innovaphone

Quick user guide

innovaphone Operator V9

ICON REFERENCE

Icon	Meaning
	Operator application is online and has active connection to PBX
	Night switch disabled
	Night switch enabled
	Call ringing
	Call accepted
	Call hold
	Call parked
	Call diverted
	External call
	Call re-appearing after transfer (Recall)
	Call parked, waiting for transfer
	Call parked, transfer in progress
	Call transferred from park
	Presence away
	Presence busy
	Presence in call
	Presence sleeping
	Presence unknown
	Call journal displays all entries
	Call journal displays all incoming calls
	Call journal displays all accepted incoming calls
	Call journal displays all outgoing calls
	Call journal displays all unaccepted incoming calls (missed)

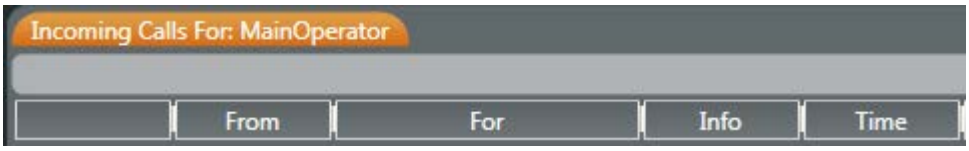
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OVERVIEW

- **Incoming calls in the waiting queue**



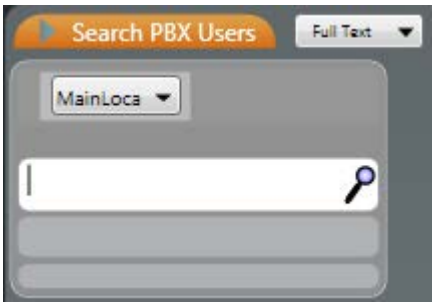
- **Incoming calls for the operator**



- **Outgoing calls from operator**



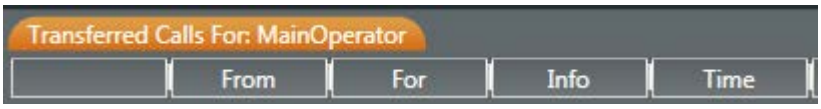
- **Search field**



- **Parked calls**

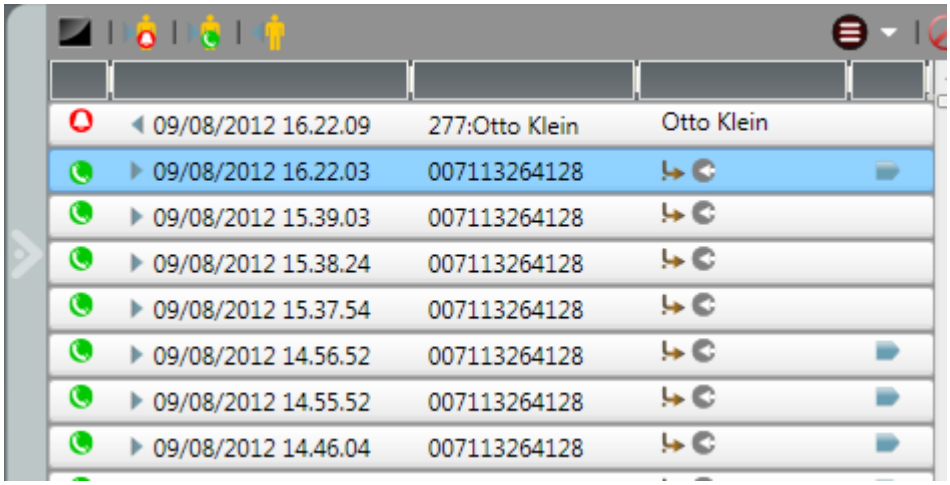


- **Transferred calls section**



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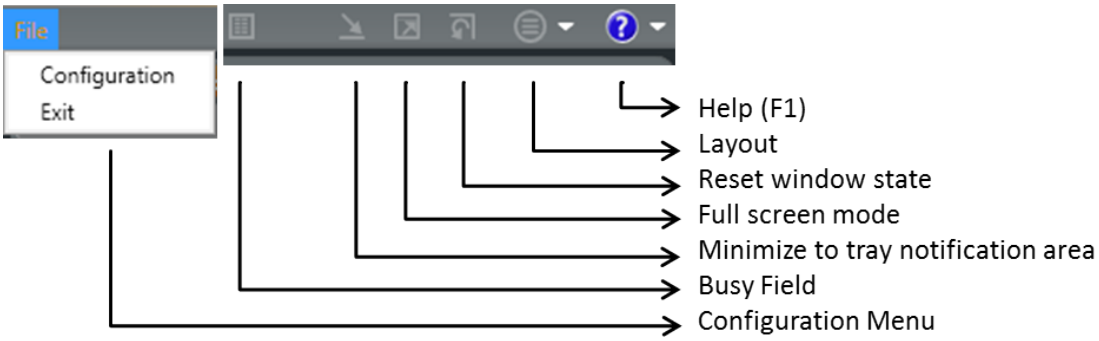
- **Call journal field**



- **Action buttons**



- **Main menu**



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HANDLING CALLS

- **Pick-up**
  - If the operator is joined to a waiting queue, incoming calls are automatically routed to the operator. To pick up the call, double click on the call, press ENTER or click on the button

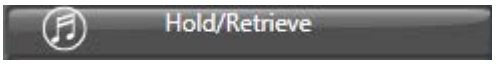
  - If the operator is not joined to the waiting queue, an incoming call can be dragged out of the queue and dropped to the operator using the mouse. The call is then connected automatically.

- **Mute**
  - Activate with the button

  - For internal/personal consultation with colleagues
  - Operator microphone is set on Mute
  - Caller hears nothing but can talk to operator
  - Call stays with the operator

- **Hold**
  - Activate with “CTRL-R“ or via button

  - For external/prolonged consultation (e.g. via telephone)
  - Caller hears music on hold
  - Call stays with operator

- **Park / Unpark**
  - Activate with “CTRL-P" / "CTRL-U", or with the buttons

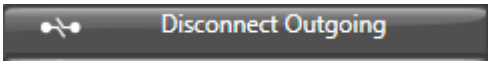
    or by dragging the call with the mouse to the parking field
  - To pick up new calls or external/prolonged consultation (e.g. via telephone)
  - Caller hears music on hold
  - Operator drags call to parking position
  - Move mouse over information icon to display details of this call in the journal (e.g. for further actions)
  - Calls can be dragged with the mouse directly to the operator or to a destination (in journal or search)

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- **Switching**
  - Activate with consultation: call pick-up, search, select and dial destination, consult, switch by "+" or drag & drop with the mouse
  - Activate without consultation (blind transfer): call pick-up, select destination, switch by "+" or drag & drop with the mouse
    The call is then displayed in the transfer list until it has been accepted by the destination number or until time-out is reached. In this case the call then returns to the operator.
  - Alternative buttons:
    

  - The operator can make outgoing calls even if an incoming call is ringing

- **Disconnect**
  - Incoming calls with "CTRL-A" or button
    

  - Out-going calls with "-" or button
    

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SEARCH

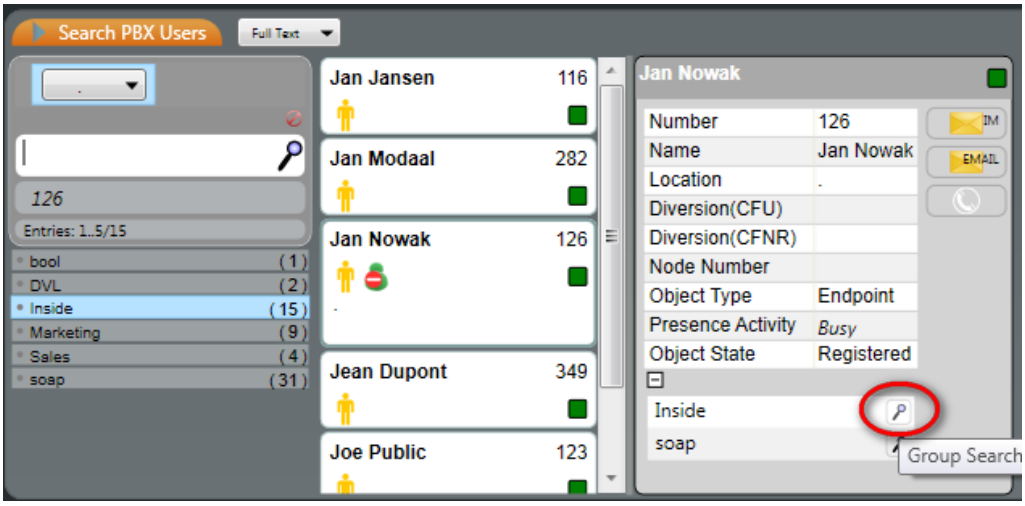
- **General:**
  - Two search modes:
    Either on the PBX

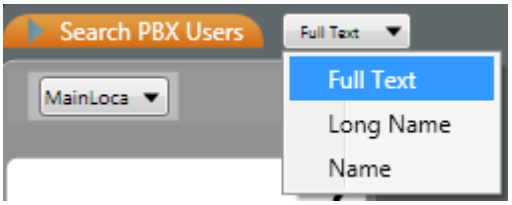
    or in the phone book (LDAP).

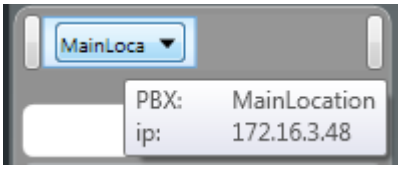
    To select click on the button.
  - Any search entry can be erased by clicking ESC several times
  - Right click on the subscriber field for detailed information on the subscriber
  - It is possible to set call diversions, Presence status (if allowed) and to send IM and emails (if configured)
  - Use the magnifying glass for detailed information on group members and to search for other group members



- **Search in PBX**
  - Select search criteria: full text (default), name or long name



  - Select PBX to be searched



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- Select group to be searched



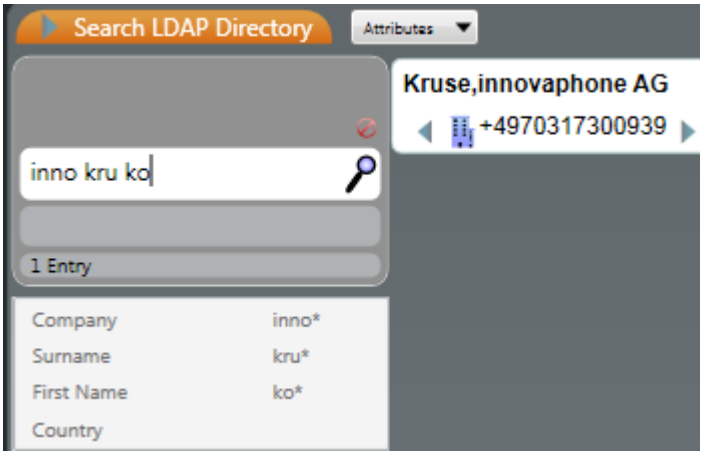
- NB: for full text search, all subscribers must be in the same group as the query user

- **Search in Busy lamp field (BLF)**
  - Select subscriber, drag & drop incoming call to the entry (or vice versa)
  - Toggle between various sub BLFs via mouse click

- **Telephone book search**
  - Select search criteria: full text (default) or attributes:



  - Search for parts of attributes:

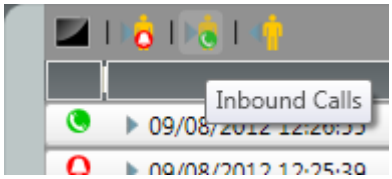


  - Specific search criteria can be skipped with "*" (depending on the LDAP attribute configuration)

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JOURNAL

- **Choose call type view**
  all, abandoned, accepted, outgoing

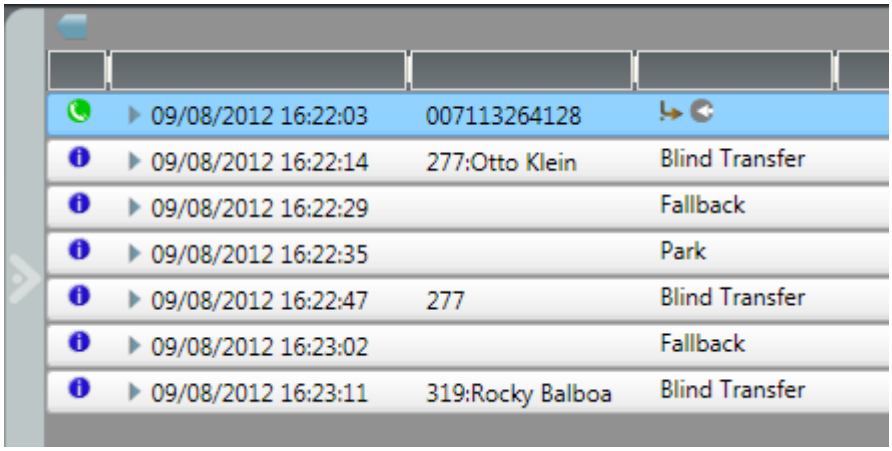


- **Choose display view**
  single or multi-line



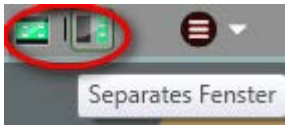
- **Detailed information on call flow**
  by clicking on the icon outgoing in the 5th column

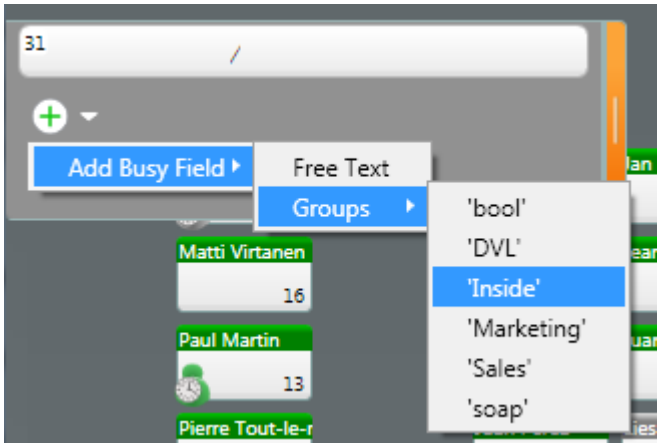




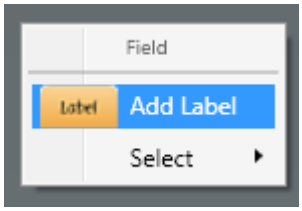
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BUSY LAMP FIELD SETTINGS

- **View**
  Embedded in main window or in an extra window (top pull-out menu)
  

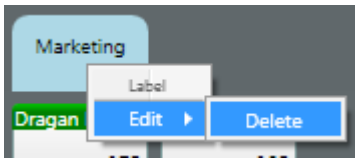
- **Create sub-busy lamp fields**
  Using the left hand pull-out menu. Can be created for existing groups or be named at will.
  

- **Delete sub-busy lamp fields**
  By clicking on"-" in the left-hand pull-out menu. This is only allowed if the sub-busy lamp field is empty.

- **Create labels**
  By right clicking on free space. Naming at will. Subscriber entries can be placed below or next to the label and can be arranged as needed.
  

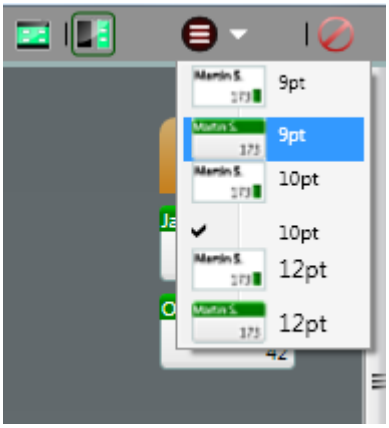
- **Delete labels**
  By right clicking on label, select "Delete"

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and click on the delete icon which appears in the top pull-out menu

- **Display settings for subscriber icons**
  By left clicking on the line icon and selecting a pre-defined size setting



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