

The net.Console User Manual



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General functions

Your desktop





The net.Console (web application)



SNOM 320 phone



Headset (optional)

The display



			net.Console	null	_	_	_	_	_	_
		Ø 🙆					E	5021	JXnet	Console
	a contraction of the second se	ing for new call	2008	Monday 7 Apr	Tuesday 8 Apr	Wednesday 9 Apr	Thursday 10 Apr	Friday 11 Apr	Saturday 12 Apr	Sunday 13 Apr
			all-day							
			08:00							
2 8										
Number	Name Tim	e Note	09:00	00.00						
				Meeting Customer			09:15			
			10:00				Project kick-off			
					10:15					
			11-00		Implementation					
			1,1359		needing					
			10.72							
			12:00	-						
C	A	1				12:30				
lookapi engir	e Dum	berdi 103	13:00			Lunch Carol				
Contacts	Contacts	History Cocemails	▶ 14:00							
Collegues New Buddy List	First Na Last Na Compan	y Status								
Call History	Amaury Demilie Engineer.	Office // 0 00000000000000000000000000000000	15:00							
	Jonan Goetens Engineer. Jordi Nelissen Engineer.	Office M L Control Control				-				
Voicentais	Joske Vermeulen Engineer.	O Office AL	16:00							
	Wim Livens Engineer.	🖸 Office 🌆 🐧 😭 🦳 🧿								
	<		17:00							
								17:00 Happy Hour !		
	>		18-00							
			10.00							
			10.00							
			19:00							
				à						
				9						

The net.Console display is divided into one left **side** and one right **side**.

>

>

>

- The left side contains control keys, the status zone and the contacts.
- The right side is composed of several **tabs**. Each tab has a specific function.

The display – Left side



• • • •			Ø 🙆			
		}₂zzz ₩	aiting for new	ı call		
4						
Number	Name		Tin	ne Note		
	Tookun engine			number	103	•
Contacts	lockust engine	acts	Call History	number d	103 ils	9
Contacts	loodaasi engine Q Conta First Name	acts	Call History	Numbersel Voicema Status	103 ils	9
Contacts	First Name Amaury	acts Last Name Demilie	Call History	Voicema Status Office	103 ils	6
Contacts Collegues New Buddy List	First Name Amaury Johan	acts Last Name Demilie Cloetens	Call History Company Engineering Engineering	Voicema Status Office	103 ils	0
 Contacts Collegues New Buddy List Call History Voicemails 	First Name Amaury Johan Jorka	acts Last Name Demilie Clotens Nelissen Vermaular	Call History	Voicema Status Office Office Office	103 ils	0000
Image: Contacts Image: Collegues Image: Collegues	First Name Amaury Johan Jordi Joska	acts Last Name Demilie Cloetens Nelissen Vermeulen Livenc	Call History	Voicema Status Office Office Office Office	103	00000

Control keys

 Contextual control keys to accept a call, terminate, etc...

Status

 Number of calls in queues, parked calls, console status

Contacts

 Search by short name, first name, last name, company

The display – Right side : Tabs





> External applications

> The 2 first tabs are available to reach external applications like agenda, CRM, etc...

> Documentation

> The 'documentation' tab allows you to consult the documentation

Contol keys



- > The different control keys are contextuals
 - > Only the colored keys are functionnals



Status zone (1)





- > Main queues
 - > Number of calls in queue
- > Personnal queue
 - > Number of calls in queue
- Status
 - > Status of the net.Console and of the phone

Status zone (2)



The line is free	→ New call	Conversation
Operator not logged	Attented transfer initiated	Attended transfer, called phone is ringing
Attented transfer, in conversation with called person		

Parked calls



<i>4</i>				
Number	Name	Time	Note	
P 💽 🏧 102	Jordi Nelissen (102)	38 s		
🔤 💽 🔤 102	Jordi Nelissen (102)	24 s		

- > Parking type (parking, directed parking, etc...)
- > Use the arrow to take back a call
- > Calling number indication
- > Waiting time :
 - > 60% of the maximum waiting time : orange
 - > 80% of the maximum waiting time : red
 - > 100% of the maximum waiting time : rings back automatically
- > Double-click on "note" to add a personnal note

Contacts



	A						
icol up engine			ciumber:	6			
Contacts	Call History	C Voicemails					
First Name	Last Name	Company	Status	100	1-2		
Amaury	Demilie	Engineering	0ffice	1			0
Johan	Cloetens	Engineering	0ffice	1	9	2	0
Jordi	Nelissen	Engineering	0ffice	1	8	2	0
Joske	Vermeulen	Engineering	0ffice	4	0	C	00
Wim	Livens	Engineering	0ffice	4			0



Free





Busy

Search on first/last/short name

Indications :

- > Last name and first name
- > Status (callflows)
- > Deskphone
- Mobile phone
- > Email address
- Information source (net.PBX, CRM, ...)
- Availability indicator of an internal user



Start, login and logout.

Login & Logout



13	8
Name	
- 8	

- > `operators' tab
 - > Colleagues' availability
 - > Free
 - > In conversation ${}^{\mbox{\sc sc s}}$
 - > Login :



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> Logout :



 If all the operators are logged out, the reception automaticaly switches to "night" mode and the calls will be redirected.



Step by step

Answer a call

- 1. The control key "accept a call" is lit
- **2.** The phone rings
- 3. The status icon changes
- **4.** To accept the call :
 - a. Click on the "accept a call" key or
 - b. Lift the handset







- 1. During a call, the "Hang up" key is active
- 2. Click on this "Hang up" key to terminate the call
- **3.** The call is terminated and the status changes.













- **1.** Compose the number on the phone
- 2. Double-click on the phone (desk or mobile)
- 3. Introduce a nr in the "number" zone and click on the green button



IP Telephony with im



Blind transfer

- An active conversation can be transferred in 2 ways :
 - 1. Double-click on the phone (desk or mobile) of a contact
 - 2. Introduce a nr in the "number" zone and click on the green button
 - -> The conversation appears in the parked calls' list







Attended transfer (1)

- 1. During an active conversation, click on the "transfer" orange bouton
- 2. The status changes
- 3. Then you may call the second person using your preferred method









Attended transfer (2)

- 4. When you are in conversation with the second person, you may :
 - > Confirm the transfer
 - > Terminate this call and take back the caller











- During an active conversation, we can click on the "park" key
- 2. The caller is in the parked calls list
- 3. We may take back the parked person
- 4. We may put a second person in contact with the parked person
- 5. After a (configurable) waiting time, the parked person comes back automaticaly to the original operator

www.escaux.com



Telephony with in





Advanced functions

X900 net.Console only

Directed call parking (1)

- During a active conversaiton, we can click on the "directed parking" key
- 2. Then, choose an *internal* contact
 - By clicking on a <u>fixed</u> contact phone (deskphone)

or

 By introducing an <u>internal</u> number in the "number" zone and by clicking on the green button











- 3. The caller is in the parked calls list
- 4. We may take back the parked person if necessary
- 5. The parked person will be in contact with the asked person as soon as this last one presses on any phone :

*55 + <his personal extension >





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Initiate a call in chain (1)

 During an active conversation, we can click on the "calls in chain" key

2. The caller A is in the parked calls list

3. Then we may call the 2nd person (B) with the preferred method





IP Telephony with im



Initiate a call in chain (2)

- 4. The status changes
- 5. When you are in conversation with B, you can put B in contact with A by clicking on the BLACK "chain" button next to A
- 6. A now is talking to B
- 7. Once B hangs up, A will come back to the original operator





IP Telephony with im





Camp on a phone (1)

During an active conversation, it is possible to have caller A "camp on" an **internal** contact (B). To do so :

1. Press the "camp on" key

2. Then, call the **internal** contact B with your preferred method













3. The caller is in the parked calls list



- 4. Once the internal contact B ends up its conversation, the caller A is put in contact with B.
- 5. If A waits more than a predifined time, A automatically comes back to the original operator



Troubleshooting

Manipulations via the SNOM

Manipulations via the SNOM



- > Accept the call via the key \checkmark
- > Press on the "Transfer" key
- > Compose the number
- > Confirm via the key \checkmark
- > Attended Transfer
 - > Accept the call via the key \checkmark
 - > Press on the "Hold" key
 - > Compose the number
 - > Confirm via the key \checkmark
 - > Press 2 times on the "Transfer" key

Telephony with in