

## Busy or not busy

The card is designed to show at a glance whether someone is able to take a call right now, or not.

### Available to take a call

An idle contact card is white with 'Idle' as the status description. The Lync status indicator will show green.

### Not able to take a call

The contact card of someone who is busy or away is grey with the reason they are unavailable written as the status description. The Lync status indicator will show red.

### Presence Hierachy

If the user is using multiple forms of presence then the hierachy is as follows:

- \* Zeacom
- \* Other (eg. Lync)

The colours on the left handside of the contact card are as follows:

Red - the person is either on the phone or is unavailable to take a telephone call eg. they are on leave, or away from their desk

Green - the person is available to take a telephone call as they are at their desk and/or not on the telephone (depending on where we are receiving our presence information from).

If the user is in our organisation and uncontactable then the background of the card is grey, if the user is outside of our organisation or we don't know there phone status then the background of the card is white.

Lync Status Indicator



Kevin Dobb  
Management Accountant, Zeacom  
94 123 4567  
Idle

Annotations:

- Name
- Job description and company
- Dynamic search criteria display
- Status Description

Kevin Dobb  
Management Accountant, Zeacom  
94 123 4567  
Idle

Annotations:

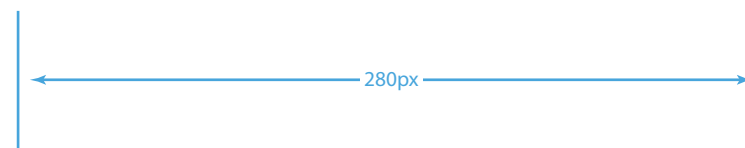
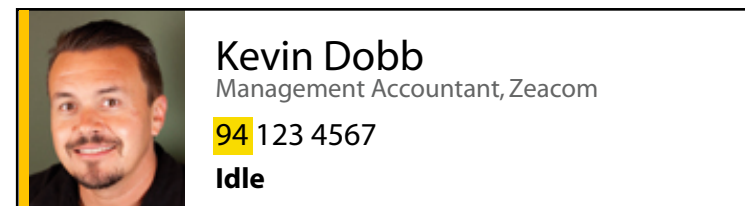
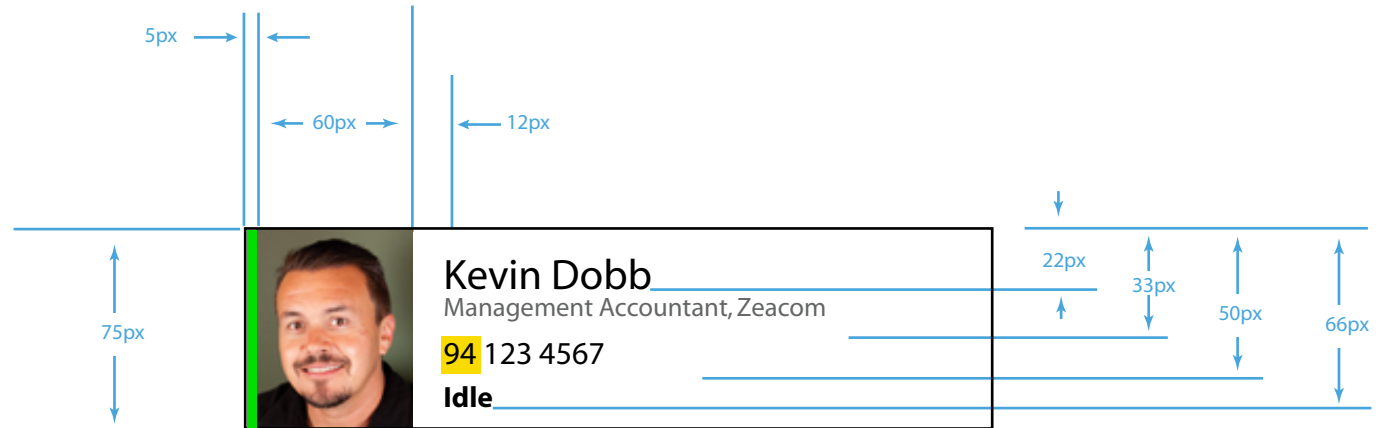
- Name
- Job description and company
- Dynamic search criteria display
- Status Description

Steve McQueen  
Management Accountant, Zeacom  
9478  
Inbound queue call for 12:04

## Contact Card

There is not room on the card to show all contactable parameters of any one contact from a search.

The Name, Job description, Employer and Status description are all constant on the card.



Myriad 16/16pt.  
0pt paragraph space after  
Myriad 10/10pt.  
2pt paragraph space after  
Myriad 12/16pt.  
2pt paragraph space after

Myriad Bold 11/14pt.

Myriad Roman 11/14pt.

Contact Card Rollover functionality

1. Available Contact card as presented to agent who has searched to dial out and is not currently on a call.

No names are shown on action buttons rolled over from contact cards when there is no call in progress.

2. Available Contact card as presented to agent who has searched for someone to help with a call they are currently on.


Because the call will be a transfer off an existing call, the names of the parties on the call and to be called are shown on the action buttons.

3. Unavailable Contact card.


Functions available to a contact will be shown in one of three sizes of button. The different sizes represent the importance of the function.

The chat option will only be available if the Zeacom Chatline has been initialised for this person, e.g. The person being contacted can be using either the old or new Desktop.

1



Saletore Dobb  
Management Accountant, Zeacom  
94 123 4567  
Idle




Saletore Dobb  
Management Accountant, Zeacom  
94 123 4567  
Idle

Call


Chat

Alternative numbers

2



Kevin Dobb  
Sales Manager, Zeacom  
94 123 4567  
Idle




Kevin Dobb  
Sales Manager, Zeacom  
94 123 4567  
Idle

Put Mary on hold and Call Kevin

Transfer Mary through to Kevin


3



Steve McQueen  
Sales Accountant, Zeacom  
9478  
Inbound

Chat

Notify me when idle



Alternative numbers

Call mobile

Call voicemail


Contact Card Rollover functionality

- 1. Shows very long name. If the Name takes up more than one line, truncate the name and use elipses.
- 2. If no name is available, refer to the "caller"

1

	<div>Kevin</div> <div>Managen</div> <div>94 123 4</div> <div>Idle</div>	Put Marytri... on hold and Call Damian	Transfer Marytricialici... through to Damian
---	---	--	---

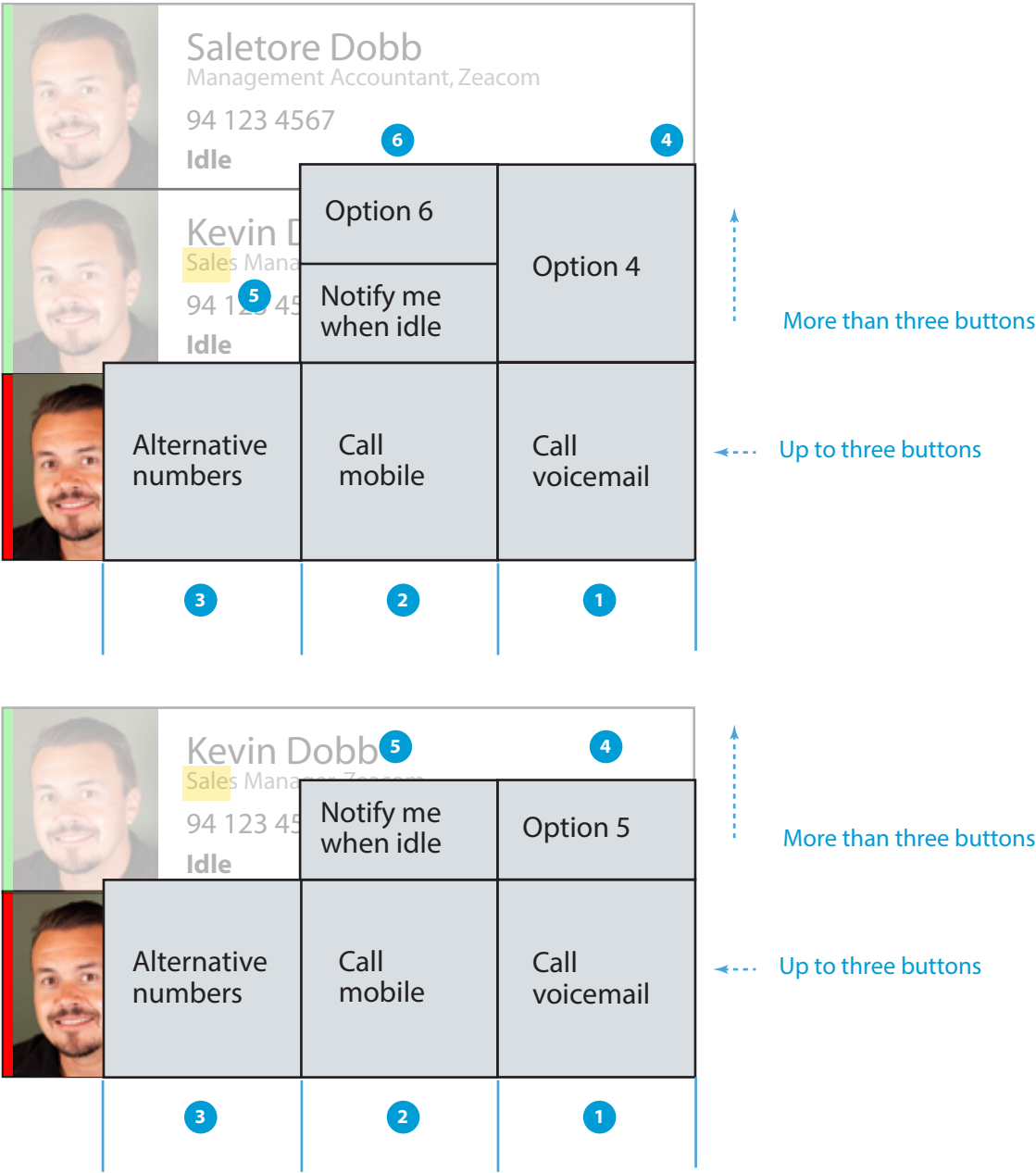
2

	<div>Kevin</div> <div>Managen</div> <div>94 123 4</div> <div>Idle</div>	Put caller on hold and Call Damian	Transfer caller through to Damian
--	---	--	--

Contact Card Rollover functionality

1. The dynamically populated menu will grow from the right to left as functionality is added.

The menu will stop extending to the right when it grows to three items. After three items the menu will extend upwards.

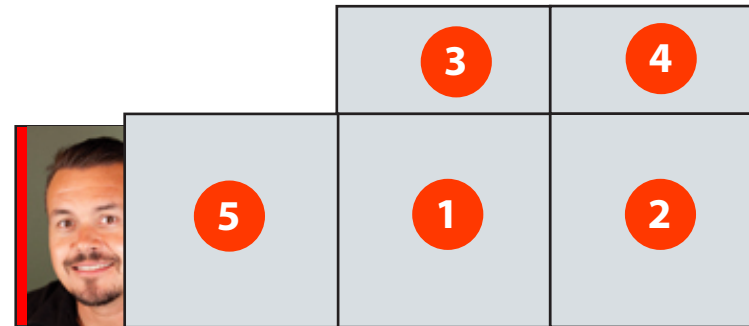


*Note: Blue numbers indicate the order in which buttons are added to the rollover. They do not indicate the hierarchy of importance of the functions shown on the buttons.*

## functionality hierachy


This screen shows the importance of the functions available on the rollover of the card.

The Primary action on the rollover should always be the centre button.



**Long name**  
**(Also showing Call Forwarded)**

All content is limited to one line each. Text that is too long should be truncated and finished with elipses.



**Damian Cowperthwaite-Gri..**  
Senior Management, Enghouse interac...

**Sales**

**Forwarded** to (0064345) 021 5556748...

Dynamic data searched for display

The dynamic display area will show the best corresponding match to the search query that is not visible on the contact card by default.

1. The search for 'sale' matches the Name on this card.

The Name is never highlighted as a result of a search.


Saletore's extension number is shown on his contact card by default.

2. This example shows that Damian is a manager in Sales. Because the department is not visible by default on the contact card, the match is shown in this dynamic area.

3. Jonny is a Sales Manager, as such his job description matches the search query and is highlighted.

Jonny's extension number is shown in the dynamic area by default.

1



**Saletore Dobb**  
Management Accountant, Zeacom

7148

**Idle**

2



**Damian Cowperthwaite-Gri..**  
Senior Management, Enghouse interac...

**Sales**

**Forwarded** to (0064345) 021 5556748...

3



**Jonny Jackson**  
**Sales** Manager, Enghouse interac...

7277

**Idle**

Search

sale

Secondary card functionality - other numbers

On click of 'Other numbers' a *dialogue* will be opened that has all available contact options listed for that contact.

The close button on the dialogue, pertinent key commands for contacting using the links provided and Esc key are the only way to close the the dialogue.

Tabbing

The numbers can be tabbed to, and a key command and/or mouse click will action an outgoing call to the number chosen.

If a call comes in while the Alternative Numbers dialogue is open, the dialogue will remain open until it is closed.

The dialogue should be of a height that comfortably fits the content it houses.

Width is 280px

Tabbing order - 1 has focus.

Brett Fortune

Management Accountant  
Zeacom/Accounts

Ext : 4971

mobile : 027 894 5666

Home : +6498795666

Fax : +64(9)3555561

Page : \*15

email : barberastuart@zeacom.com

skype : barbera.h.stuart

MSN : barbera.stuart@zeacom.com

Voicemail : +64 (9) 355 7212

Lync : barbera.stuart@zeacom.com

1

2

3

...

Notify me when idle

Email







Alternative numbers

Call mobile

Call voicemail


Cards together

Visual of a stack of contact cards

	<div>Kevin Dobb</div> <div>Management Accountant, Zeacom</div> <div>94 123 4567</div> <div>Idle</div>
	<div>Damian Cowperthwaite</div> <div>Management Accountant, Zeacom</div> <div>9485</div> <div>Forwarded to mobile</div>
	<div>Steve McQueen</div> <div>Management Accountant, Zeacom</div> <div>9478</div> <div>Inbound queue call for 12:04</div>
	<div>Mary Lou Beckinsale-Yardy</div> <div>Management Accountant, Zeacom</div> <div>94 235 4879</div> <div>Inbound queue call for 12:04</div>
	<div>Jim I Beam</div> <div>Management Accountant, Zeacom</div> <div>9456</div> <div>Idle</div>
	<div>Dan Staedtler</div> <div>Management Accountant, Zeacom</div> <div>94 235 1489</div> <div>Inbound queue call for 12:04</div>

Examples of Card Rollovers

1




Kevin Dobb

Management Accountant, Zeacom

94 123 4567

Idle



Kevin Dobb


Management Accountant, Zeacom

94 123 4567

Idle

Alternative numbers	Call Damian
Email Damian	

2




Kevin Dobb

Management Accountant, Zeacom

94 123 4567

Idle



Kevin Dobb


Management Accountant, Zeacom

94 123 4567

Idle

Put Mary on hold and Call Damian	Transfer Mary through to Damian
----------------------------------	---------------------------------

3




Steve McQueen

Management Accountant, Zeacom

9478

Inbound

Option 5	Notify me when idle
----------	---------------------

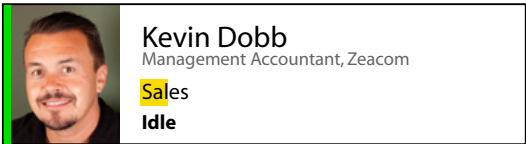


Alternative numbers	Call mobile	Call voicemail
---------------------	-------------	----------------

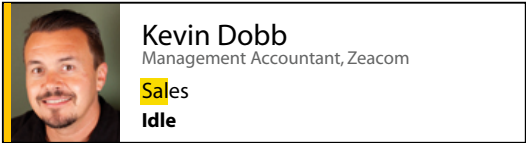
Matrix of Agent States

This is a matrix of Lync, ZCC and Agent states and how they will be shown on the contact cards.

The two examples show an agent who can (possibly) answer Sally Agent’s call right now.




Description	Zeacom	Lync	Agent State	AD Colour Strip	AD Background
Star/At Desk/Idle	Star	Green/Available	Available	Green	White
Forwarded	Forwarded to another number/Redirect	Yellow/Forwarded	Logged Out	Green	White
Worktime	Star	Green/Available	Worktime	Green	White
Come off a break	Star	Green/Available	Available	Green	White



Description	Zeacom	Lync	Agent State	AD Colour Strip	AD Background
Clock/Away from Desk/Haven't touched keyboard or mouse or phone	Clock	Yellow/Inactive	Available	Yellow	White

Matrix of Agent States

These two examples show an agent who will not be able to answer Sally Agents call right now.



**Steve McQueen**  
Management Accountant, Zeacom

**Sales**

Inbound queue call for 12:04

Description	Zeacom	Lync	Agent State	AD Colour Strip	AD Background
On the phone	Off hook	Red/Busy	Busy	Red	Grey
Breaktime	Forwarded to Voicemail	Green/Available	Break	Red	Grey



**Steve McQueen**  
Management Accountant, Zeacom

**Sales**

Inbound queue call for 12:04

Description	Zeacom	Lync	Agent State	AD Colour Strip	AD Background
Out of the Office	Forwarded to Voicemail/ Out of office	Yellow/Inactive/Away	Logged Out	No colour	Grey
On Sick Leave	Forwarded to Voicemail/ Out of office	Yellow/Inactive/Away	Logged Out	No colour	Grey
On Leave	Forwarded to Voicemail/ Out of office	Yellow/Inactive/Away	Logged Out	No colour	Grey

## Contact Card Rollover button Algorithm

This algorithm is written by Andrew as a starting point.

As such it is a first draft and changes are expected when we can see what it actually works and feels like.

### Button sizes

We have three desired button sizes that correlate with action priority

- Size A – a full size 2x2 button
- Size B – a half height 2x1 button
- Size C – a half height half width 1x1 button

### Button Priorities

Each roll-over action (including injected plugin actions) is allocated (or requests) a global numerical priority.

The algorithm tries to allocate:

- Priority A actions a Size A button (say priorities up to 999)
- Priority B actions a Size B button (say priorities from 1000 – 1999)
- Priority C actions a Size C button (say priorities from 2000)

### Row Gravity

Each row has a highest priority location and subsequently lower priority locations are always adjacent to a higher priority location. The highest priority location is the centre of horizontal gravity for the row.

Full height rows also have vertical gravity depending on whether lower priority rows go above or below the current row. The vertical centre of gravity is on the side of the row stack that contains the highest priority row.

### Algorithm

Actions are allocated buttons in priority order. If two actions have the same numerical priority they a predictable tie breaker should be used to determine which is allocated a button first.

### Start:

If there are outstanding actions to allocate  
AllocateAFullHeightRow()  
If there are outstanding actions to allocate  
AllocateAFullOrHalfHeightRow()

### AllocateAFullOrHalfHeightRow:

**If there are outstanding priority A actions to allocate**

AllocateAFullHeightRow()

**Else**

AllocateAHalfHeightRow()

### AllocateAFullHeightRow:

AllocateAForcedFullHeightButton() to the highest priority free (2x2) location on the row

***While the row is not fully allocated and there are still actions to allocate***

AllocateAnUnforcedFullHeightButton() to the highest priority free (2x2) location on the row

### AllocateAHalfHeightRow:

***While the row is not fully allocated and there are still actions to allocate***

AllocateAHalfHeightButton() to the highest priority free (2x1) location on the row

## Contact Card Rollover button Algorithm

### AllocateAForcedFullHeightButton:

**If there are outstanding priority A actions to allocate**

Allocate the highest priority action to the 2x2 location

***Else if there are at least two outstanding priority B actions to allocate***

Stack the two highest priority actions vertically with the highest priority closet to the centre of gravity and allocate them the 2x2 button space

***Else if there is one outstanding priority B action and at least two outstanding priority C actions***

Stack the 2 highest priority Cs on the B with higher priority actions closer to the centre of gravity and allocate them to the 2x2 button space

***Else if there is one outstanding priority B action and one outstanding priority C action***

Promote the C action to size B, stack the actions obeying gravity and allocate them to the 2x2 button location

***Else if there are at least four outstanding priority C actions***

Allocate the four highest priority to the 2x2 button location obeying gravity

***Else if there are three outstanding priority C actions***

Promote the highest priority to size B, stack the two size C on the size B and allocate them to the 2x2 button location obeying gravity

***Else if there are two outstanding priority C actions***

Promote both to size B, stack them and allocate them to the 2x2 button space obeying gravity

***Else there is one outstanding priority C action***

Promote it to size A and allocate it to the 2x2 button space

### AllocateAnUnforcedFullHeightButton:

**If there are outstanding priority A actions to allocate**

Allocate the highest priority action to the 2x2 button location

***Else if there are at least two outstanding priority B actions to allocate***

Stack the two highest priority actions vertically and allocate them the 2x2 button location obeying gravity

***Else if there is one outstanding priority B action and at least two outstanding priority C actions***

Stack the 2 highest priority Cs on the B and allocate them to the 2x2 button location obeying gravity

***Else if there is one outstanding priority B action and one outstanding priority C action***

Stack the priority C action as size C on the priority/size B action to occupy  $\frac{3}{4}$  of the 2x2 button location obeying gravity

***Else if there are at least four outstanding priority C actions***

Allocate the four highest priority to the 2x2 button location obeying gravity

***Else if there are three outstanding priority C actions***

Stack one on the other two to occupy  $\frac{3}{4}$  of the 2x2 button location obeying gravity

***Else if there are two outstanding priority C actions***

Stack them on top of each other to occupy a vertical half of the 2x2 button location obeying gravity

***Else there is one outstanding priority C action***

Allocate it to the  $\frac{1}{4}$  of the 2x2 button location obeying gravity

### AllocateAHalfHeightButton:

**If there are outstanding priority B actions to allocate**

Allocate the highest priority action to the 2x1 button location

***Else if there are at least two outstanding priority C actions to allocate***

Allocate the two highest priority side-by-side to the 2x1 button space obeying gravity

***Else there is one outstanding priority C action***

Allocate it to the highest gravity size of the 2x1 button location