



SoftConsole

SoftConsole is the PC based Windows Operator Console for IP Office. SoftConsole has been designed to improve operator service by providing the operator with call information and available call actions to simplify call handling and give the appropriate response to the caller. With this easy to use software tool the operator can maintain visibility of the number and type of calls waiting and so ensure that clients are greeted in a professional manner. SoftConsole has a similar look and feel to the Phone Manger application and can be minimized in the Windows system tray when not in use, but will pop up on the screen when a call is received.

The screenshot shows the AVAYA IP Office SoftConsole interface. The title bar reads "IP Office SoftConsole / Anne Webb". The menu bar includes File, View, Actions, Directory, Tools, and Help. The tool bar contains various call control icons. The Call Information panel (highlighted in red) shows details for a call from May Spring (208) to Anne Webb (209) in an alerting state. The Directory panel lists contacts: Abbey Nortin (203), Anne Webb (209), Barry Shear (201), and Barry Smith (302). The Queue Panel shows a "Main" queue with a timer at 00:00. The Held Calls panel shows a call from Betty Edmund... to Anne Webb... held for 00:53. The BLF Panel shows BLF Group 1 with extensions Extn201 (1) and Extn202 (1). The Park Slots panel shows slot [1] occupied by Shander Lear and other empty slots. The Status Bar at the bottom indicates "Connected", "Profile: 209", "Missed Calls(37)", and "New Messages: 2".

SoftConsole has been designed to be easy to use, while offering a look and feel, which will appeal to experienced and novice operators alike.

The SoftConsole screen is divided into the following areas:

- **Main Menu Bar**



Commands and actions are available through menus. Some features can only be used when the right conditions. If they are not available, the feature will be "grayed out" until conditions change that allow the feature to be used. The following features are available on the tool bar:

- Login.
- Save Profile.
- New call.
- Answer call.
- Hold call.
- Transfer call.
- Transfer complete.
- Reattempt transfer.
- Conference.
- Hang up.
- Page.
- Record call.
- Compact view.
- Dial Pad.
- Access conference room 1.
- Access conference room 2.
- Options.

• **Call Details Panel**

Call Information	
Calling Name:	Betty Edmunds
Calling Number:	204
Called Name:	Anne Webb
Called Number:	209
Call Status:	Alerting - Incoming
Duration:	00:02

The call details panel on the left shows details of the current call which will include the following information:

- **Calling Name**
The system directory name associated with the calling number.
- **Calling Number**
The telephone number of the call originator.
- **Called Name**
The system user name or hunt group name associated with the called number.
- **Called Number**
The extension number the incoming call has been routed to by the system.
- **Call Status**
States the progress of a call. The border around the call status panel changes color to indicate the status of the call.
- **Call Duration**
The length of time that the has been in the state as indicated by the Call Status
- **Notes**
This area displays notes or information about the call i.e. when a call has been returned as there was no answer from the extension it was transferred to. If annotation is attached to the call, details are shown in the Notes area.

If a new call arrives, the call details panel will display the calls waiting to alert the operator and allow answering of the call based on the Caller ID.

• **Directory Panel**

Property	Value
Name:	Anne Webb
Number:	209
Busy Status:	Idle
Do Not Disturb Status:	Off
Login Status:	Logged In
Group Status:	
Main	Out of Group
Sales	In Group
CustomerHelp	In Group
Absent Message:	
New Voice Mail Messages:	2
Forwarding Status:	
Forward Unconditional:	Off
Forward On No Answer:	Off
Forward On Busy:	Off
Follow Me:	Off
Forward Hunt Group Calls:	Off

The directory panel on the right shows information on following:

Directory entries

- Including IP Office users, hunt groups and external directory user (non IP Office extensions)

Single directory entry details

- Including IP Office users, hunt groups and external directory user (non IP Office user).

Script

When a script has been configured for either the calling or called number, the script is displayed in this panel.

For example, an operator may be answering calls on behalf of more than one company. To ensure the call is answered with the correct company name a script file can be created with the company name details. The script

- is displayed whenever a call is received for that company.

Call Information	
Calling Name:	Company One
Calling Number:	01707364416
Called Name:	Anne Webb
Called Number:	209
Call Status:	Alerting - Incoming
Duration:	00:05

COMPANY ONE

All calls are to be announced

General Enquiries - Extension 123

[Close Script](#)

Conferencing

Within SoftConsole, calls can be conferenced when held, or a conference can be created through the two conference rooms:

Conference Held Calls

- An operator can conference calls that are in the Held Panel. All calls in the Held Panel will be conferenced.

Conference Room

An operator can configure up to two conference rooms including details on who is hosting the conference plus the ability to send out invites to conference participants (automatic invites can be generated in conjunction with VoiceMail Pro, see IP Office Conferencing Center for more details). SoftConsole gives the operator visual status of calls in the conference room:

Not Invited.



Invited.



Joined.



Declined.



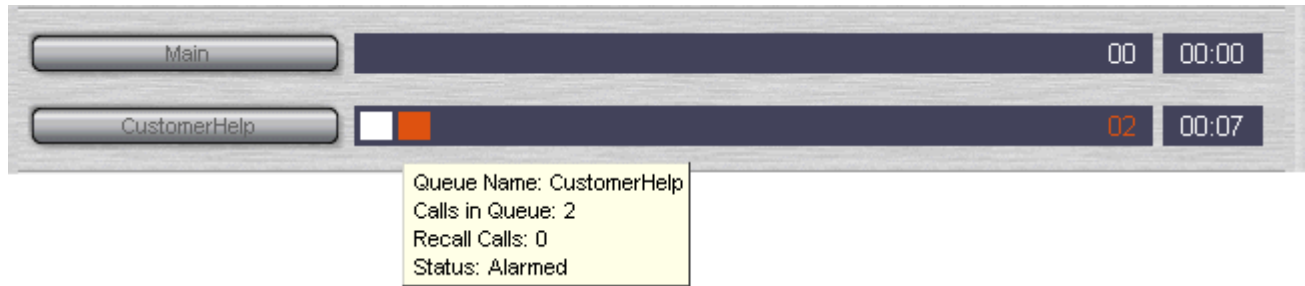
Unavailable.



Queue Panel

The queue panel displays a bar graph of the number and the status of external calls held in a particular queue.

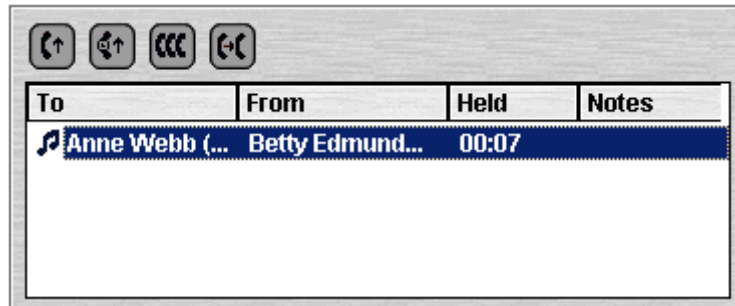
- Up to 8 Call queues can be configured and labeled to reflect incoming calls for specific hunt groups.



Held Calls Panel

The held call panel enables the operator to manage all calls held at the operator station. These calls will appear as a list in panel. The operator can perform the following the functions: Answer the highlighted held call, Answer the longest held call, Conference held calls (see conferencing section above) or Transfer held call.

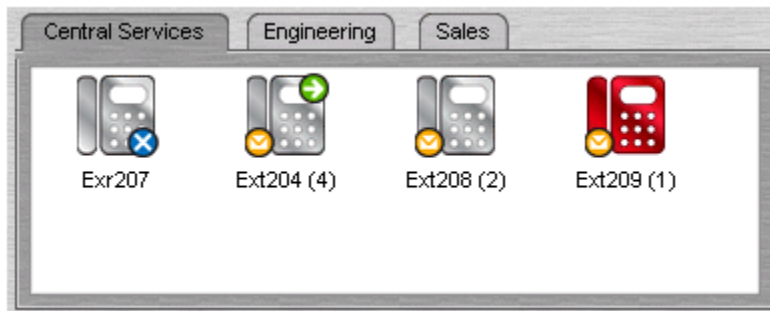
- the longest held call, Conference held calls (see conferencing section above) or Transfer held call.



BLF Panel (Busy Lamp Field Panel)

The BLF panel displays icons to indicate the status of selected users. Each icon provides information on individual users such as: Unread 'User' voicemail messages, User status information, for example Busy, DND and

- Forwarded is indicated by the various icons used. Up to 10 tabs with 100 icons on each tab are supported.



Park Slot Panel

- The park slot panel can contain up to 16 system-wide park slots with specific Park ID's for each slot.

Call History

- SoftConsole's call history keeps a combined record of up to 100 (incoming, outgoing and missed) calls while the application is active Double-clicking any logged call dials that number.

	Number	From	To	Tag	Date & Time
!	206	Theresa Green	Anne Webb		19/10/2006 15:12:01
!	210	Paul Jones	Anne Webb		19/10/2006 15:12:24
(209	Anne Webb	?Anne Webb		19/10/2006 15:12:50
(209	Anne Webb			19/10/2006 15:14:33
)	206	Theresa Green	Anne Webb		20/10/2006 08:53:50
!	206	Theresa Green	Anne Webb		20/10/2006 08:55:09
)	206	Theresa Green	Anne Webb		20/10/2006 08:56:07
(209	Anne Webb	May Spring		20/10/2006 09:06:28
!	210	Paul Jones	Anne Webb		20/10/2006 09:14:26

Status Bar

This Shows current status of the system and is divided into four sections that display current connection status, current Profile name, information messages and The number of new voice mail messages for the operator.

- Information messages include any alarm conditions that are present within the system.



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