



WorldSmart Operator Console Guide

The administrator of the WorldSmart AutoAttendant is able to define if a user has access to the basic three-line Softphone or the 10 line Operator Console. The Operator Console provides a user with an enhanced Softphone to enable advanced call handling and visibility of other users under the account.

The screenshot displays the WorldSmart Operator Console interface. On the left is a softphone control panel with 10 lines (1-10), a numeric keypad, and call management buttons. The main area on the right shows a user directory table with columns for First Name, Last Name, Extension, and IM Status.

FirstName	LastName	Exten.	IM status
Angela	Dills	106	
Anne	Rivera	130	
Chris	Amores	110	On The Phone
Claudia	Goldin	103	
Diana	Cabocabin	117	
Edna	Flores	121	
Elaine	Villasis	137	
Elvie	Melegrito	126	
Eric	Lachica	124	
Erik	Ordonez	127	
Eulerio	Abellera	108	
Gene	Baizo	116	Busy
Glecio	Ganio	122	
Glenn	Caole	119	
Hernio	Caberto	118	
Icasiano	Santos	135	
Jeffrey	Miron	104	
Jeffrey	Balino	112	
John	Comje	113	
Kenneth	Rogoff	101	
Lawrence	Katz	105	
Mayson	Silverio	132	
Michael	Reyes	129	
Michael	Rodriguez	131	
Michelle	Gomez	123	In a Conference
Nicole	Tateosian	102	
Nony	Abejano	107	
Pete	Alisuag	115	
Phalpo	Aghicn	100	
Raymond	Lee	125	
Ricky	Eleazar	120	I'm Available
Rodrey	Salimos	134	
Ronald	Barredo	114	
Sebastian	Ramos	128	
Teresita	Tanayo	133	

1. The Dialpad



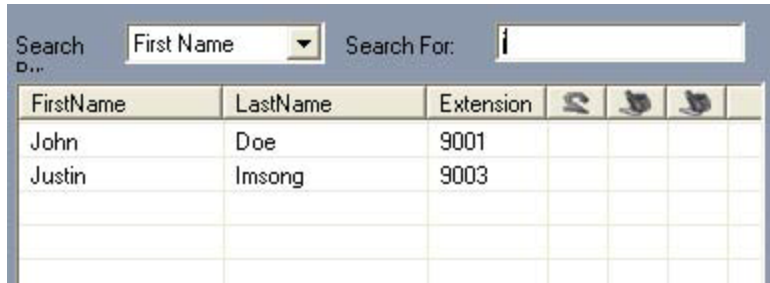
This is where the number pad, the call line switches and other buttons/tools are available. The microphone controls are placed to the left and the speaker controls are placed to the right of the area where the call line switches and the phone number fields are present.




- The “C” button beside the phone number field allows you to clear that field.
- The “Dial” and “Hang Up” buttons are placed below the call line switches along with the “Redial” button.

Then the number pad follows along with buttons for other options such as:

1. Hold (used to hold or resume a call on the selected line).
2. Transfer (used to Blind Transfer the call on the selected line).
3. Contacts (Shows the contacts window, from where you can also access the call history page).
4. DND (sets your Softphone to “Do Not Disturb” mode).
5. Voice Mail (Connects to the users voicemail server).

2. The “Search” options and results:

A screenshot of a search interface. At the top, there is a "Search" label, a dropdown menu set to "First Name", and a "Search For:" text box containing the letter "i". Below this is a table with columns for "FirstName", "LastName", "Extension", and three icons (a magnifying glass, a person, and a Twitter bird). The table contains two rows of data: "John Doe 9001" and "Justin Imsong 9003".

FirstName	LastName	Extension			
John	Doe	9001			
Justin	Imsong	9003			

- The combo box for “Search In” allows you to choose the field (first name, last name) in which to search for the user.
- The “Search For” text box is where you type the name of the user you are searching for. The Search results list changes as you type in the search word. The search lists out all names in which the keyword you type is found.
- All entries that match the search request are shown in the list below the search options. All options that are available when you right click on a row in the “User List” will be available in the Search results list.

3. The “User” list:

FirstName	LastName	Exten...				IM status
Angella	Dills	106				
Annie	Rivera	130				
Chria	Amores	110				On The Phone
Claudia	Goldin	103				
Diana	Cabcabin	117				
Edna	Flores	121				
Elaine	Villasis	137				
Elvie	Melegrito	126				
Eric	Lachica	124				
Erik	Ordonez	127				
Eufemio	Abellera	108				
Gene	Bariso	116				Busy
Glicerio	Ganio	122				
Gloria	Caoile	119				
Herminio	Caberto	118				
Icasiano	Santos	135				
Jeffery	Miron	104				
Jeffery	Balino	112				
John	Comje	113				
Kenneth	Rogoff	101				
Lawrence	Katz	105				
Maryiam	Silverio	132				
Michael	Reyes	129				
Michael	Rodriguez	131				
Michelle	Gomez	123				In a Conference
Nicole	Tateosian	102				
Nony	Abrajano	107				
Pete	Alisuag	115				
Philippe	Aghion	100				
Raymond	Lee	125				
Ricky	Eleazar	120				I'm Available
Rodney	Salimos	134				
Ronald	Barredo	114				
Sebastian	Ramos	128				
Teresita	Tamayo	133				
Tessie	Villarflor	138				
Veronica	Schreiber	136				
Vincent	Alonzo	109				
Zotica	Tolete	139				

- This list displays the all the users under the account. This list can be sorted based on First Name, Last Name or extension.
- The first three fields display the user’s first name, last name and his extension respectively.



- The next three fields show the status of the three WorldSmart phones (Softphone, IP Phone1 and IP Phone2) which are available in the platform.
 1. When no icon appears against a phone, it implies that phone is not registered with WorldSmart (i.e. it is not switched on).
 2. When a "blue" colored phone icon appears it implies that the phone is registered and there are no active calls.
 3. When a "red" colored phone icon appears it implies that the phone is registered and that there are one or more active calls.

The Operator can use this list for various purposes such as:

1. Make a Call: Operator can make a call to a user in the list by right clicking on the row for that person and choosing "Call."
2. End a Call: Operator can end a call by right clicking on the row where there is an active call (or a call initiated by him but not yet connected), and then choosing "Hang up."
3. Hold/Resume a Call: Operator can hold/resume a call by right clicking on a row where there is an active call and choosing "Hold" or "Resume" respectively.
4. Transfer Call: Operator right clicks on the row of the person to whom he wants to transfer a call. Then selects the sub-option "Transfer" from the menu that pops up. This shows a list of all the current active calls on his phone. Operator chooses one of them and the selected active call is transferred.
5. Send a Message: Operator right clicks on the row of the person with whom he wants to chat and then chooses "Send a Message."
6. Send a File: Operator right clicks on the row of the person to whom he wants to send a file and chooses "Send a File."
7. Message Archive: Operator right clicks on the row of the person whose message archive he wants and selects "Message Archive."

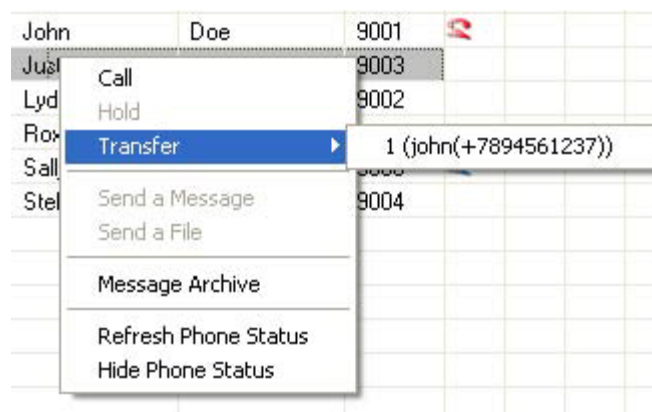
Each row, apart from displaying the details of the user and the status of his phones also displays the status of the call that you made to him. The status of that call is indicated by changing the background color for that row as follows:

1. White color: No active call, and the row is not selected.
2. Grey color: No active call but the row is selected.

3. **Green color:** The call is active and you are speaking to him.
4. **Blue color:** The operator initiated a call, but it has not been answered yet.
5. **Orange color:** The call on that row is on hold.

Let us take an example of performing an internal supervised transfer using the operator console.

1. A call comes in from user 'X'. Line 1 rings. The Operator accepts the call.
2. The caller requests the operator transfer him to some user 'Y' whose extension is 9111.
3. The Operator right clicks on the line corresponding to user Y (with ext. 9111). Chooses "Call" from the popup menu that is displayed.
4. The line on which the operator is on the call with user 'X' is automatically put on hold.
5. When the operator gets the permission/confirmation from Y, he right clicks again on the line corresponding to 'Y' and chooses "Transfer". A submenu is shown, which contains a list of all active calls in the format specified below. The Operator chooses the line on which the call with 'X' is held.



In the above image the submenu for "Transfer" shows that there is one "active" call which can be transferred. That active call is on line 1 and the remote party for that call is 9023.

The above screen shot shows that the operator wants to transfer the call on line 1 to a user named "John" (you can find the corresponding row highlighted in grey color in the background).

NOTE: WorldSmart does not currently support attended transfers to non-WorldSmart devices, i.e. land lines or mobiles. Attended transfer is only available within the WorldSmart environment.