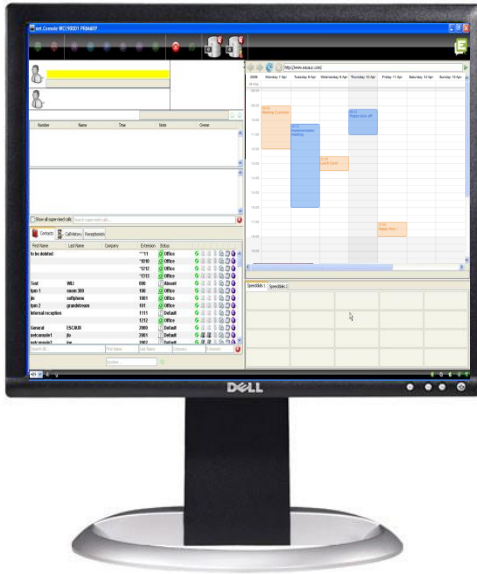# net.Console 3.3

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
- Customize the application
  - General preferences
  - Keyboard shortcuts
  - Speed dial's
  - Font sizes
  - Directory
  - Voicemail

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The net.Console

SNOM 320   or   Polycom IP 650

Headset (optional)

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 pause

- Paused: 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 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
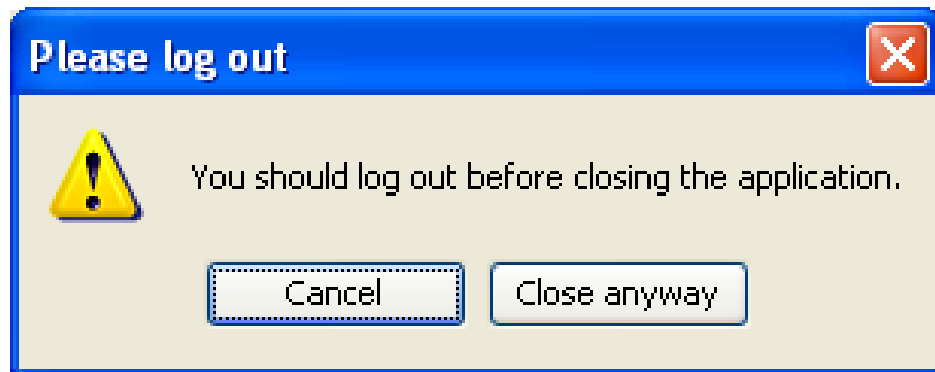**You will not receive incoming calls anymore**

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
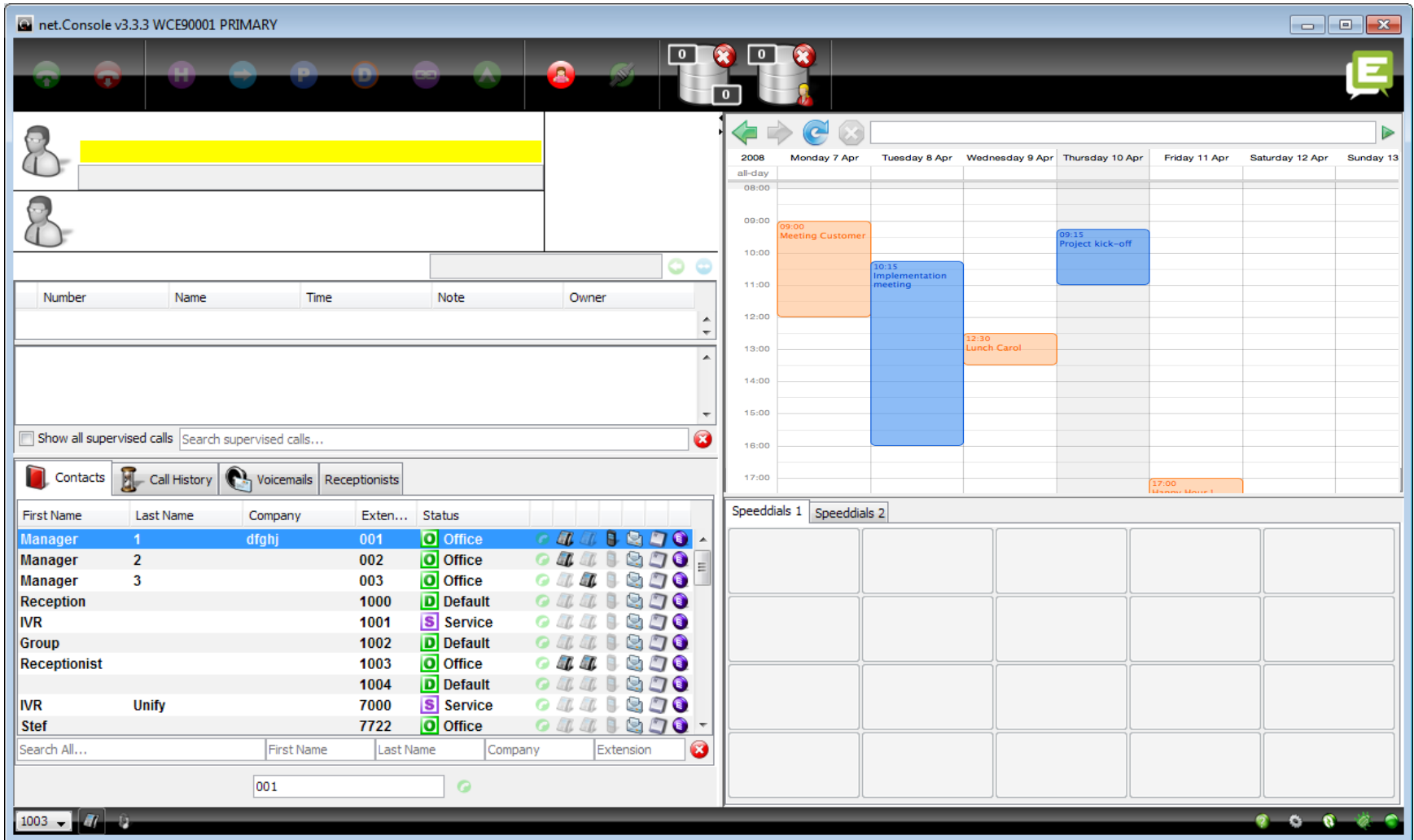**You can finish current calls and still accept personal calls**

- 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

Left pane   Right pane

Left pane >< Right pane

Control area

Line Status area

Supervision area

Contacts area

- Working via headset or handset:

- This feature is deprecated. Don't use these buttons, they will be removed

- You should now ask your administrator to configure this behavior for you. It is explained in the administration guide
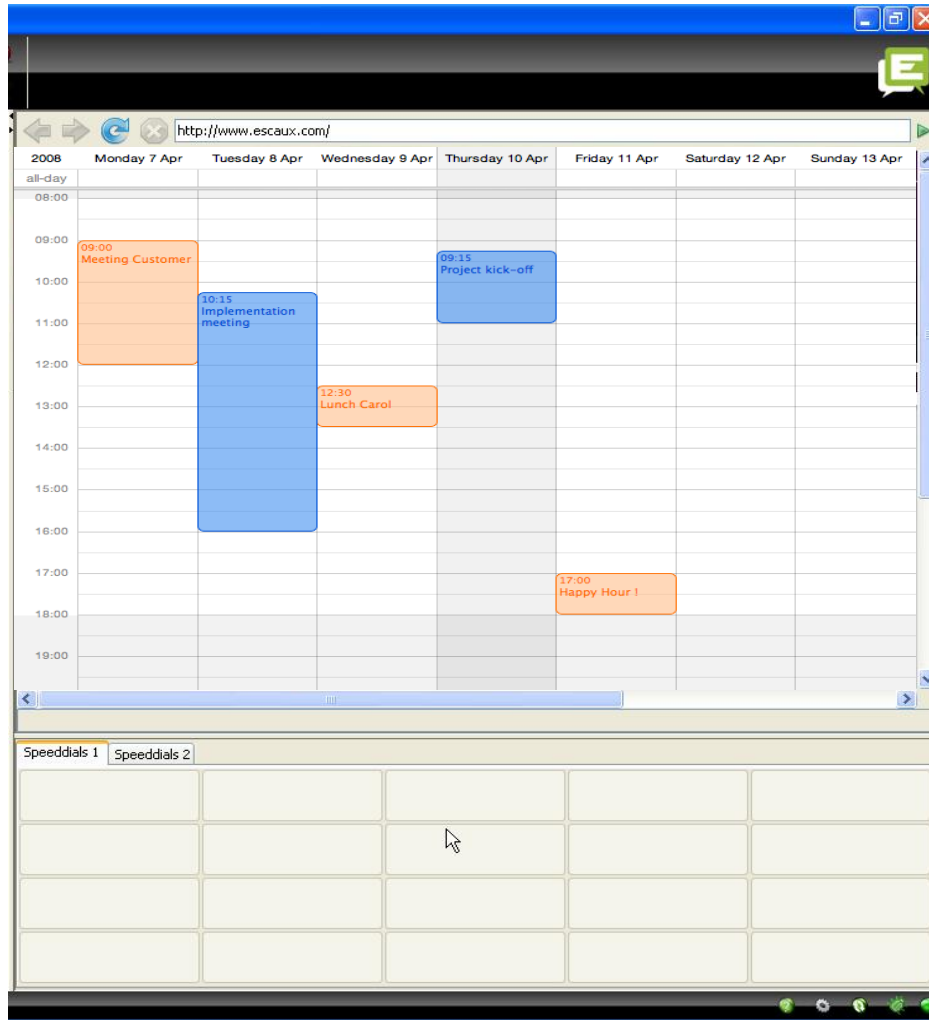
Web plugin area

Speeddial area

Mini-toolbar

Focus on main application

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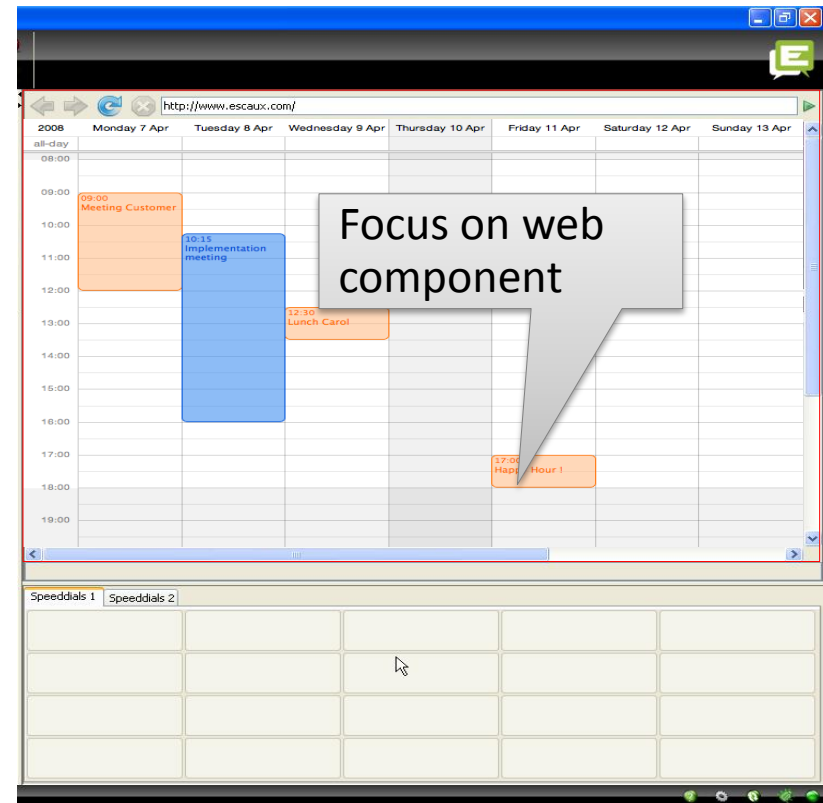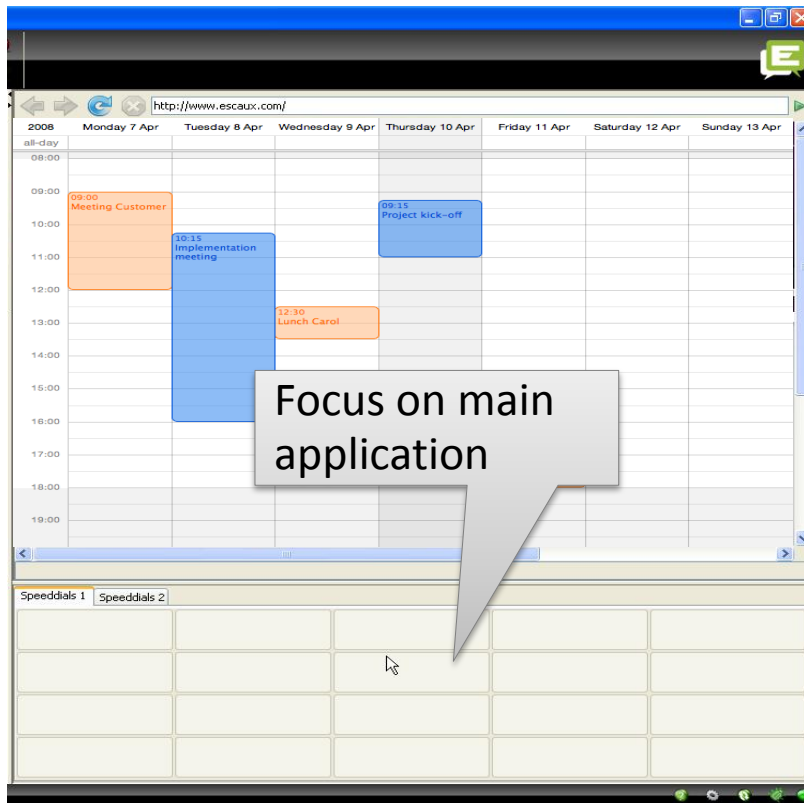
- Keyboard entries can either be captured by the net.Console or by the web component.
- The web component will grab all keyboard shortcuts if it has focus, as indicated by a red border.

Documentation

Sync contacts

Server connection status

Preferences

Send bug report

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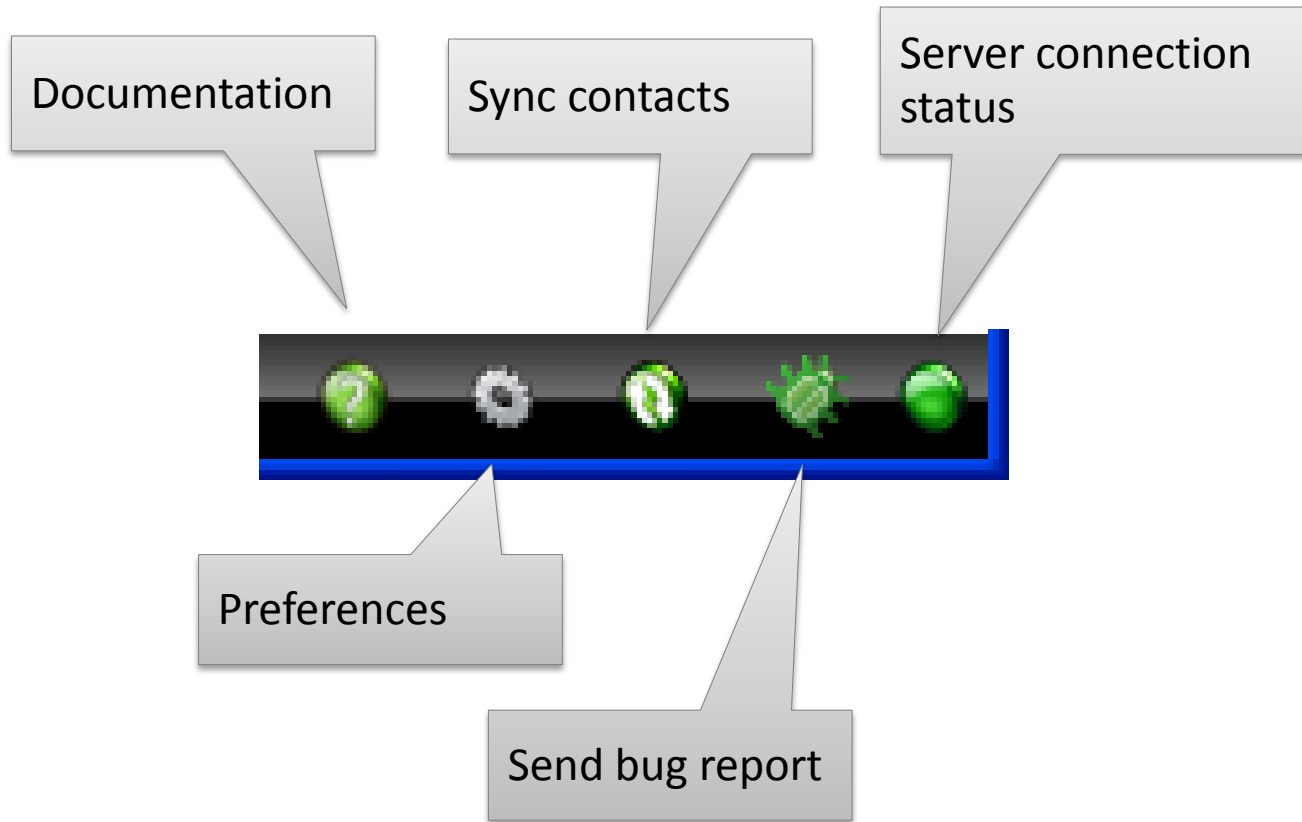
- # The different control keys are contextual
  - Only the colored keys are functional

Terminate

Transfer

Directed Park

Camp

pause

Personal Queue

Accept

Hold

Park

Chain

Logout

General Queue
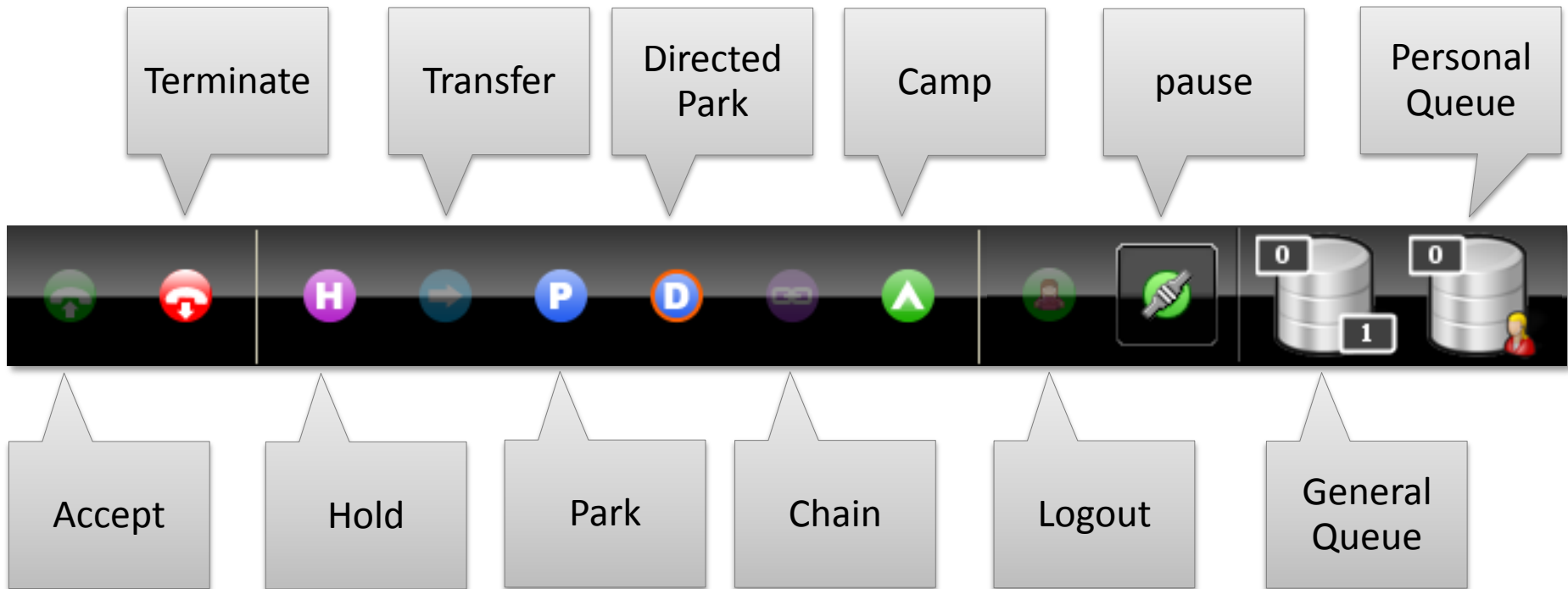
- The color of the queue changes with the number of waiting calls

0 calls

1 or 2 calls
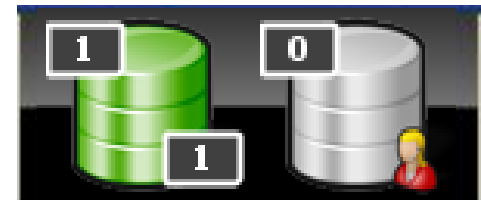
3 or 4 calls

5 or more calls

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

www.escaux.com
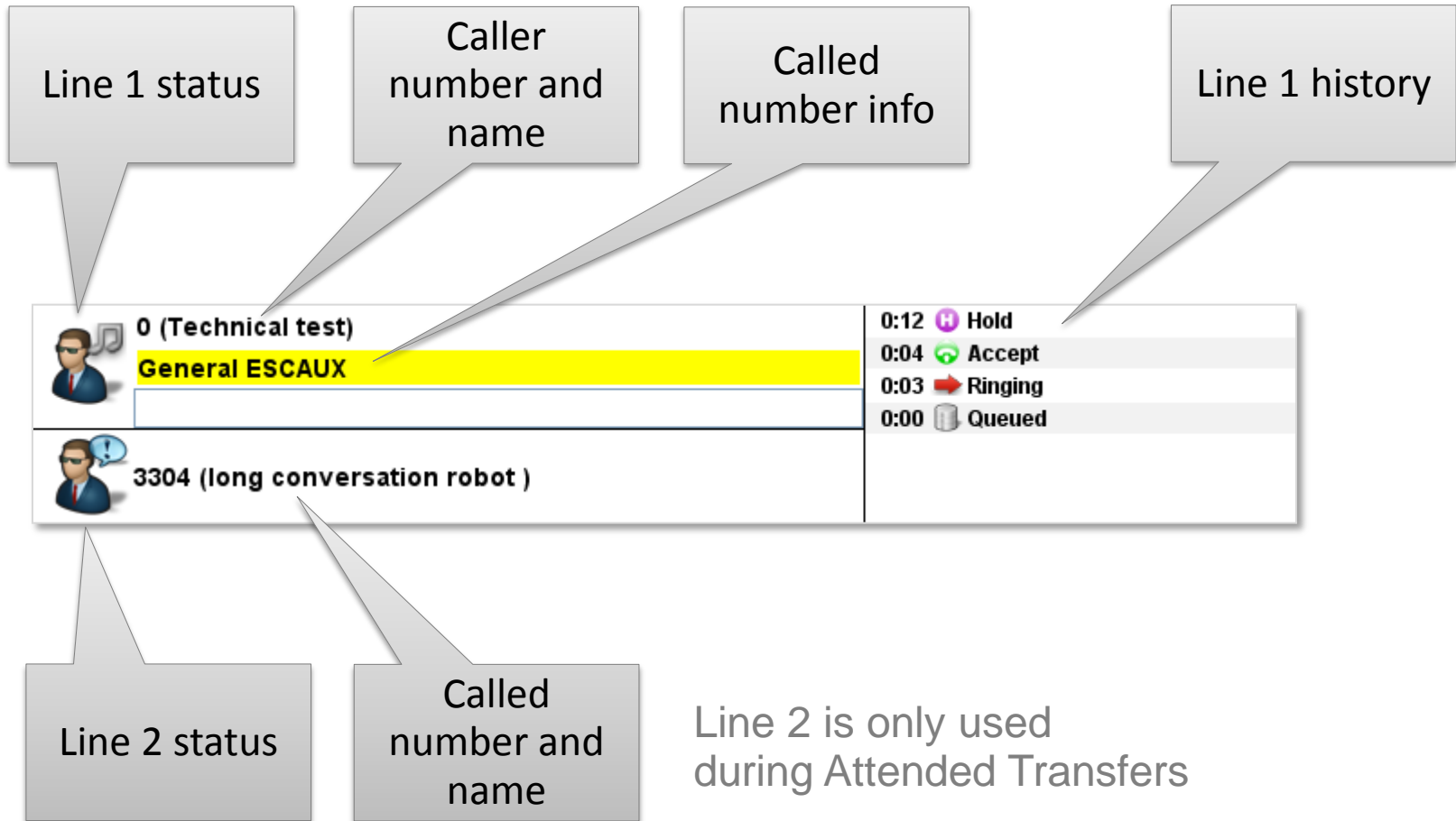
Supervised calls

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

☐ Show all supervised calls   Search supervised calls…

Calls in personal queue

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Selected line

Update note

Take back or couple

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

Type of supervised call

60% of max waiting time : orange
80% of max waiting time : red
100% of max waiting time : auto-return

Show all supervised calls   Search supervised calls…

If selected, calls from other operators are also shown

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

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							

Search All...   First Name   Last Name   Company   67

Number...

Auto-search when typing

Dial any number

Refine your search

Clear search field

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Free
Not connected
Busy

Single-click to send email

Intentional Status

Single-click to dial extension

Office

Single-click to dial mobile number

Keyboard status
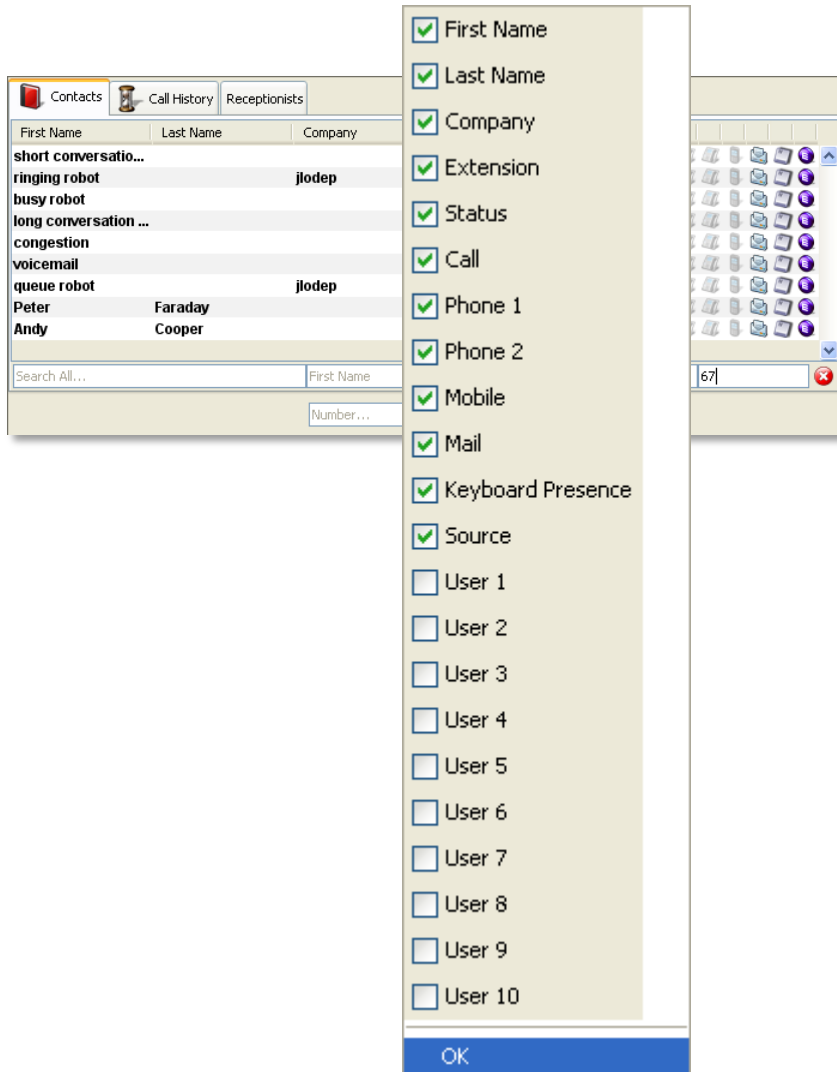
Source
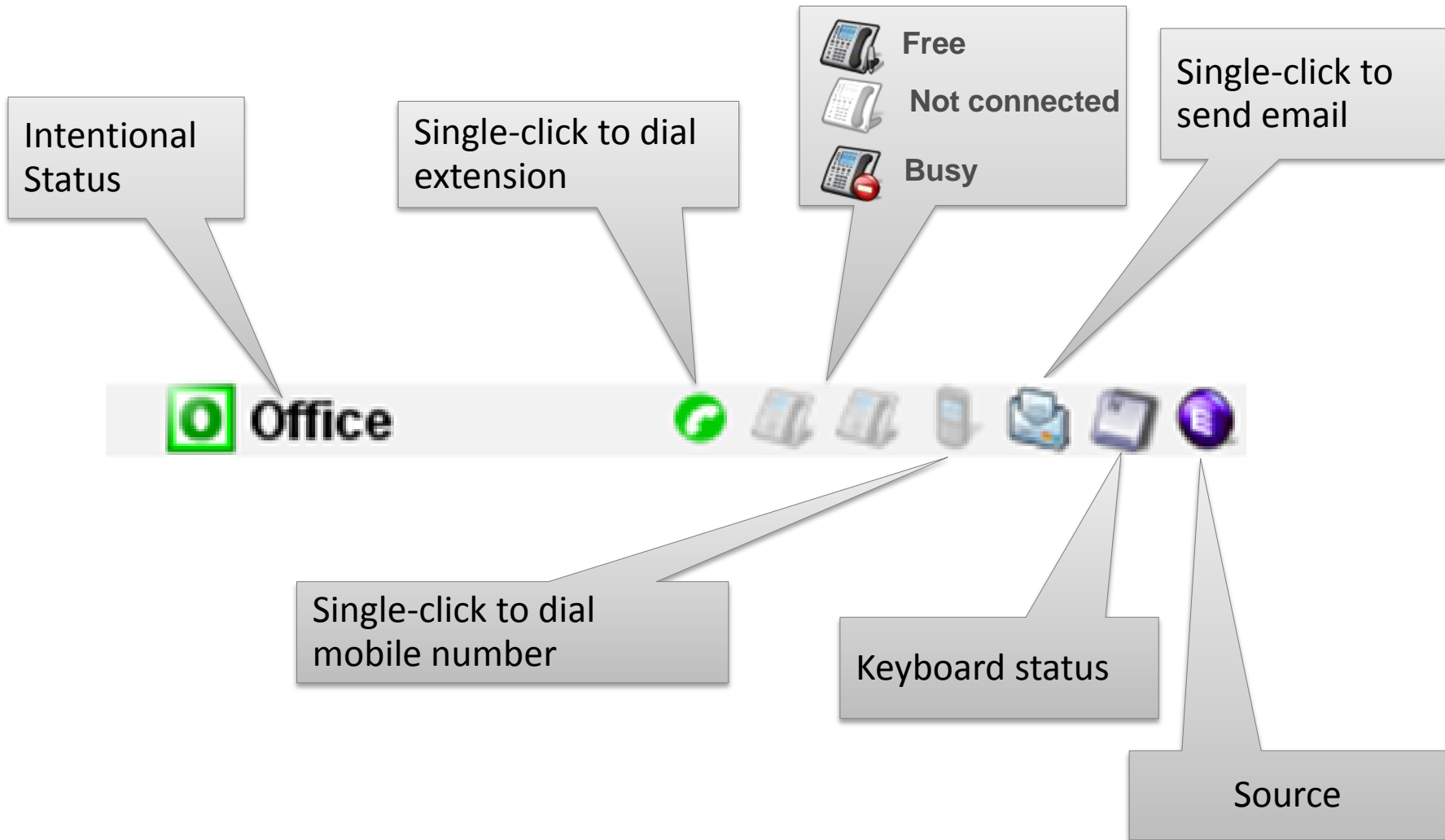
Customize columns display

- Drag & drop column header to reorder columns

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

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Drag & drop or right-click column headers

Call disposition (placed, answered, missed)

Double-click line to dial internal extension

Contact	Date	Duration	Operation	Note	Extensio
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

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Show status of your colleagues

Drag & drop or right-click column headers

| Contacts | Call History | Receptionists |

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

Status field

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Show voicemail of all your extensions

Drag & drop or right-click column headers

	Contacts		Call History		Voicemails	Receptionists	

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

○ Inbox ○ Old

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 receptionist 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

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

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)
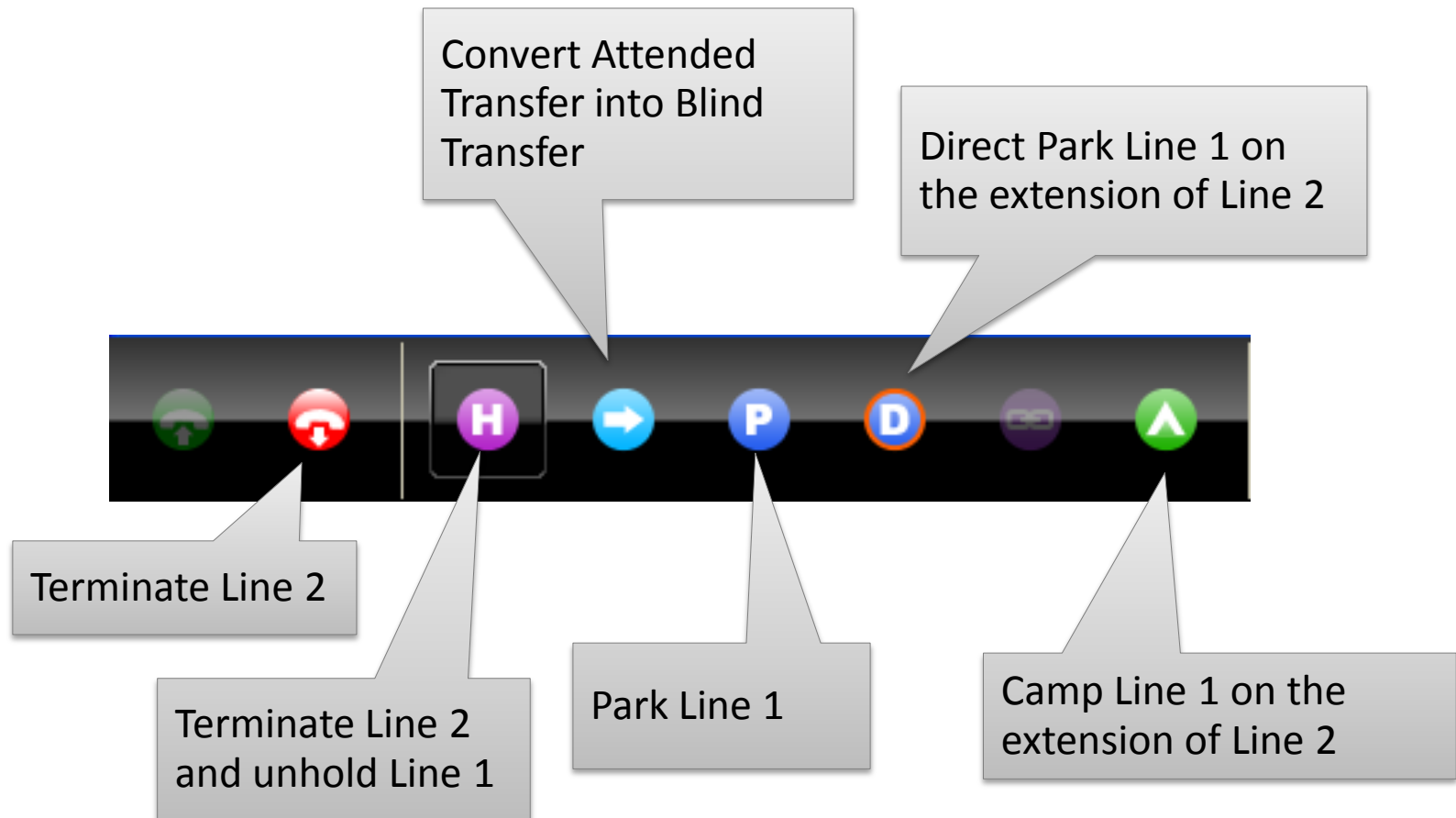   2. An auto-return will occur after a timeout (call enters personal queue)

- 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

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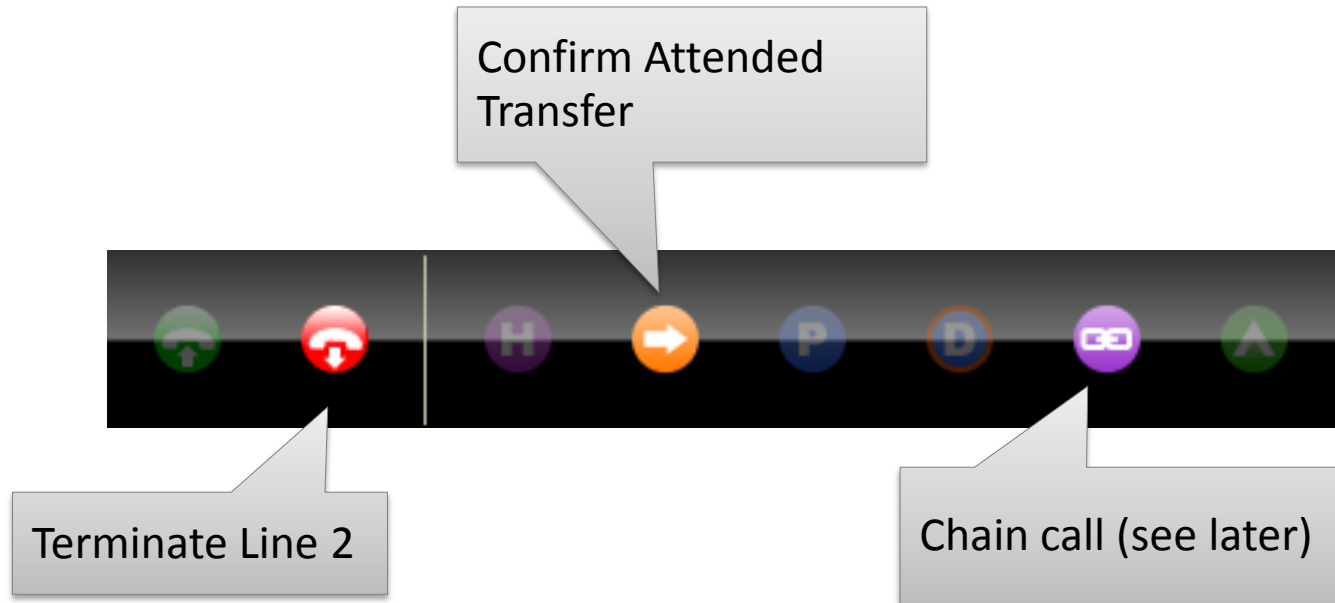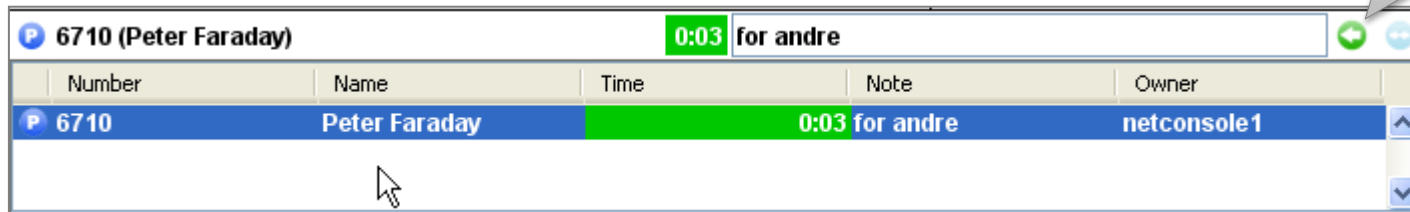
7. After confirming the attended transfer, the call disappears from the net.Console

- 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

  To summarize: 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
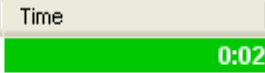
Take back button

Number	Name	Time	Note	Owner
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%

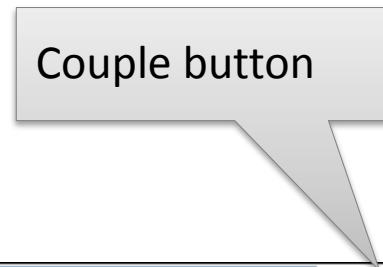| Number	Name	Time	Note	Owner
🅟 6710	Peter Faraday	0:17	for andre	netconsole1

- 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

Input

? Please enter a park note

call for Andre

OK   Cancel
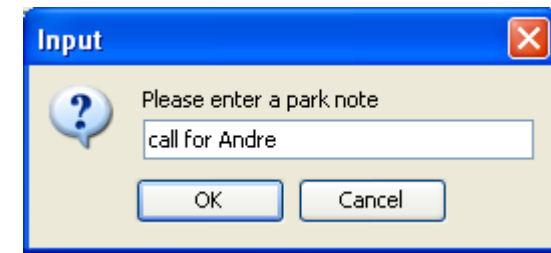
"Park" icon

Number	Name	Time	Note	Owner
P 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.
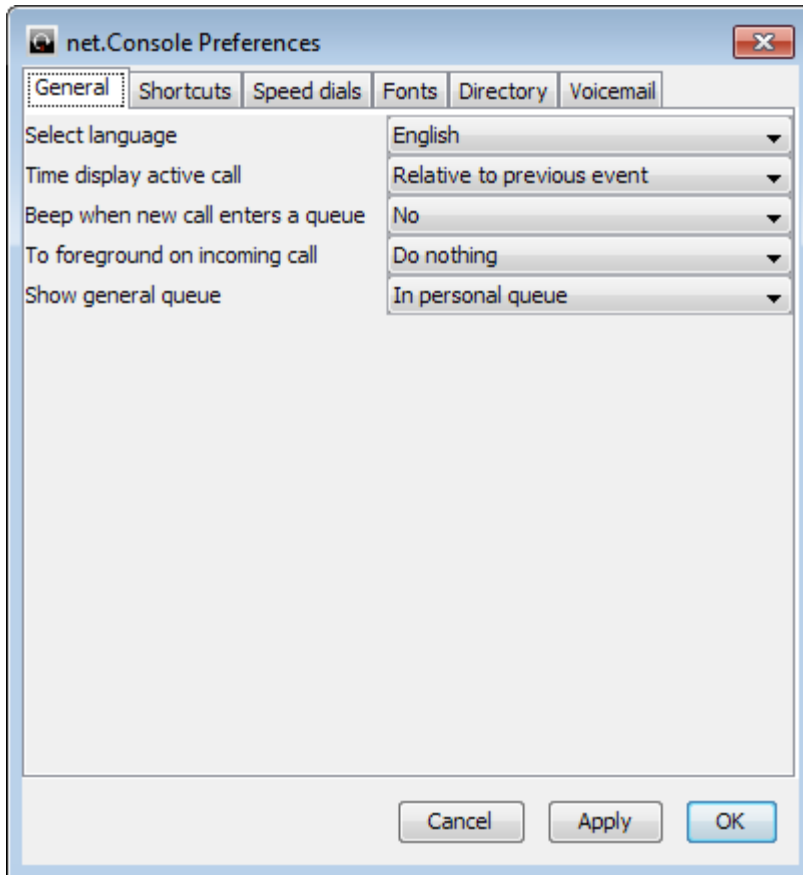

Chain button

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

- Voicemail

Select language of the interface

Time format in Line 1 history

Relative to previous event
Cumulative in call
Absolute time of day

net.Console Preferences

| General | Shortcuts | Speed dials | Fonts | Directory | Voicemail |

| Select language | 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

Beep on computer

Window behavior on incoming call

Do nothing
Bring window to front
Notification in system tray + task bar

Show calls in the general queue in the supervision area, in the same list as calls from the personal queue.
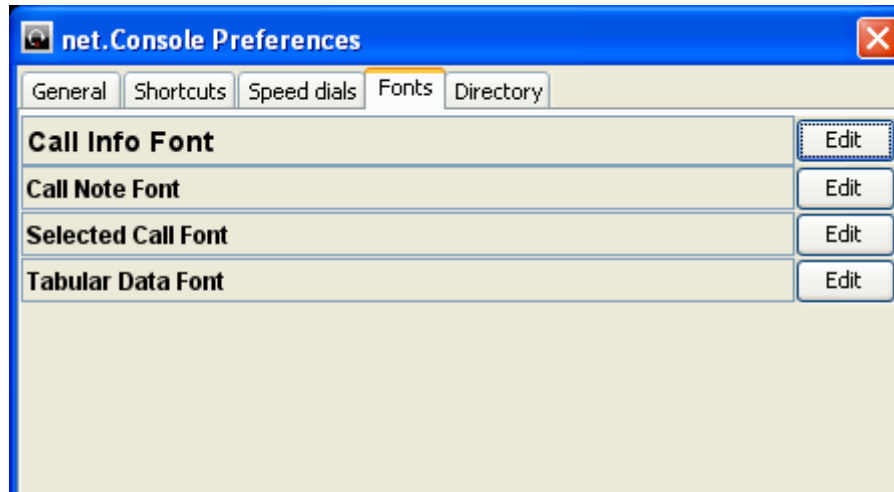
- ## State shortcuts
  - The keyboard shortcut definition is state context specific
  - A set of pre-defined keyboard shortcuts exists

- ## General shortcuts
  - General shortcuts are state independent and override the state specific shortcuts
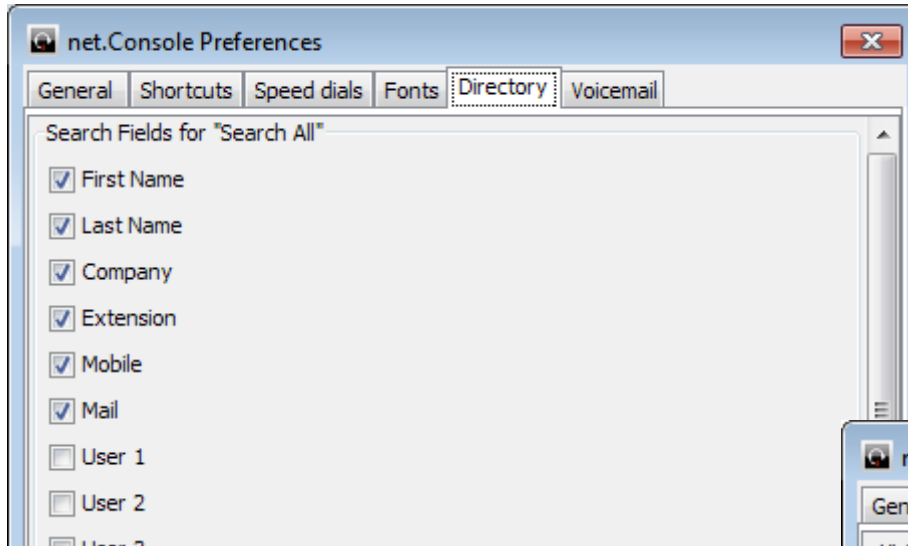 - Empty by default
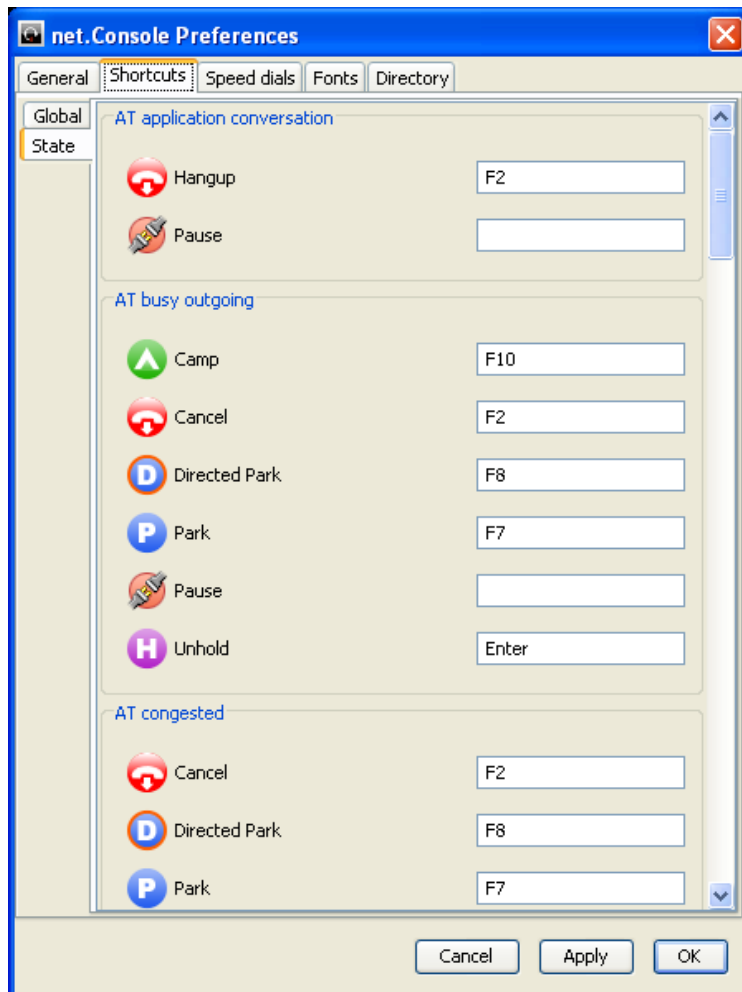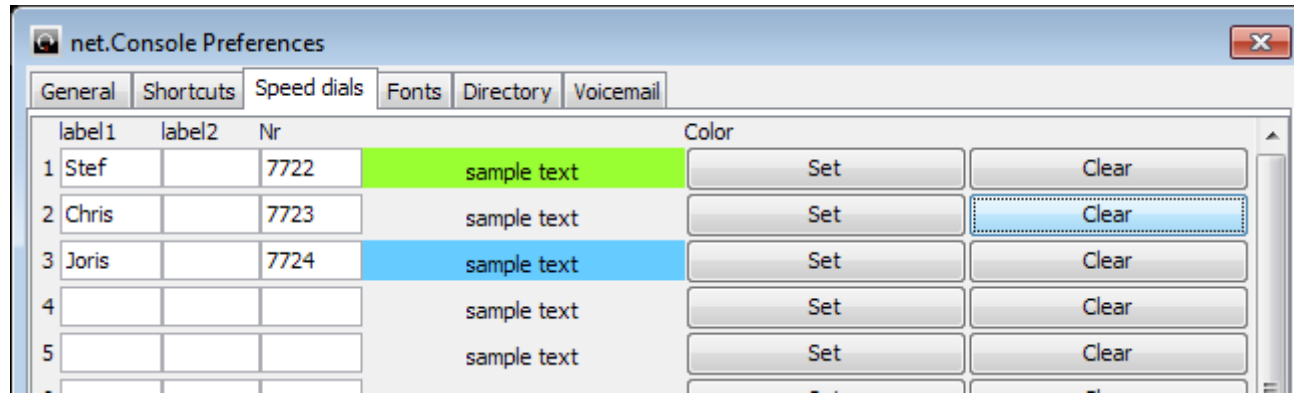
- Label 1: typically first name

- Label 2: typically last name

- Nr: phone number

- Color: button color
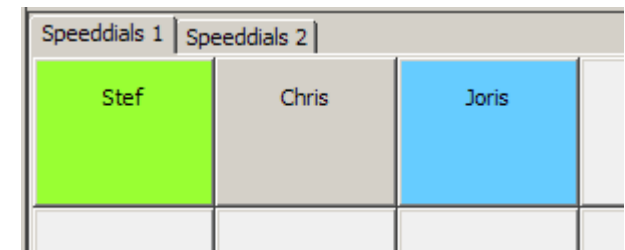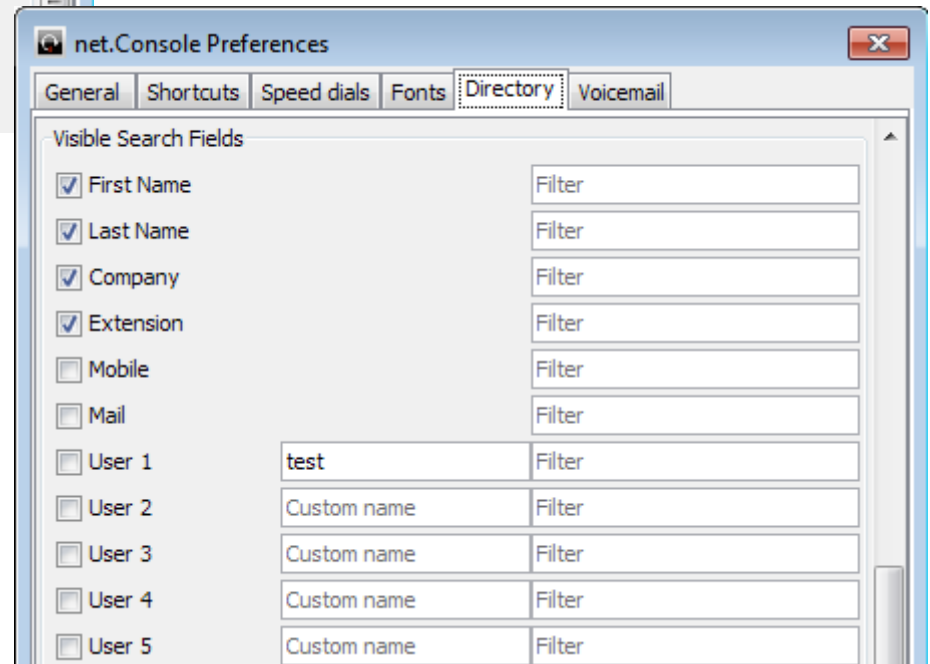
- Select fields included when using "Search All"

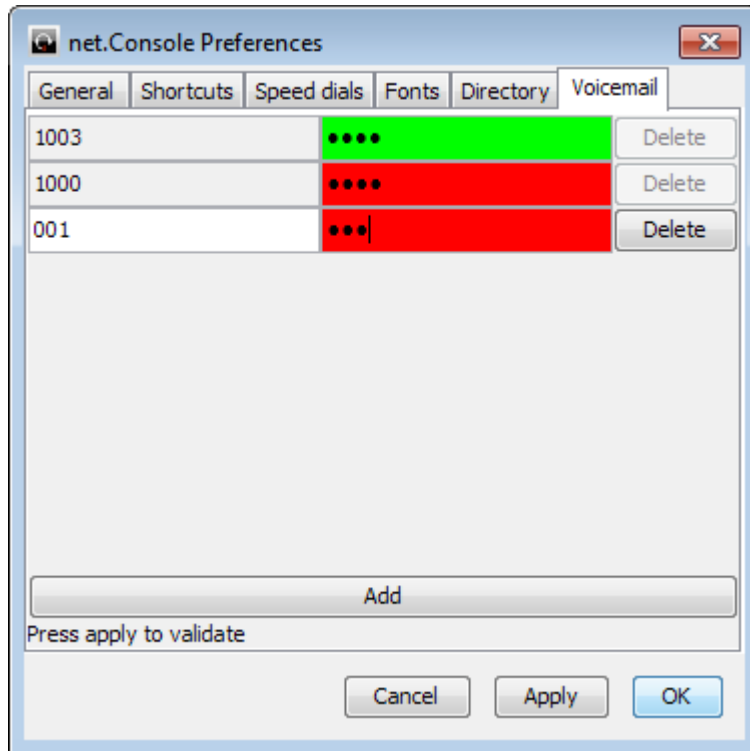- Select search fields to display and set default value

- Set a custom label for user fields
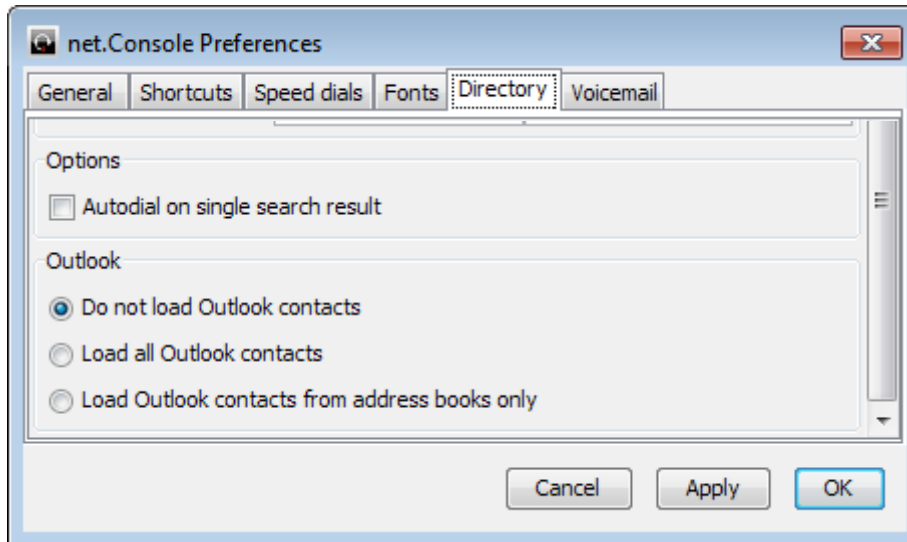
- Dial number automatically when there a exact match for the search

- Choose which Outlook contacts must be loaded in the directory

- 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

Click to open bug report window

Select the impacted call

Describe the problem

Report Problem

Select a Call
--

--
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, P...araday)

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

Please change to a different sop.

Please change to a different sop.

OK

Click to switch to secondary server