

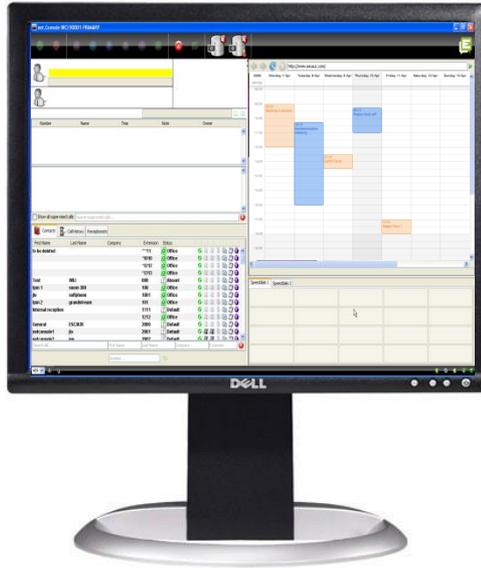
Colt Cloud UC

The net.Console
User Manual



- **Start, login, logout**
- **Anatomy of the application**
 - Step by step
 - Answer a call
 - Terminate a call
 - Initiate a call
 - Attended transfer
 - Blind transfer
 - Call parking
- **Customize the application**
- **Advanced features (X900)**
 - General preferences
 - Keyboard shortcuts
 - Speed dial's
 - Font size
 - Directory
 - Voicemail

Your desktop- What does a Receptionist need?



The net.Console

Polycom IP 650



Headset (optional)

Start, login, logout

Authenticate and Login

- Before you can start accepting calls, you need first to authenticate and then to login.

A screenshot of the authentication window. It has a dark purple background. On the left, the labels "User name" and "Password" are in white. The "User name" field contains the text "netconsole1". The "Password" field contains seven black dots. Below the password field is a checkbox labeled "Auto Login" which is currently unchecked. To the right of the checkbox is a "Sign In" button with a white border and black text.

Authentication window

Login & Logout

- **Logged in:** general and personal calls.
- **Logged out:** no general calls or personal calls
- **Paused:** no general calls, only personal calls. This state allows you to terminate your calls before logging out



Press to go to pause



Press to logout

Press to login



Press to go back to pause

Number of receptionists



- **STEP 1 – Go to Pause**

- Click on the red button on the left
- You are now logged into your personal queue
- You are now in pause for the general queue

- **STEP 2 – Go to Logged In**

- Click on the red button on the right
- You are now logged into your personal queue and the general queue

You are ready to accept calls



- **STEP 2 – Go to Logged Out**

- Click on the green button on the left
- You are now logged out of both queues
You will not receive incoming calls anymore

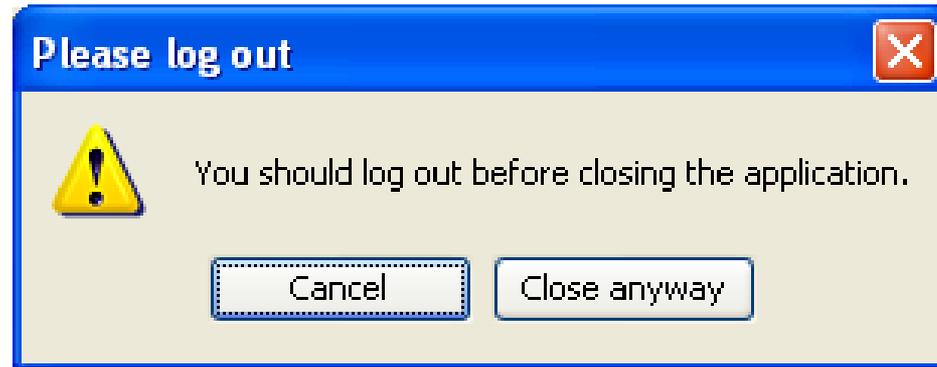
- **STEP 1 – Go to Pause**

- Click on the green button on the right
- You are now in pause for the general queue and still logged into your personal queue

You can finish current calls and still accept personal calls

Close application

- It is advised to log out before closing the application. If you log out from the “paused” or “logged in” states a warning will display.
- If you log out anyway, the application will attempt to remove the phone from the queues but it is advised to log out before closing the application.



Anatomy of the application

The screen layout – X900

The screenshot displays the net.Console v3.3.3 WCE90001 PRIMARY interface. The left pane contains a contact list with columns for First Name, Last Name, Company, Exten..., and Status. The right pane features a calendar view for 2008, showing events such as 'Meeting Customer' on Monday 7 Apr, 'Implementation meeting' on Tuesday 8 Apr, 'Project kick-off' on Thursday 10 Apr, 'Lunch Carol' on Wednesday 9 Apr, and 'Happy Hour!' on Friday 11 Apr.

First Name	Last Name	Company	Exten...	Status
Manager	1	dfghj	001	Office
Manager	2		002	Office
Manager	3		003	Office
Reception			1000	Default
IVR			1001	Service
Group			1002	Default
Receptionist			1003	Office
			1004	Default
IVR	Unify		7000	Service
Stef			7722	Office

← Left pane

Speeddials 1 Speeddials 2
→ Right pane

The screen layout – X700

The screenshot displays the net.Console v3.3.3 WCE70001 PRIMARY interface. The left pane contains a contact list with the following data:

First Name	Last Name	Company	Exten...	Status
Manager	1	dfghj	001	Office
Manager	2		002	Office
Manager	3		003	Office
Reception			1000	Default
IVR			1001	Service
Group			1002	Default
Receptionist			1003	Office
			1004	Default
IVR	Unify		7000	Service
Stef			7722	Office

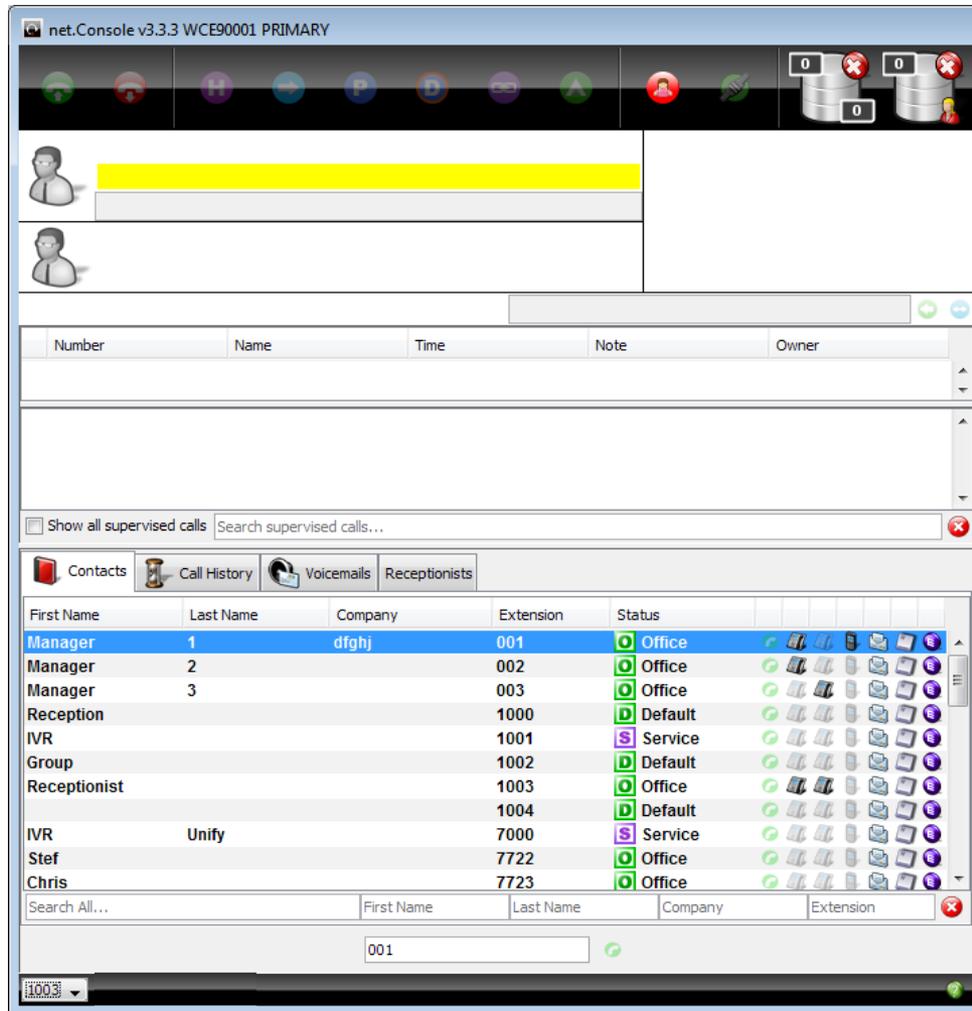
The right pane features a calendar for 2008, showing events from Monday 7 Apr to Sunday 13 Apr. The calendar includes the following events:

- Monday 7 Apr: 09:00 Meeting Customer (orange)
- Tuesday 8 Apr: 10:15 Implementation meeting (blue)
- Wednesday 9 Apr: 12:30 Lunch Carol (orange)
- Thursday 10 Apr: 09:15 Project kick-off (blue)
- Friday 11 Apr: 17:00 (orange)

← Left pane

Right pane →

Left pane screen layout



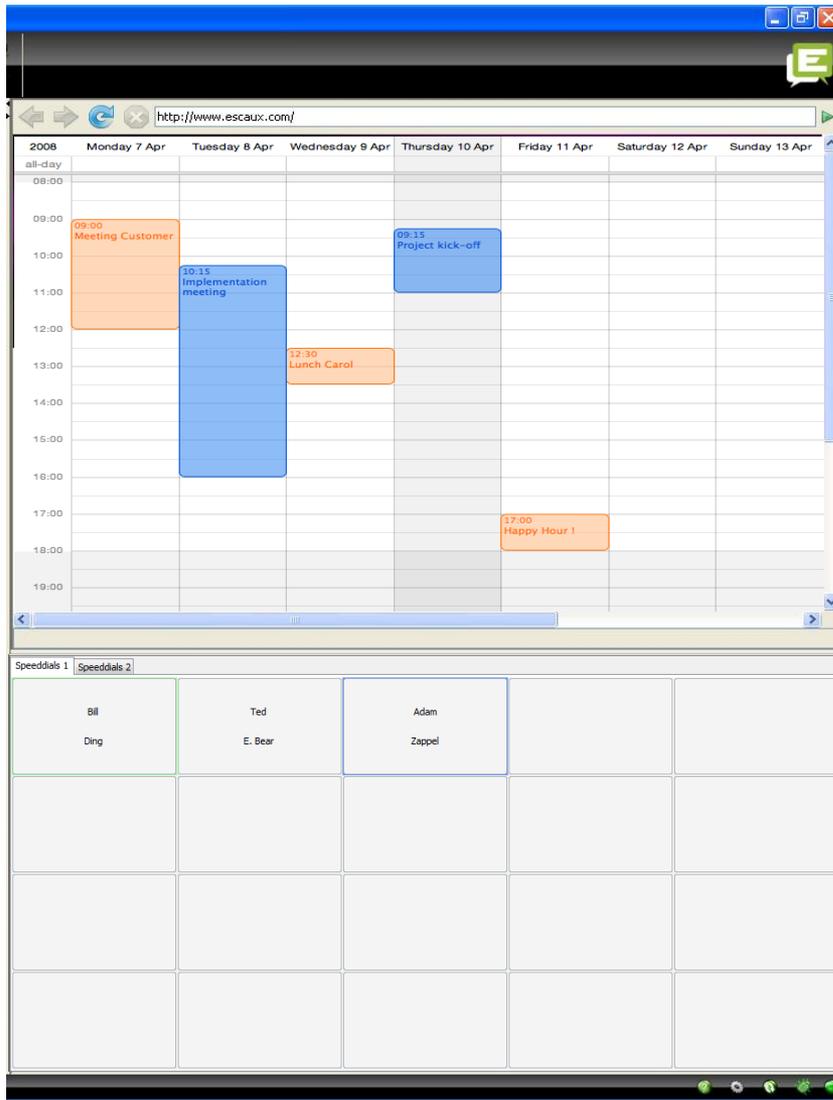
Control area

Line Status area

Supervision area

Contacts area

Right pane screen layout

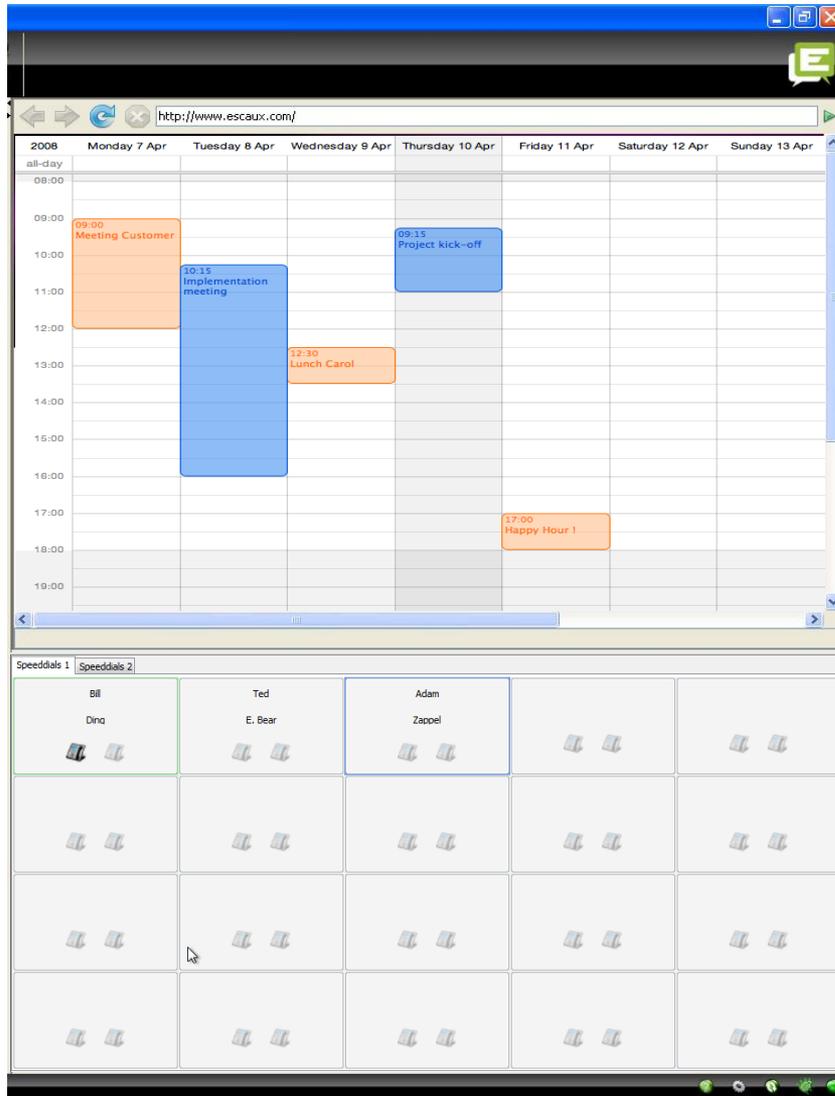


Web plugin area

Speed dial area

Mini-toolbar

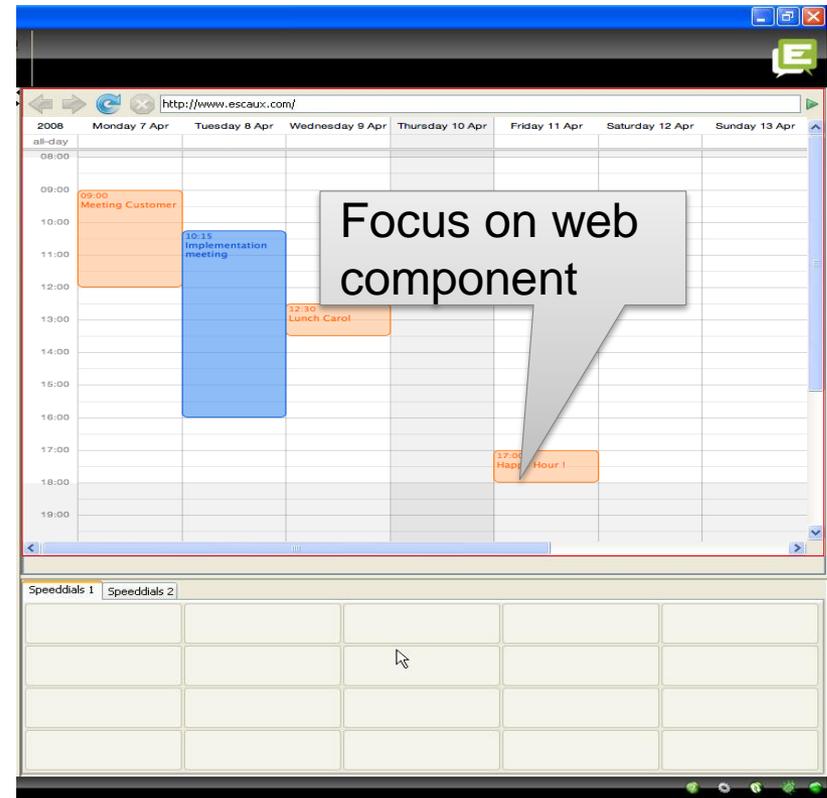
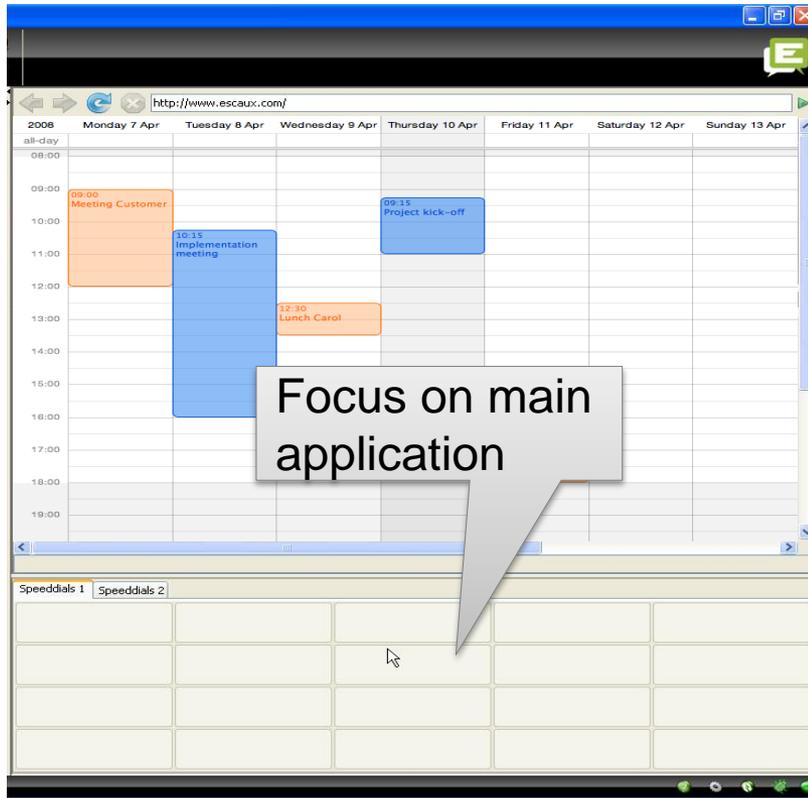
Phone status on speed dials



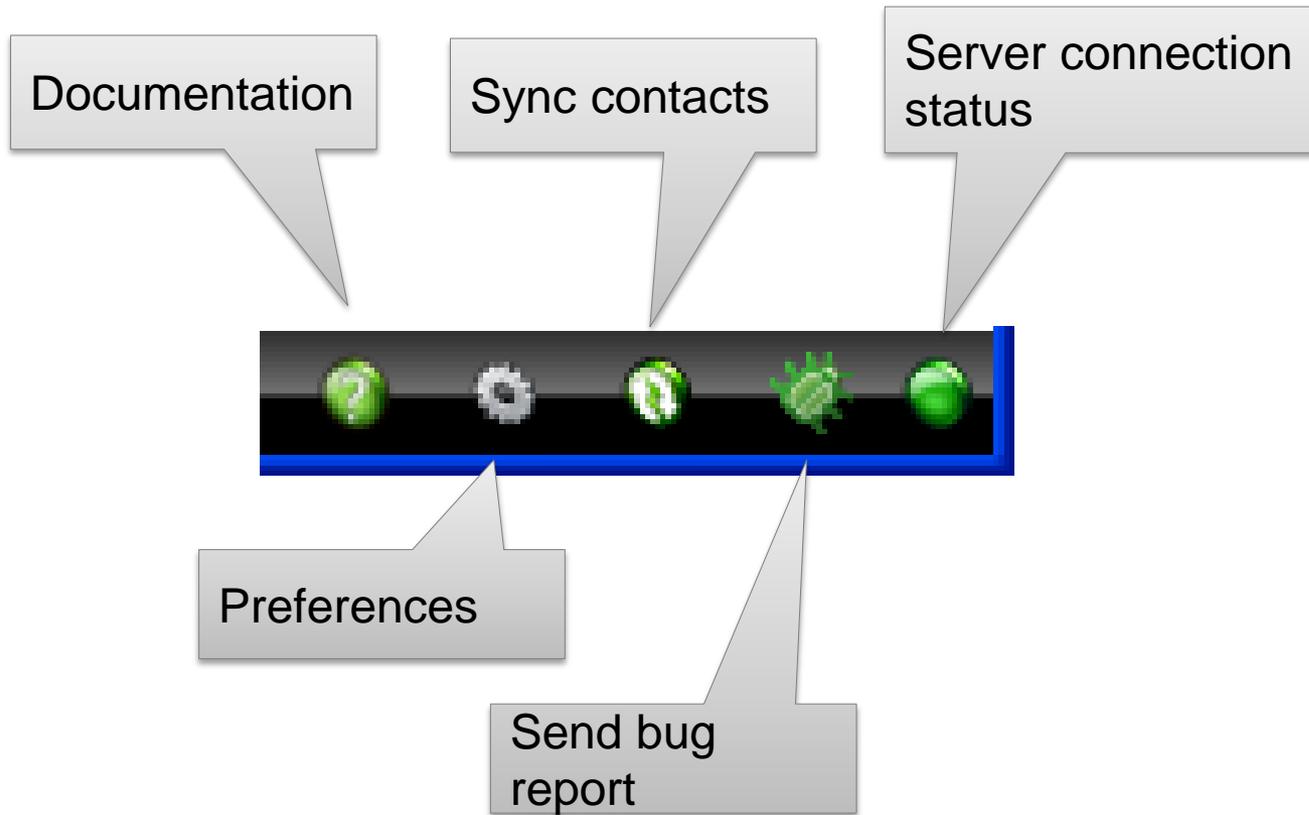
- You can see the phone status on speed dials, like for the Internal Directory, if it is an internal contact
- This feature can be enabled in the preferences (see later)



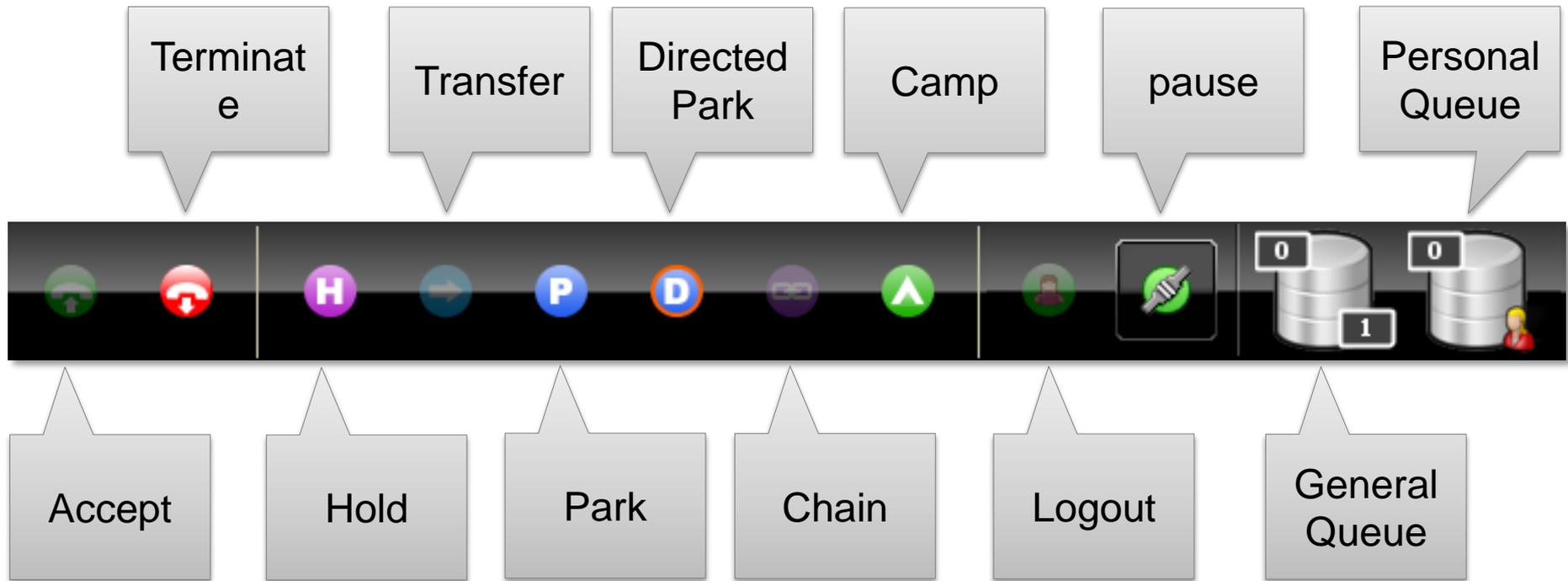
Busy extension



- Keyboard entries can either be captured by the net.Console or by the web component.
- The web component will grab all keyboard shortcuts if it has focus, as indicated by a red border.

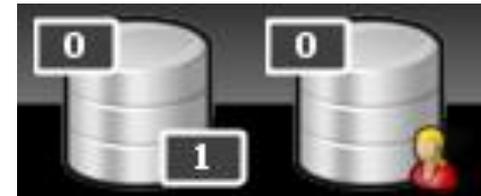


The different control keys are contextual
Only the colored keys are functional

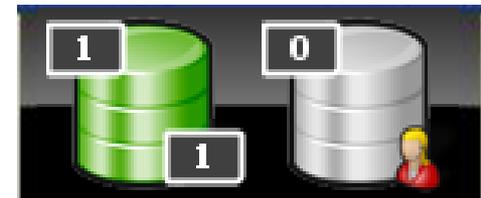


The color of the queue changes with the number of waiting calls

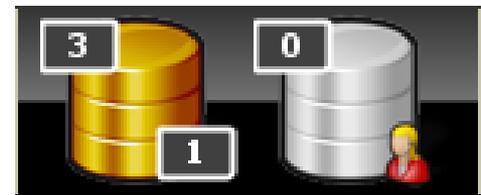
0 calls



1 or 2 calls

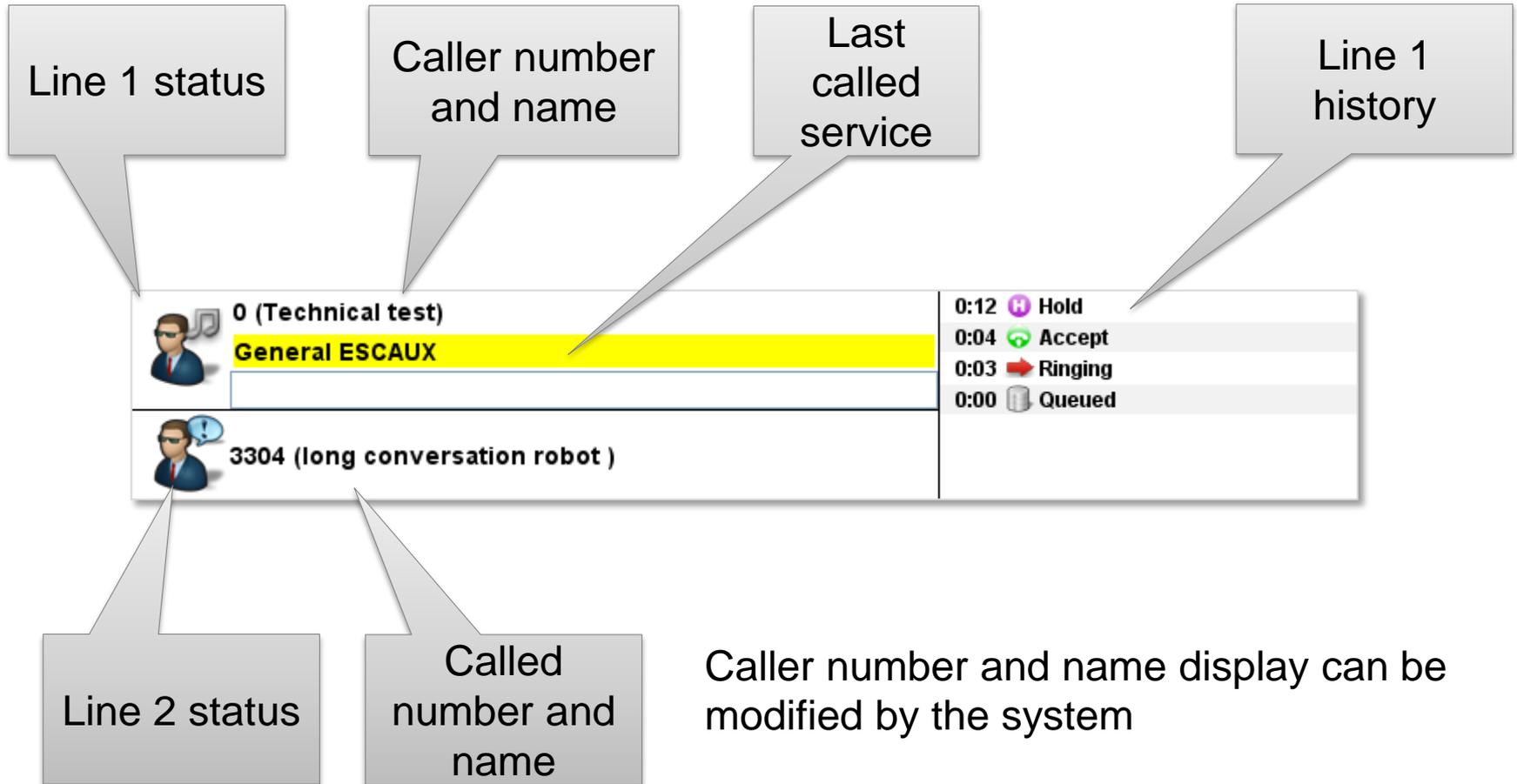


3 or 4 calls



5 or more calls





Caller number and name display can be modified by the system

Line 2 is only used during Attended Transfers

Supervised calls

P 6710 (Peter Faraday)		0:14 urgent			
Number	Name	Time	Note	Owner	
P 6710	Peter Faraday	0:14	urgent	netconsole1	^
D 6711	Andy Cooper	0:08	000 (Test WLI)	netconsole1	v

Show all supervised calls Search supervised calls... x

Calls in personal queue
(and general queue if
configured)

Supervision area

Selected call

Update note

Take back or couple

P 6710 (Peter Faraday) 0:14 **urgent** ↩ ⋮

Number	Name	Time	Note	Owner
P 6710	Peter Faraday	0:14	urgent	netconsole1
D 6711	Andy Cooper	0:08	000 (Test WLI)	netconsole1

show all supervised calls ✖

Type of supervised call

If selected, calls from other operators are shown (supervised calls and calls in personal queues)

Search in supervised and queued calls

Clear search field

Contacts

Scroll through directory via up/down keys

Double-click line to dial internal extension

Drag & drop or right-click column headers

- Free
- Not connected
- Busy (external)
- Busy (internal)

First Name	Last Name	Company	Extension	Status						
short conversati			6701	Office						
ringing robot		jlodep	6702	Office						
busy robot			6703	Busy						
long conversation ...			6705	Office						
congestion			6706	Closed						
voicemail			6707	Absent						
queue robot		jlodep	6708	Queue						
Peter	Faraday		6710	Office						
Andy	Cooper		6711	Office						

Search All... | First Name | Last Name | Company | 67 |

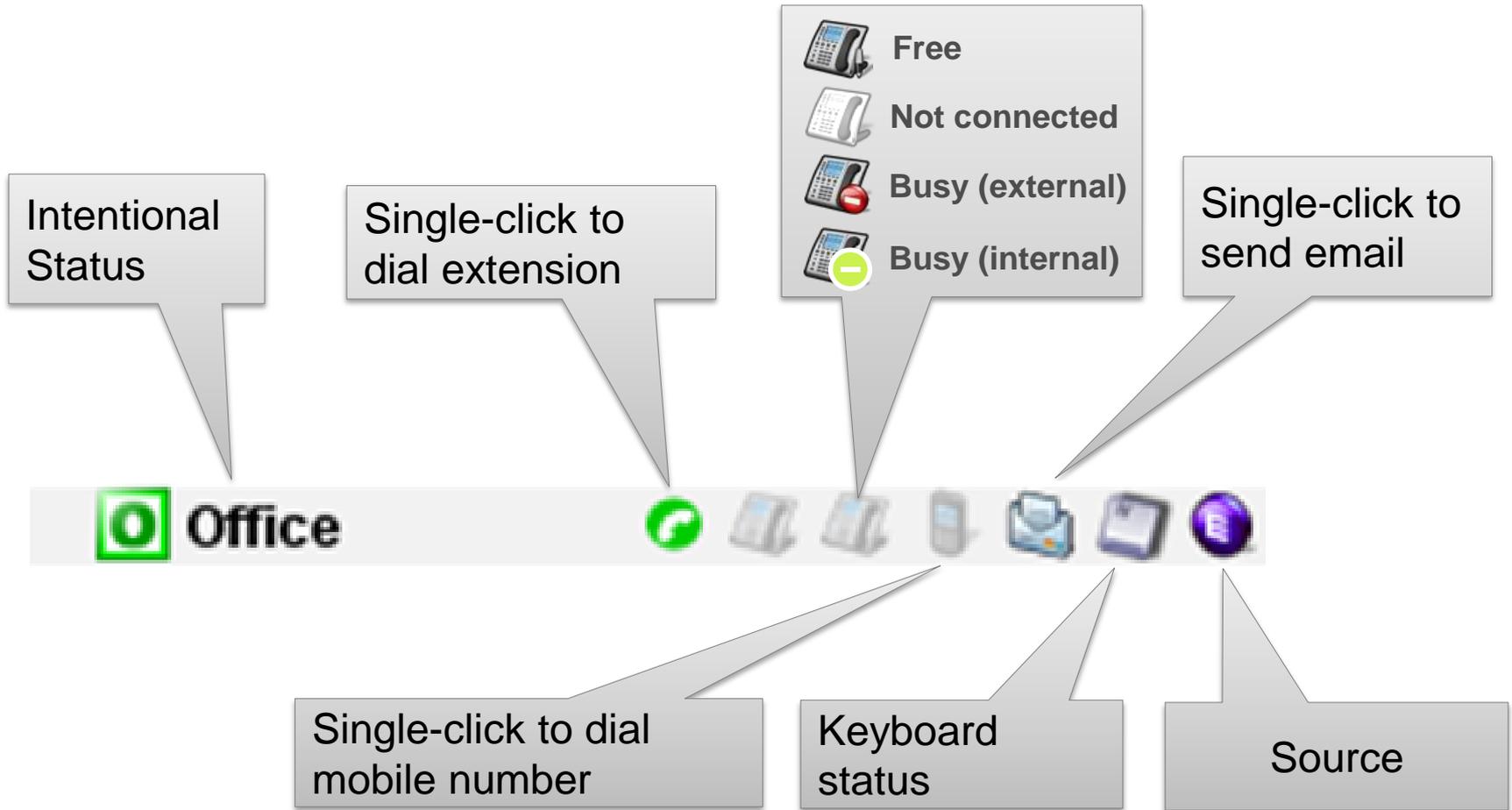
Number...

Auto-search when typing

Dial any number

Refine your search

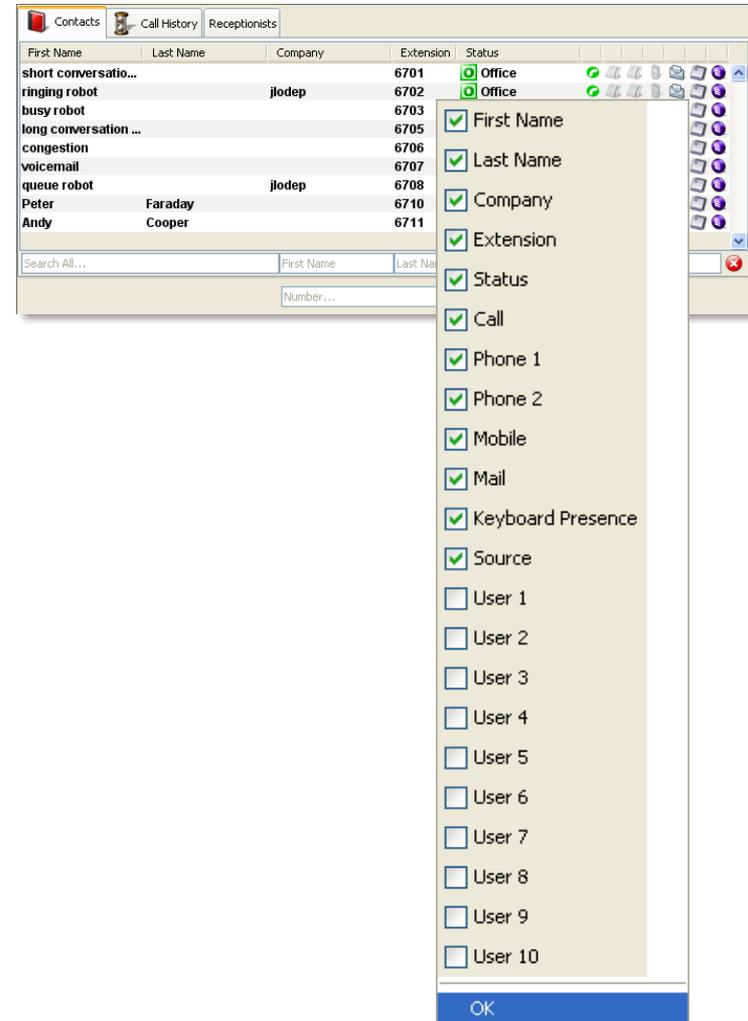
Clear search field



Customize display

- Click on column titles to order the contacts *
- Drag & drop column header to reorder columns
- Right-click on the column header to show or hide specific columns

* Not for intentional status, phone status and keyboard status as it would impact the net.Console reactivity



Call History details

Drag & drop or right-click column headers

Call disposition (placed, answered, missed)

Double-click line to dial internal extension

Contact	Date	Duration	Operation	Note	Extension
✓ Manager 1 (001)	mer., 11 avr., 14:10:25	0:13	🟢 HANGUP	new park note	1003
✓ Manager 1 (001)	mer., 11 avr., 14:10:41	0:07	🟢 PARK	new park note	1003
✓ Receptionist (1003)	mer., 11 avr., 14:11:43	0:02	🟢 PARK	testing park no	1003
✓ Receptionist (1003)	mer., 11 avr., 14:11:43	0:00	🟢 PARK		1003
✓ Receptionist (1003)	mer., 11 avr., 14:11:49	0:01	🟢 HANGUP		1003
✓ Receptionist (1003)	mer., 11 avr., 14:23:44	0:02	🟢 DIAL		1003
✓ Manager 2 (002)	mer., 11 avr., 15:08:53	0:20	🔴		1003
✓ Manager 2 (002)	mer., 11 avr., 15:09:20	0:10	🔴 REJECT		1003
✓ Manager 2 (002)	mer., 11 avr., 15:09:36	0:06	🔴 REJECT		1003
✓ Manager 2 (002)	mer., 11 avr., 15:10:38	0:20	🔴		1003
✓ Manager 2 (002)	mer., 11 avr., 15:11:04	0:09	🔴 REJECT		1003
✓ Manager 2 (002)	mer., 11 avr., 15:11:19	0:33	🟢 HANGUP		1003

Search All... All Missed

Search call history

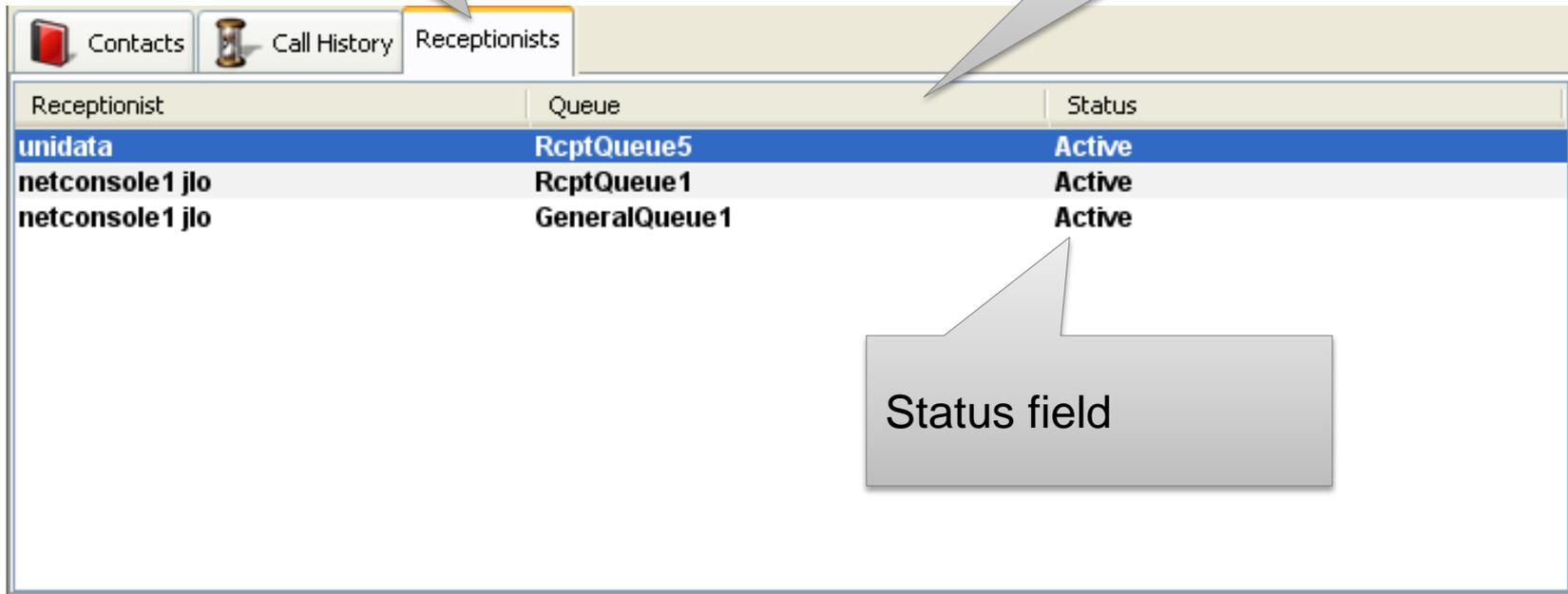
Show all or only missed calls

Clear search field

Receptionist Queue

Show status of your colleagues

Drag & drop or right-click column headers



The screenshot shows a web interface with three tabs: 'Contacts', 'Call History', and 'Receptionists'. The 'Receptionists' tab is active. Below the tabs is a table with three columns: 'Receptionist', 'Queue', and 'Status'. The table contains three rows of data. A callout box points to the 'Receptionists' tab with the text 'Show status of your colleagues'. Another callout box points to the 'Queue' column header with the text 'Drag & drop or right-click column headers'. A third callout box points to the 'Active' status in the first row with the text 'Status field'.

Receptionist	Queue	Status
unidata	RcptQueue5	Active
netconsole1 jlo	RcptQueue1	Active
netconsole1 jlo	GeneralQueue1	Active

Show voicemail of all your extensions

Drag & drop or right-click column headers

The screenshot shows a web interface for voicemail management. At the top, there are four tabs: 'Contacts', 'Call History', 'Voicemails', and 'Receptionists'. The 'Voicemails' tab is active. Below the tabs is a table with three columns: 'Mailbox', 'Contact', and 'Date'. The table contains two rows of data. At the bottom left, there are two radio buttons labeled 'Inbox' and 'Old', with 'Inbox' selected.

Mailbox	Contact	Date			
1003	Technical test	mer., 14 mars, 05:30:41			
1003	snom 821 snom 821	mer., 14 mars, 05:40:36			

Show new or older messages

Step by step

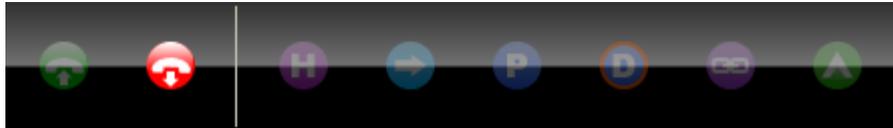
How to answer a call?

1. Call enters general queue
2. Queue counter increments
3. Phone rings
4. Line 1 displays incoming call
5. "Accept" button lits up
6. Accept call
 1. Via mouse click on "Accept button"
 2. Or via the "Enter" key
7. Line 1 status icon changes to conversation
8. Control keys reflect the conversation state



How to terminate a call?

1. “Terminate” button is lit up
2. Terminate call
 1. Via mouse click on “terminate” button
 2. Or via “F2” key
3. Line 1 status icon changes to idle
4. Control keys reflect the idle state



- Please note that in the idle state, the “Terminate” button is still lit. This allows you to terminate calls that, for some reason, are remaining on the receptionist phone.

How to initiate a call?

Several options are available to initiate a call:

- Compose the number on the phone
- Double-click directory entry
- Mouse-select directory entry and press “Enter”
- Single-click dial, phone or mobile icon on directory entry
- Compose number in number field and press “Enter”
- Select a speed dial

How to hold a call?

1. Call is in conversation state
2. "Hold" button is lit up
3. Hold call
 1. Via mouse click on "Hold" button
 2. Or via "Enter" key
4. Line 1 status icon changes to hold
5. "Hold" button is pressed

How to unhold a call?

6. Unhold call
 1. Via mouse click on "Hold" button
 2. Or via "Enter" key
7. Line 1 status icon changes to conversation again



How to do a blind transfer?

1. Call is in conversation state
2. Search contact in directory
 1. If the search results in a unique result, the blind transfer is initiated immediately (optional behavior)
 2. If the search return multiple entries, the blind transfer is executed after manually calling an entry
3. Call “in transfer” shows up in the supervision area

Number	Name	Time	Note	Owner
6710	Peter Faraday	0:02	6702(ringing robot)	netconsole1

4. When the destination accepts the call, the line dissapears from the supervision area.
5. If the destination does not answer:
 1. A manual take back can be performed to terminate the transfer (see later)
 2. An auto-return will occur after a timeout (call enters personal queue)

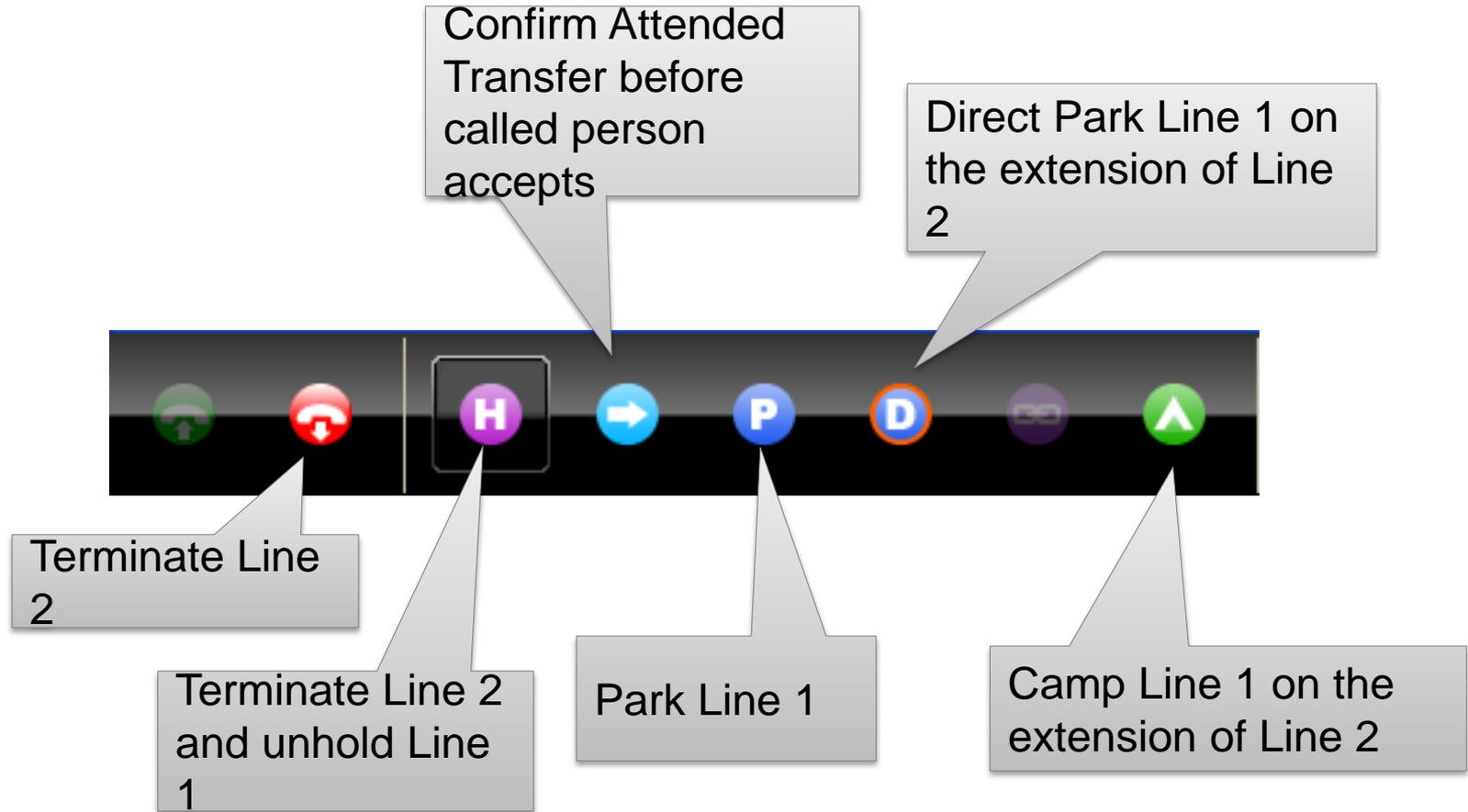
How to change Blind Transfer to busy number?

- In most attendant console applications, a blind transfer towards a busy number results in a lost call.
- With the net.Console, when the destination is busy, the outgoing call is terminated and the original call is placed on hold.
- This gives the attendant console agent the opportunity to take back the caller.

How to do an attended transfer?

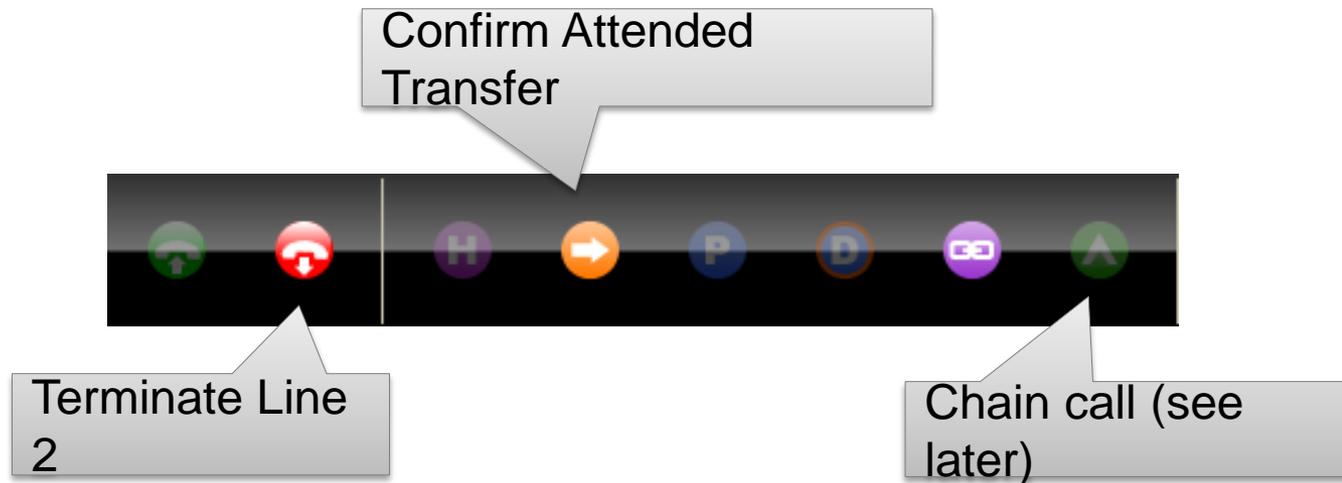
1. Call is in conversation state
2. Place caller on hold
3. Search contact in directory
 1. If the search results in a unique result, the attendant transfer is initiated immediately (optional behavior)
 2. If the search return multiple entries, the attended transfer is executed after manually calling an entry
4. Line 2 is in ringing state

5. At this point the control button show the following options:



Attended Transfer (3)

- When the called person accepts the call the control buttons show the following options:



- After confirming the attended transfer, the call disappears from the net.Console. You can also get back to the caller by terminating Line 2 then Unhold

Attended Transfer (4)

- Note that the use of keyboard shortcuts can greatly improve your efficiency.
- Example: attended transfer
 - “Enter” to accept incoming call
 - “Enter” to place caller on hold
 - Start typing to search in the directory until you find a unique result
 - “Enter” to confirm the transfer (after contact accepts the call)
 - To summarize: Enter, Enter, search, Enter

How to take back a call?

- When you are not in conversation, it is possible to take back a call that sits in the supervision or personal queue list
- When taking back a call, any incoming call will be pushed back to the queue
- To take back a call, select the line and press the take back button

The screenshot shows a call management interface. At the top, a call record is displayed for '6710 (Peter Faraday)' with a duration of '0:03' and a note 'for andre'. Below this is a table with columns: Number, Name, Time, Note, and Owner. The table contains one row for the call. A callout box points to a green circular button with a white arrow pointing left, located to the right of the call record, labeled 'Take back button'.

Number	Name	Time	Note	Owner
P 6710	Peter Faraday	0:03	for andre	netconsole1

How to do auto-return of a call?

- A call in the supervision area will auto-return to the net.Console operator after a configurable time-out (ask your system admin)
- This call will enter the personal queue of the operator

< 60%

Number	Name	Time	Note	Owner
6710	Peter Faraday	0:02	for andre	netconsole1

60% - 80%

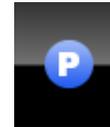
Number	Name	Time	Note	Owner
6710	Peter Faraday	0:13	for andre	netconsole1

> 80%

Number	Name	Time	Note	Owner
6710	Peter Faraday	0:17	for andre	netconsole1

How to do a call park?

- To park a call, proceed as follows:
 1. Press the “Park” button or press “F7”
 2. A window pops up allowing you to enter a park note
 3. The call shows up in the supervision area, including the park note



“Park”
icon

Number	Name	Time	Note	Owner
 6710	Peter Faraday	0:03	call for Andre	netconsole1

How to couple a call?

- In order to couple an incoming call with a parked call, proceed as follows:
 1. Accept the incoming call
 2. Select the parked call
 3. Press the “couple” button

Couple button

Number	Name	Time	Note	Owner
6710	Peter Faraday	0:07	call for Andre	netconsole 1

Advanced features

– X900 only

How to do Direct Parking?

In order to perform a direct parking on the extension of a particular user, proceed as follows:

1. Press the “Direct Park” button or press “F8”
2. Dial the user’s extension using the method of choice
3. The call appears in the supervision area



“Park”
icon

Number	Name	Time	Note	Owner
 6710	Peter Faraday	0:02	6711 (Andy)	netconsole1

How to retrieve a Direct Parking?

- In order to retrieve a direct parked call, the user simply dials *55<ext> from any phone, where <ext> is his personal extension.
- As a result the direct parked call disappears from the supervision area

Transform Attended Transfer into Camp On

How to transform an attended transfer into a Camp On?

- In the event the destination is busy during an attended transfer, the attended transfer can be camped on the callee's extension.
 1. Press the "Camp" button or press "F10"
 2. The call appears in the supervision area

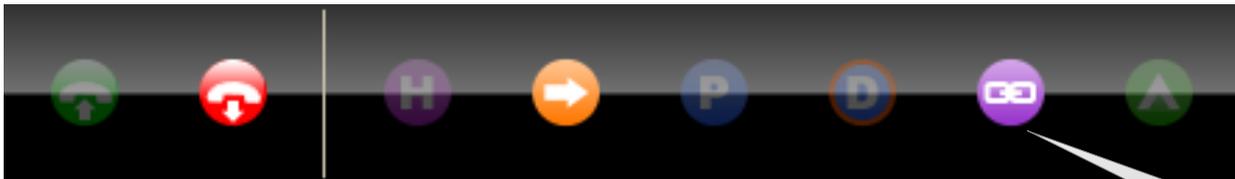


How to chain a call?

- Chaining a call is similar to Attended Transfer.
 - The only difference is that at the end of the conversation between the caller and the callee, the caller returns back to the operator.
- Call chaining offers an operator the possibility to bring the caller in contact with various people without obliging the caller to initiate several calls to the general number.

Chaining a call (2)

1. To chain a call, follow the exact same procedure as with the Attended Transfer, except when the called person accepts the call, confirm the transfer by pressing on the “chain” button instead of “transfer” button.

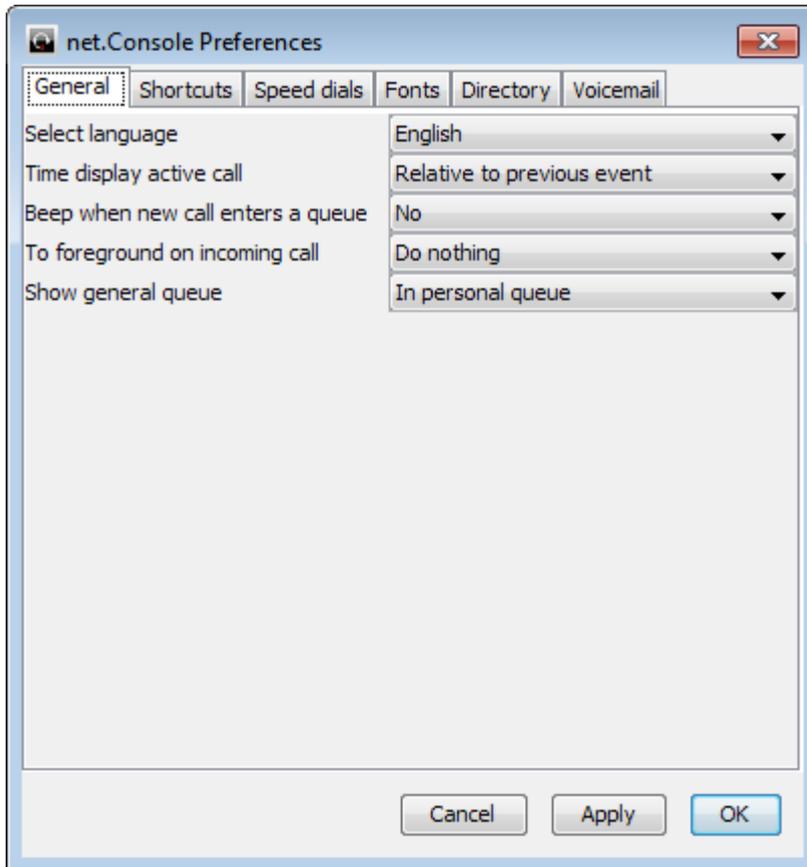


Chain button

2. After chaining the call, the call appears in the supervision area
3. When the call terminates, the caller is presented back to the operator's personal queue.
4. This offers the possibility to transfer or chain the call to another contact.

Customize the application

Preferences window



- General
- Shortcuts
- Speed dials
- Fonts
- Directory
- Voicemail

General preferences

The image shows a screenshot of the 'net.Console Preferences' dialog box. The 'General' tab is selected. The settings are as follows:

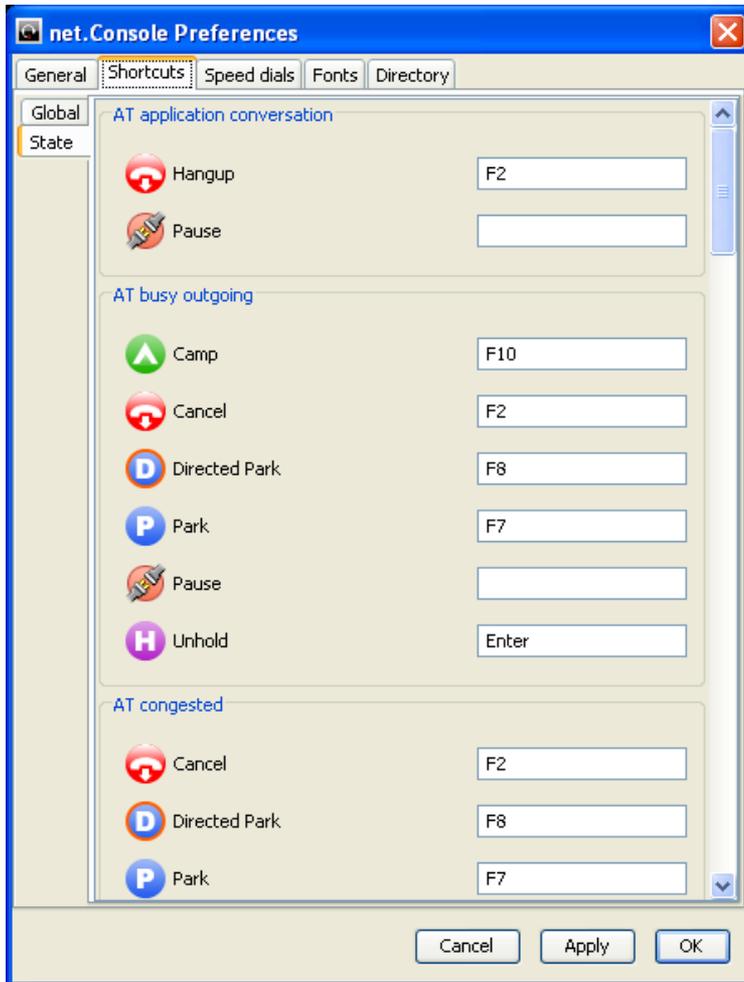
- Select language of the interface: English
- Time display active call: Relative to previous event
- Beep when new call enters a queue: No
- To foreground on incoming call: Do nothing
- Show general queue: In personal queue

Callouts provide further details for some settings:

- Select language of the interface:** Points to the 'English' dropdown.
- Time format in Line 1 history:** Points to the 'Relative to previous event' dropdown. A callout box lists options: 'Relative to previous event' (selected), 'Cumulative in call', and 'Absolute time of day'.
- Beep on computer:** Points to the 'No' dropdown.
- Window behavior on incoming call:** Points to the 'Do nothing' dropdown. A callout box lists options: 'Do nothing' (selected), 'Bring window to front', and 'Notification in system tray + task bar'.

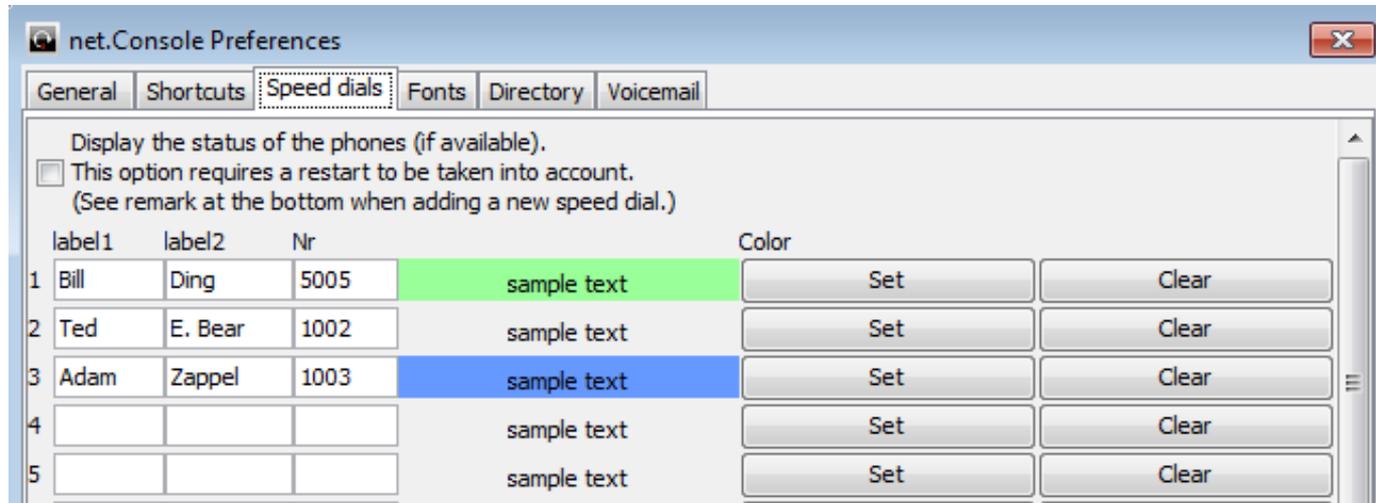
A large callout box at the bottom left explains the 'Show general queue' setting:

Show calls in the general queue in the supervision area, in the same list as calls from the personal queue.



- State shortcuts
 - The keyboard shortcut definition is state context specific
 - A set of pre-defined keyboard shortcuts exists
- Global shortcuts
 - Global shortcuts are state independent and override the state specific shortcuts
 - Empty by default

Speed dials



Label 1: typically first name

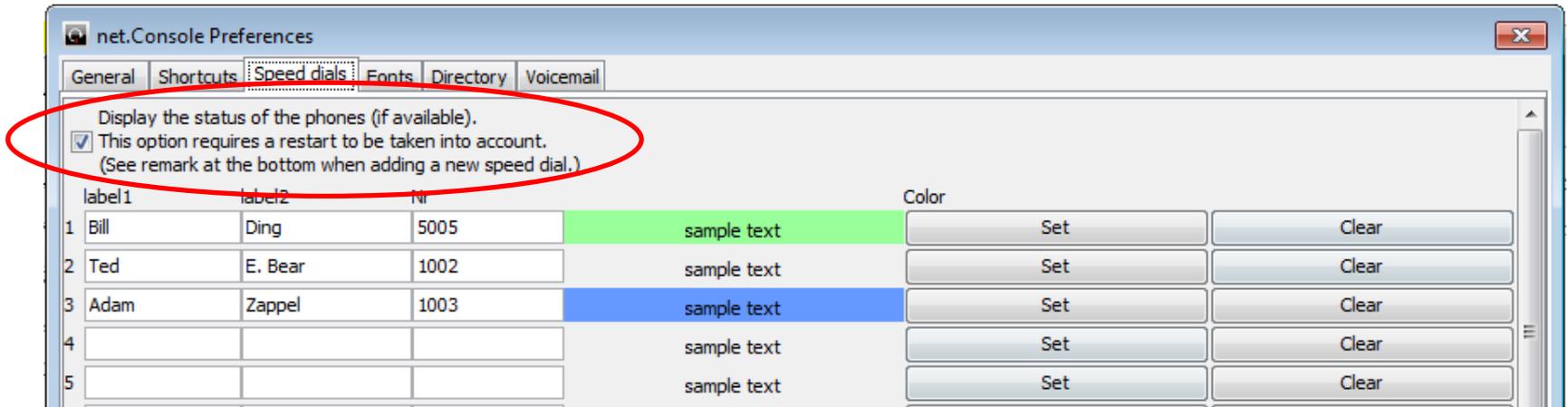
Label 2: typically last name

Nr: phone number

Color: button color



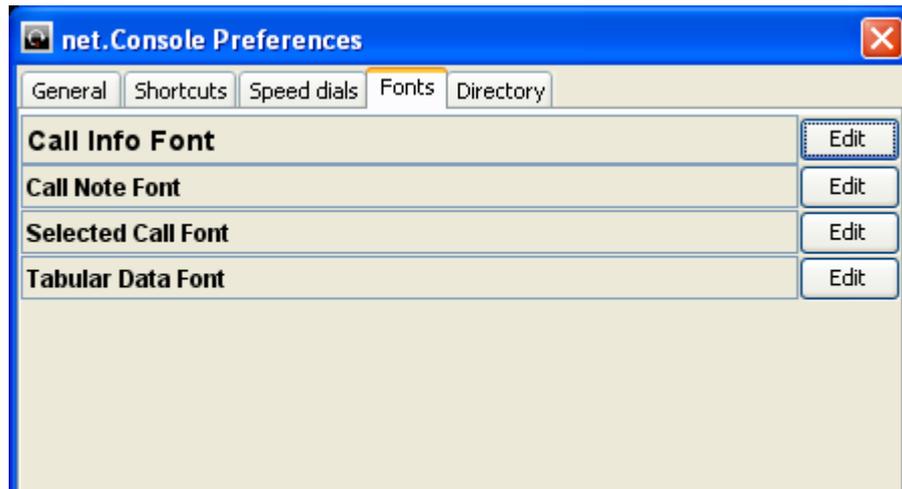
Speed dials with phone status



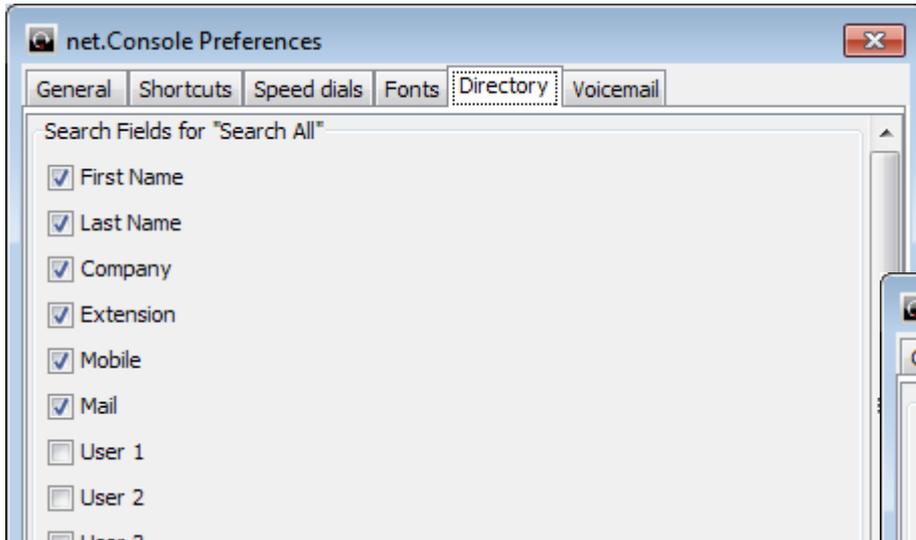
You can enable phone status on speeddials
Phone status will be updated for internal contacts
(like Internal Directory)
This option requires a restart of net.Console



Define font sizes

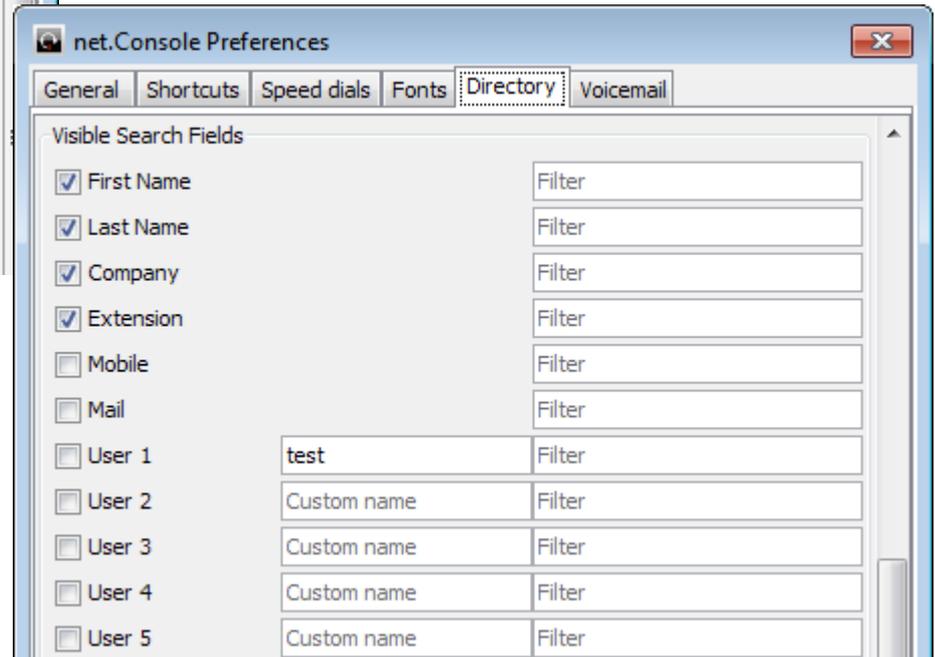


How to search fields in a directory?

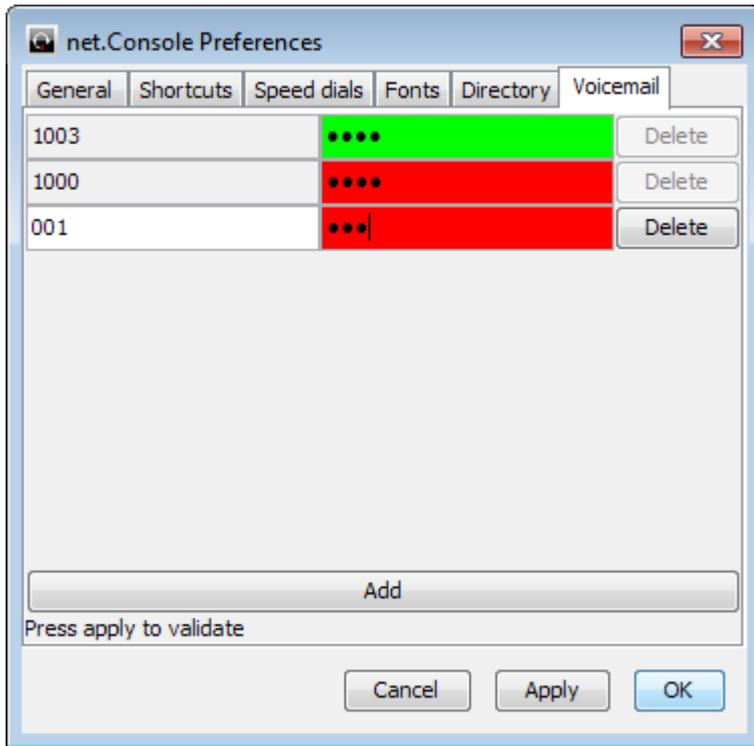


- Select fields included when using "Search All"

- Select search fields to display and set default value
- Set a custom label for user fields



Voicemail options

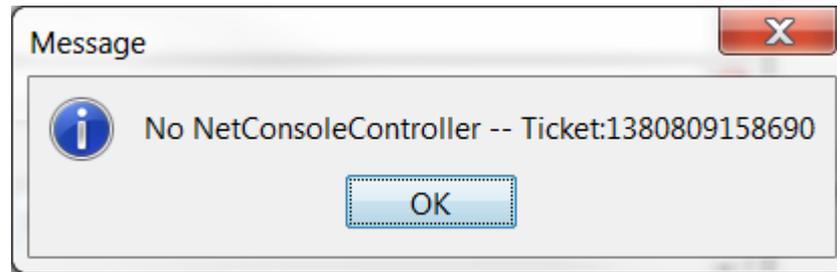


- Choose extensions for which the voicemail box will be monitored
- Set the pincode for each extension voicemail box
- Red if wrong pincode, green if correct

In case of trouble

What to do if you are not able to login?

- If you see this message when you launch net.Console



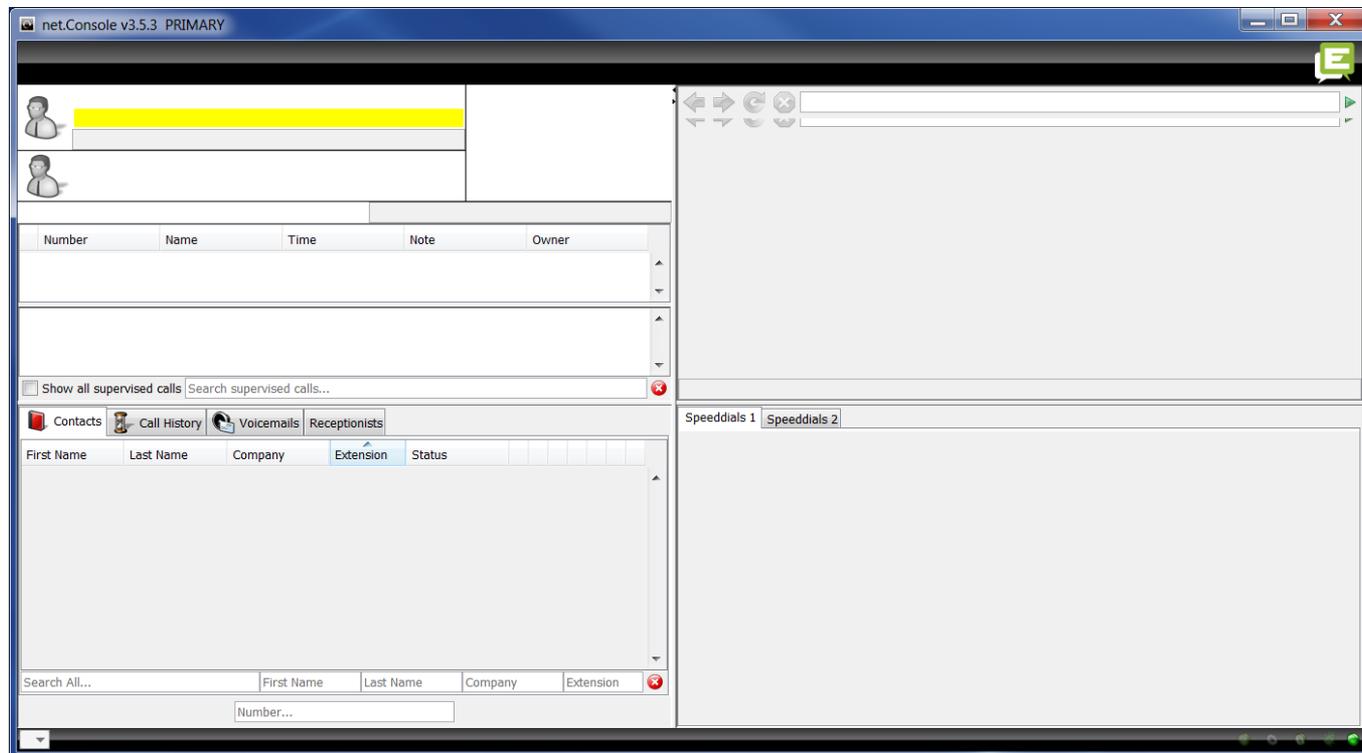
- Or this one when net.Console is already launched and you try to log into your queues



➔ Check if your phone is connected and try to restart it

What to do when there is no control button?

- In case your net.Console is empty and there is no control button, there is probably a network configuration issue on your PC



Report a problem



Click to open bug report window

Select the impacted call

Report Problem

Select a Call

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10:58 - 10:58 --> Line 1 (70006, Test user 6 Baekelandt)

11:11 - 11:11 --> Line 1 (6707, voicemail)

11:11 - 11:11 --> Line 1 (6710, Peter Faraday)

11:35 - 11:35 --> Line 1 (6710, Peter Faraday)

11:36 - 11:36 --> Line 1 (0, Technical test)

11:37 - 11:37 --> Line 1 (6710, Peter Faraday)

your phone, which will terminate all calls currently on your phone!

Cancel Send Send and Reset

Describe the problem

Report Problem

Select a Call

11:11 - 11:11 --> Line 1 (6710, Peter Faraday)

Describe the problem

Unable to transfer call to mobile phone ...

Selecting 'Send and Reset' will send a bug report and will also reset your phone, which will terminate all calls currently on your phone!

Cancel Send Send and Reset

Redundant operation

- **How does redundancy work on Net.Console?**
- The net.Console can be deployed as a redundant service running on a primary and secondary server
- Each net.Console client is connected both to the primary and secondary server, but is either listening to the primary server (normal operating mode) or to the secondary server (failover mode)

Normal operating mode,
connected to the primary server



Failover operating mode,
connected to the secondary server



Redundant operation

- In the event there is a problem with the primary server, the following actions will take place:
 - all calls from the gateways will be sent to the secondary server
 - Each net.Console application receives a warning to switch over to the secondary server. Clicking “OK” will not yet switch the net.Console client over to the secondary server. This offers the possibility to handle (if still possible) the calls still living on the primary server
 - In the mini-tool, an additional icon appears
 - Clicking this failover icon performs the actual switch over to the secondary server



Click to switch to secondary server

For your time
Thank you

