Unify your Communication with
ESCAUX
www.escaux.com

net.Console 3.1

User Guide

- 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
  - Directed call parking
  - Initiate a call in chain

Start , login, logout

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

Authentication window

- Logged out: no general calls or personal calls

Press to go to pauze

- Pauzed: no general calls, only personal calls. This state allows you to terminate your calls before logging out
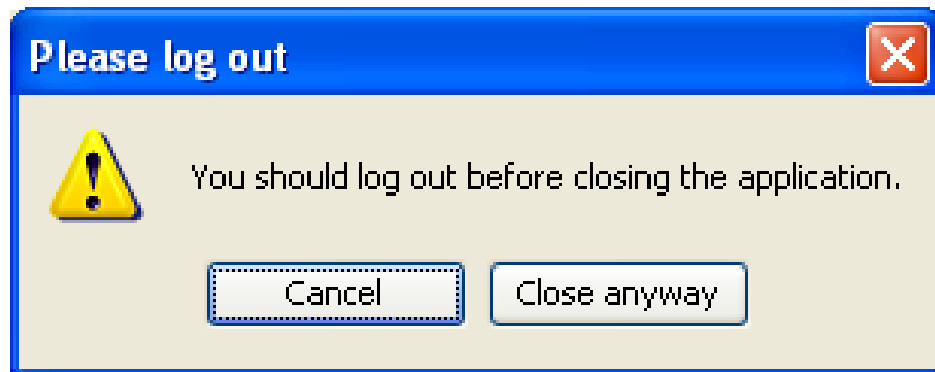
Press to logout

Press to login

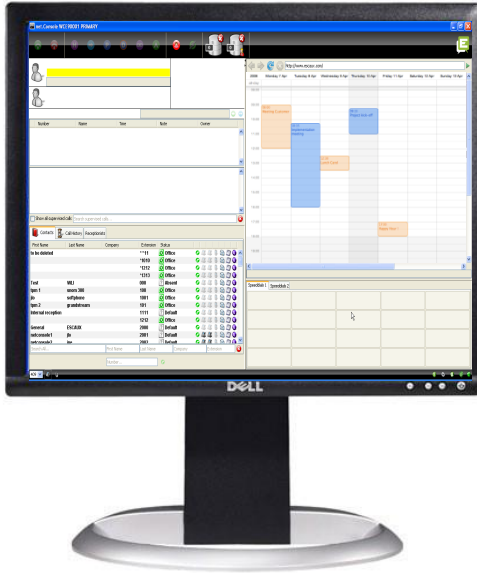- Logged in: general and personal calls

Press to go back to pauze

- It is advised to log out before closing the application. If you log out from the "pauzed" or "logged in" states a warning will display.

- If you log out anyway, the application will attempt to remove the SNOM phone from the queues but it is advised to log out before closing the application.
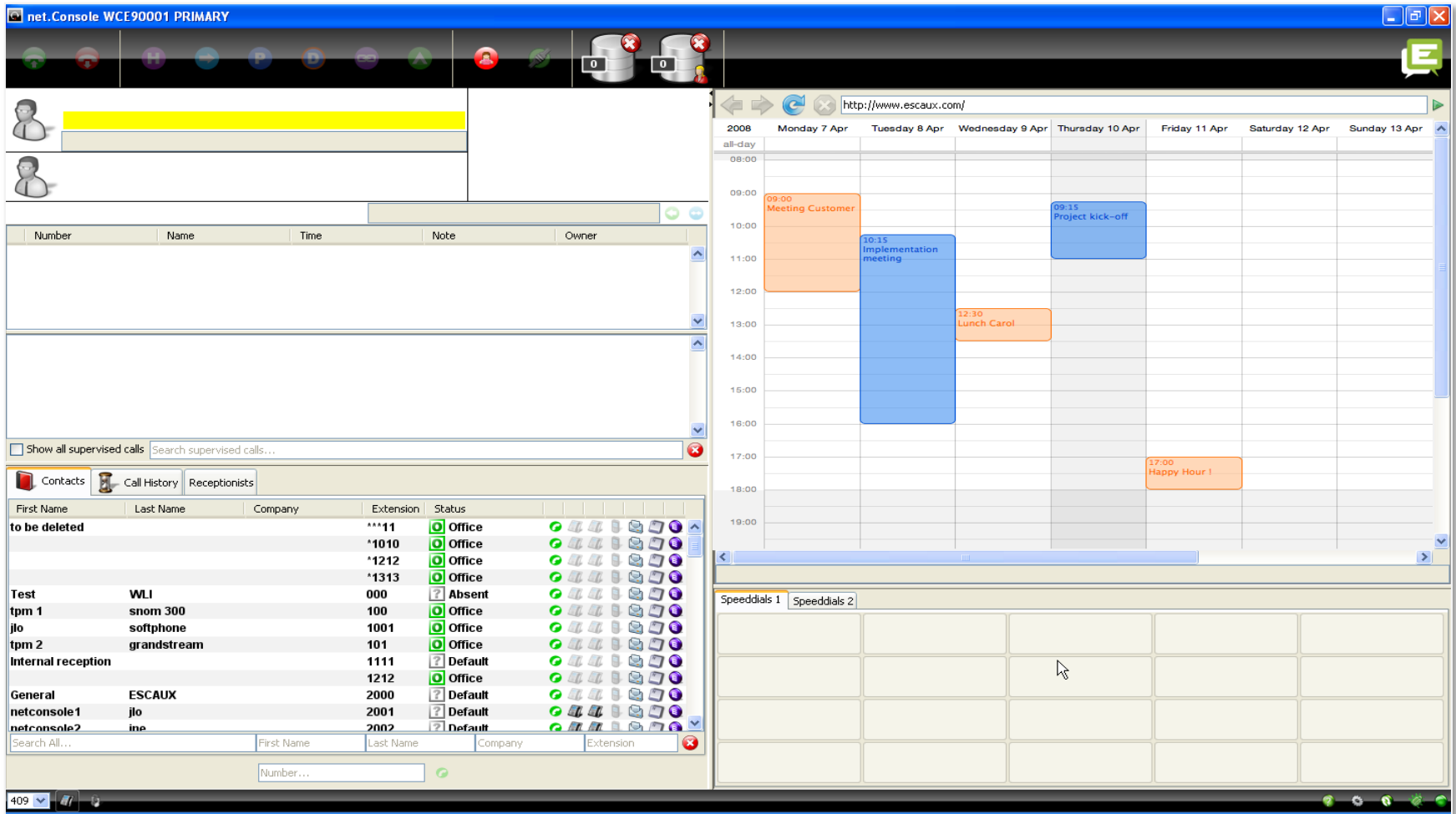
Anatomy of the application

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The net.Console

SNOM 320 phone

Headset (optional)

The screen layout

Left pane ←——————→ Right pane

Left pane

- Work via headset or handset.

- Toggle is only possible when logged out.

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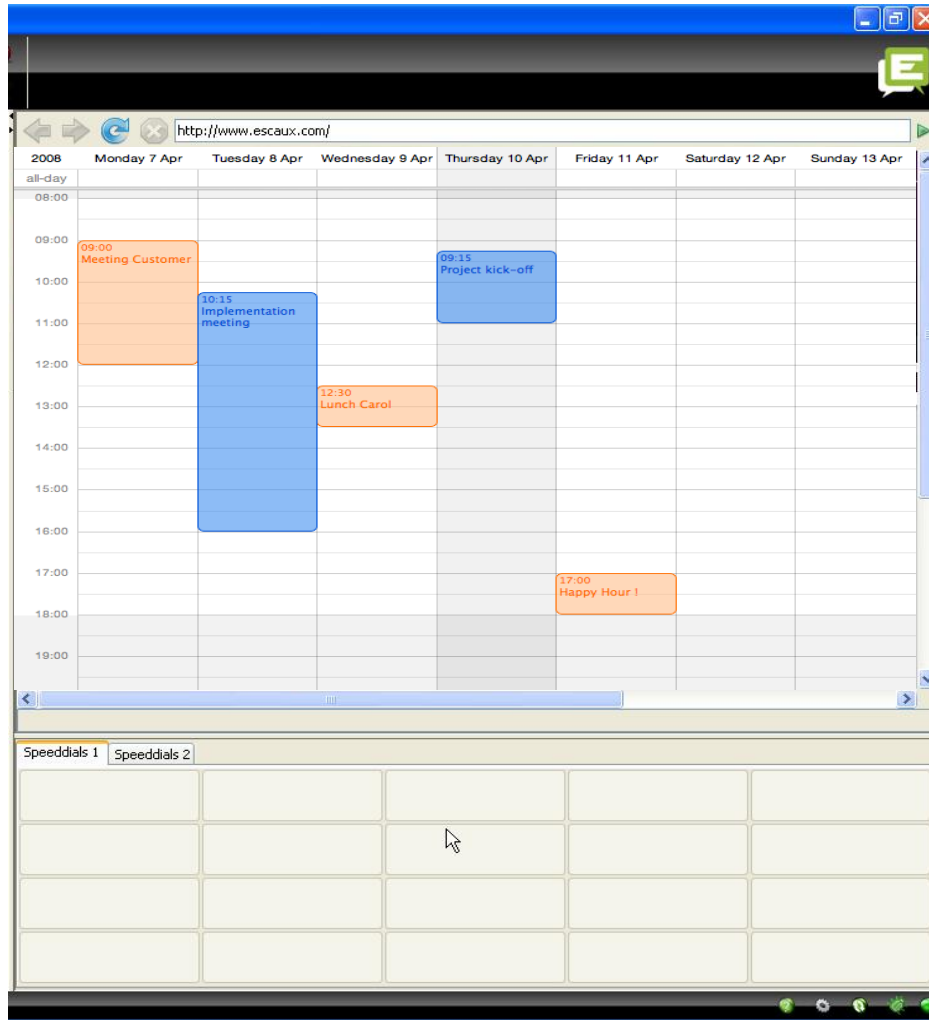
Web plugin area

Speeddial area

Mini-toolbar

Focus on main application

Focus on web component
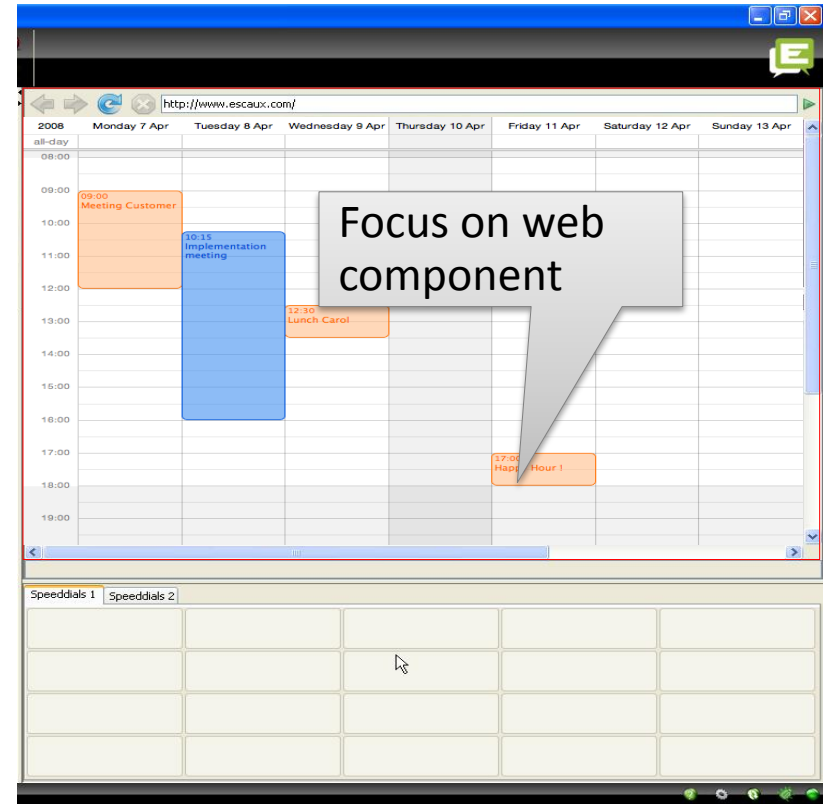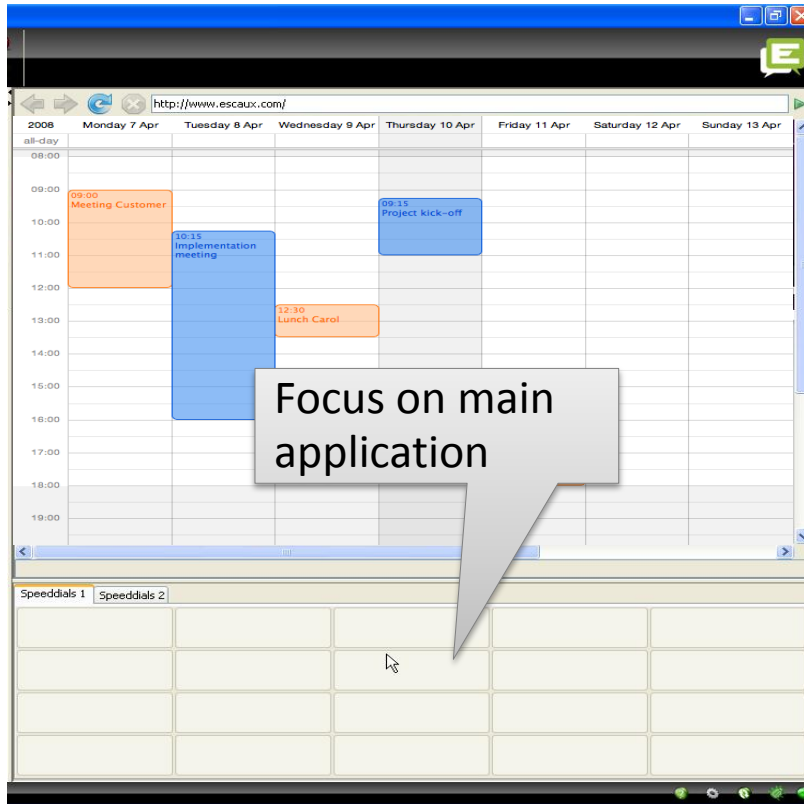
- Keyboard entries can either be captured by the net.Console or by the embedded browser component.
- The web component will grab all keyboard shortcuts if it has focus, indicated by a read line surrounding the web component.

Mini-toolbar

Documentation

Sync contacts

Server connection status

Preferences

Send bug report
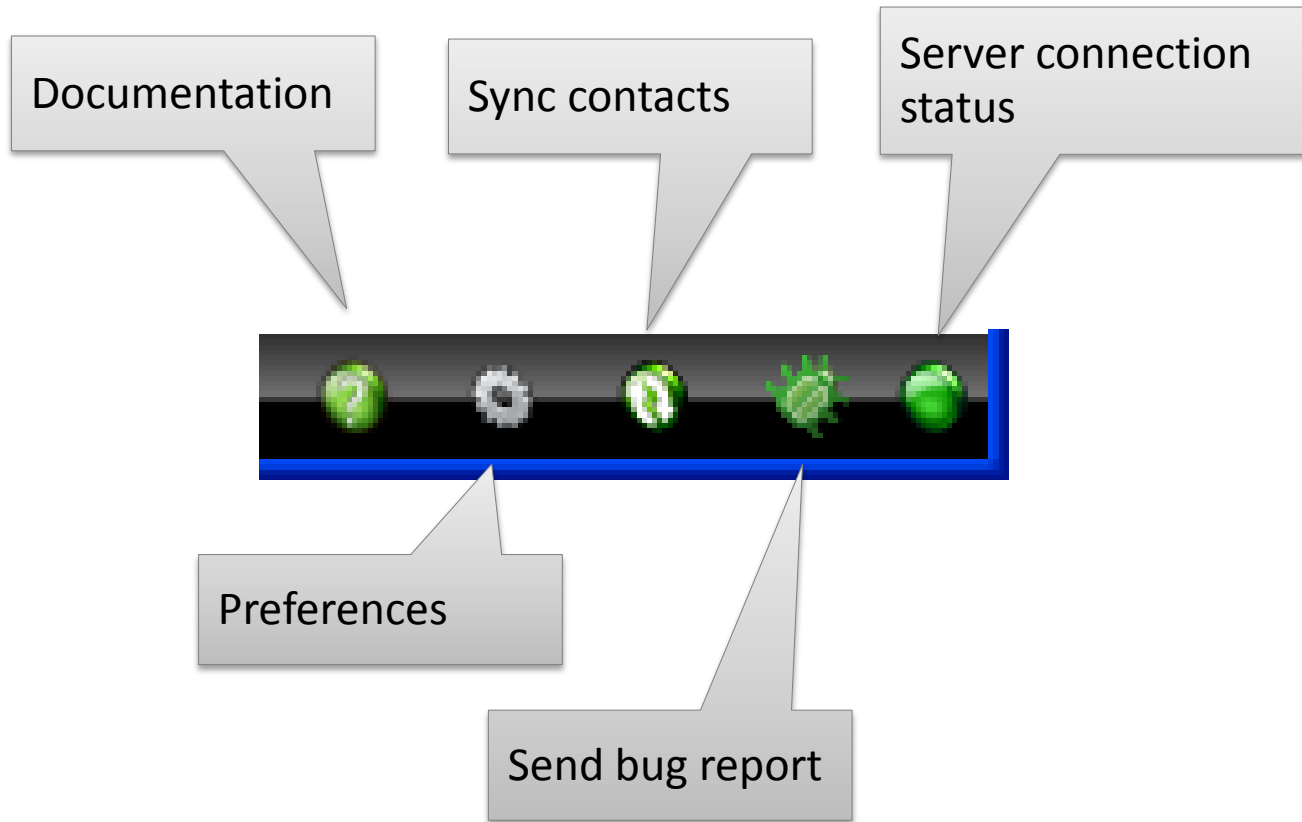
- # The different control keys are contextual
  - Only the colored keys are functional

Terminate | Transfer | Directed Park | Camp | Pauze | Personal Queue

Accept | Hold | Park | Chain | Logout | General Queue
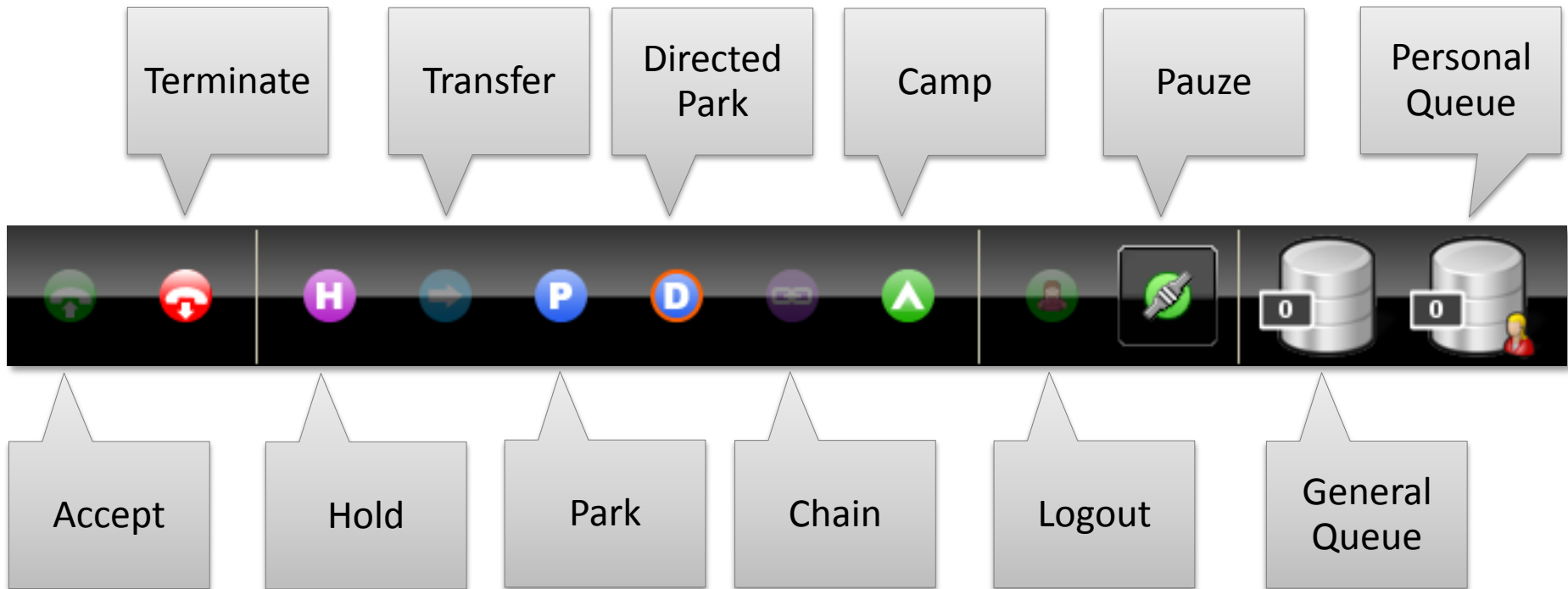
- The color of the queue changes as a number of waiting calls

0 calls

1 or 2 calls

3 or 4 calls

5 or more calls

Line status area

Line 1 status

Caller number and name

Called number info

Line 1 history

0 (Technical test)
General ESCAUX

3304 (long conversation robot)

0:12 Hold
0:04 Accept
0:03 Ringing
0:00 Queued

Line 2 status

Called number and name

Line 2 is only used
during Attended Transfers

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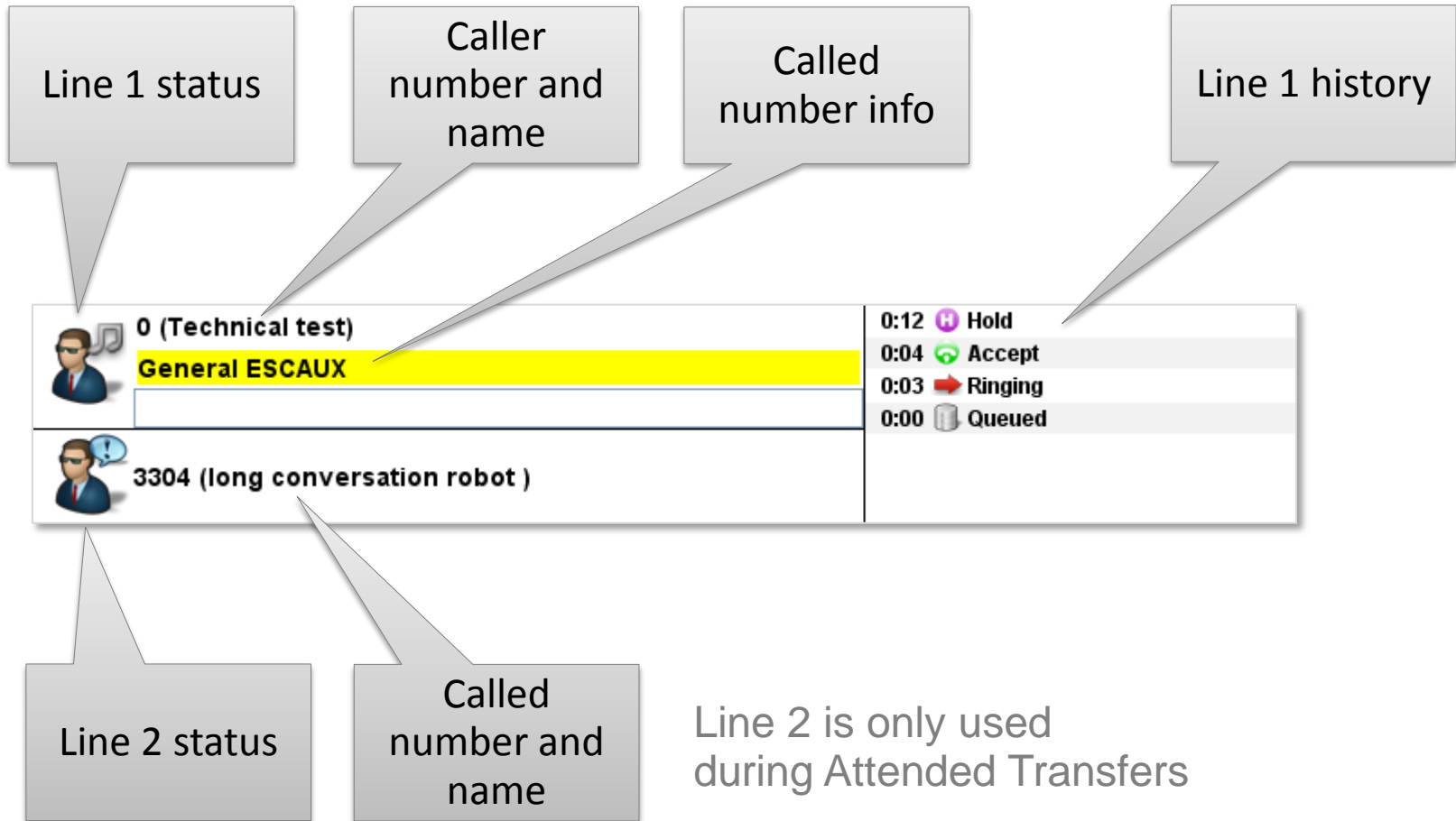
	Number	Name			Note	Owner	
P	6710	Peter Faraday		0:14	urgent	netconsole1	
D	6711	Andy Cooper		0:08	000 (Test WLI)	netconsole1	

P 6710 (Peter Faraday) — 0:14 urgent

☐ Show all supervised calls   Search supervised calls…

Calls in personal queue

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Scroll through directory via up/down keys

Double-click line to dial internal extension

Free

Not connected

Busy

First Name	Last Name	Company	Extension	Status	
short conversatio...			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	

Contacts | Call History | Receptionists

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

Number...

Auto-search when typing

Dial any number

Refine your search

Clear search field

Contacts

Free
Not connected
Busy

Single-click to send email

Intentional Status

Single-click to dial extension

Single-click to dial mobile number

Keyboard status

Source

Office
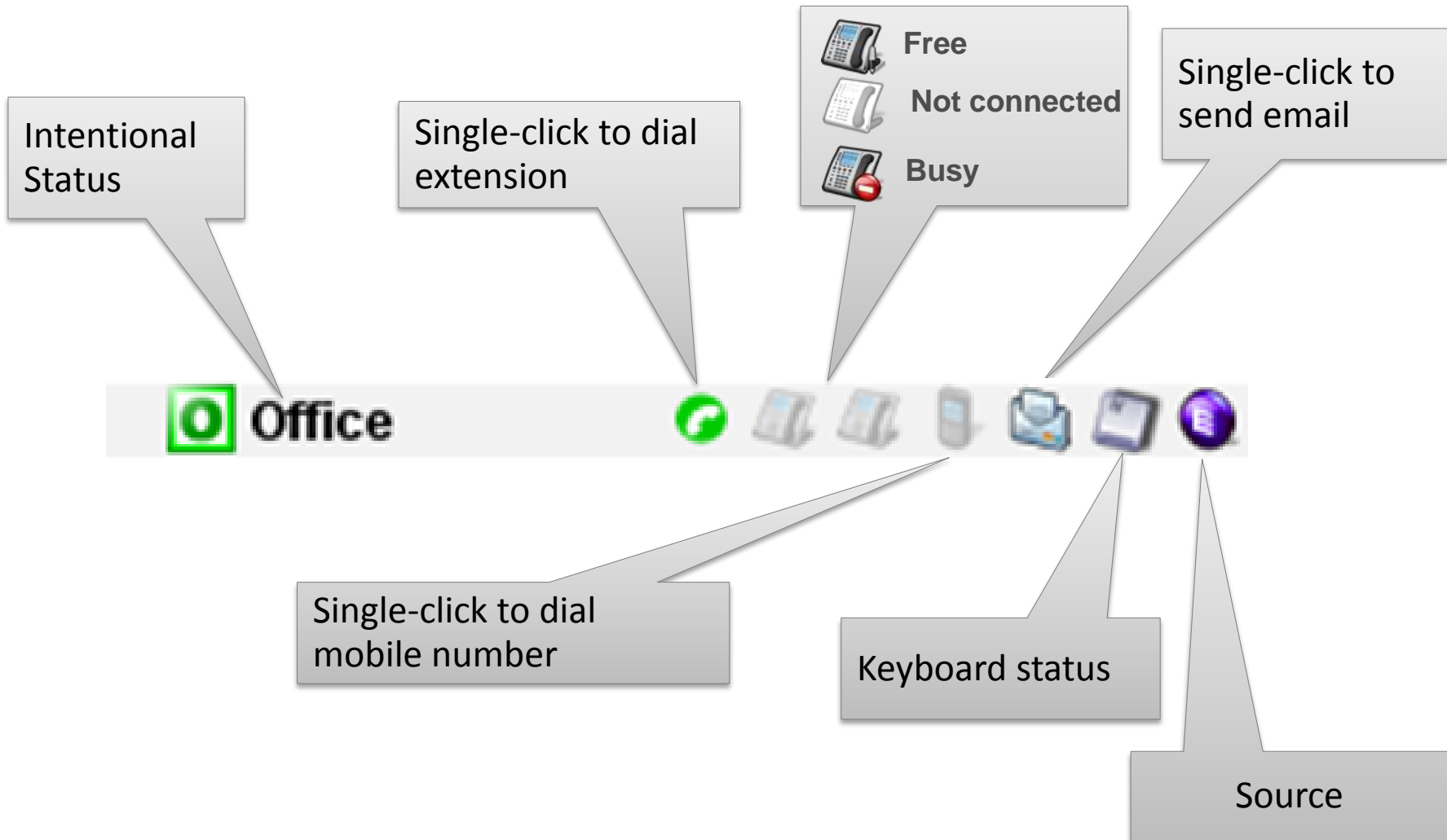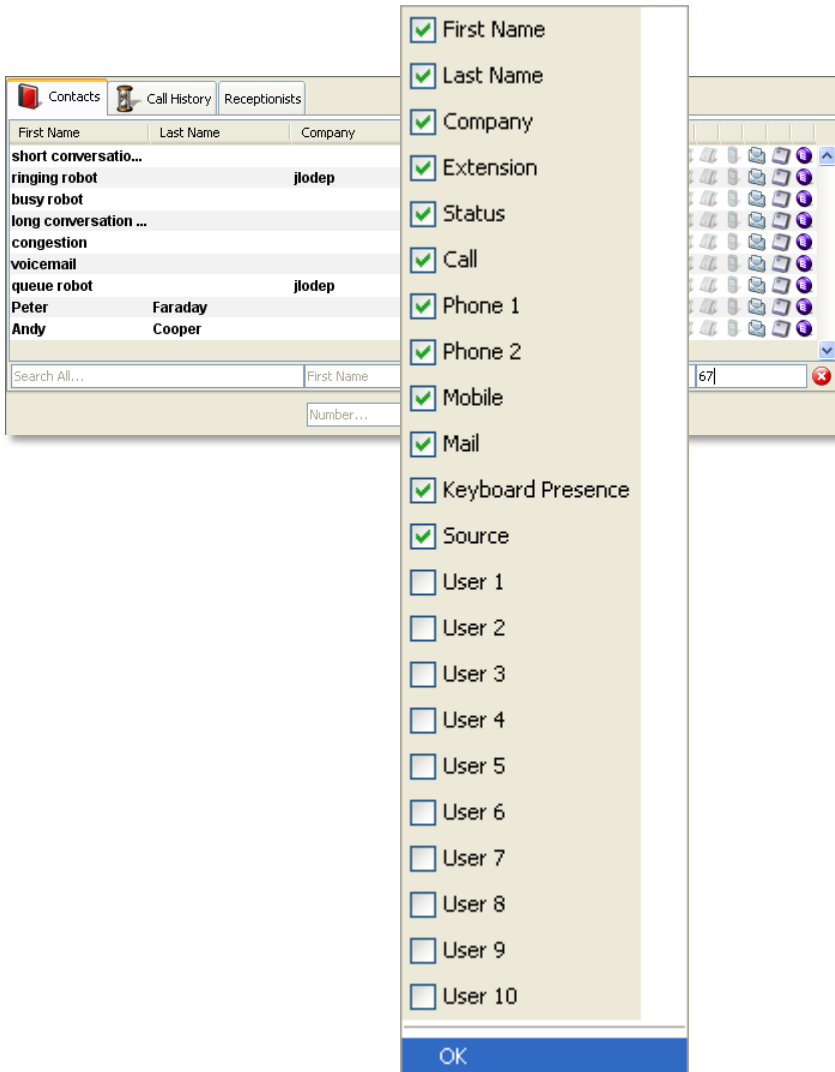
- Right-click on the column header to show or hide specific directory columns

Right-click header to show or hide columns

Double-click line to dial internal extension

Call disposition (placed, answered, missed)

Contacts	Call History	Receptionists

Contact	Date	Duration	
Peter Faraday (6710)	ma, 13 sep, 17:35:50	0:06	
Andy Cooper (6711)	ma, 13 sep, 17:34:01	0:01	
Peter Faraday (6710)	ma, 13 sep, 17:33:57	0:01	
Peter Faraday (6710)	ma, 13 sep, 17:33:46	0:01	
long conversation robot (6705)	ma, 13 sep, 17:26:29	0:11	
8500 (8500)	ma, 13 sep, 17:23:29	0:05	
long conversation robot (3304)	ma, 13 sep, 17:23:02	0:06	
long conversation robot (3304)	ma, 13 sep, 17:22:21	0:11	
0 (0)	ma, 13 sep, 17:01:32	1:28	
long conversation robot (3304)	ma, 13 sep, 17:01:43	0:11	

Search All...   ⊙ All ○ Missed

Search call history

Show all or only missed calls

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Right-click header to show or hide columns

Show status of your colleagues

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

Contac... | Call History | Receptionists

Status field

Step by step

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

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 SNOM phone.

- Several possibilities 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

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

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)
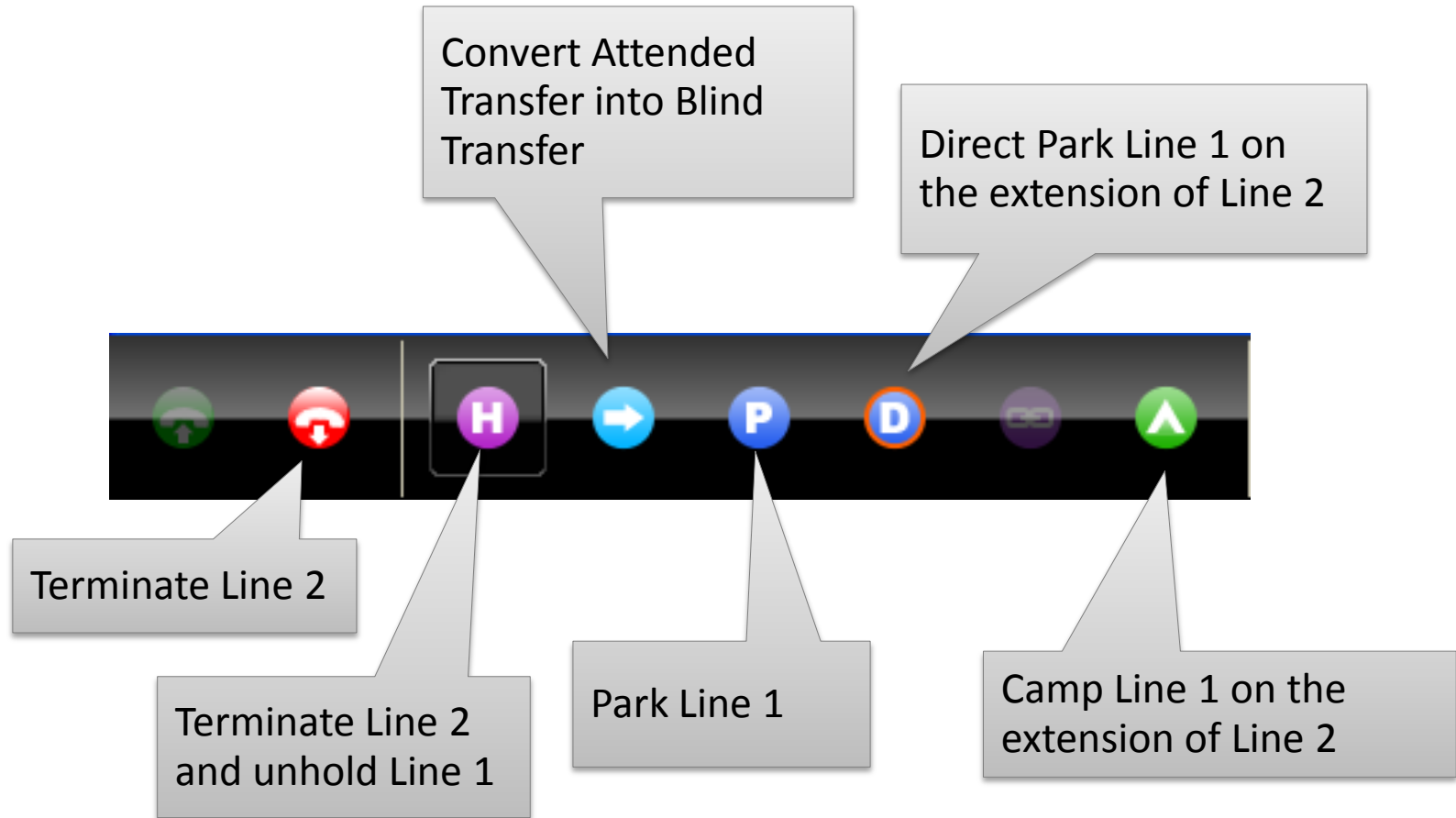
- In most attendant console applications, a blind transfer towards a busy number results in a lost call

- 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.
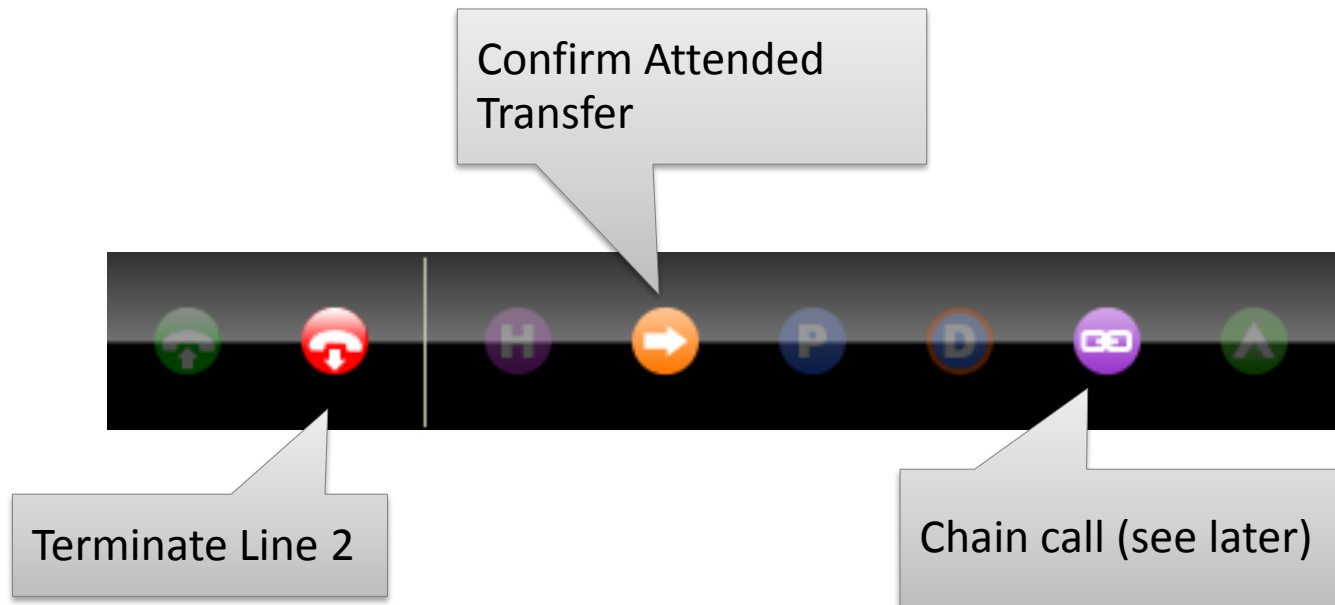
1. Call is in conversation state

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. The caller shows up as Line 2 in ringing state

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

Convert Attended Transfer into Blind Transfer

Direct Park Line 1 on the extension of Line 2

Terminate Line 2

Terminate Line 2 and unhold Line 1

Park Line 1

Camp Line 1 on the extension of Line 2

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

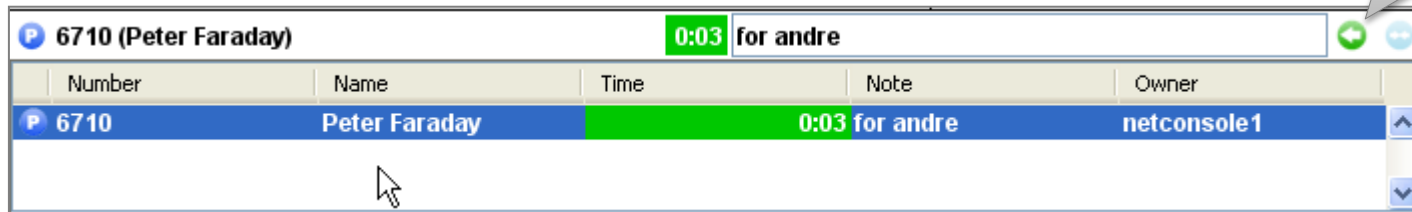Confirm Attended Transfer

Terminate Line 2

Chain call (see later)

7. After confirming the attended transfer, the call disappears from the net.Console

- 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

Enter, Enter, search, Enter

- 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

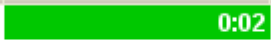- To take back a call, select the line and press the take back button

Take back button

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

- A call in the supervision area will auto-return to the net.Console operator after a configurable time-out.
- 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

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Park a call

- 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

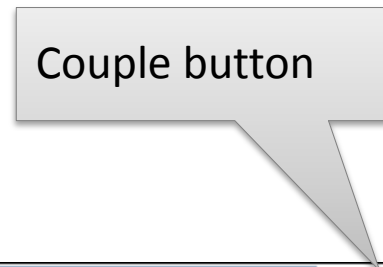 3. The call shows up in the supervision area, including the park note
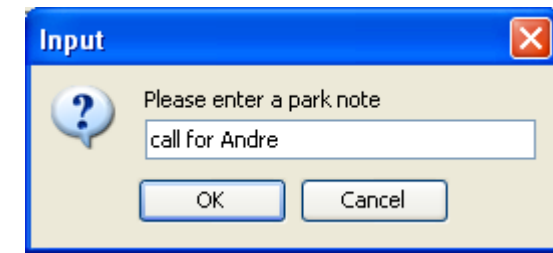
"Park" icon

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

- 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

Advanced features – X900 only

- 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	

- 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 dissappears from the supervision area

- 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 of press "F10"

  2. The call appears in the supervision area

- Chaining a call is similar with 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.

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.
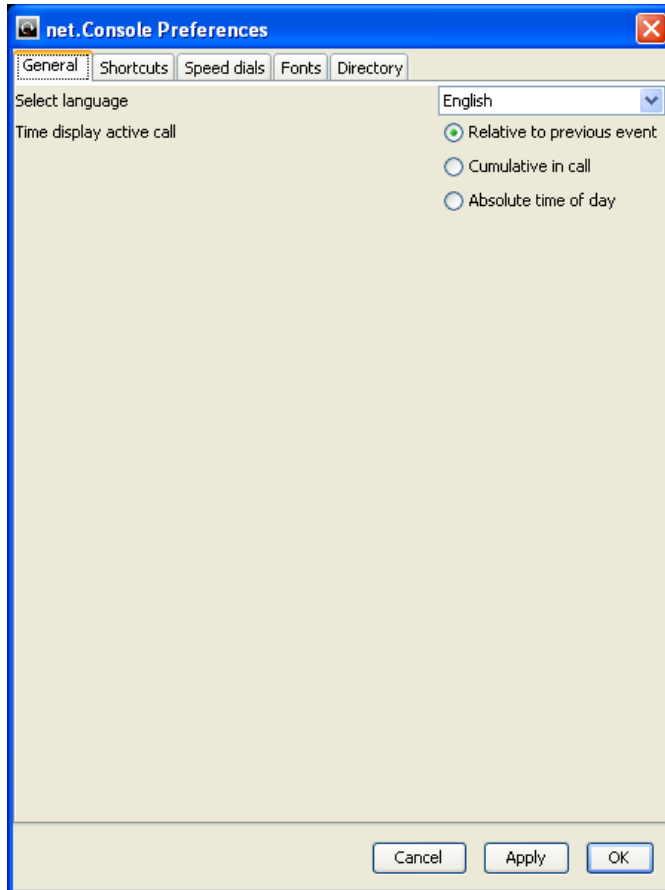

Chain button

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.
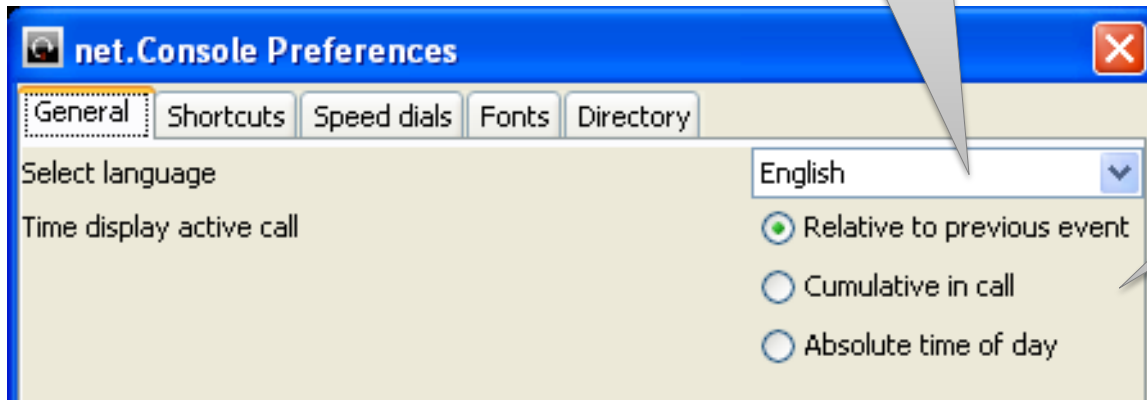
Customize the application

- General

- Shortcuts

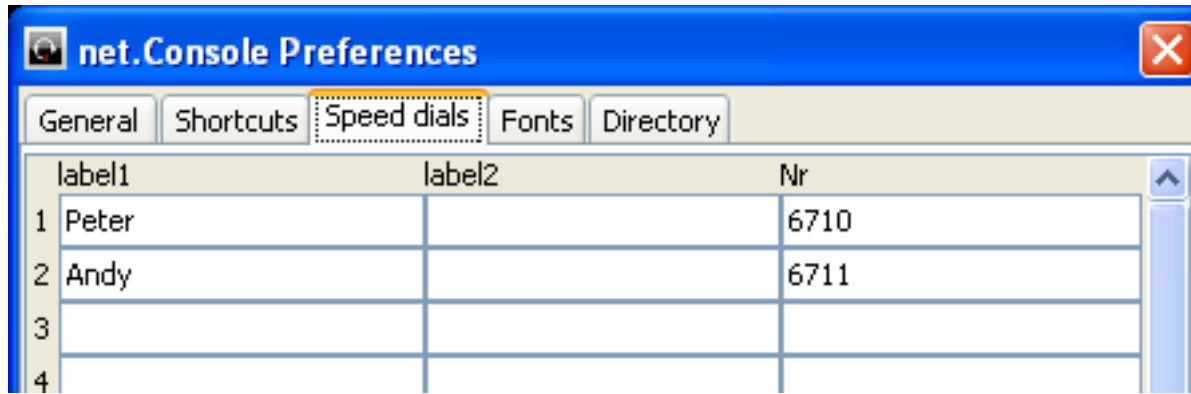- Speed dials

- Fonts

- Directory

Select language of the interface
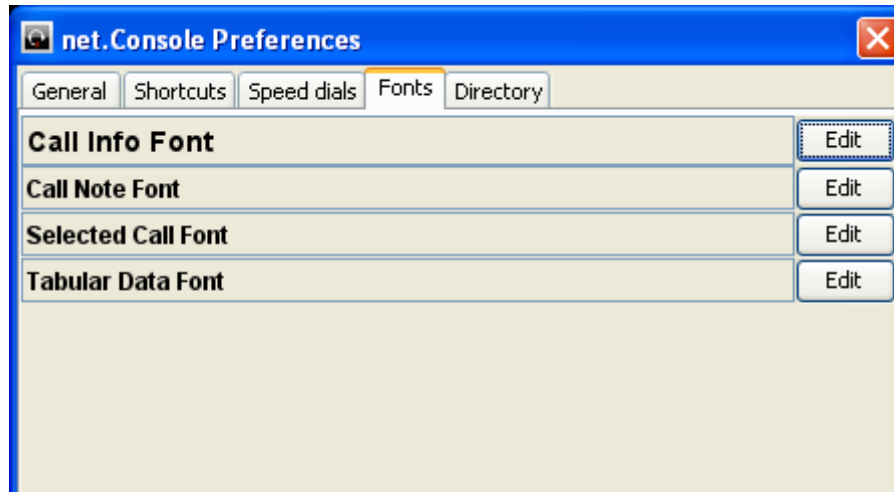
Time format in Line 1 history

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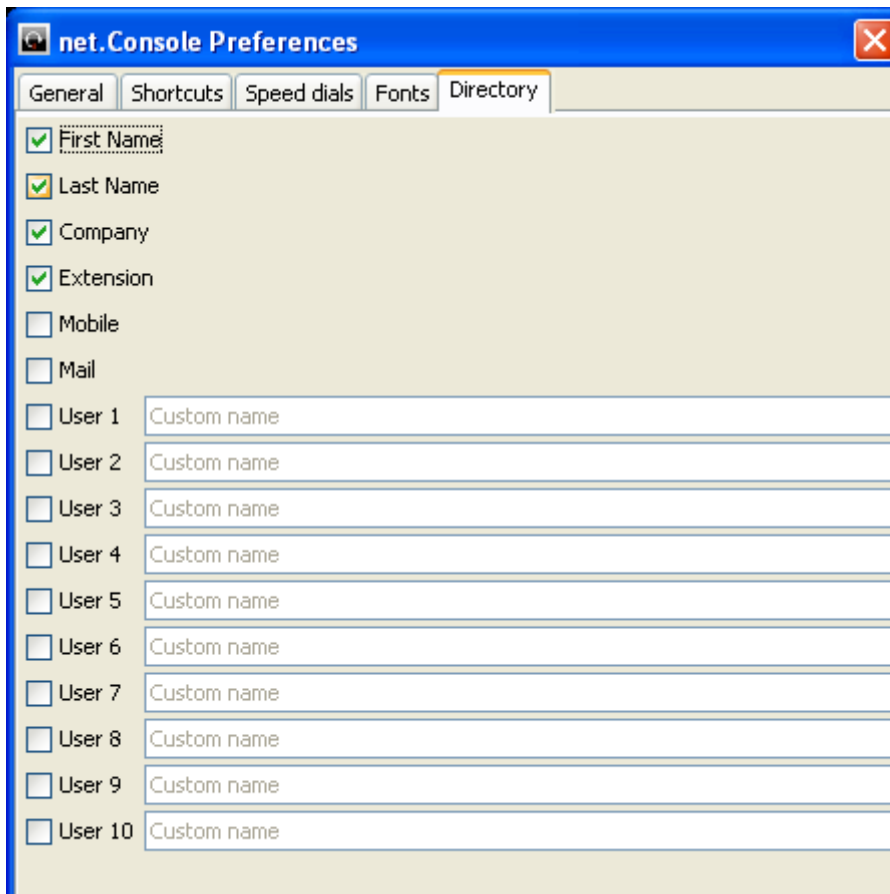 - Empty by default

- Label 1: typically first name

- Label 2: typically last name

- Nr: phone number

- Show or hide directory columns
- Add a customer label to the user fields

In case of trouble

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Click to open bug report window

Select the impacted call

Describe the problem

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

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

- The ESCAUX attendant console service 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 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

net.Console WCE90001 PRIMARY

Failover operating mode,
connected to the secondary server

net.Console WCE90001 SECONDARY

- In the event there is a problem with the primary server, the following actions will take place:
    1. all calls from the gateways will be sent to the secondary server
    2. 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
    3. In the mini-tool, an additional icon appears
    4. Clicking this failover icon performs the actual switch over to the seconday server

Click to switch to secondary server