



# Operator Console & Operator Console Pro

App Overview

An Operator's Best Friend



# Operator Console & Operator Console Pro

## Overview

Busy call-handling personnel now have a friend with Operator Console and Operator Console Pro. These app enables you to manage inbound call traffic efficiently through an easy to use UI. The UI helps field calls and allows you to easily make decisions on where to send them.

With the summary view, you are able to view the status of your employees and can see who is on the phone, how many calls are in progress, and the duration of each active call.

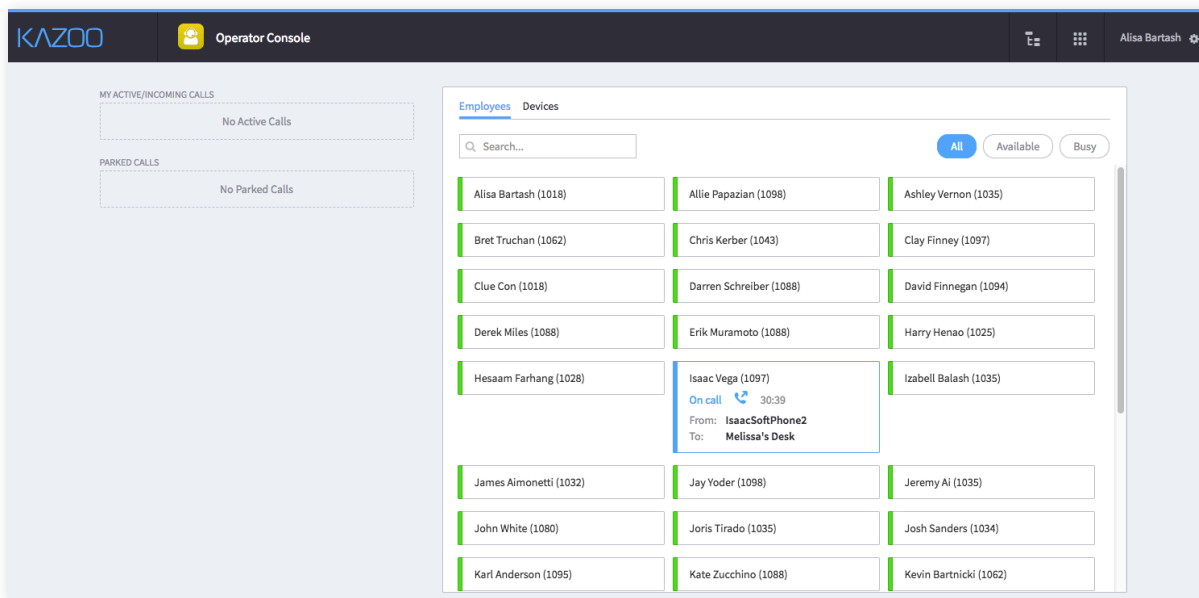
Operator Console Pro takes call handling one step further and gives you the capability to make calls, route calls, and park calls directly in the UI.

With the Operator Console and Operator Console Pro apps, you can:

- View all active and incoming calls
- View parked calls
- See employee status by all, available and busy
- See all devices and which devices are currently available or busy
- Search for a specific person or device

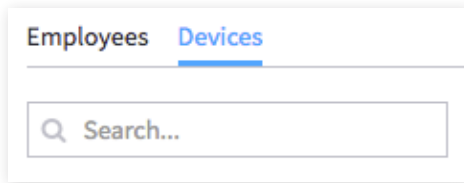
With the Operator Console Pro app, you can:

- Park and retrieve calls without having to remember feature codes
- Route calls to any user, device, voicemail, conference, ring group or queue
- Place calls on hold, end calls, and initiate outbound calls directly in the UI



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## Highlights



### Search Capabilities

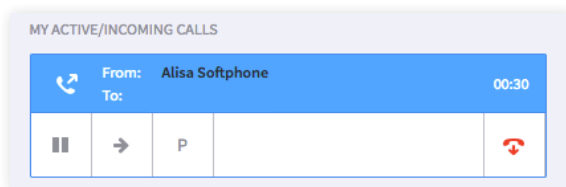
Easily see employee and device availability when you need to transfer a call quickly. Use the search bar to search by employee name or the name of a specific device to view the status.

### Parked Calls

The user interface shows all parked calls in the account, how long each call has been parked, and the parking slot number. Operator Console Pro allows you to retrieve calls in the UI to ensure the caller doesn't wait too long.

#### PARKED CALLS

Call ID	Ryan Bupo (7931)
Spot	1
Call ID	Simone Micha
Spot	2

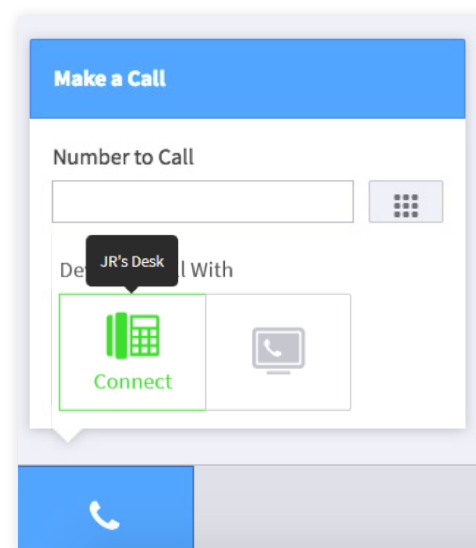


### Call Features

You can see information about current calls, pause a call to put it on hold, transfer a call, park a call, or end a call directly from the UI with Operator Console Pro.

### Device Selector

With Operator Console Pro, you can make calls directly from the UI and select which device you want to place the call from if you have multiple devices enabled.



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## Technical Specifications

### Live Call Data

- View all active calls in one place
- Timers show live call duration
- See whether a call is inbound or outbound
- View status of all employees and devices to see who is available and who is busy

### Concurrent Call Support

- Calls will automatically be placed on hold if you pickup a new incoming call
- Retrieve calls in one click and place all other calls automatically on hold
- Hang-up a call and jump directly into other calls

### Parked Calls View

- See how many parking slots are taken
- See who is waiting in each individual spot
- View the slot number each parked call is in so you can easily retrieve them
- Send a parked call to another person within your organization

### Call Control

- Hang up
- Pause/place on hold
- Send DTMF
- Transfer

### Call Transfer

- Easily select user to transfer call to
- Type in a number manually
- Internal extensions supported

### Initiate Outbound Calls from the UI

- Quickcall lets you select any of your registered devices
- Make a call in one click with an activated webphone
- Type in any number to call

### Filter Status

- Activate/ Deactivate Do Not Disturb
- Toggle Do Not Disturb