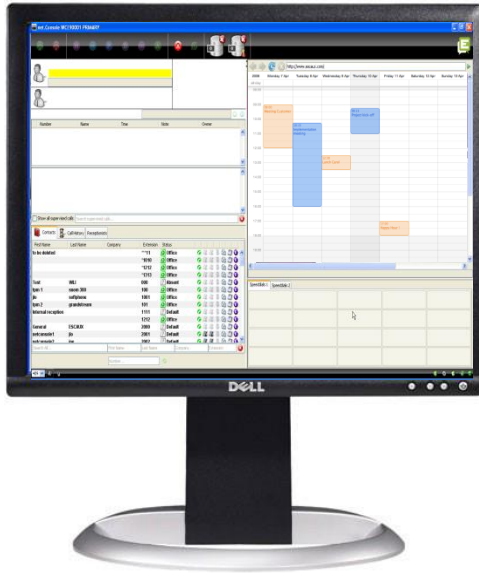


net.Console 3.8

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
 - Take notes
- Advanced features (X900)
- Customize the application
 - General preferences
 - Keyboard shortcuts
 - Speed dial's
 - Font size
 - Directory
 - Voicemail

Your desktop



The net.Console

SNOM 320

or 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 a Windows-style login window titled "ESCAUX Login". The window has a blue title bar with a close button (X) in the top right corner. The main area has a dark purple background. At the top left, there is a green speech bubble icon with a white 'E' inside, followed by the text "Unify your Communication with" in a small, light-colored font, and "ESCAUX" in a large, bold, white font. Below this, there are two input fields: "User name" with the text "netconsole1" and "Password" with a series of black dots. At the bottom left, there is a checkbox labeled "Auto Login". At the bottom right, there is a "Sign In" button.

Authentication window

Login & Logout

- 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
- Logged in: general and personal calls



Press to go to pause



Press to logout

Press to login



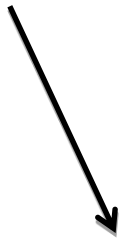
Press to go back to pause

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



Logout



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*



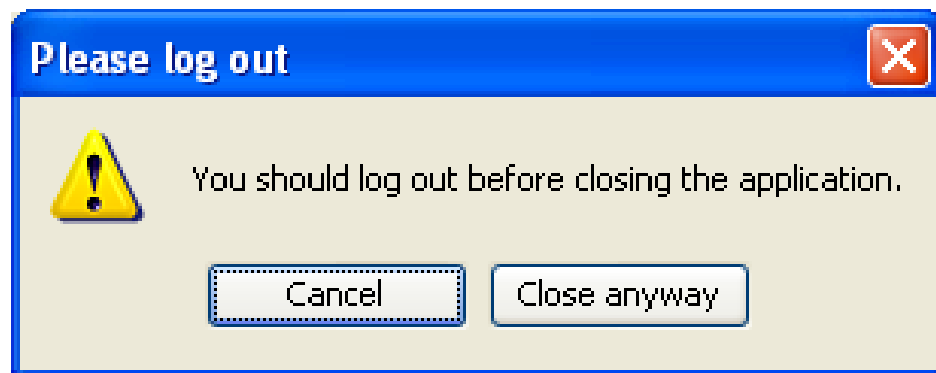
STEP 1 - Go to Pause

→ 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 X900 interface, which is split into two main panes. The left pane contains a contact list and a search bar. The right pane displays a calendar for the week of July 3-9, 2011.

Left Pane:

- Top: User profile information (Name, Call type, Info).
- Middle: A table with columns: Number, Name, Time, Note, Owner.
- Bottom: A list of contacts with columns: First Name, Last Name, Company, Extension, Status.

First Name	Last Name	Company	Extension	Status
Bria	àèèèòò		1004	Office
Super	Visor		1005	Holiday
video	test		1007	Office
video	test		1008	Office
Long Conversation	Robot		3333	Default
Call	Queuer		2000	Default
R630H	PRO		2001	Office
S650H	PRO		2002	Office
netBuzz	phone2		1002	Office
netBuzz	phone1		1001	Office
Senior	Phone		1006	Office
IVR	JMA		3003	Holiday
Polycom	IP330		1003	Office
Receptionist	Green		2222	Office
IVR	GHT		3002	Holiday
IVR	FME		3001	Holiday

Right Pane:

Calendar for July 3 - 9, 2011. Events include: Juan's dr. appt, HTML seminar, Meet about contracts, Rehearsal, Weekend work, School lunch, Lunch with lawyer, Lunch with boss, Air show, Balloon Festival, Fix mom's tv, Meet the Chens for dinner, Proposal due, Homework, Beekeping, and Pick up Anne.

Left pane

Right pane

The screen layout - X700

The screenshot displays a dual-pane interface. The left pane contains a contact management system, and the right pane contains a personal calendar.

Left Pane: net.Console v3.8.0 WCE90001 PRIMARY

At the top, there are several status icons and a user profile section with fields for name, call type, and info. Below this is a table with columns: Number, Name, Time, Note, and Owner.

Below the table is a search bar: "Show all supervised calls Search supervised calls...".

The main section is a contact list with the following columns: First Name, Last Name, Company, Extension, and Status. The list includes various contacts such as Bria, Super, video, Long Conversation, Call, R630H, S650H, netBuzz, Senior, IVR, Polycorn, Receptionist, and IVR.

At the bottom of the left pane is a search bar: "Search All...".

Right Pane: http://www.my-own-personal-calendar.com

The right pane shows a calendar for July 3-9, 2011. The calendar grid includes events such as "Juan's dr. appt", "HTML seminar", "Meet about contracts", "Rehearsal", "School lunch", "Lunch with lawyer", "Lunch with boss", "Air show", "Balloon Festival", "Pick up Anne", "Fix mom's tv", "Meet the Chens for dinner", "Proposal due", "Homework", and "Beekkeeping".

Below the calendar is a section for "Speeddials 1" and "Speeddials 2", which are currently empty.

Left pane

Right pane

Left pane

The screenshot displays the net.Console v3.8.0 WCE90001 PRIMARY interface. It features a top control bar with various icons and status indicators. Below this is a section for user information and call type selection. The main area is divided into a supervision area with a table and a contacts area with a detailed list of contacts.

Number	Name	Time	Note	Owner

First Name	Last Name	Company	Extension	Status					
Bria	àèèéóó		1004	Office					
Super	Visor		1005	Holiday					
video	test		1007	Office					
video	test		1008	Office					
Long Conversation	Robot		3333	Default					
Call	Queuer		2000	Default					
R630H	PRO		2001	Office					
S650H	PRO		2002	Office					
netBuzz	phone2		1002	Office					
netBuzz	phone1		1001	Office					
Senior	Phone		1006	Office					
IVR	JMA		3003	Holiday					
Polycom	IP330		1003	Office					
Receptionist	Green		2222	Office					
IVR	GNT		3002	Holiday					
IVR	FME		3001	Holiday					

Control area

Line Status area

Supervision area

Contacts area

Right pane

The screenshot displays a web browser window with the URL <http://www.escaux.com/>. The main content area is a calendar for the week of April 7-13, 2008. The calendar shows several events: 'Meeting Customer' (09:00-10:00 on Monday), 'Implementation meeting' (10:15-16:00 on Tuesday), 'Project kick-off' (09:15-10:00 on Thursday), 'Lunch Carol' (12:30-13:00 on Wednesday), and 'Happy Hour I' (17:00-18:00 on Friday). Below the calendar is a 'Speeddials' section with two tabs, 'Speeddials 1' and 'Speeddials 2'. The first tab contains a grid of speeddial buttons for 'Bill Ding', 'Ted E. Bear', and 'Adam Zappel'. The second tab is currently empty.

Web plugin area

Speeddial area

Mini-toolbar

Phone status on speeddials

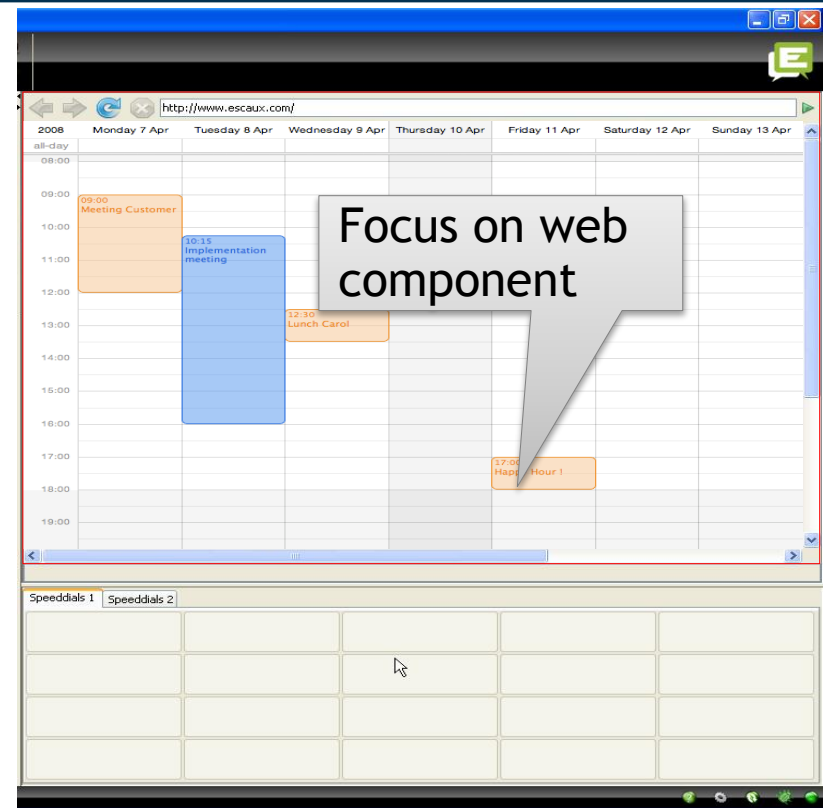
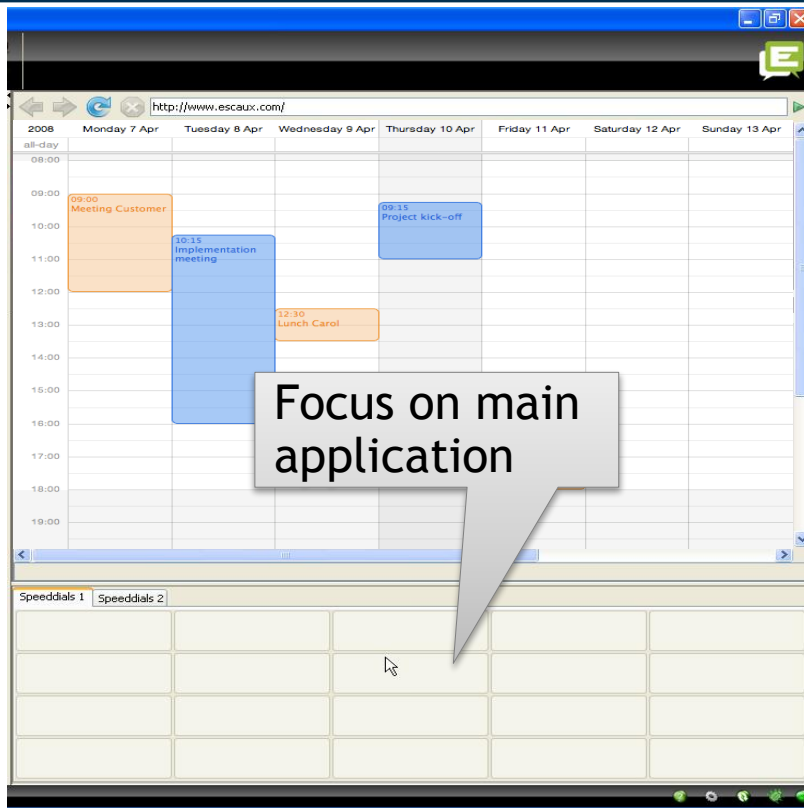
The screenshot shows a web browser window with the URL <http://www.escaux.com/>. The main content is a calendar for the week of Monday 7 Apr to Sunday 13 Apr. The calendar shows several events: an orange event '09:00 Meeting Customer' on Monday, a blue event '10:15 Implementation meeting' on Tuesday, a blue event '09:15 Project kick-off' on Thursday, an orange event '12:30 Lunch Carol' on Wednesday, and an orange event '17:00 Happy Hour 1' on Friday. Below the calendar is a section titled 'Speeddials 1' and 'Speeddials 2'. It contains a grid of speeddial buttons. The first row shows buttons for 'Bill', 'Ted', 'Adam', and two empty slots. The second row shows buttons for 'Dino', 'E. Bear', 'Zappel', and two empty slots. The 'Adam' button is highlighted with a blue border.

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

This image is a close-up of the speeddial buttons from the screenshot above. It shows three buttons: 'Bill', 'Ted', and 'Adam'. The 'Bill' button is highlighted with a green border and has a green phone icon with a minus sign next to it, indicating a busy extension. The 'Ted' button has a blue border and the 'Adam' button has a blue border. Both 'Ted' and 'Adam' buttons have a blue phone icon next to them. The buttons are arranged in a grid with names and phone icons.

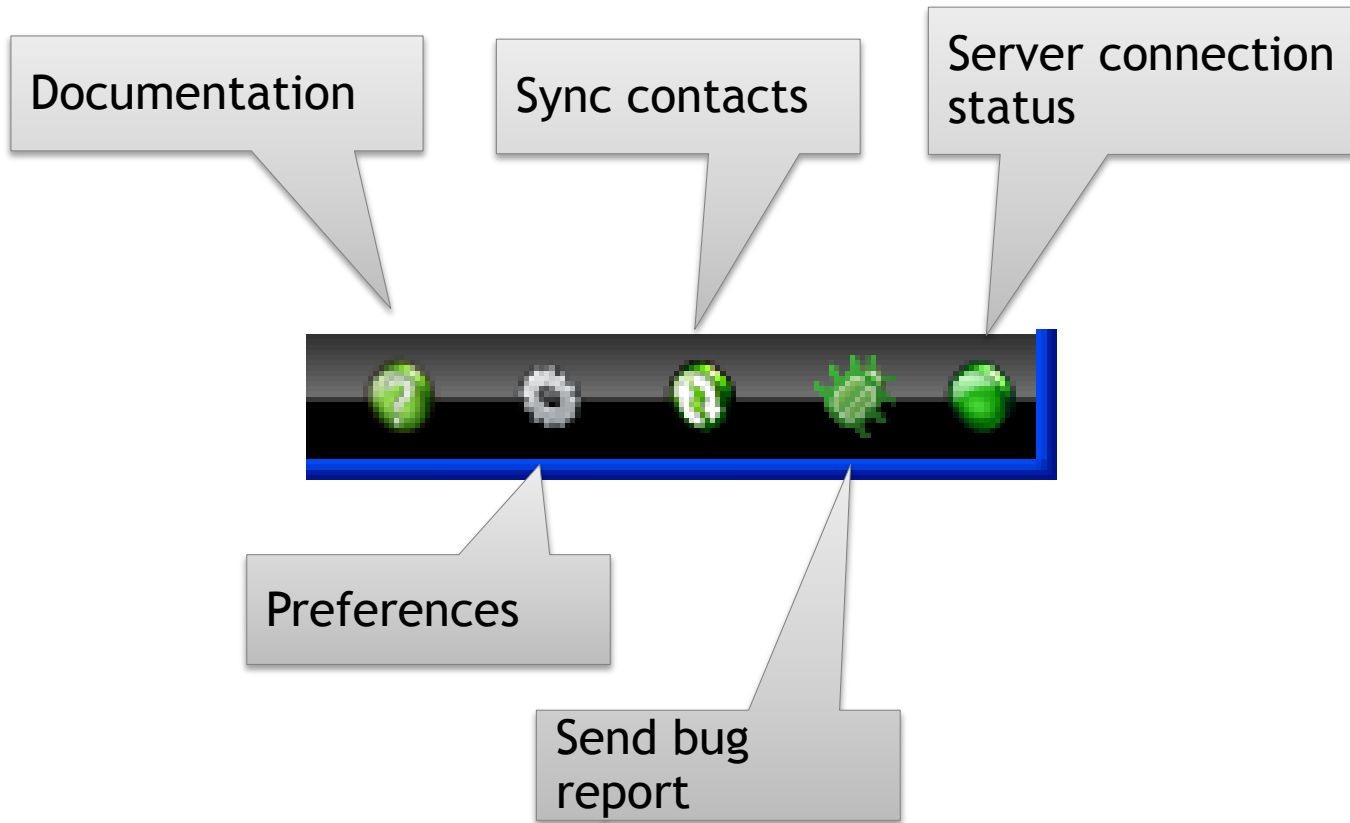
Busy extension

Web component focus

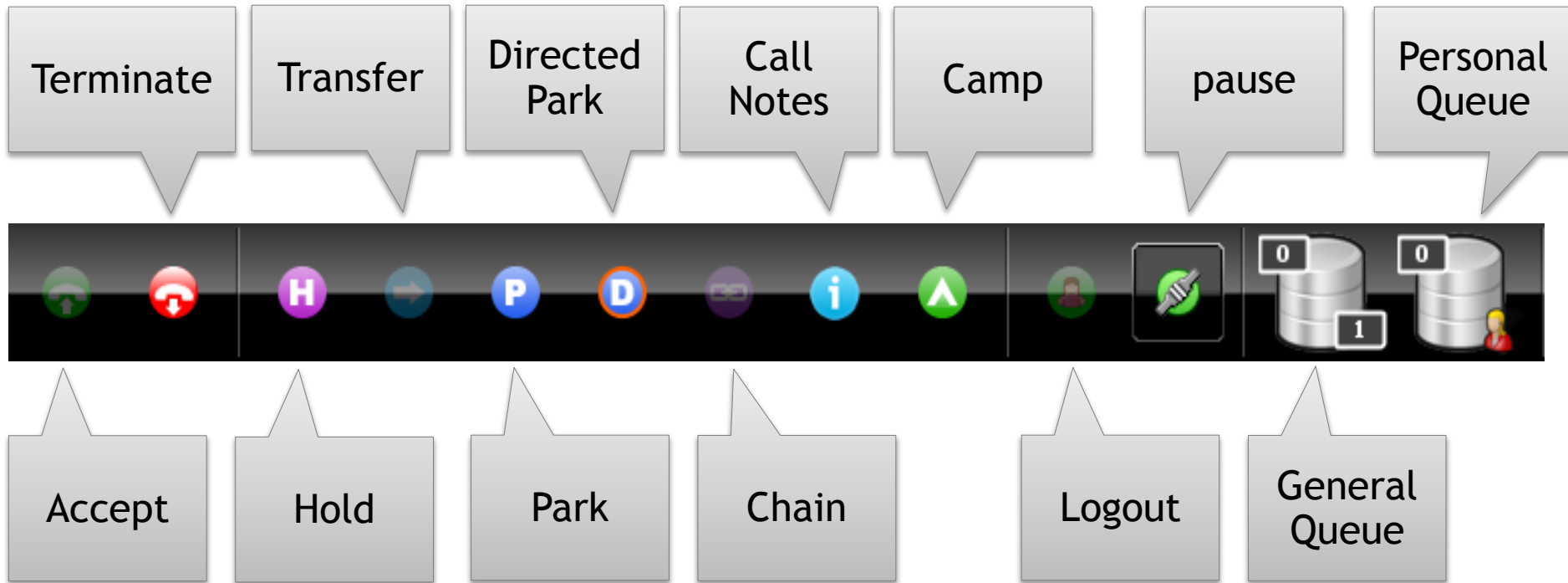


- Keyboard entries can either be captured by the net.Console or by the web component.
- The web component will grab all keyboard shortcuts if it has focus, as indicated by a red border.

Mini-toolbar



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

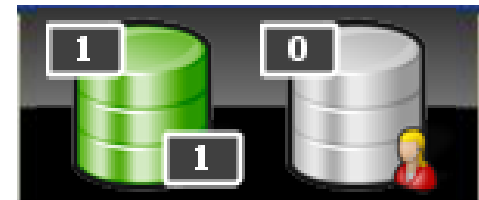


- The color of the queue changes with the number of waiting calls

0 calls



1 or 2 calls



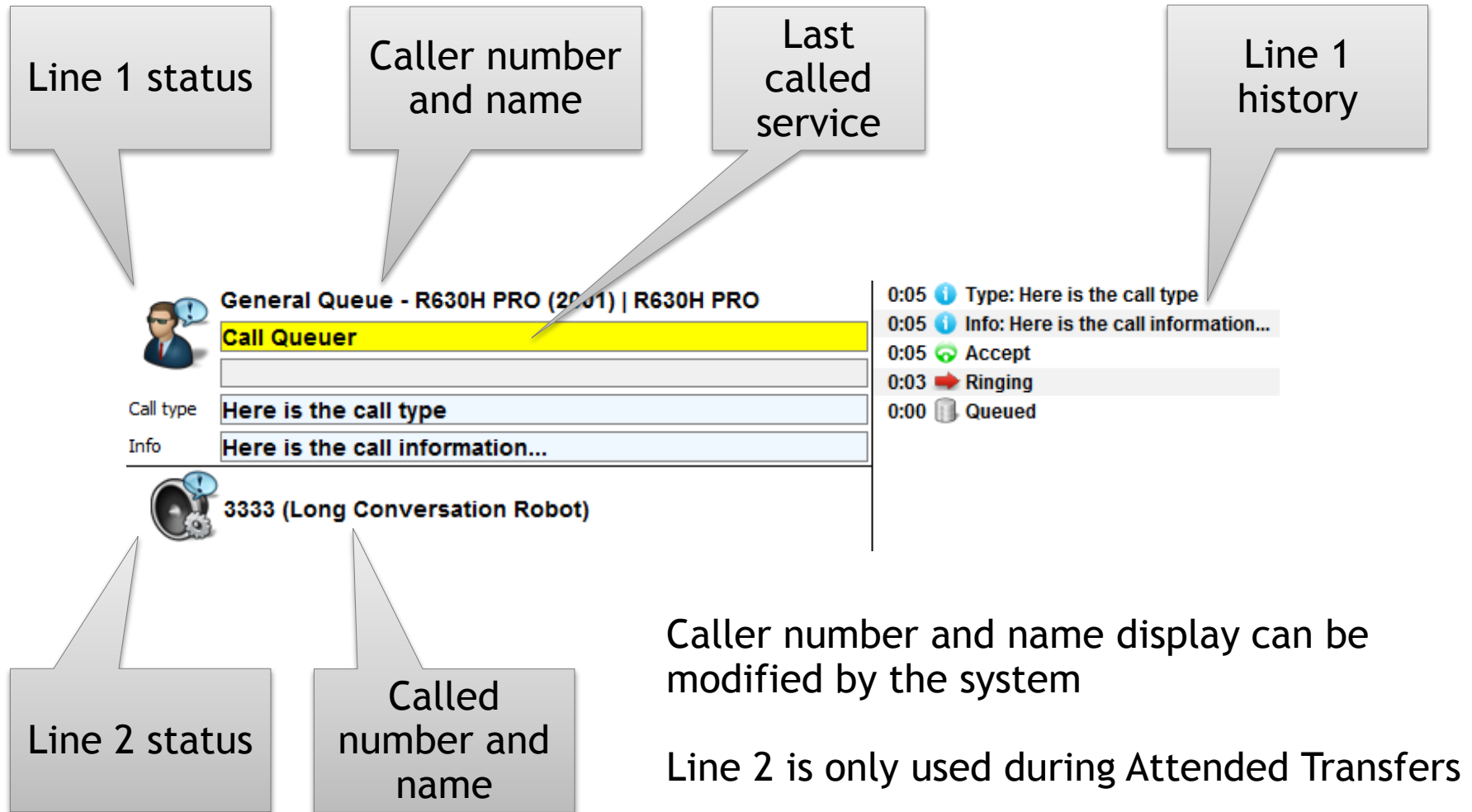
3 or 4 calls



5 or more calls



Line status area



Supervision area

Supervised calls

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 Search supervised calls...

Calls in personal queue
(and general queue if
configured)

Supervision area

The screenshot shows a supervision interface with a call list and search filters. Call 6710 (Peter Faraday) is selected and highlighted in blue. Call 6711 (Andy Cooper) is highlighted in green. The interface includes a search bar and a checkbox for 'Show all supervised calls'.

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

Selected call: 6710 (Peter Faraday)

Update note: urgent

Take back or couple: [Green arrow icon]

Type of supervised call: [D icon]

Show all supervised calls:

Search supervised calls... [Clear search field icon]

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

Search in supervised and queued calls





Clear search field

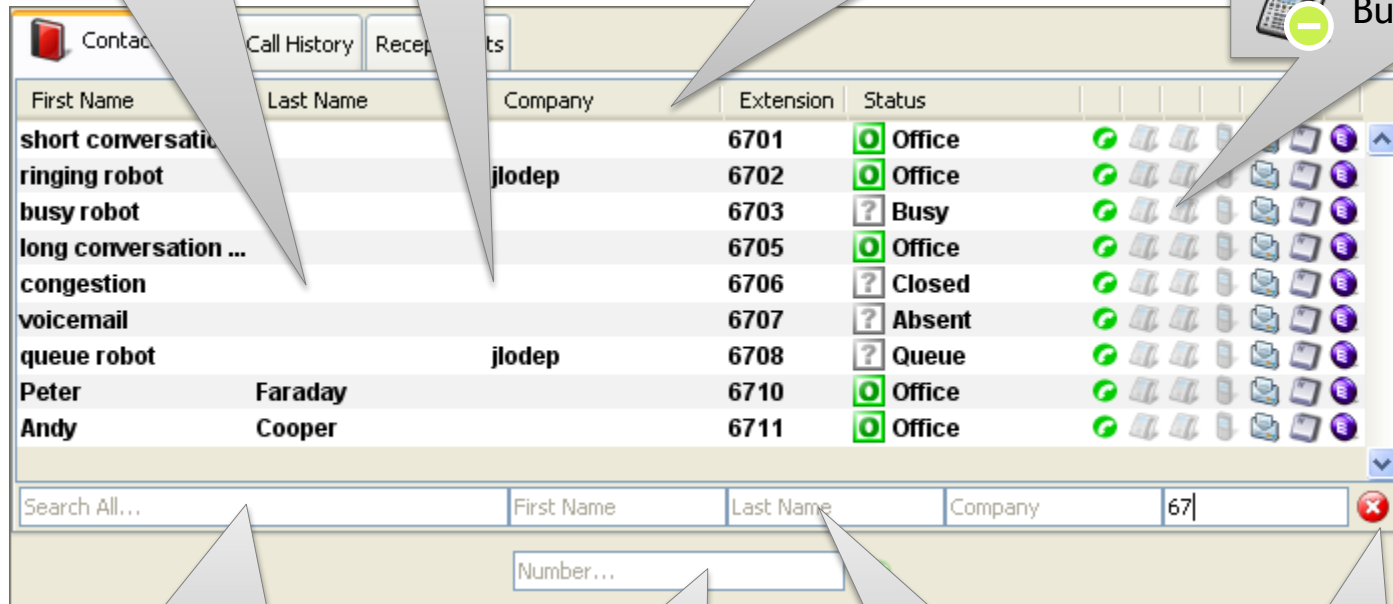
Contacts













































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...

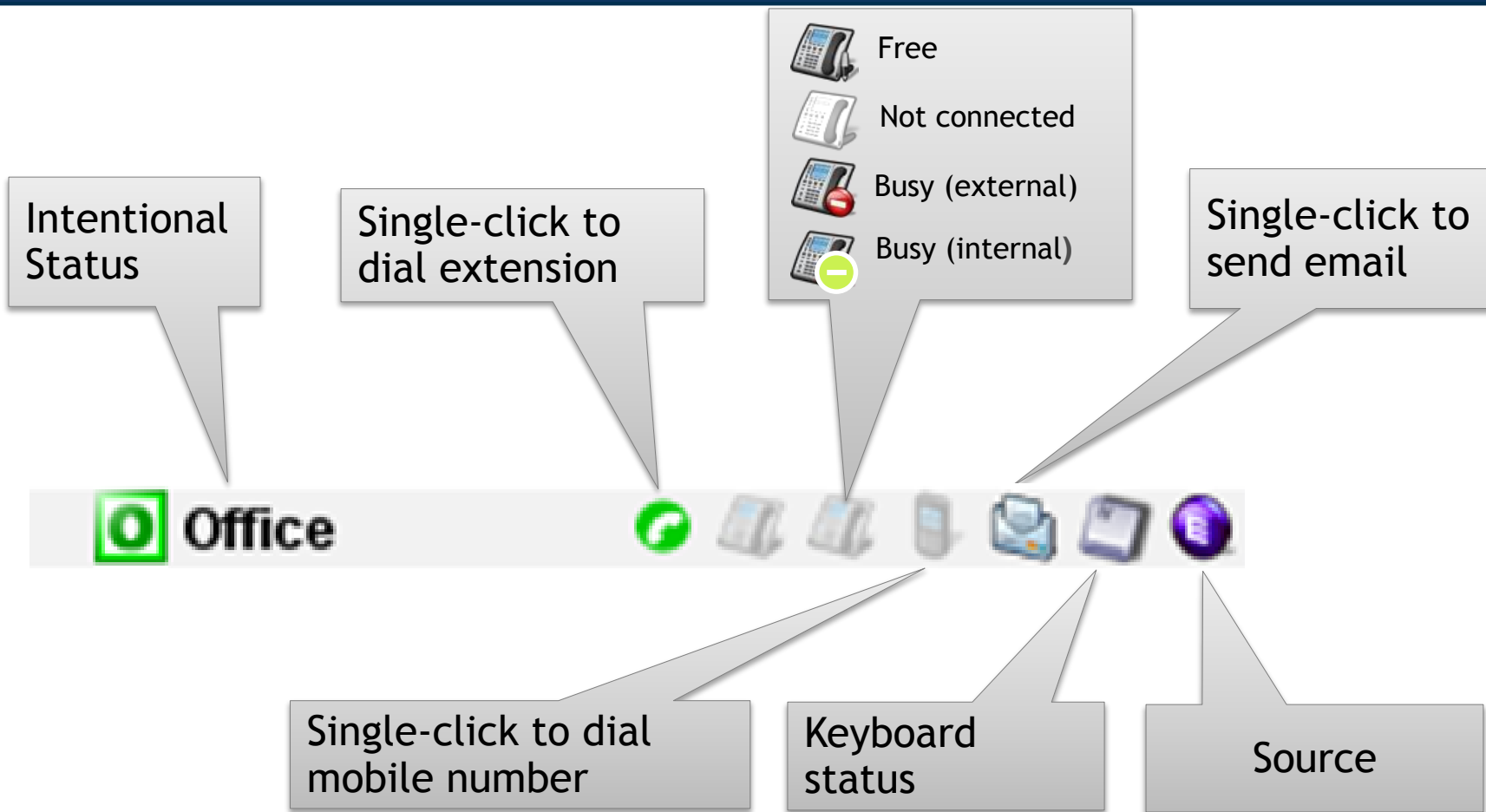
Auto-search when typing

Dial any number

Refine your search

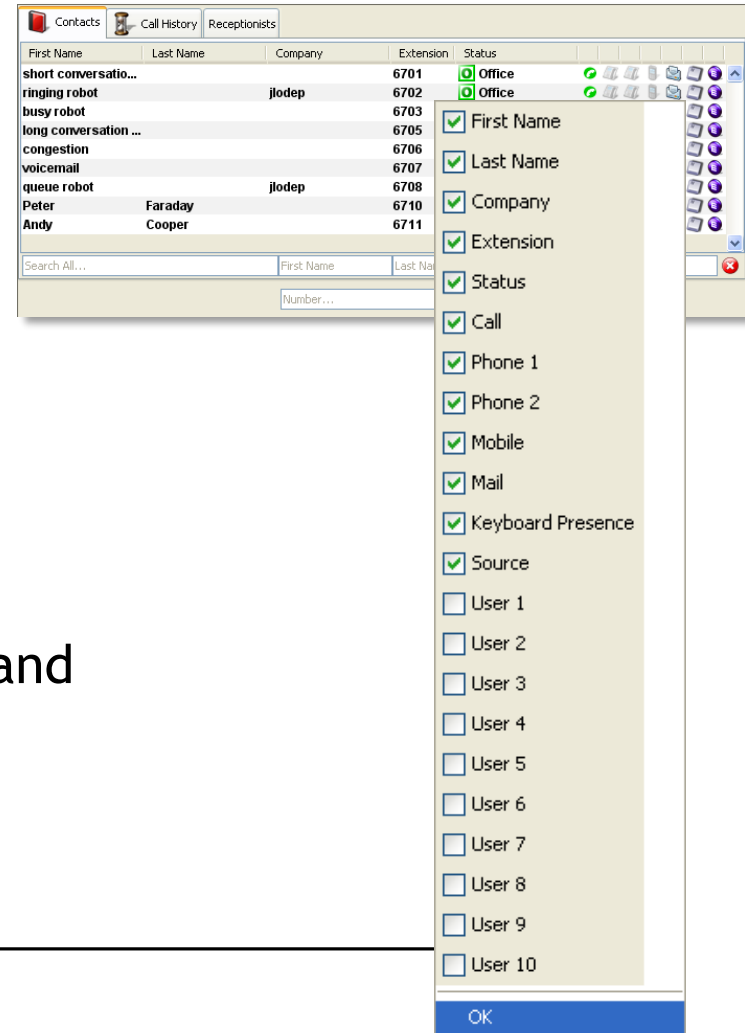
Clear search field

Contacts



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

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

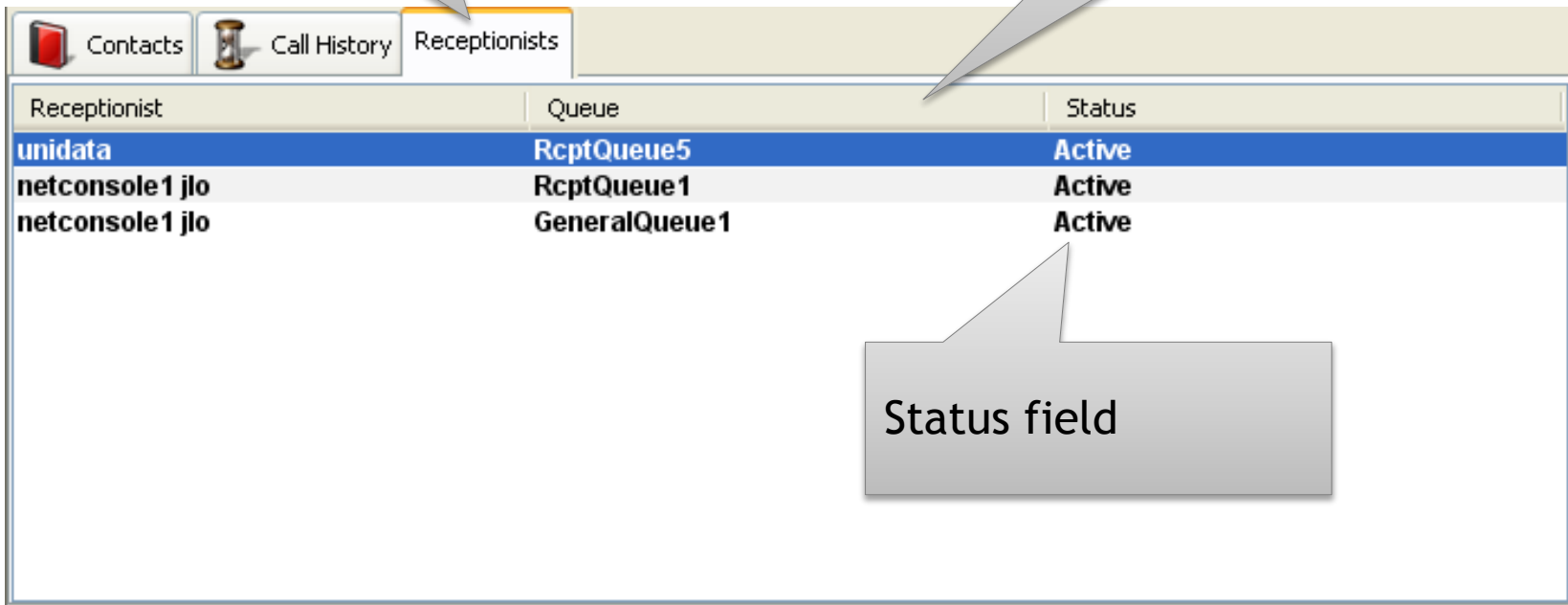
Show all or only missed calls

Clear search field

Receptionist

Show status of your colleagues

Drag & drop or right-click column headers



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

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

Status field

Voicemail

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. To the right of the table, there are three icons: a blue circle with a white arrow, a document icon, and a red 'X' icon. At the bottom left, there are two radio buttons: 'Inbox' (selected) and 'Old'. A speech bubble points to the 'Voicemails' tab with the text 'Show voicemail of all your extensions'. Another speech bubble points to the 'Date' column header with the text 'Drag & drop or right-click column headers'. A third speech bubble points to the 'Inbox' radio button with the text 'Show new or older messages'.

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

Inbox Old

Step by step

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



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.

Initiate a call

- 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)

Blind Transfer to busy number

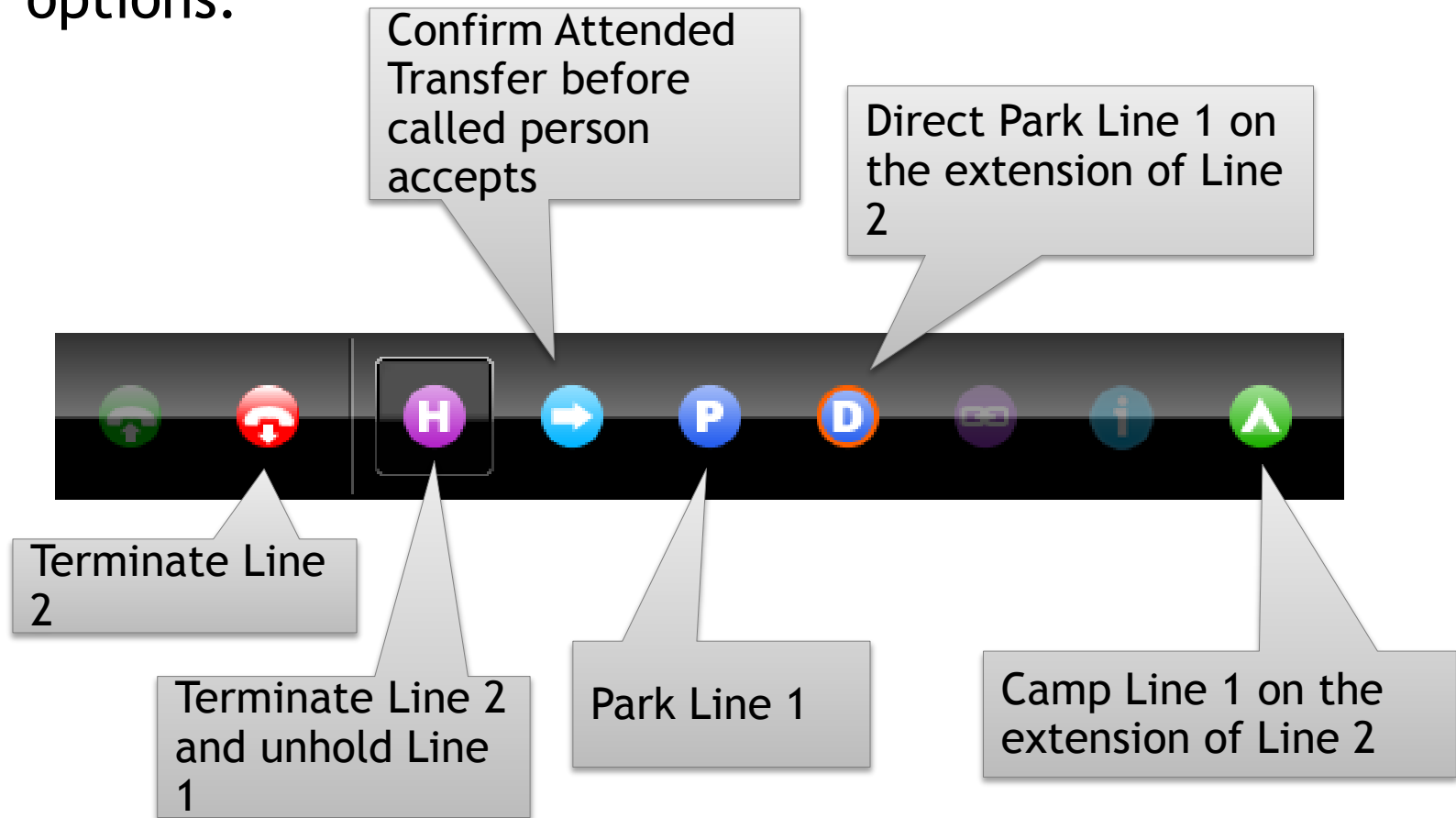
- In most attendant console applications, a blind transfer towards a busy number results in a lost call
- With the net.Console, when the destination is busy, the outgoing call is terminated and the original call is placed on hold.
- This gives the attendant console agent the opportunity to take back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

Attended Transfer (1)

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

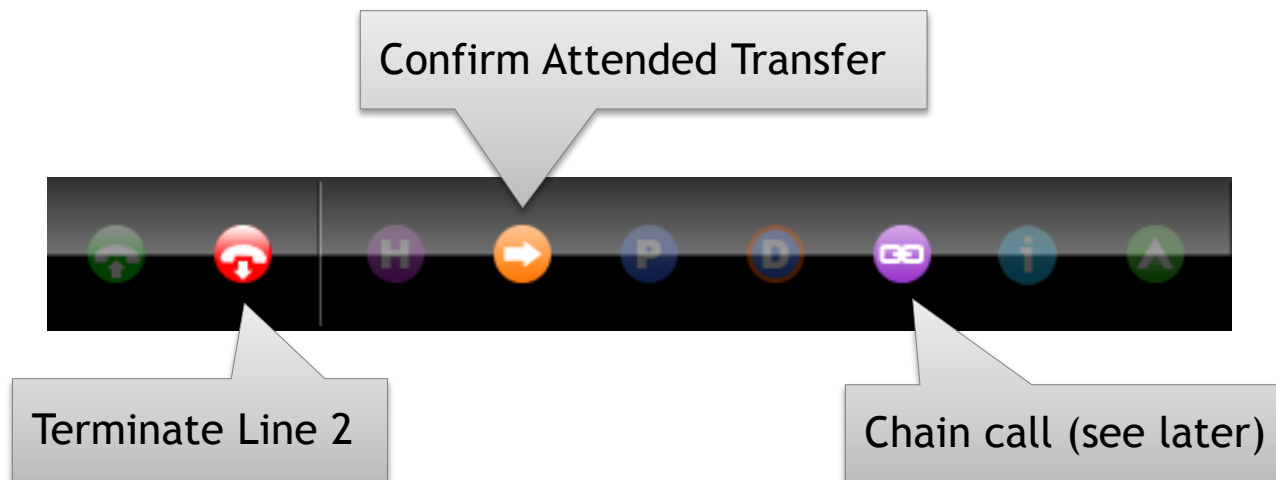
Attended Transfer (2)

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



Attended Transfer (3)

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



7. 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)

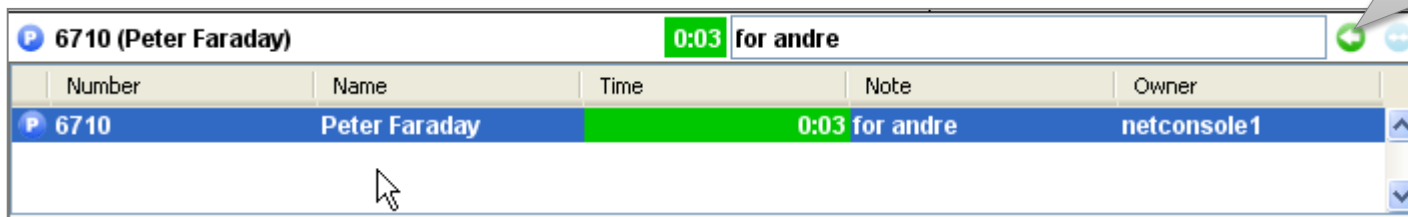
- Note that the use of keyboard shortcuts can greatly improve your efficiency.
- Example: attended transfer
 - “Enter” to accept incoming call
 - “Enter” to place caller on hold
 - Start typing to search in the directory until you find a unique result
 - “Enter” to confirm the transfer (after contact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

To summarize: Enter, Enter, search, Enter

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

Take back button




Number	Name	Time	Note	Owner
P 6710	Peter Faraday	0:03	for andre	netconsole 1


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%

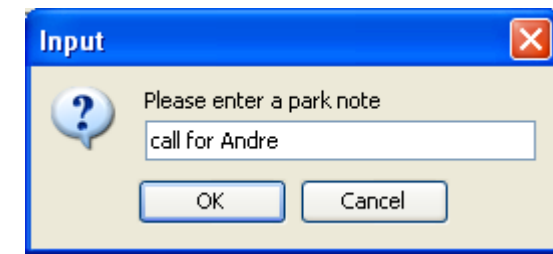
Number	Name	Time	Note	Owner
 6710	Peter Faraday	0:13	for andre	netconsole1

> 80%


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

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



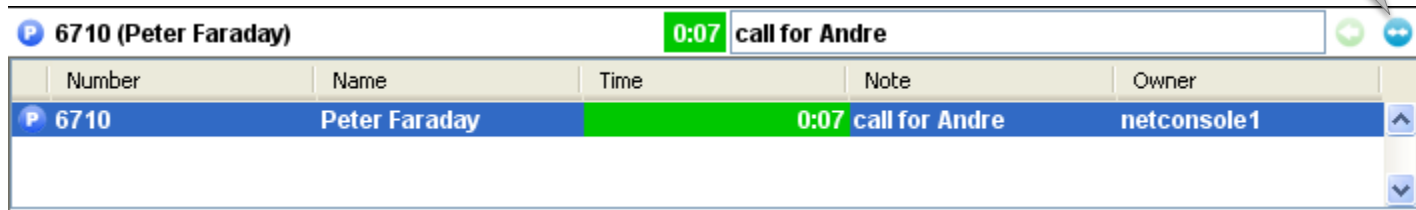
“Park” icon

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

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
P 6710	Peter Faraday	0:07	call for Andre	netconsole 1

Take notes




Set informations on the call ✕

Call type

Info




 **General Queue - R630H PRO (2001) | R630H PRO**

Call Queuer

Call type **Here is the call type**

Info **Here is the call information...**

 **3333 (Long Conversation Robot)**

1. Press the “Call Notes” button
2. Fill in at least one of the two available fields or press the “Cancel” button if you don’t want to add notes anymore
3. Submit your input by clicking on the “Save” button
4. Informations regarding the call are now being displayed in the “Line Status” area and are changeable at any time* by pressing again on the “Call Notes” button

*only available for ongoing calls or calls on hold

Advanced features - X900 only


Directed Park

- 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



“Direct Park” icon

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

Directed Park retrieval

- 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

- 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

Chaining a call (1)

- 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.

Chaining a call (2)

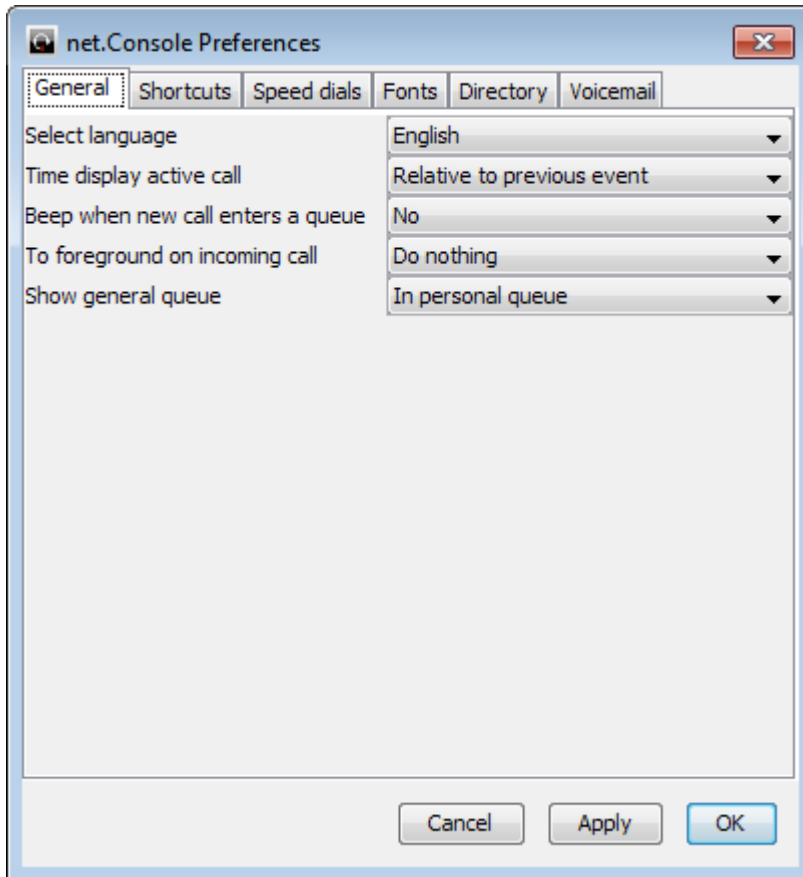
1. To chain a call, follow the exact same procedure as with the Attended Transfer, except when the called person accepts the call, confirm the transfer by pressing on the “chain” button instead of “transfer” button.



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

Select language of the interface

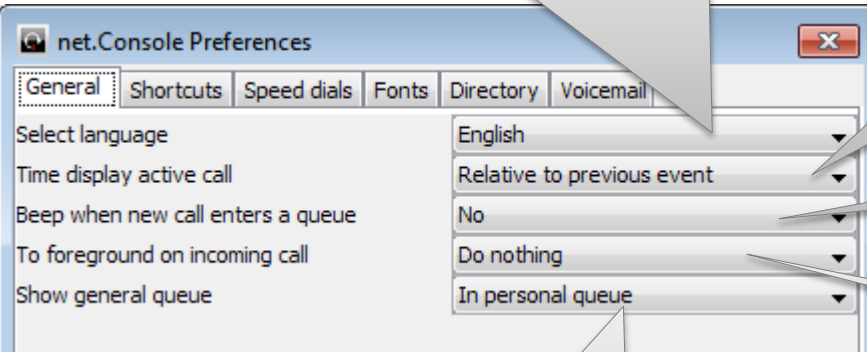
Time format in Line 1 history

Relative to previous event
Cumulative in call
Absolute time of day

Beep on computer

Window behavior on incoming call

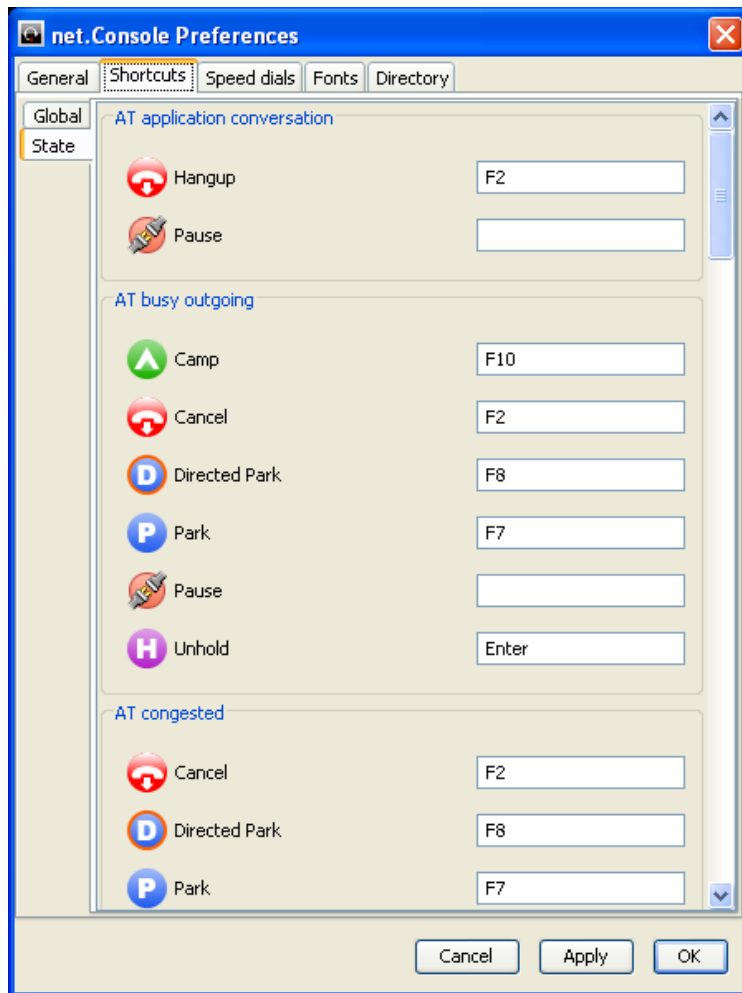
Do nothing
Bring window to front
Notification in system tray + task bar



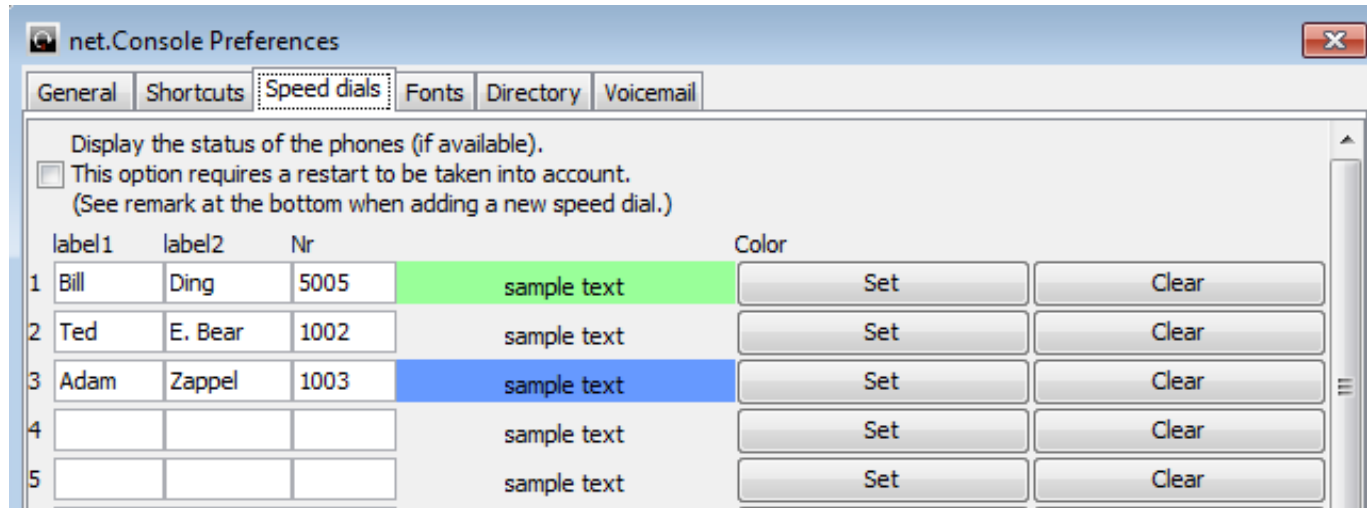
Show calls in the general queue in the supervision area, in the same list as calls from the personal queue.

Keyboard shortcuts

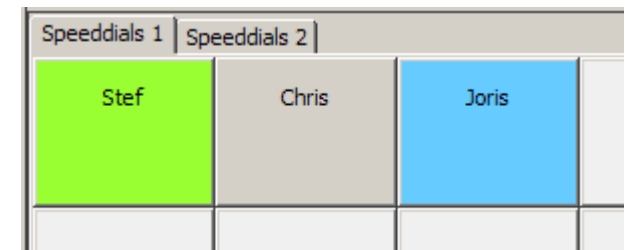
- State shortcuts
 - The keyboard shortcut definition is state context specific
 - A set of pre-defined keyboard shortcuts exists
- Global shortcuts
 - Global shortcuts are state independent and override the state specific shortcuts
 - Empty by default



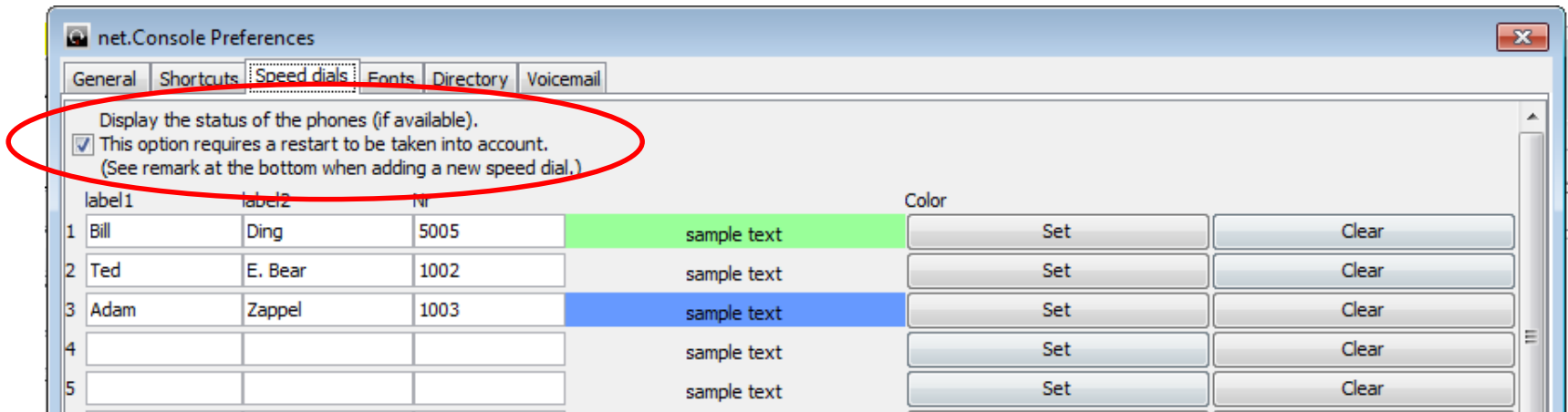
Speeddials



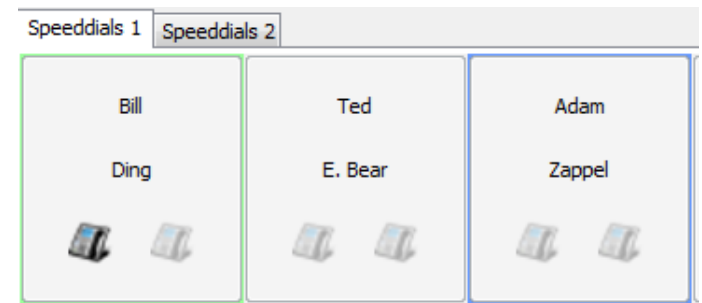
- Label 1: typically first name
- Label 2: typically last name
- Nr: phone number
- Color: button color



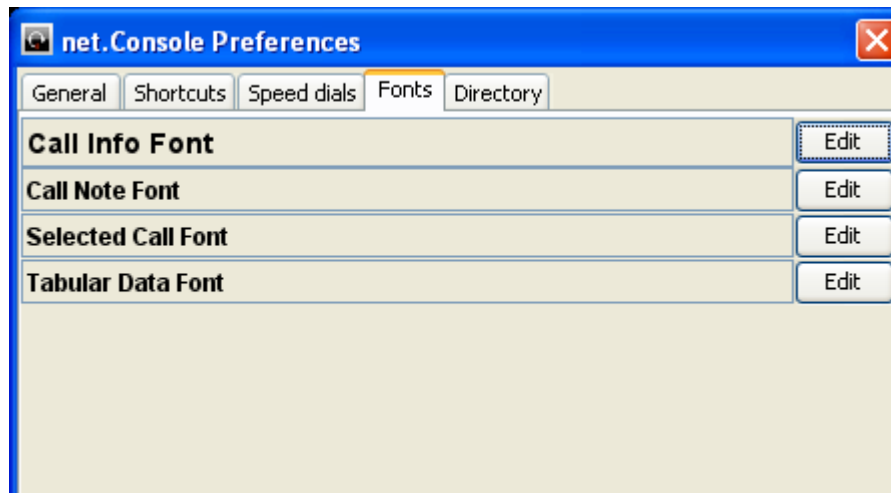
Speeddials with phone status



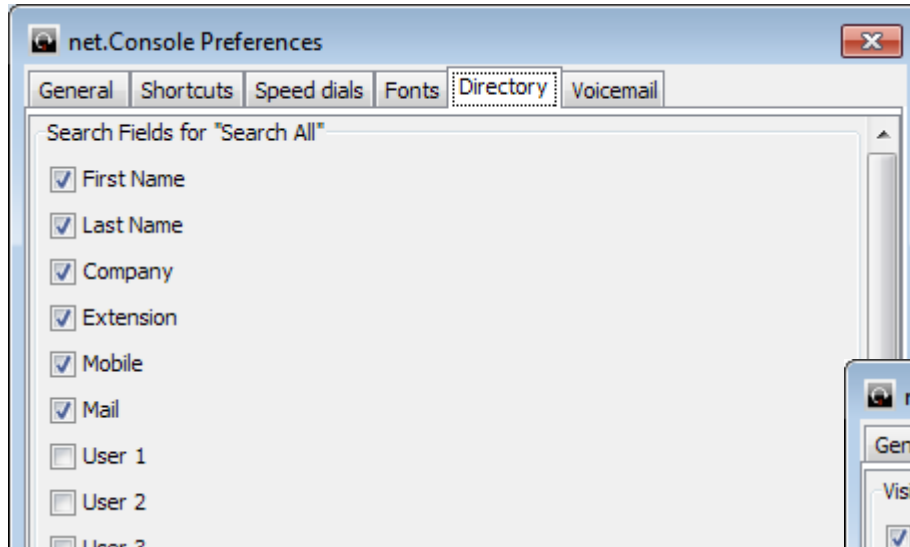
- You can enable phone status on speeddials
- Phone status will be updated for internal contacts (like Internal Directory)
- This option requires a restart of net.Console



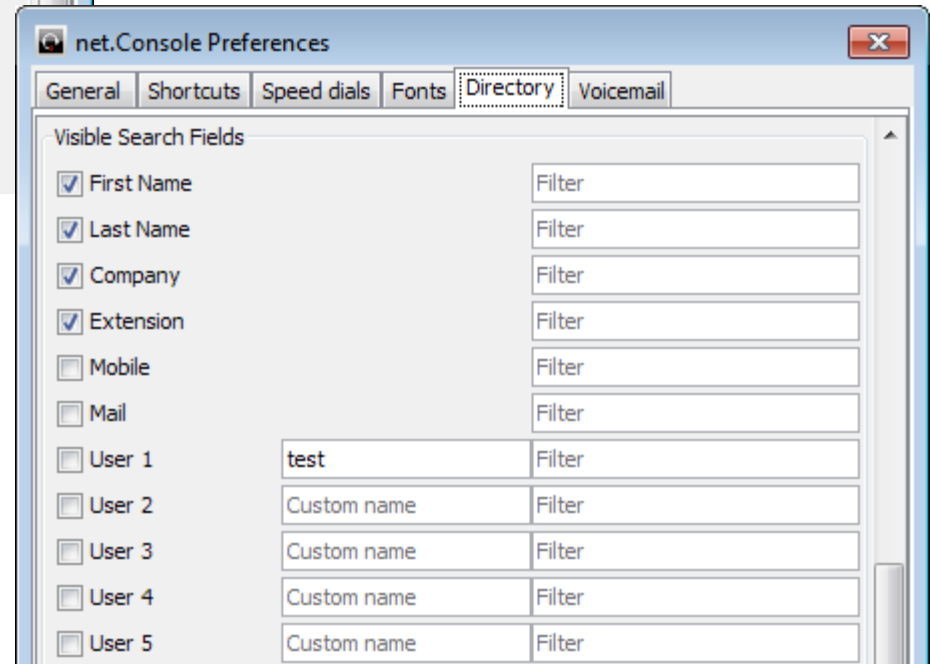
Define font sizes



Directory search fields

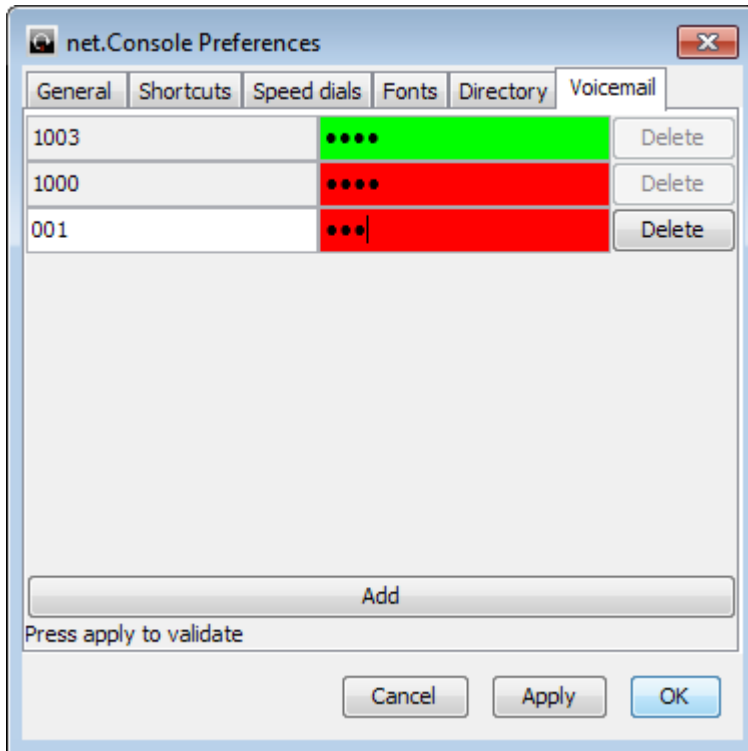


- Select fields included when using “Search All”



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

Voicemail options

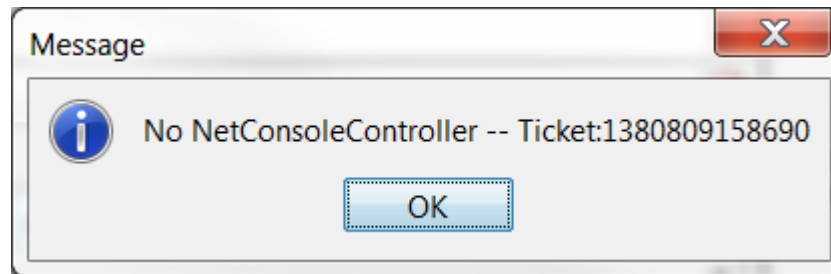


- Choose extensions for which the voicemail box will be monitored
- Set the pincode for each extension voicemail box
- Red if wrong pincode, green if correct

In case of trouble

Not able to login

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



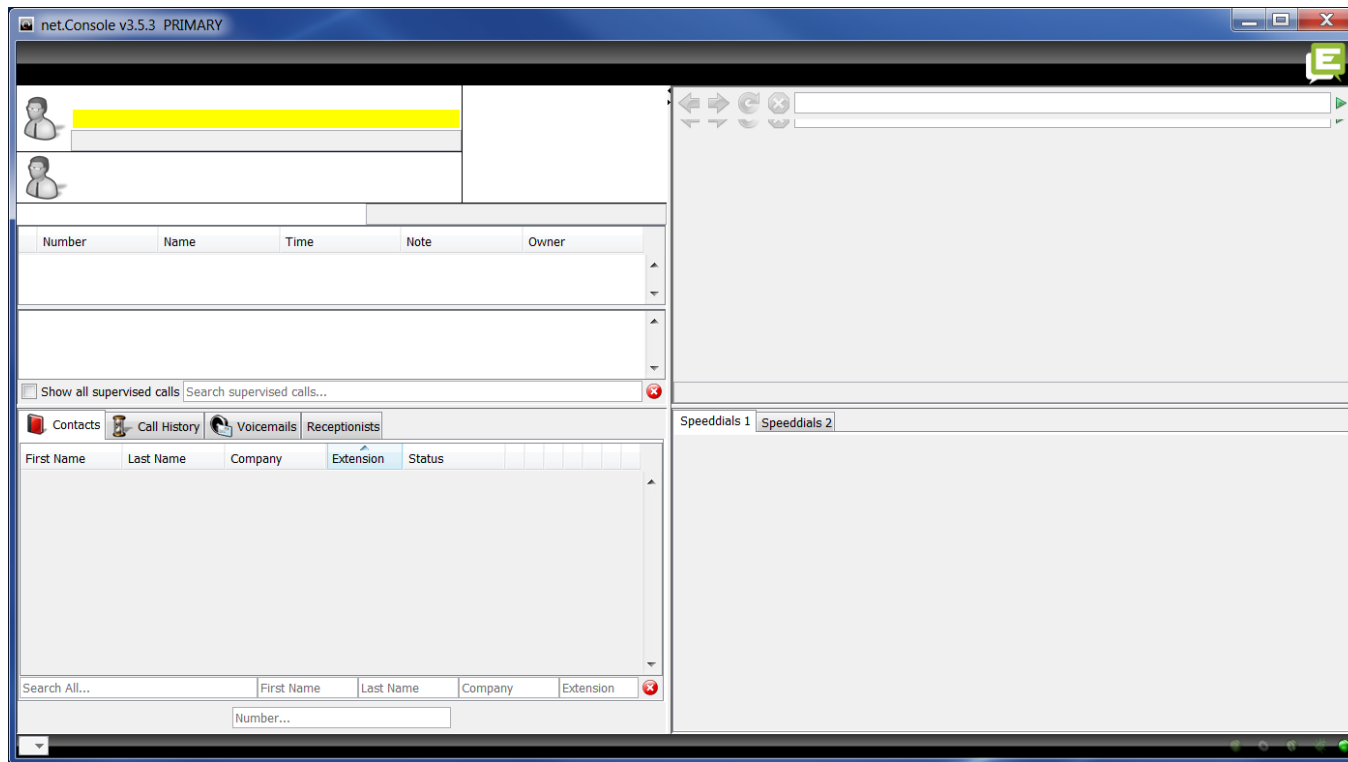
- Or this one when net.Console is already launched and you try to log into your queues



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

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

- The ESCAUX 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:
 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 secondary server



Click to switch to secondary server