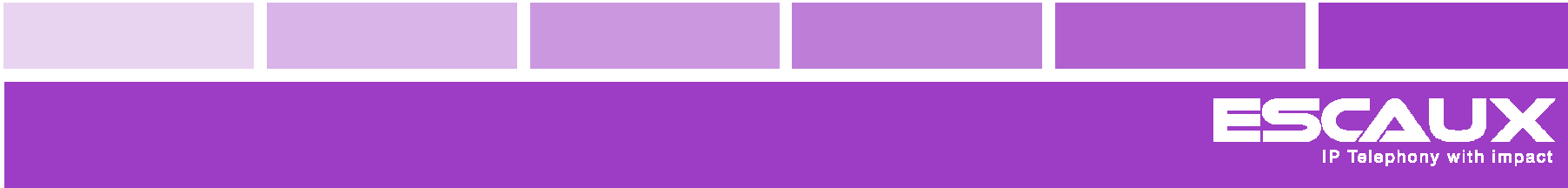


# ESCAUX

IP Telephony with impact

The net.Console  
User Manual

- › General functions
  - › The desktop
  - › The display
- › Start , login, logout
- › 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



## General functions

Your desktop

**ESCAUX**  
IP Telephony with impact



The net.Console (web application)

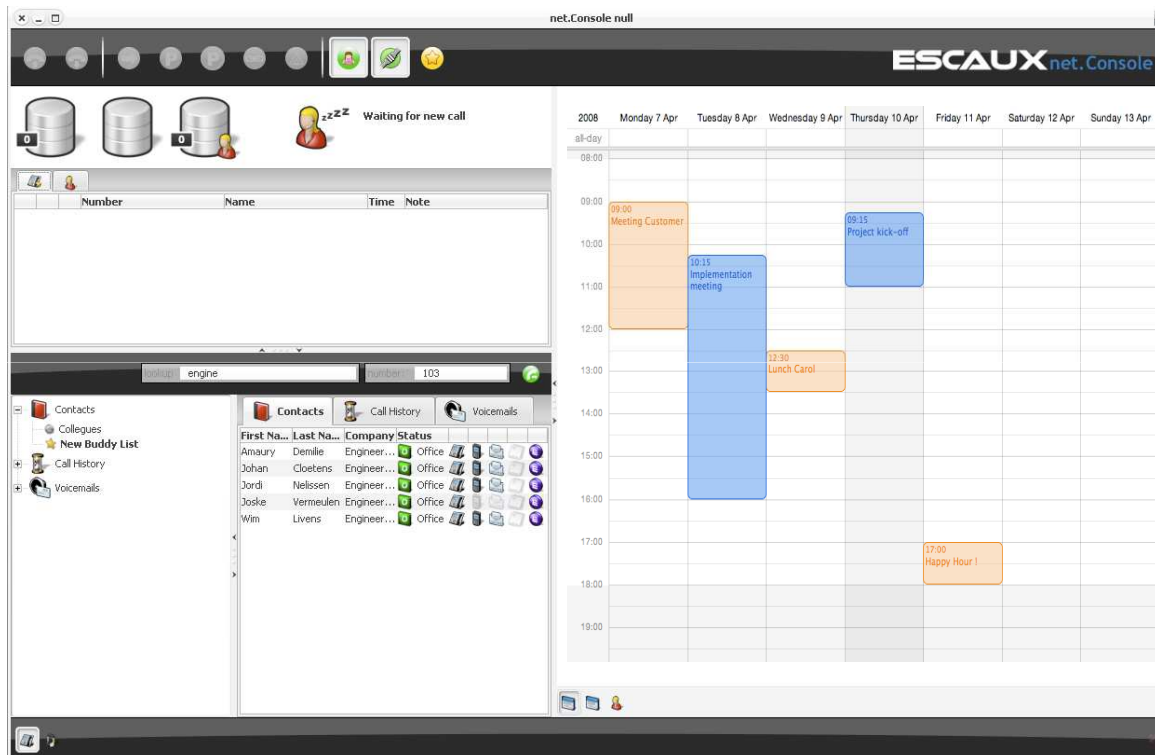


SNOM 320 phone



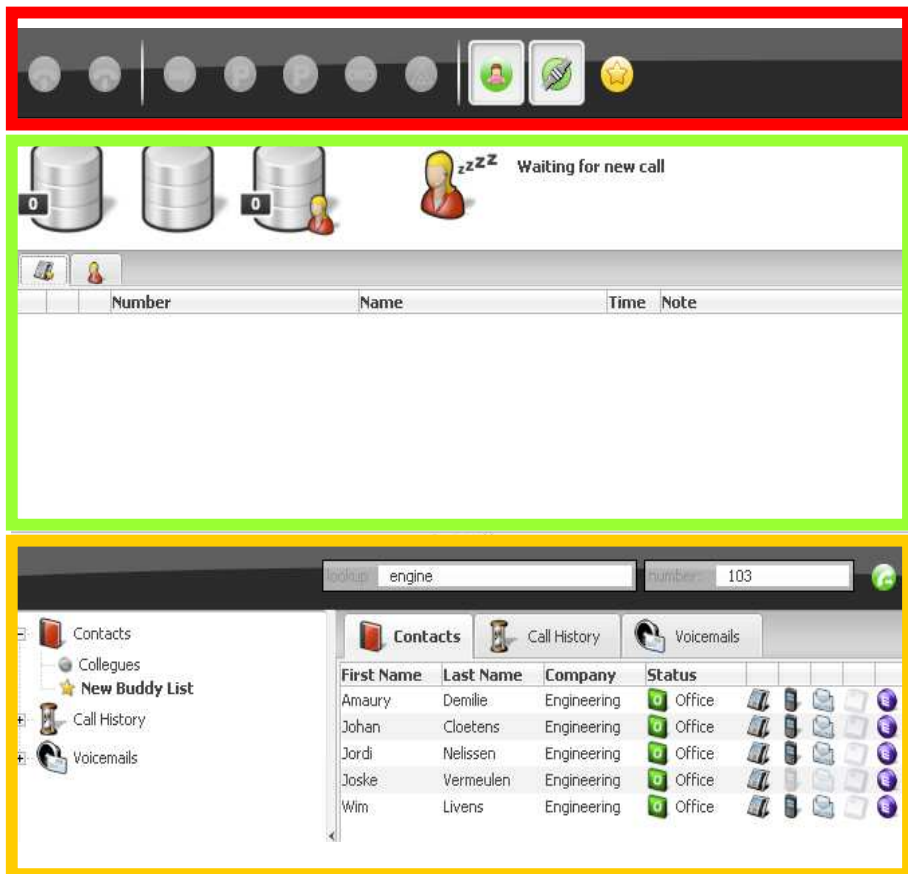
Headset (optional)

# The display



- > 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



### > Control keys

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

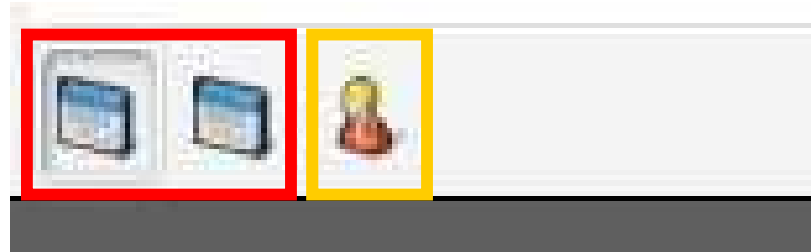
### > Status

- > 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**

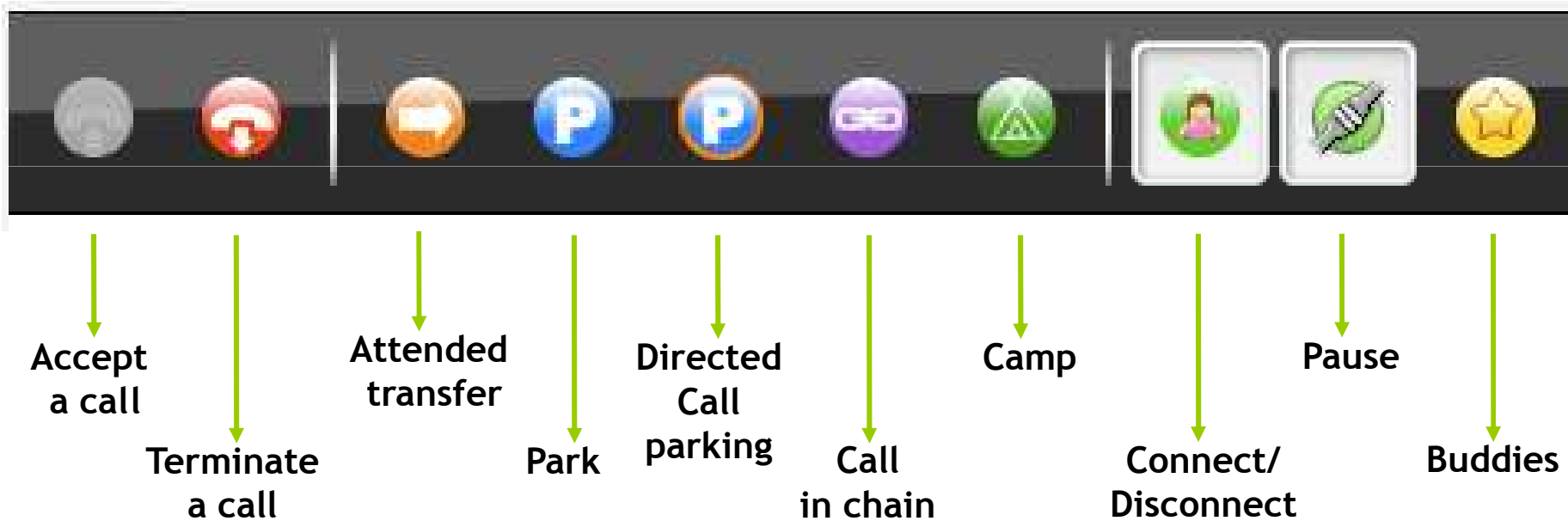
- › The 2 first tabs are available to reach external applications like agenda, CRM, etc...

- › **Documentation**

- › The 'documentation' tab allows you to consult the documentation

## Control keys

- › The different control keys are contextuels
  - › Only the colored keys are fonctionnals


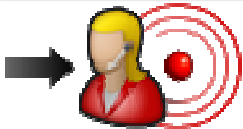











- › **Main queues**
  - › Number of calls in queue
- › **Personal queue**
  - › Number of calls in queue
- › **Status**
  - › Status of the net.Console and of the phone

## Status zone (2)

 <p>The line is free</p>	 <p>New call</p>	 <p>Conversation</p>
 <p>Operator not logged</p>	 <p>Attended transfer initiated</p>	 <p>Attended transfer, called phone is ringing</p>
 <p>Attended transfer, in conversation with called person</p>		

## Parked calls



			Number	Name	Time	Note
			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 personal note



look up engine      number: 103

Contacts    Call History    Voicemails

First Name	Last Name	Company	Status					
Amaury	Demilie	Engineering	Office					
Johan	Cloetens	Engineering	Office					
Jordi	Nelissen	Engineering	Office					
Joske	Vermeulen	Engineering	Office					
Wim	Livens	Engineering	Office					

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



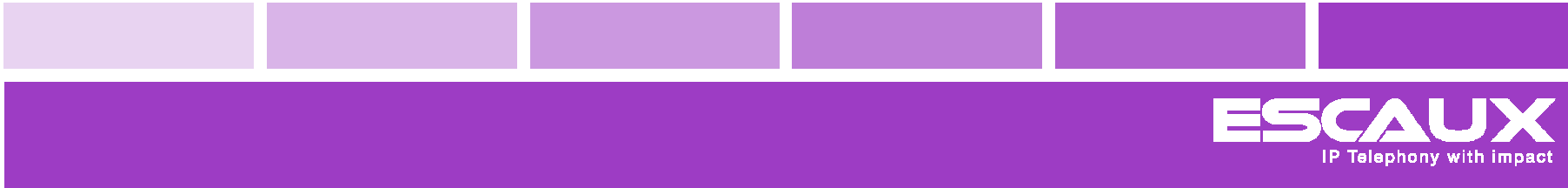
Free



Not connected





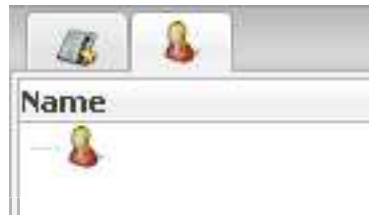
Busy



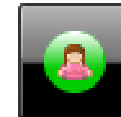
**ESCAUX**  
IP Telephony with impact

Start, login and logout.

- › `operators' tab
  - › Colleagues' availability
    - › Free 
    - › In conversation 



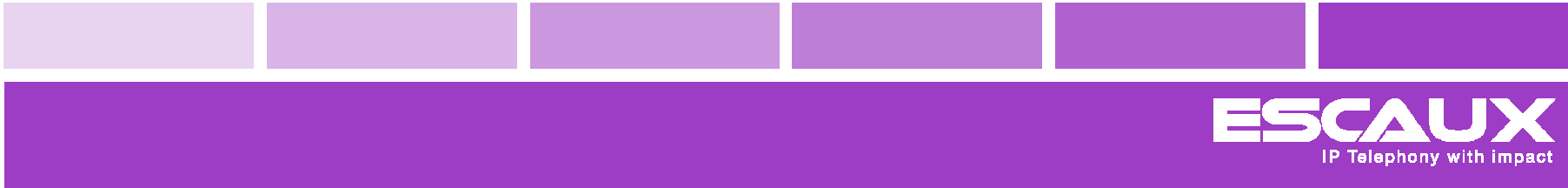
› Login :



› Logout :



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



Step by step

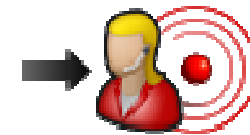
## Answer a call

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





## Terminate a call

1. During a call, the “Hang up” key is active



2. Click on this “Hang up” key to terminate the call

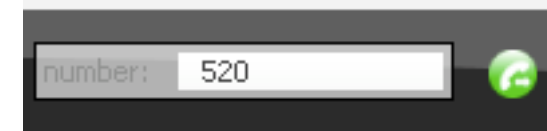
3. The call is terminated and the status changes.



## Initiate a call



- › Several possibilities to initiate a call :
  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



› 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



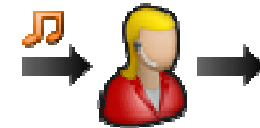
-> The conversation appears in the parked calls' list

## Attended transfer (1)

1. During an active conversation, click on the "transfer" orange bouton



2. The status changes

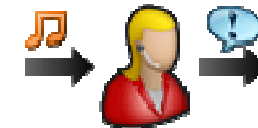


3. Then you may call the second person using your preferred method



## 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



## Park a call

1. 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 automatically to the original operator



## Advanced functions

X900 net.Console only

## Directed call parking (1)

1. During a active conversaiton, we can click on the "directed parking" key



2. Then, choose an **internal** contact

- › By clicking on a **fixed** contact phone (deskphone)



or

- › By introducing an **internal** 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 >

## Initiate a call in chain (1)



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



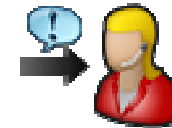
2. The caller A is in the parked calls list



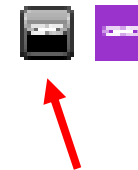
3. Then we may call the 2nd person (B) with the preferred method

## 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

## 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



## Camp on a phone (2)

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 predefined time, A automatically comes back to the original operator

## Troubleshooting

### Manipulations via the SNOM

- › Blind transfer
  - › Accept the call via the key ✓
  - › Press on the "Transfer" key
  - › Compose the number
  - › Confirm via the key ✓
  
- › Attended Transfer
  - › Accept the call via the key ✓
  - › Press on the "Hold" key
  - › Compose the number
  - › Confirm via the key ✓
  - › Press 2 times on the "Transfer" key