers and an email address may be used.

Incoming calls: Attendant Console permits searching in an internal directory and an external directory for reverse lookup – to display a label or contact info for each call. In a multi-company configuration, different internal and external directories may be defined for each company.



Call handling: For calling or transferring a call, the corporate directory can be searched by any defined column, including dropdown lists. Different search, results columns per directory. Contact details may be displayed, as well as other contacts in the same office/department.

FREQUENT NUMBERS					DIAL	HISTORY
(All)	Company A	Company B	Company C	FAST AIRLINE	#	Number to dial
X	Last name	FirstName				
State	Last name	FirstName				
	Menand	Richard		104012		
	MONEYPENNY	Eve				
	NEWTON	Isaac				
	PARKER	Alan				
	PATTON	Mike				
	Pierre	Jean				
Discon.	PRADELL	vincent		304002		+33788009301
	RIPLEY	Ellen		112100		
	RIPPER	Jack		304003		
	ROLLET	Christian		18607		0612345678
	ROLLET	Christian				
	SMITH	Sophie				

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LAPD	vpradell@labo.telisca.loc
LONDON HOSPITAL	eripley@labo.telisca.loc
M16	jrripper@labo.telisca.loc
MIROR EDITIONS	christianRollet@labo.telisca.loc
PATTON INC	ssmith@labo.telisca.loc
Resistant	
STARK INDUSTRIE	
STORM DESERT	
TELISCA	
Warner	
WAYNE ENTERPRISE	
WEYLAND	
WWF	
TELISCA	

Frequent Numbers: Each user may also define speed numbers organized by directory and imported from a text file, Excel, or internal directory.

1.3 Call Handling

Attendant Console may handle calls with multiple dialed numbers or TAnnounce queues. A label indicates the number called.

INCOMING and PARKED CALLS			
Calling	Called	Status	Wait
15008/Accounting	15039	Ringin	13s
15035/HelpDesk	15040	Ringin	10s
15999	15040	Ringin	8s

Nom : GRANET Société : DELTA
 Prénom : Raschelle Mobile : 0601850322

Via Attendant Console, it is possible to join/open/close one of the call queues managed by TAnnounce. The calls are displayed by order of priority corresponding to the call queue, in decreasing priority: Reversion on incomplete transfer, VIP, external call, internal call.

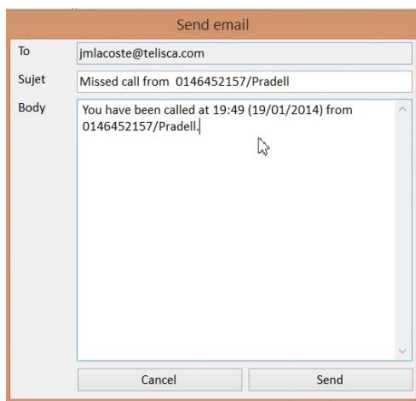
Depending upon the chosen call distribution mode, Attendant Console permits visualization of all calls waiting in the queue or only those which have not been distributed, and permits direct selection in a queue if an identified caller is identified as priority.

Forward	CARROLL	Lewis	
Busy	CONNOR	John	Consult DN 304011 Consult Other +33111304011
Discon.	CURIE	Marie	Transfer DN 304011 Transfer Other +33111304011
Avail.	McClain	John	Send email Show details

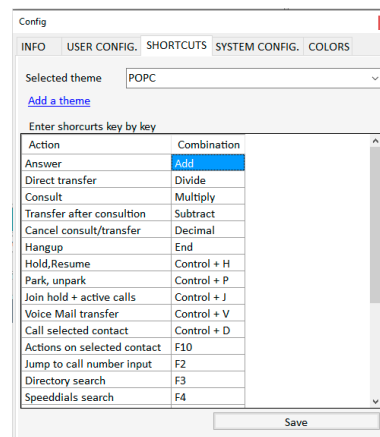
Attendant Console permits visualization of:

- Telephony presence,
- Forward info,
- Disconnected line,
- MS Exchange agenda,
- Jabber's presence
- Skype for Business presence

Attendant Console also permits, if the contact is not available, to redirect the caller to voicemail or to send a pre-filled email or Jabber Instant Messaging to the selected contact.



Send pre-defined email from console.

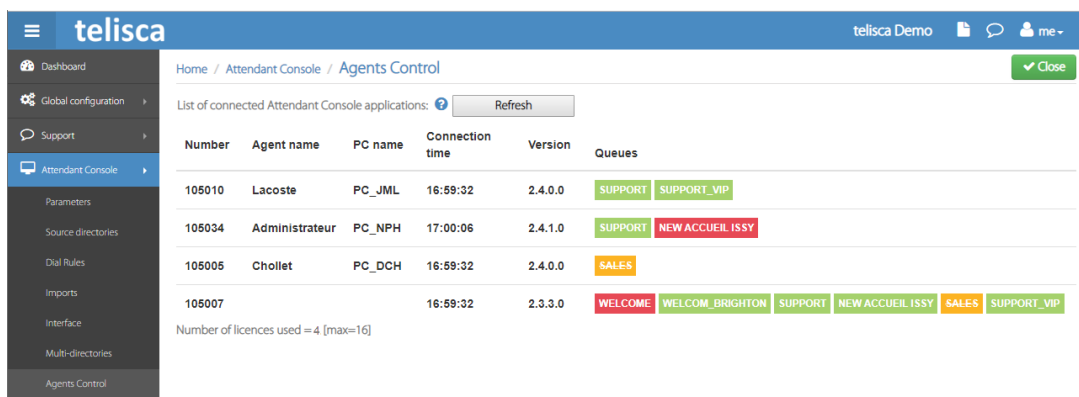


All actions can be handled using only keyboard for advanced users.

1.4 Administration & exploitation

- The administration is used to define :
- Global and system parameters,
 - Source directories,
 - Directory Numbers treatments,
 - Directory search/result user interface,
 - Agents' definition,
 - Attendant Console client updates.

The administrator can also control the agents real time status.



1.5 IVR Optional module TAnnounce

Optionally, the option TAnnounce offers the features of interactive voice response (IVR). Attendant Console can play a welcome message (before pickup) or a dissuasion message on no answer, busy and out of hours. Application usage statistics reports are accessible from the administration and can be sent by email.

It permits the distribution of calls, routing according to the calling number (or its country prefix), navigation by DTMF. Application usage statistics reports are accessible from the administration and can be sent by email.

1.6 Detailed features

Telisca Attendant Console is a powerful application offering the following features:

FEATURES telisca Attendant Console
Multiple called number support (for multiple companies)
Subscribe/unsubscribe to call queues
Visualize incoming call information: number/name, called number, waiting time
Visualize caller's contact popup (using external reverse directory)

Calling number reverse lookup by company (for multiple companies)
VIP call notification (with IPS Manager Assistant integration or list of VIPs)
Call priority: by queue, reversion, VIP, external, internal
Selection of a call in the call queue
Multiple lines support
Put a call on hold and retrieve it
Park a call and share calls with an Attendant Console group (multi-agent)
Visualize calls waiting, parked with call waiting time
Notification on call waiting time threshold
Search a contact in the company directory (name auto-complete, departments)
Search a contact on eight configurable fields
Display detail contact form with photo
Edit contact's memo field
Show all contacts in the same office, department, site, ...
Multiple company directories (for multi-company configurations)
Different search and result columns per company directories
Personal speed dials numbers, sorted by category
Load personal speed dials number from text, Excel, XML file, corp. directory
Update personal speed dials from Attendant Console
Visualize the telephone status of the contact: available, on a call, ringing, disconnected, transferred
Visualize Exchange presence: meeting, vacation,
Visualize Skype for Business presence
Supports multiple number per contact
Consult call to any selected contact
Swap between consult call and incoming call
Conference consult call and incoming call
Redirect consultation to another contact
Monitored direct transfer (reversion on no answer)
Transfer to destination's voicemail
Start / stop selective recording (with telisca Recording module)
Send a preformatted email to the contact (absent) from Attendant Console or mail client
User interface: per buttons, double click, drag and drop, drop down list, keyboard
Full control possible from Keyboard's shortcuts
Configure keyboard shortcuts for call handling at the keyboard
Display the history of calls missed, received, made, transferred and callbacks
User customizable interface (default actions, categories, departments)
Select ready-made color themes
Compatible with ZoomText application (for visually impaired agent)
Compatible braille display/keyboard from United Vision

With the Optional TAnnounce module (IVR):

Features list with the optional TAnnounce module
Hold pre-answer audio message (while ringing on Attendant Console or hunt pilot)
Hold calls in queue, displayed on Attendant Console from which agent may pickup a call
Call distribution to agents: by priority, by rotation, the more available.
Audio message loaded or generated by Text to Speech
Audio library to be used in scripts
IVR branching by DTMF
Routing on white/black list

Routing on calling number country code (multi-language)
Send notification by email to supervisor (for ex: on abandon)
Redirect calls on no answer, busy, estimated waiting time, or offices closed
Message stating estimated waiting time
Two open-hours ranges by day, different according to the days of the week
Bank holidays list
Support different time zone per entity
Open/close queue from IP Phone XML interface
Open/close queue from Attendant Console
Dissuasion message during closed hours
Specific message for a date defined in advance

2 Technical architecture & prerequisites

2.1 Technical Architecture

Telisca Attendant Console is available in 3 configurations:

- Attendant Console
- Attendant Console + TAnnounce option
- Attendant Console + TAnnounce option + Statistics option

The server communicates with the CTI Manager of the CUCM cluster. It manages telephony control and presence. It is not necessary to use the CUP server.

The server version integrates the IPS Global Directory engine which permits access to a large number of directory formats (AD, LDAP, CUCM, any database, flat files, ...)

Optionally, a standby server may be installed for fault tolerance with the Hot Standby module.

telisca Attendant Console is available in English, French, German, Spanish and Dutch.

2.2 Prerequisites

Supported Cisco CUCM:

- CUCM version 10.5, 11.5, 12, 12.5, 14
- Cisco IP Phone (all models which may be supervised by CTI)

Windows servers supported:

- Windows Server 2012 R2 Essentials or Standard
- Windows Server 2016 Essentials or Standard
- Windows Server 2019 Essentials or Standard
- Windows Server 2022 Standard
- Minimum configuration: 1 vCPU, 4GB RAM, 70GB disk
- Virtual Machine VMware vSphere, Hyper-V or Cisco UCS, Cisco UCS-E
- Cloud ready

The server supports up to 64 Attendant Console clients

Client PC based on .Net 3.5 or .Net 4.0, running Windows 8, Windows 8.1, Windows 10, Windows 11, 1GB RAM. Minimum screen resolution 1024x768.

A **standalone** solution (without server) may be installed on Windows 8.1, 10, 11 **Pro edition**.

Source directories: Active Directory, LDAP, CUCM, SQL database, text file, Excel, XML, Access, Exchange public folder.

2.3 Network flow

Source	Destination	Protocols/ports (default)	Delay max RTT
Telisca server	CUCM	https TCP/8443	500ms
Telisca server	CUCM	JTAPI (CTI) : TCP/2748	250ms
Web UI : IPS Administration	Serveur Telisca	http TCP/80 or https TCP/443	1000ms
IP Phone (internal call)	Telisca server (AUDIO G711 μLaw or ALaw)	RTP UDP/24576 to 32568	200ms
Gateway (external call)	Serveur Telisca (AUDIO G711 μLaw or ALaw)	RTP UDP/24576 to 32568	200ms
Client Attendant Console	Telisca server	HTTP/8081 or HTTPS/8444 (*)	200ms
Client Attendant Console	Telisca server	HTTP 80 or HTTPS 443 (*)	1000ms

If using fault tolerance with 2 telisca servers:

Source	Destination	Protocols/ports	Delay max RTT
Telisca server (Sync Config)	Telisca server	TCP/80 (*)	1000ms
Telisca server (Sync FT)	Telisca server	TCP/2011 (*)	1000ms
Telisca server (Check)	Telisca server	ICMP	1000ms

*) can be changed during setup

3 Administration

3.1 Server Installation

You need to download the latest provided Telisca Setup, if you don't have it request access to our downloads here: and you need to have your license file ready: ATTDCONS_lic.xml

→ **See the telisca server Admin Guide, HTTP://TELISCA.COM/DOCS/IPSCFG_ADMIN_EN.PDF for more information about SETUP and installation requirements.**

3.2 Server administration

The configuration of telisca server applications is done via a web browser.

The URL is as follows : <https://server-host/IPSCFG/admin>

Access to telisca administration is protected by login / password Windows.

→ **See the telisca server Admin Guide, HTTP://TELISCA.COM/DOCS/IPSCFG_ADMIN_EN.PDF for more information on authorized administrators.**

3.3 Global configuration – telisca server

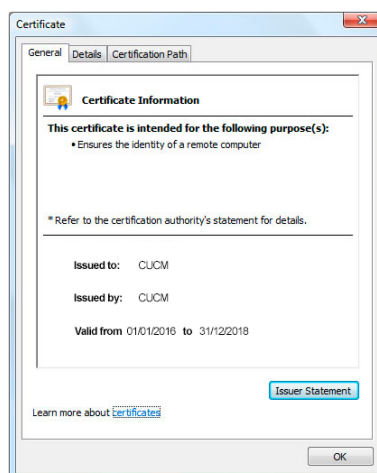
The following sections highlight the mandatory settings for a quick start, refer to for detailed information.

3.3.1 CUCM Config

- The IPv4 address or FQDN (recommended) of the CUCM Publisher server.
- The login and password of the application User, belonging to the following groups
 - Standard Super User (a group including AXL SOAP write permissions, SERVICEABILITY, EM Proxy user)
 - Standard EM Authentication Proxy Rights
- The IPv4 address or FQDN (recommended) of CUCM Extension Mobility server.

Once these parameters are entered, the connection should be tested (by clicking on Test button) and the CUCM version obtained should be correctly displayed. **Then the configuration screen should be saved.**

Note: To avoid response time issue caused by SSL authentication, it is advisable to install the SSL certificate of the CUCM Publisher on the telisca server. To set this, access CUCM administration via Internet Explorer, using the DNS name of the CUCM server, then right click on the address zone in red or on the padlock icon, to display and install the certificate.



Note: Please read telisca server Admin Guide, HTTP://TELISCA.COM/DOCS/IPSCFG_ADMIN_EN.PDF for more information.

3.3.2 Parameters

In Parameters folder, the minimum settings require to define a valid IP address for the telisca server. This is required if the server has multiple Network board or in case of network disconnection when the server restarts.

Note: Please read telisca server Admin Guide, [HTTP://TELISCA.COM/DOCS/IPSCFG_ADMIN_EN.PDF](http://telisca.com/docs/ipscfg_admin_en.pdf) for more information.

3.3.3 CTI Config

If this not have been already done by the setup, you may need to download and install the Cisco JTAPI plugin from your CUCM version. If JTAPI client is not installed, a the big red button displayed in CTI Config screen. By clicking on it you download the right version from CUCM.

In this screen you need to define as well:

- The IPv4 address or FQDN of the primary CUCM CTI Manager.
- The login and password of the application User (may be the same as in CUCM Config screen), belonging to the following groups
 - Standard CTI Enabled
 - Standard CTI Allow Control of All Devices
 - Standard CTI Allow Control of Phones supporting Connected Xfer and conf

Leave IP Phones monitored by CTI in automatic mode.

Note: Please read telisca server Admin Guide, [HTTP://TELISCA.COM/DOCS/IPSCFG_ADMIN_EN.PDF](http://telisca.com/docs/ipscfg_admin_en.pdf) for more information.

4 telisca server configuration for Attendant Console

Select 'Attendant Console' from MENU button.

4.1 Parameters

The Parameters screen allows to define the different parameters required to configure the Attendant Console client application.

4.1.1 General parameters

The screenshot shows the 'Parameters' configuration page for the Attendant Console. The left sidebar contains navigation options: Dashboard, Global configuration, Support, Attendant Console (selected), Parameters, Source directories, Dial Rules, Imports, Interface, Multi-directories, and VIP DN list. The main content area is titled 'Home / Attendant Console / Parameters' and includes 'Cancel' and 'Save' buttons. The 'General' tab is selected, displaying the following settings:

- Enable Attendant Console:** ?
- Parked calls CTI Port:** CP_ATTDCONS ?
- CUCM Voice mail directory number:** 66066 ?
- Prefix for outbound external calls:** ?
- Add external prefix to call history numbers:**
- Auto-complete last name from directory:** ?
- Number of calls displayed:** 3 ?
- # of last digits of calling number searched:** 9 ?

4.1.1.1 Enable Attendant Console

Activation of the application, enables CTI treatments for Attendant Console.

Important: restart the CTI server (from Global Config menu, CTI Control tab) after activating.

4.1.1.2 Parked calls CTI Port

Name of CTI Port used to park calls from Attendant Console client application.

This CTI Port must be manually created from the CUCM administration interface. On Hold music of CUCM is played for parked calls according to CTI Port configuration.

Important: restart the CTI server (from Global Config menu, CTI Control tab) after setting the Park CTI port.

4.1.1.3 Voice mail directory number

Directory number of the voice mail, used by Attendant Console client application when forwarding calls to Corporate or Frequently Used contacts' voice mail.

4.1.1.4 Prefix for outbound external call

This parameter allows to define a prefix to add when initiating a call from the Attendant Console application to an external phone-number.

NB: a phone-number is considered as external regarding its number of digits

(see parameter "Internal directory number max length" in menu "Global configuration"-> page "CTI config").

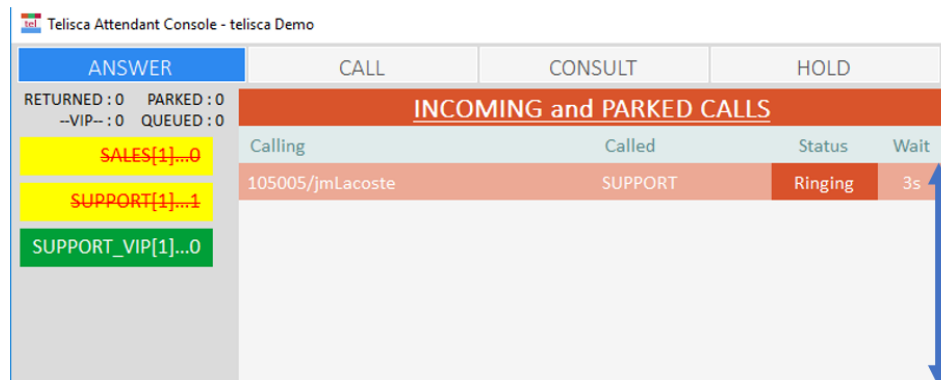
NB: the prefix will be added to external numbers in call history if the following checkbox is checked.

4.1.1.5 Auto-complete last name from directory

This option permits to display a drop-down list in the search field of the directory containing the last names matching the characters entered into the search field. This list will contain up to 10 matching contacts as soon as three characters have been entered into the search field.

4.1.1.6 Number of calls displayed

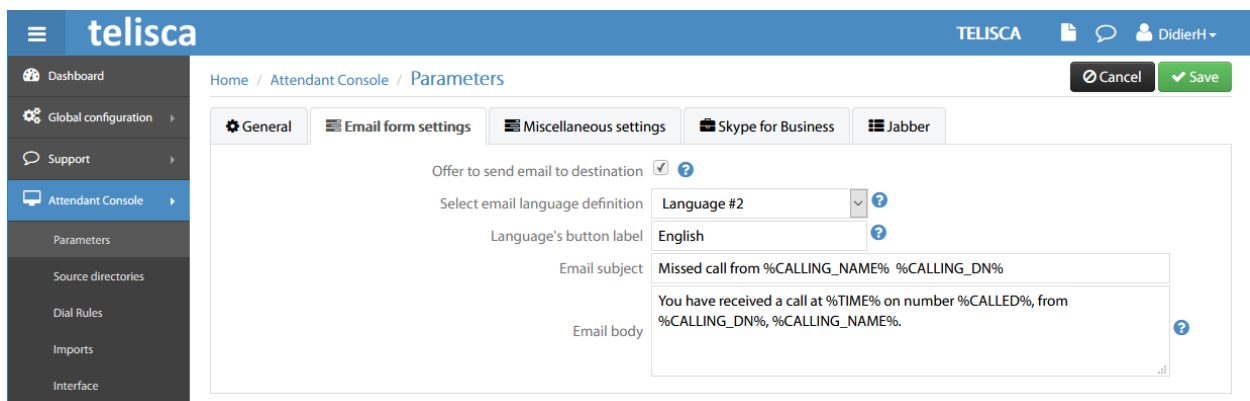
This option allows to define the default height of the main area of Attendant Console client application used to manage the calls; by default, a maximum of 6 calls is visible (a scroll bar automatically appears on right side of a call list when there are more calls than the ones visible).



4.1.1.7 # of last digits of calling number searched

This option allows to define the number of digits (counting from the right) to take into account in calling party phone number for doing a reverse lookup

4.1.2 Email settings



When the destination of a call cannot be reached, then the attendant can send an email with a predefined message. To use this feature, the mail server parameters must be configured in telisca server, Global Config menu, Email config tab.

4.1.2.1 Email subject

Default email title for email notifications.

4.1.2.2 Email body

Default email body for email notifications.

4.1.3 Miscellaneous settings

4.1.3.1 VIP numbers mode

This option allows to define the detection mode for VIP calls.

The following modes are available:

- NONE: disables VIP detection ;
- IPSMA: tags all IPSMA Managers as VIP ;
- LIST: all contacts defined in the "VIP DN List" tab will be tagged as VIP (this mode enables the display of the "VIP DN List" tab).

4.1.3.2 Duration of waiting calls before alert (sec)

The attendant may be alerted of calls in waiting state for a given time.

Current parameter allows to specify a delay (in seconds) before a **first** alert is triggered; set a value of 0 to disable this feature.

4.1.3.3 Duration of waiting calls before alert level 2 (sec)

The attendant may be alerted of calls in waiting state for a given time.

Current parameter allows to specify a delay (in seconds) before a **second** alert is triggered; set a value of 0 to disable this feature.

4.1.3.4 Authorize attendant to open/close queues

The attendant can be authorized to open or close queues of calls.

4.1.3.5 Queues of calls to automatically open/close

This parameter allows to define the list of call queues to automatically close or open depending on the availability of an attendant.

A given queue of calls will be AUTOMATICALLY ...

- *closed* when no more attendants are logged into it,
- *opened* when at least one attendant is logged into it.

NB : this feature is only applicable to queues with redirection destination defined "on-the-fly" (ON_DEMAND) and in distribution mode (GROUP_DISTRIB).

NB : this is a read only field, each queue can be flagged in 'Tannounce/Audio script/Definition screen' : 'Closed if no agent logged' parameter.

4.1.3.6 Disable dynamic monitoring

Lines to monitor can be defined ...

- option unchecked (default) => dynamically according to the call context.
- option checked => through telisca administration (CTI config) by selecting prefixes or numbers (recommended option for using the "transferred call monitoring" feature).

Important: restart the CTI server (from Global Config menu, CTI Control tab) after selecting this option.

4.1.3.7 No answer delay on direct transfer (sec)

Delay (in seconds) after which a non-answered transferred call will be redirected to a callback destination (see next parameter).

Enter 0 to disable this feature.

4.1.3.8 Callback dest. on no-answer of transferred call

This parameter allows to define the callback destination of non-answered transferred calls.

The callback destination can be:

- the agent who initiated the transfer ;
- the queue where the agent took the call ;
- one of the queues defined in TAnnounce.

4.1.3.9 Priorities of display for calls

This option allows to modify the order in which calls are listed by giving a specific weight to each call: calls are ordered by decreasing weight, then by decreasing waiting time for calls with same weight.

The weight of a given call is determined by addition of the pre-defined weight affected to each characteristic of a call used as sorting criterion.

Call characteristics used as sorting criterion are the followings:

- VIP => VIP call
- Waiting queue order=> order of the waiting queue containing the call. The order of waiting queues corresponds to the order of subscription to the queues (this order is identical to the display order of queues within telisca Attendant Console application); according to the selected configuration, this order is defined either at local level in configuration of Attendant Console client, or at global level in configuration of TAnnounce queues.
- Reverted => call returned to the attendant after no answer of the transfer destination
- External => external call
- Internal => internal call

The configuration of a specific sorting order of the calls consists in ordering the call characteristics by decreasing order.

Note :

*Internally, characteristic with the highest priority has a weight of 100 000, next characteristic has a weight of 10 000, ..., characteristic with the lowest priority has a weight of 10.
For "Waiting queue order" characteristic, the order number of the waiting queue corresponding to the call is added to the pre-defined weight of "Waiting queue order" characteristic: 1 is added for a call waiting in last configured queue; 2 is added for a call waiting in next-to-last configured queue; ...etc.*

Example:

Considering the priority order is "VIP/ Waiting queue order/ Reverted/ External/ Internal" and two waiting queues -queue1 and queue2- are configured, the display order of the calls according to their characteristics will be the following:

VIP	Waiting queue order	Reverted	External/internal
VIP	queue1	reverted	external
VIP	queue1	reverted	internal
VIP	queue1	-	external
VIP	queue1	-	internal
VIP	queue2	reverted	external
VIP	queue2	reverted	internal
VIP	queue2	-	external
VIP	queue2	-	internal
VIP	Direct call to the attendant	reverted	external
VIP	Direct call to the attendant	reverted	internal
VIP	Direct call to the attendant	-	external
VIP	Direct call to the attendant	-	internal
-	queue1	reverted	external
-	queue1	reverted	internal
-	queue1	-	external
-	queue1	-	internal
-	queue2	reverted	external
-	queue2	reverted	internal
-	queue2	-	external
-	queue2	-	internal
-	Direct call to the attendant	reverted	external
-	Direct call to the attendant	reverted	internal
-	Direct call to the attendant	-	external
-	Direct call to the attendant	-	internal

Thus :

- VIP calls will appear at first, ordered according to waiting queue order; if two VIP calls belong to the same waiting queue, then VIP calls coming back to the attendant after no-answer of the transfer destination will appear at first ;
- after VIP calls, all the reverted calls will appear listed in waiting queue order, followed by the external calls, and then the internal calls.

Note: if a specific queue is configured for reverted calls (see previous parameter "Callback dest. on no-answer of transferred call"), then these calls will be grouped together and ordered according to the order of that queue.

4.1.3.10 Support of Cisco call-pickup groups

The activation of this option allows to manage –from telisca console- the calls ringing on the call-pickup group associated to the line of the attendant, and also those ringing on the associated call-pickup groups.

The calls are displayed on the console –with indication of the calling and called parties- and the attendant can intercept these calls thanks to the dedicated button, double-click, shortcut, contextual menu or drag&drop.

Important : to allow the consoles to be notified of the availability of a call to pickup on a call-pickup group, the value of the option « **Call Pickup Group Notification Policy** » of the call-pickup group must be different from « **No Alert** » at level of CUCM administration.

4.1.4 Lync/Skype for Business settings

4.1.4.1 Address of Skype for business server

Url used to discover Lync / Skype for Business server (<https://lyncover.domain.com> or <https://lyncoverinternal.domain.com>)

4.1.4.2 Name of Skype for business user

Full sip of the proxy user used to connect to the server. On some infrastructure domain\user syntax is required if userPrincipalName (AD field) is different from the msRTCSIP-PrimaryUserAddress

4.1.4.3 Password of Skype for business user

Password for the Lync / Skype for Business user.

4.1.4.4 Field of directory containing SIP

Field of the directory which contains sip of the contacts.

4.1.4.5 Skype for business voicemail directory number

This a skype for business endpoint line 'placeholder' to redirect towards skype voicemail.

4.1.4.6 Skype for business directory column to test

The directory column containing information about how to redirect to voicemail : skype voicemail or CISCO voicemail.

4.1.4.7 Skype for business column's value

Value to search in the previous field to enable redirection towards skype voicemail.

Redirection towards skype voicemail needs a MSPL service installation on your skype for business front end servers.

4.1.5 Jabber settings

4.2 Source Directories

This tab give you access to the directory's definition. You can define unlimited numbers of sources for contact search and reverse lookup. This is based on the telisca IPS Global Directory application engine.

Directory name	Directory type	Replicated	Server or file	Replications			
TXT	TXT	yes	TEST.txt		Update	Delete	Copy from
CUCM	CUCM	yes	10.2.105.10	05:53	Update	Delete	Copy from
CUCM11	CUCM	yes	10.2.111.10		Update	Delete	Copy from
TEST-PROV	TXT	yes	TEST-PROV.txt		Update	Delete	Copy from
AD	AD	yes	AD1		Update	Delete	Copy from

Note: To know how to configure source directories, please read *IPS Global Directory Admin Guide* http://telisca.com/docs/IPSGDIR_ADMIN_EN.pdf .

4.3 Interface screen

From Attendant Console menu, select 'Interface' tab to define directories parameters used in Attendant Console client.

Directories selection

Searching mode: Multi-directory

Default internal directory name: CUCM

Default reverse directory name: TXT

Reverse lookup label: [LAST_NAME] [FIRST_NAME,3]/[CALLING]

Automatic research parameters

Minimum number of characters to trigger a search: 4

Delay before launching search (ms): 301

Automatic search on all columns:

Multi-directories mode: Enabled

Fields configuration

Choose a directory: AD Language: French

Label	Internal field	Criteria	Search on same value
Nom	Last name	Begin with	<input type="checkbox"/>
Prénom	FirstName	Dropdown list	<input checked="" type="checkbox"/>
Fonction	Business title	Begin with	<input type="checkbox"/>
Service	Service	Begin with	<input type="checkbox"/>
Téléphone	Phone number	Begin with	<input type="checkbox"/>
Mobile	Mobile	Begin with	<input type="checkbox"/>
Adresse courriel	e-mail	Begin with	<input type="checkbox"/>
		Begin with	<input type="checkbox"/>

4.3.1 Directories selection

4.3.1.1 Searching mode

You are able to choose from the following:

- Classic mode – search on standard fields i.e. last name, first name and department
- Custom search – Search on fields defined in "searching fields". Detail fields and reverse lookup fields can also be defined there too. If several directories have been defined in multi-directories screen, all the fields of the different directories can be selected.
- Multi-Directories – For each directory defined in multi-directories screen (including default), specific fields can be selected for search & Result, detail and Reverse Lookup.
- Without Global Directory – search only on Frequent Numbers only, no use of global directory.

Classic mode

Frequent numbers: (All) TELISCA TRANSWORLD Edit New

Corporate directories: Last name First name default Service (All) SEARCH

Dial: # Number to dial

History: History

Statistics: Call Stats

Name Phone Status Comments

4.3.1.2 Default internal directory name

The directory searched by default for internal contacts.

4.3.1.3 Default reverse directory name

The directory searched by default for reverse lookup of external numbers.

4.3.1.4 Reverse lookup label

The short label that appears in the incoming calls list to describe the calling party.

4.3.1.5 Multiple answer - label upon multiple matches in reverse lookup

This option allows to specify the format of the result displayed in case of reverse lookup when multiple matches are returned.

4.3.2 Language

Select the language to enter specific labels for the fields: English, French, German, Dutch and Spanish are available.

4.3.3 Searching and results fields

Select fields defined for searching the directories. These fields are also displayed in the results field.

Searching and results fields ⓘ

Label	Internal field	Criteria	Search on same value
Nom	Last name	Begin with	<input type="checkbox"/>
Prénom	FirstName	Begin with	<input type="checkbox"/>
Service	Service	Dropdown list	<input checked="" type="checkbox"/>
Localisation	Location	Begin with	<input type="checkbox"/>
Téléphone	Phone number	Begin with	<input type="checkbox"/>
Téléphone autre	Other phone	Begin with	<input type="checkbox"/>
Adresse courriel	e-mail	Begin with	<input type="checkbox"/>
		Begin with	<input type="checkbox"/>

lac	FirstName	(All)	Location	Phone number	Other phone	e-mail	
State	Last name	FirstName	Service	Location	Phone number	Other	e-mail
Lacave	Pierre	Tech	AssociatedPC	368	06081812...		
Avail.	Lacoste	Jean-Marc	Groupe R&D	Issy les Moulineaux	105005	jmlacoste@telisca.c...	

The fields available are all the fields defined in the default internal directory and the directories that may have been selected in the multi-directories screen.

Fields can be displayed as a Drop-Down list. It is possible to search the field begins with or contains the search value.

The "Search on same value" option for each field give the option to use a search result to find other contacts which possess the same value for this field. For example, search other contacts in the same in the same department as the previously selected contact.

The automatic search parameters allow to launch a new search without typing on the enter key. Initially, it is only active on the 'name' column. But the behavior can be extended to all columns if the checkbox 'Automatic search on all columns' is checked.

4.3.4 Details popup fields

Detail Popup Fields that are displayed under the incoming or on line calls' list are defined hereafter.

Details popup fields [?](#)

Prénom	FirstName
Nom	Last name
Service	Service
Mémo	MEMO
Localisation	Location
Fonction	Business title
Téléphone	Phone number
Mobile	Mobile
Adresse courriel	e-mail

The fields available are all the fields defined in the default internal directory and the directories that may have been selected in the multi-directories screen.

4.3.5 Editable memo field

The field 'MEMO' is a special field because it can be edited by the agent (multiline textbox) from the detail form. The memo field can be imported the first time in the directory, however as soon as it contains a value it can be update only from the Attendant Console.


4.3.6 Photo field

The photos should be available on a Web Server. The name of the photo needs to be the value of a contact's field, for example the ID or email address. A .jpg or .png suffix is appended to build the image URL.

Photo field: e-mail

Photo server url: http://10.1.1.220/IPSCFG/IMG/

Photo file suffix: jpg



FirstName	Jean-Marc
Last name	Lacoste
Service	Groupe RD
Location	Issy les Moulinaux
Business title	CEO
Phone number	105005
Mobile	0608181226
e-mail	jmlacoste@telisca.com

Disponible 8h30-19h30

[Update](#)

Note: If the web server on which the photo are stored is Linux base it may be case sensitive.

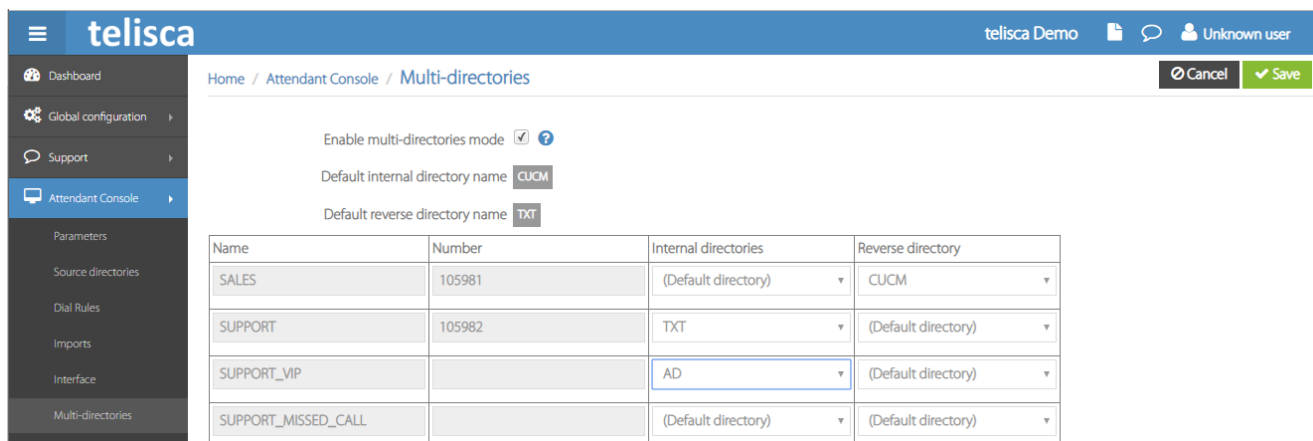
4.3.7 Incoming call popup fields

The fields which will be displayed in the popup when an incoming call arrives at the console. This displays the caller details

4.4 Multi-directories list

For attendants working in multi-company environments, this tab allows you to define which external directories to display to the attendant and which switchboard number corresponds to which company.

Each company is linked to a switchboard telephone number or a Queue, this can be defined in this tab, or in the TAnnounce settings if this add-on application is installed.



In Attendant Console user interface, it is also possible to manually select one of the directories defined in this screen.

4.4.1 Name

In the client application, the “display companies list” option gives access to the companies’ names in a dropdown. By selecting the appropriate company, the associated directories will activate.

4.4.2 Number

This is the company switchboard number.

4.4.3 Internal directories

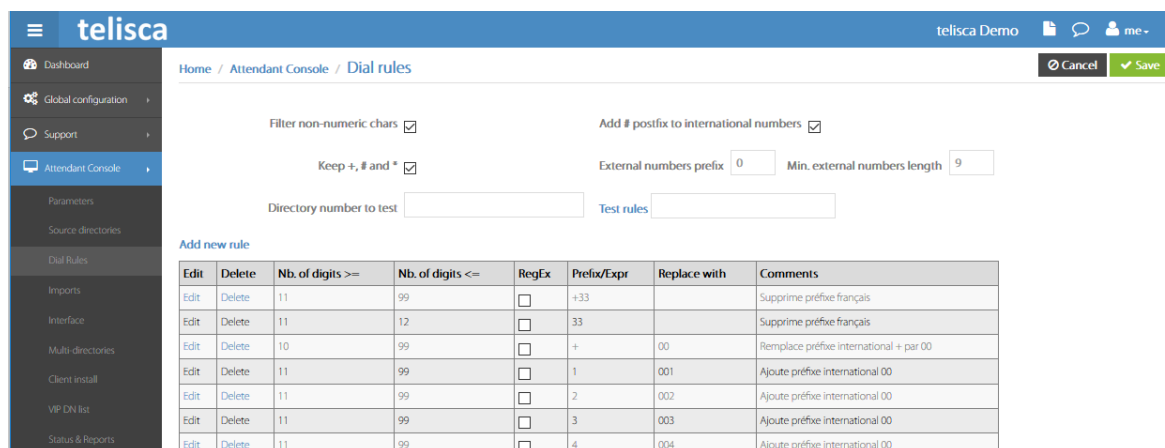
This defines the directory for searches by name. If no company is selected, then the default search directory defined in the interface tab will be used.

4.4.4 External directories

This will be used for reverse lookup. If no company is currently selected in the client, the default reverse lookup directory will be used.

4.5 Dial Rules

As well as applying source specific Dial Rules during an import (the dial rules defined at Source Directory level) it is possible to apply Dial Rules globally to all directories, to remove non-standard characters, replace international prefixes.



4.6 Imports

This tab, allows you to:

1. Start an import manually (Import from source)

2. Display a report of imports (Reload from selected backup)
3. Preview the content (first 1000 contacts) of an imported directory (View content)
4. Reload a previous import

Home / Attendant Console / Replicated directories import report Close

Replicated source directories: [Import from source](#) [View content](#)

Last directory backup: [Reload from selected backup](#)

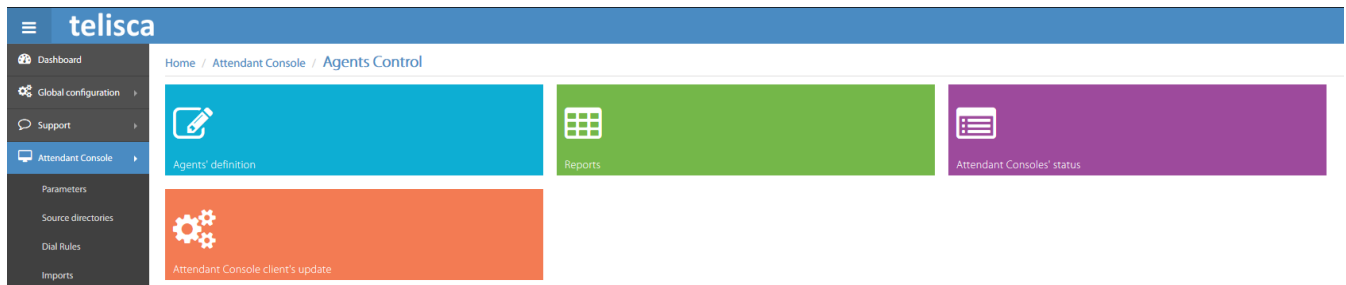
Daily report: [View report](#)

Directory	Date	Source	OK	Error description	# loaded	# failed	# added	# updated	# deleted	# current
CUCM	2019-05-22 17:33:06Z		OK		31	0	N/A	N/A	N/A	N/A
CUCM	2019-05-22 17:32:10Z		OK		31	0	N/A	N/A	N/A	N/A

4.7 Agents' control

The Agents' Control screen allows to:

- Define Attendant Console's agents
- List Attendant Consoles connected
- Display Attendant Console execution's report
- Configure the automatic deployment of new Attendant Console client



4.7.1 Agents' definition

By clicking on the Agents' definition you can add agents. They are associated to their Windows login or the PC name. You can define centrally the directory number, phone name (if required) and park group.

[Home](#) / [Attendant Console](#) / [Agents' definition](#)

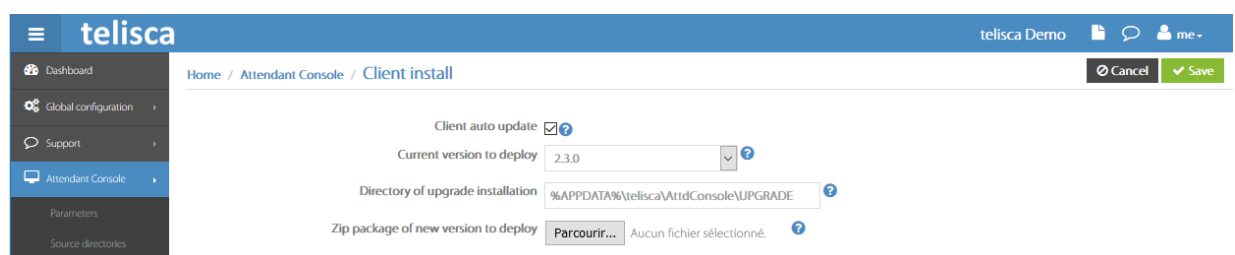
+ Add agent ?

Agent name	Windows login	PC name	Number number	Phone name	Park group	Actions
JM Lacoste		PC_JML	105006	SEP2834A2821323		Edit Delete
Didier hercouet	dhercouet		105005	SEP004F5987B569	PARK1	Edit Delete
David Chollet	dchollet		105007			Edit Delete
Nicolas Philipp		PC-NPH	105010		PARK1	Edit Delete

When using this mode, you should edit the Attendant Console configuration file AttdConsole.json (which is in Attendant Console client's directory) and set the parameter 'server_side_phone_settings' to true. Then the Attendant Console's user config will hide the directory number, phone number and park group parameters.

4.7.2 Attendant console client's update

This screen gives you access to an update mechanism to deploy new versions of the Attendant Console client automatically when they connect to the server.



Client auto update

Activates the automatic update mechanism on Client start. This can be overridden in some client using the update_disabled option in AttdConsole.json file.

How does this work?

1. The client is launched using `AttdConsoleLaunch.exe` on users' computers
2. The client connects to the telisca server and checks if the configuration has changed and if the available "Current version to deploy" version is different than the one installed
3. The client updates its configuration file if changes are detected
4. The client downloads the new package version (this is processed within 5 minutes of the Launcher execution)
5. The package is unzipped and installed on the users' computers in the 'Directory of upgrade installation'. The user must have write access on this directory.
6. A popup indicates that an update has been installed on the local computer and that the new version will run next time the Launcher is opened.

Current version to deploy

This displays current version number of the Zip File containing the Attendant Console client in:

Client installation package location

```
C:\inetpub\wwwroot\IPSCFG\download\AttdConsole\AttdConsole_X.Y.Z.zip
```

Zip package of new version to deploy

Select a zip file containing attendant console upgrade files. When saving it, a copy will be placed on the IIS server in

Name of the zip package

```
AttdConsole_X.Y.Z.zip (X.Y.Z is the version number)
```

Content of the zip package

- **AttdConsole_X.Y.Z.exe**: client program
- **AttdConsole_X.Y.Z.exe.config**: config file
- **Resource_X.Y.Z.csv**: labels
- (optional) **AttdConsole_X.Y.Z.json**: config file new format
- (optional) **AttdConsole_USER_EN.pdf**: user help guide

4.7.3 Attendant consoles' status

Home / Attendant Console / Attendant Consoles' status

Entity

List of connected Attendant Console applications: [Refresh](#)

Number	Agent name	PC name	Connection time	Version	Client logout	Queues
1250000	David	DESKTOP-SUP7UJ9	18:32:07	2.4.4.0	Logout	accueil support

Number of licences used = 1 [max=16]

In this screen you can :

- See the agents connected, filtered by entity.
- Disconnect an agent.
- See the agents subscription to queues and the queue status (opened, closed)

4.8 VIP numbers lists

This tab is only visible when VIP numbers mode is set to LIST in the parameters section.

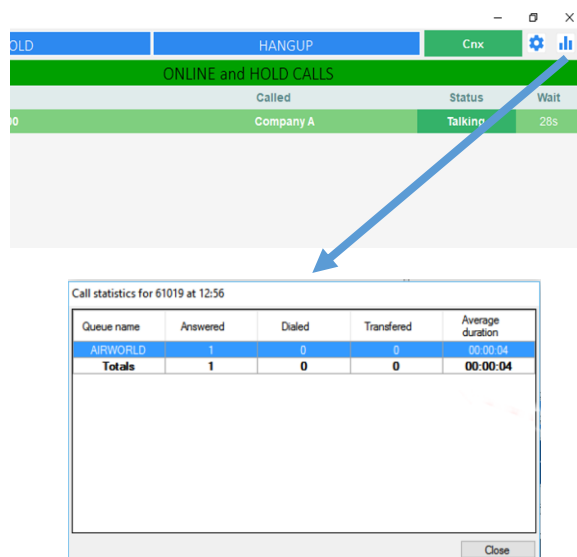


Here you can manually list all VIP DNs or upload a file containing all the numbers. Numbers can be separated either by commas, semicolons, tabulations or line breaks. It is possible to edit a memo field from the contact form. This memo field is not erased when importing the directory from the source.

4.8.1 Statistics

If Attendant Console is installed with TAnnounce and Statistics option, a button is added on switchboard interface that allows display of statistics.

Results displayed are relative to current directory number defined in console properties. (Emitted, received and transferred calls for queues defined for this console)



5 Client installation

5.1 Initial client installation

telisca Attendant Console client is provided as a ZIP file. Two zips are available, for .Net 3.5 and .Net 4.

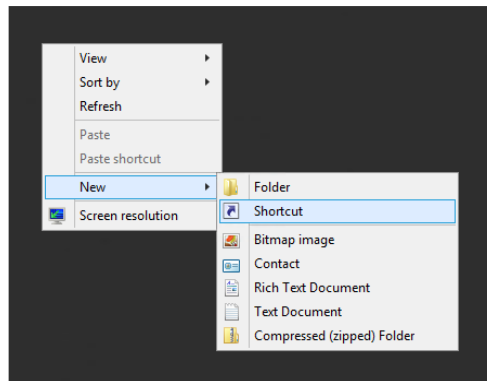
We advise to unzip it in c:\telisca\AttdConsole but it can be unzipped in any directory, assuming that the users can read, write and execute in this directory and subdirectories. Otherwise it is possible to define from the Administration, in Install screen a different upgrade directory. However, the user still needs to have rights to execute from this directory.

Note: Prior version 2.3.0, Attendant Console was installed using an MSI (AttdConsoleSetup_X.Y.Z.msi).

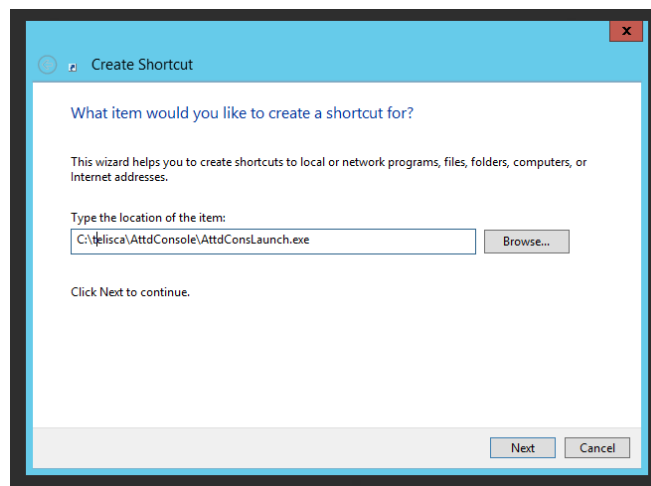
5.2 Add Attendant Console's shortcut

After unzipping, you should create a shortcut (for example on the desktop) which will execute AttdConsLaunch.exe in the installed directory.

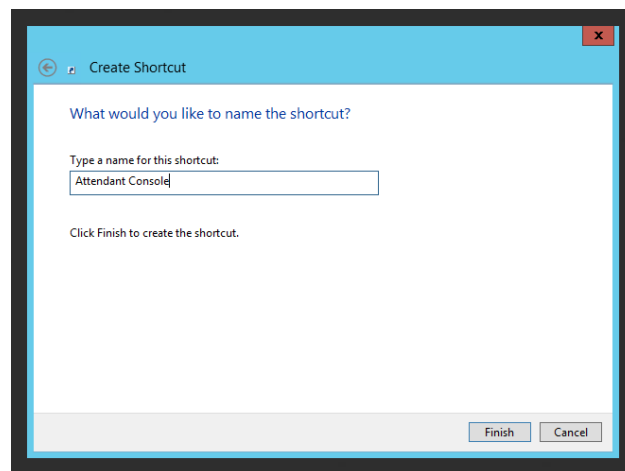
Right click on the desktop, select 'New', then 'Shortcut'.



Select directory and application to launch AttdConsLaunch.exe.



Create a shortcut label



Attendant Console is added.



5.3 Client Configuration

5.3.1 Application settings

A configuration file **AttdConsole.json** must be present in the application folder, it contains the initial deployment settings with information for future auto updates of the client and of the config.

Important: When the client is launched with `AttdConsoleLaunch.exe` the application will the configuration present on the telisca server and **will use the remote settings** over the ones specified in the local `AttdConsole.json` file.

Here are examples of content for **AttdConsole.json**.

Important: Settings must be on the same line, **no line breaks**.

5.3.2 Basic configuration (minimal settings)

```
{"connect type":"SOCKET","cti host":"teliscaSrv1","cti port":"8081"}
```

5.3.3 Settings list

- **cti_host (required):** IPv4 of primary telisca server
- **cti_host_backup:** IPv4 of backup telisca server
- **connect_type:** Set protocol used to connect to CTI Server "SOCKET" or "SECURED_SOCKET",
- **cti_port:** TCP port used by the telisca CTI server. It is "8081" by default, should be "8444" for SECURED_SOCKET by default, see MENU > Global Config > CTI Config tab > Advanced parameters >

CTI Server http port to change the default.

- **user_data_path**: to override the location of the user settings (path must be between quotes" and backslashes doubled \\)
- **speed_dial_path**: To defined a shared directory to store the speed dials. Ex: "Z:\\SharedSpeedDials", (path must be between quotes" and backslashes doubled \\)
- **directory_number**: Defines the directory number of the phone for this PC, for example "105006". This is convenient if several users share the same PC and the PC is beside an IP Phone with a fixed directory number (user do not log in Extension Mobility).
- **phone_name**: Defines the phone name for this PC, for example "SEP2834A2821323". This is convenient if several users share the same PC and the PC is beside an IP Phone with a fixed directory number (user do not log in Extension Mobility).
- **server_side_phone_settings**: true or false (default). If true, the agent's settings (phone number, phone name and park group) are defined from the Administration (Attendant Console menu, Agents' control tab).
- **AttdConsole_name**: When server side phone settings is true, it is used to define a name for this PC which will override the PC host name.
- **update_disabled**: true or false (default). If true, client update configuration will be ignored.

5.3.4 Dual server config

```
{"connect_type":" SOCKET
", "cti_host": "teliscaSrv1", "cti_host_backup": "teliscaSrv2", "cti_port": "8081" }
```

User settings files location override

```
{"connect_type": "SOCKET", "cti_host": "teliscaSrv1", "cti_port": "8081", "user_data_path": "c:\\AttdConsole\\"
" }
```

5.3.5 User configuration

By default, the configuration file and the file containing Frequent Numbers are stored in
 « %USERPROFILE%\AppData\Roaming\telisca\AttdConsole\data\ ».

The User configuration file is named « **UserConfig.json** ».

The file containing frequent numbers is named « **SpeedDial.xml** ».

These files are generated by Attendant Console client application.

It is possible to amend the location of the user configuration path by adding the following parameter in the global configuration file:

```
"user_data_path": "directory"
```

Important : the character "\" used in the path should be doubled in order to be interpreted correctly : "\\".

Example :

```
{"connect_type": "SOCKET", "cti_host": "teliscaSrv1", "cti_port": "8081", "user_data_path": "c:\\AttdConsole\\" }
```