

Hayley is Logged in.

Hayley operates the front desk on her own.

She hasn't connected anyone for a couple of minutes and there are no Calls in queue.

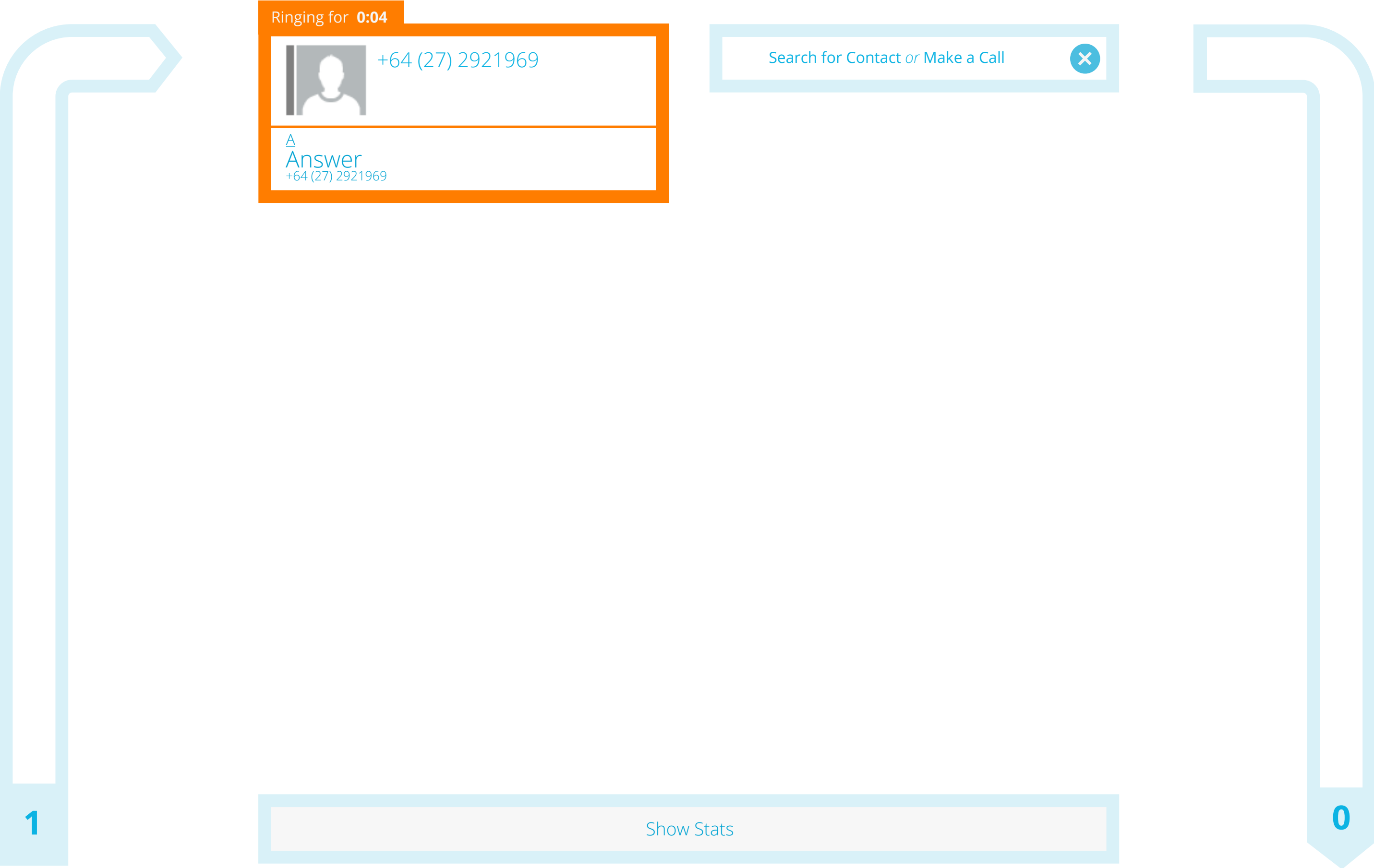
Caller xfered to recipient 01
28.04.14

A Call arrives and is shown in the current call area straight away as there are no other calls before it.

Hayleys' card is transitioned out to show the incoming call and the action button to answer the call.

The border of the Callers' card and the action button show as red until the call is answered.

The Callers' information is not held in the phone book, so minimal information is displayed. In this case only the number called from.



Once Hayley answers the call, the colour of the border transitions back to represent a non critical state.

The Action button transitions from 'Answer' to 'Hold' and 'Park'.

Until there is a contact to transfer this call to, the only options available to Hayley are to Hold the call, or to globally park the call.

A Call notes input area is available for Hayley to write the caller's name etc.

Console

active for 0:04

+64 (27) 2921969

Call notes:

H

Hold

+64 (27) 2921969

P

Park

+64 (27) 2921969

Search for Contact or Make a Call

Show Stats

1

0

The caller asks to talk to Danelle. Immediately Hayley starts typing the name, the search is continually refined.



1

active for 0:04

+64 (27) 2921969

Call notes:


H
Hold
+64 (27) 2921969


P
Park
+64 (27) 2921969


Show Stats

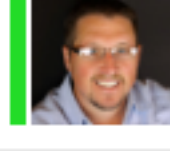
0


Da ×

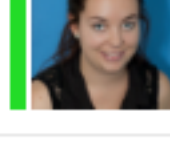
**Axel de Maupeau dAbleig**
Administration
89563
Available


**Damon Carter**
Support
Lync

**Dan Console Demo**
Dan Haug

**Dan Haug**
Channel Manager, Chicago, USA Sales
6586
Available

**Dan Jagtiani**
Zeacom UK
2788

**Danelle Richardson**
Development
89617
Available - free until 3:30 p.m.

**Daniel Guirguis**
USA Support
6379

Hayley finishes typing the intended recipients name, there is only one Danelle so only her card is returned from the search and shown.

Because there is only one search result, the corresponding details card is displayed under the current call area, showing all possible contact options for Danelle in this case.

The Call Actions have now also transitioned from:

‘Hold’ and ‘(global) Park’

to

‘Hold, Voicemail, Transfer and Park for’

Console

active for 0:29

+64 (27) 2921969

Call notes:

H

Hold

+64 (27) 2921969

V

Voicemail

Danelle

T

Transfer to

Danelle

P

Park for

Danelle

Danelle Richardson

Development

89617

Available - free until 3:30 p.m.

Ext:

89617

Office:

+64 (9) 3553617

Email:

danelle.richardson@zei

Show Stats

Danelle

Danelle Richardson

Development

89617

Available - free until 3:30 p.m.

1

0

Hayley puts the call through to Danelle's extension.

After she hits T (TBD) to connect the call, the current call panel transitions to Hayley's Profile card as there are no calls in the queue.

The call is now shown on the right side of the screen.

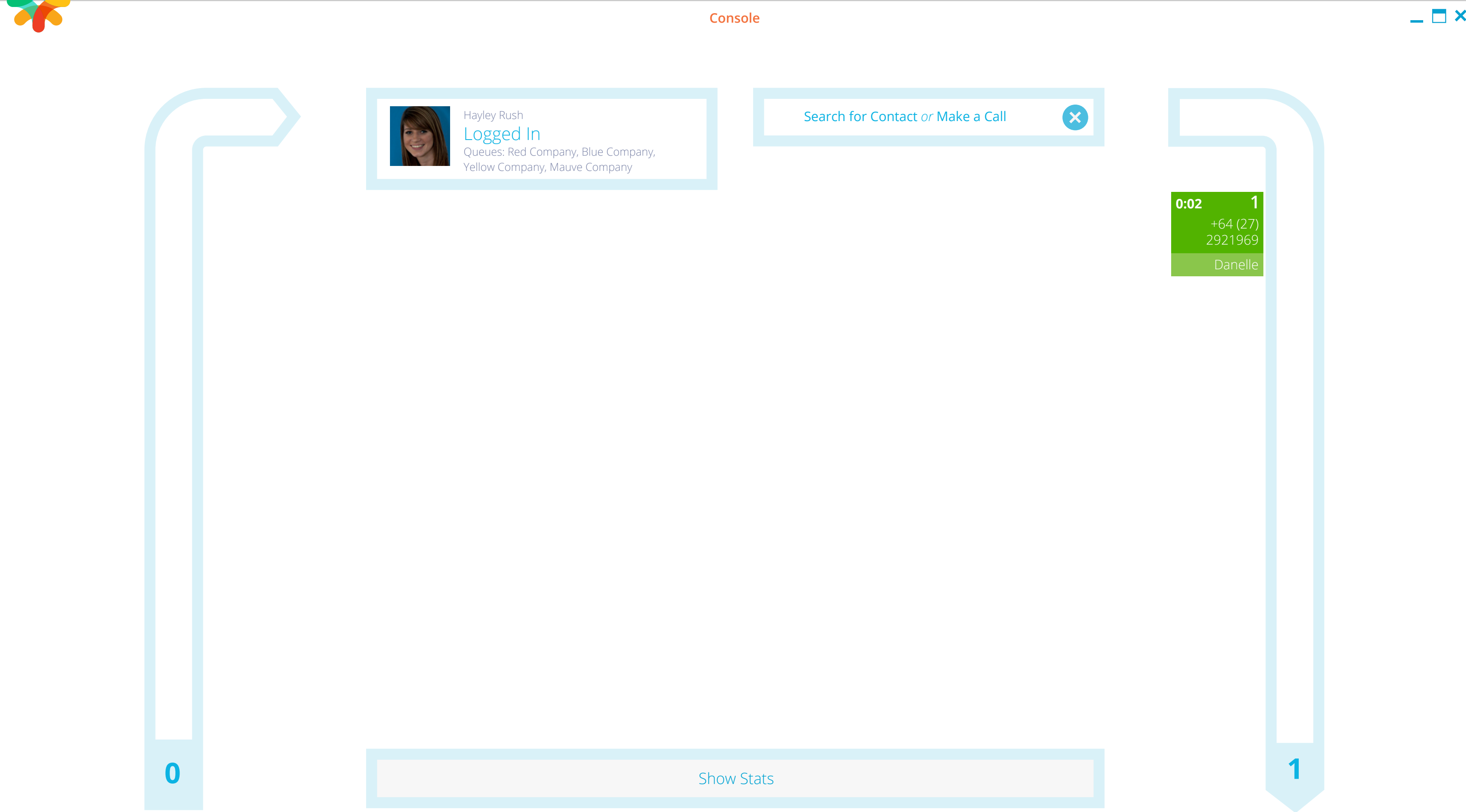
The Call is displayed showing:

Time the call has been in this state i.e. since it left Hayley.

Call ID number (Top Right). Pressing this number on the keyboard will pull the call back and allow Hayley to talk to the caller again.

Caller name or number

Intended recipient of the call

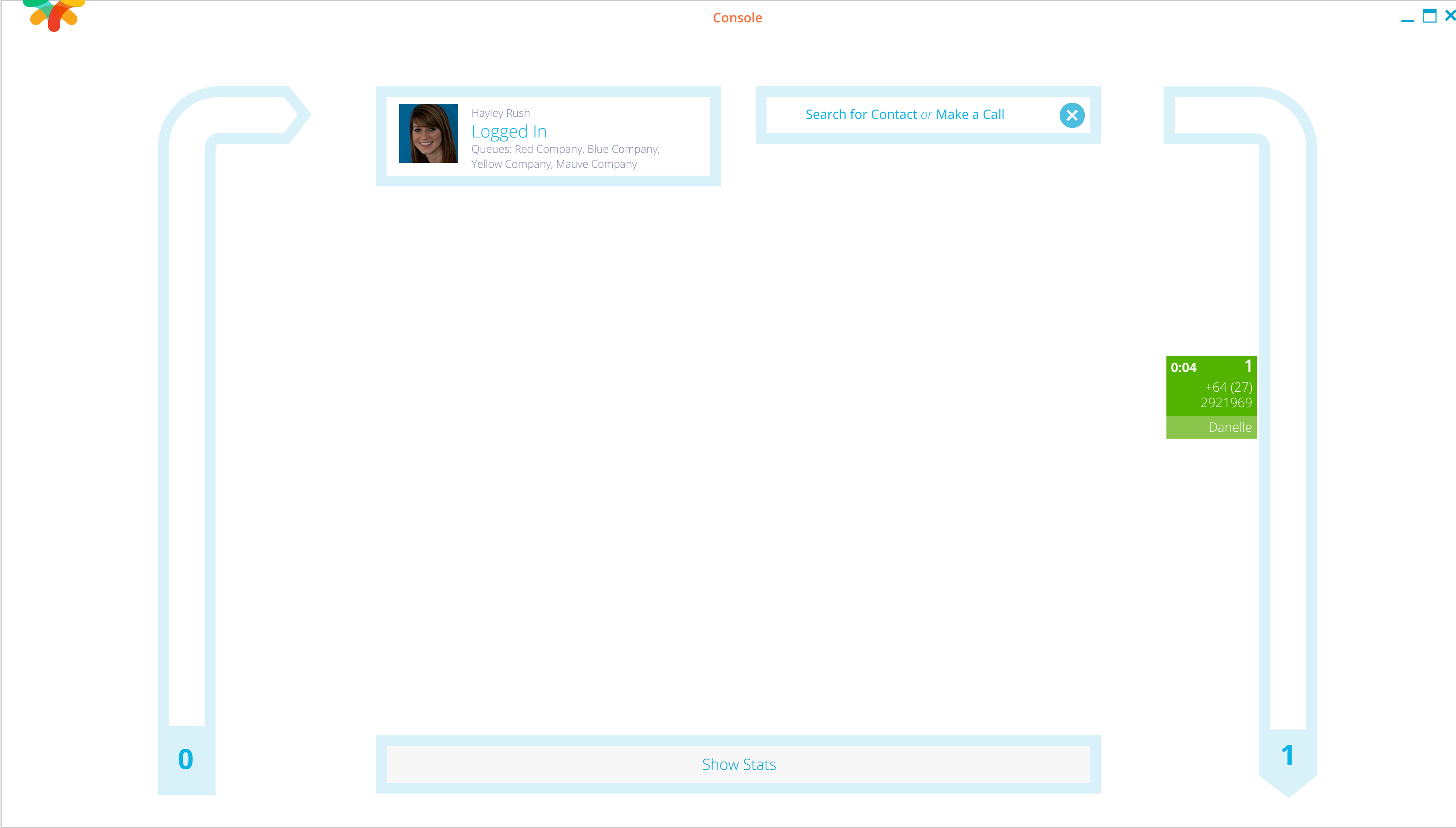


The Processed call should only ring at an extension for aprox 16 seconds (four rings).

Over the period of 16 seconds the Call will fall gently down the screen.

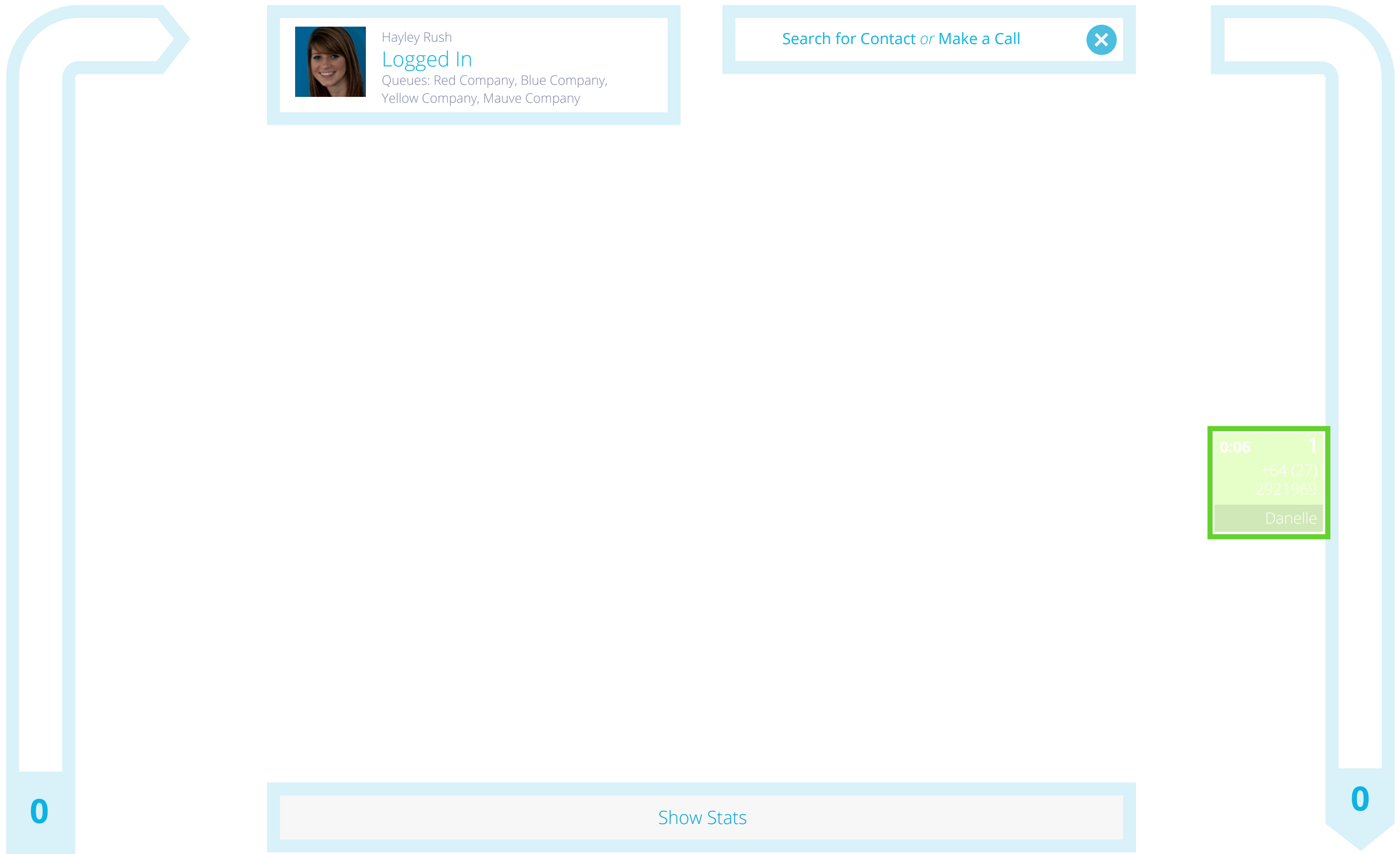
The call transitions slowly from green to red at around 12 seconds to show at a glance if the call is not being picked up by Danelle.

(Once the Call reaches the bottom it will be red and the timer will continue to display the current time in this unconnected state.)





If Danelle answers the Call, the Call visualisation will transition out, when it has been sucessfully connected and is no longer Hayley's concern.

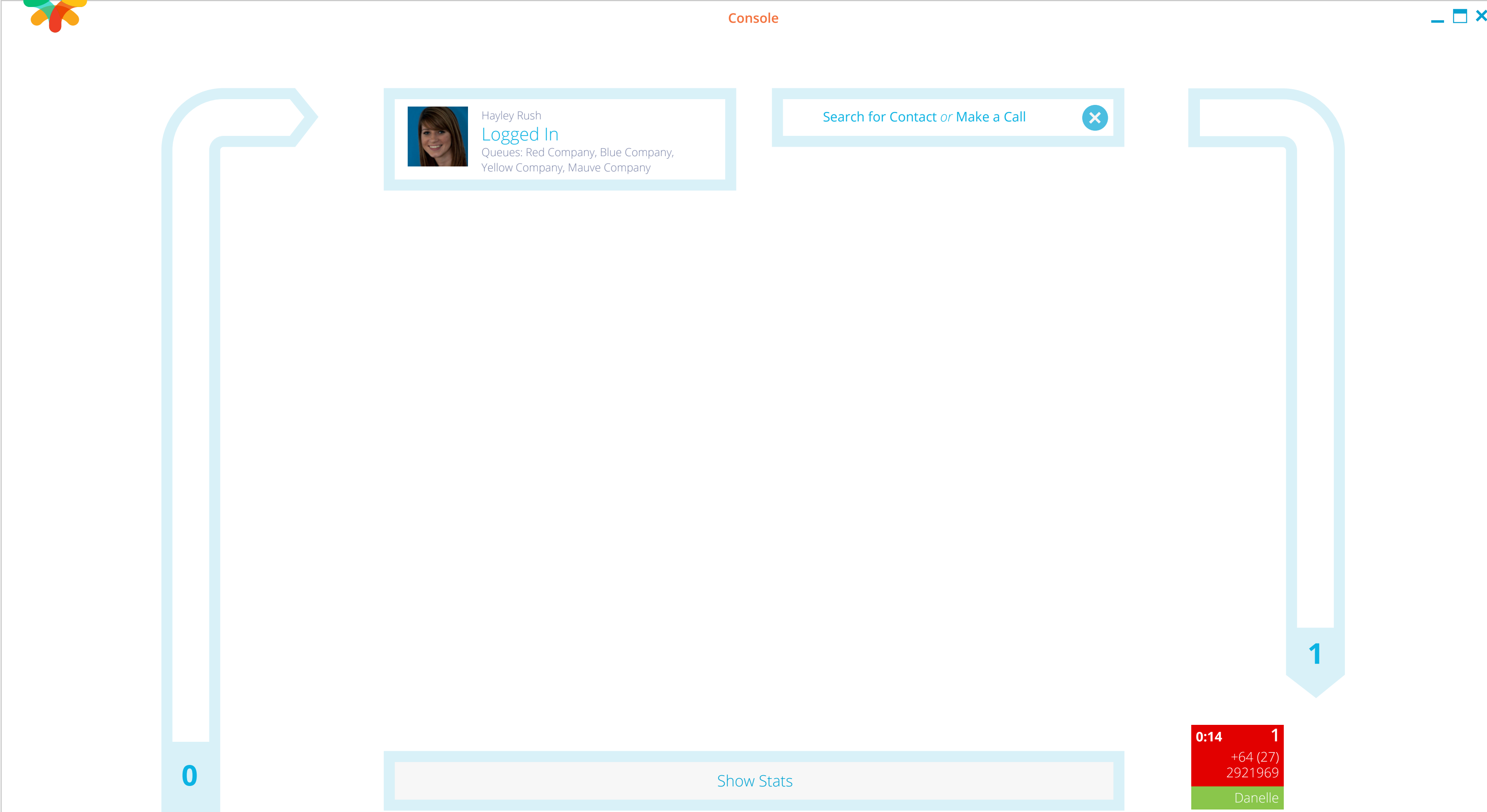


If Danelle is away from her desk and there is no personal IVR, the call will continue to ring at her extension.

The Call is displayed to Hayley as turning red over the period of 16 seconds as it desends the right side of the screen.

When it reaches the bottom it will be red as it's still ringing on the extension. The timer will continue to display the current time in this unconnected state.

Hayley can pull the call back by pressing the corresponding Call ID number from the keyboard, so she can ask the caller if they are happy to wait etc.



When the call is pulled back, the intended recipient is also displayed.

On the top of the current call tile the attempted action is shown along with intended recipient and the time the call has been in the system.(*)

This information is numbered to show how many attempts have been made to connect this caller.

Console

1. was Parked for Danelle for 1:19

+64 (27) 2921969

Call notes:

H

Hold

+64 (27) 2921969

V

Voicemail

Danelle

T

Transfer to

Danelle

P

Park for

Danelle

Danelle Richardson

Development

89617

Available - free until 3:30 p.m.

Ext:

89617

Office:

+64 (9) 3553617

Email:

danelle.richardson@zei

Search for Contact or Make a Call

Danelle Richardson

Development

89617

Available - free until 3:30 p.m.

Show Stats

1

0

Caller xfered to recipient	11
28.04.14	

Caller xfered to recipient	11
28.04.14	

Caller xfered to recipient	11
28.04.14	

Caller xfered to recipient	11
28.04.14	

Hayley can see that Dan Haug is available so she 'Tabs' down to dans card.

When Dan's card has focus, Dan's Details Card is displayed under the Actions for the Call.

The Actions for the call have also transitioned from 'Hold and (global) Park' to a set of actions pertinent to the intended recipient currently highlighted.

Console

1. was Parked for Danelle for 1:19

+64 (27) 2921969

Call notes:

H

Hold

+64 (27) 2921969

V

Voicemail

Dan

T

Transfer to

Dan

P

Park for

Dan

Dan Haug

Channel Manager, Chicago, USA Sales

6586

Available

Dan Haug

Channel Manager, Great Lakes Region

Chicago Office

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6379

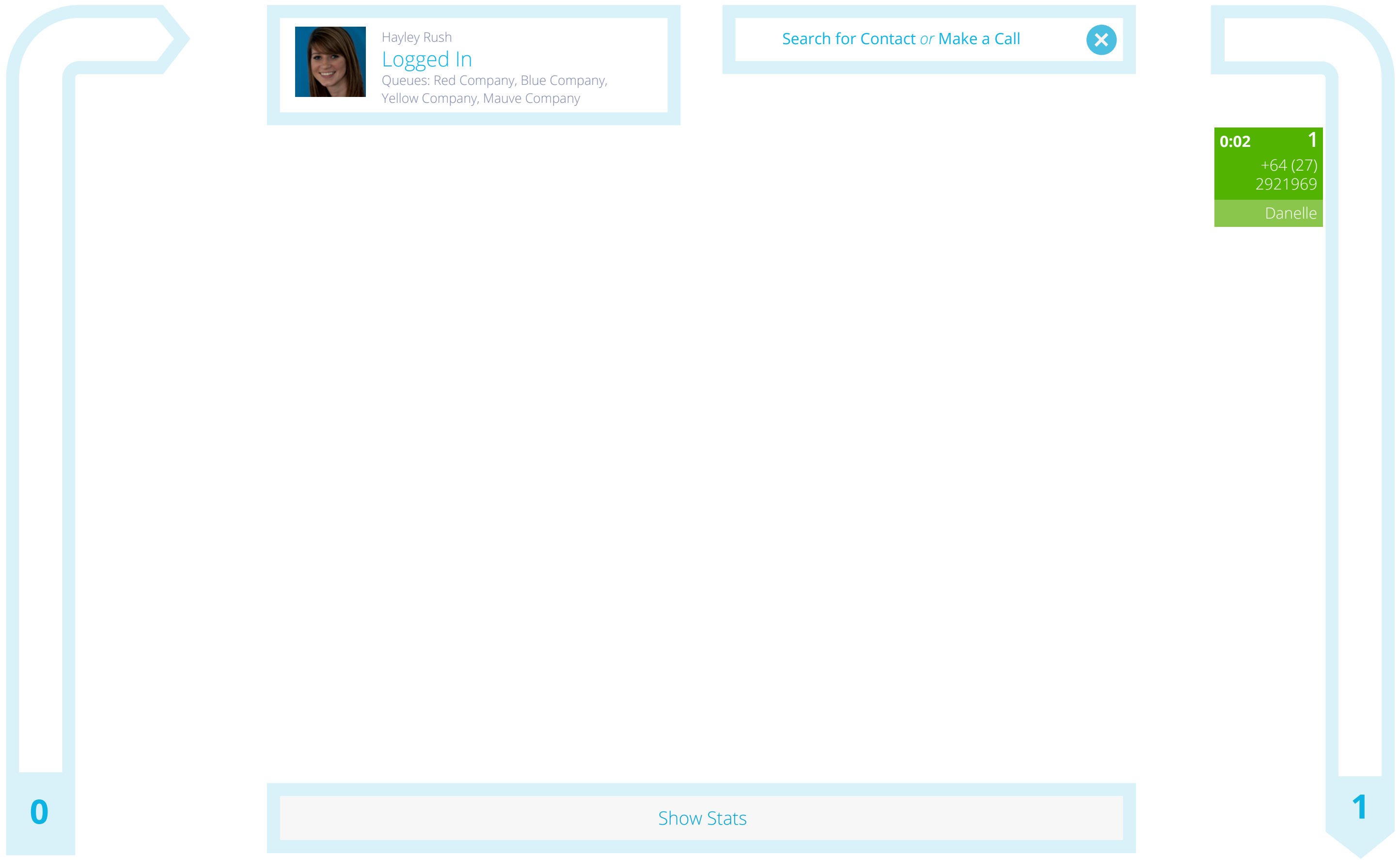
Show Stats

0



Hayley puts the call through to Dans extension.

The Call Tile now shows the time the call has been in its **current state**.



If the caller is unlucky twice, the call will be represented with the last transfer attempt at the top of the current call panel.

The transfer attempt is numbered to represent the amount of times a transfer has been attempted.

+64 (27) 2921969

Call notes:

H

Hold

+64 (27) 2921969

V

Voicemail

Dan

T

Transfer to

Dan

P

Park for

Dan

http://www.zeacom.com

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Lync:

sip:Dan.Haug@zeacom

Email:

dan.haug@zeacom.com

2. was Parked for Dan for 1:31

+64 (27) 2921969

Call notes:

H

Hold

+64 (27) 2921969

V

Voicemail

Dan

T

Transfer to

Dan

P

Park for

Dan

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Lync:

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dan.haug@zeacom.com

Show Stats

Search for Contact or Make a Call

Dan Haug

Channel Manager, Chicago, USA Sales

6586

Available

1

0