

Attendant Console User Guide

1 Introduction

1.1 Purpose

This guide is to provide information about installing, configuring, and using the Attendant Console. This document assumes users already have some familiarity with the Voice Web portal and Call Manager tools.

Although this document contains information regarding the Attendant Console, it is important for all customers to follow the appropriate support procedure to resolve any service issues. For issues regarding operating systems and associated hardware please consult your respective reseller or support representative. When you have questions about the Attendant Console, please feel free to contact Zayo Managed Services.

1.2 Audience

This document is intended for anyone responsible for the installing, configuring, or using the Attendant Console feature.

2 Hardware & Software Requirements

Please note that the requirements listed here are the minimum requirements for proper Attendant Console performance. It is strongly recommended that computer systems intending to run the Attendant Console have capabilities exceeding these minima.

2.1 Attendant Console

As stated before, the Attendant Console is to be deployed on the Microsoft Windows platform.

2.1.1 Hardware Requirements

- 500 MHz or higher Pentium 3 or compatible CPU
- 256 megabytes (MB) of available RAM recommended minimum; more memory generally improves performance
- 10 MB available hard disk space
- Video Graphics Card with 4MB of RAM minimum
- Super VGA Monitor (15" or larger)
- 800x600 screen resolution minimum

2.1.2 Software Requirements

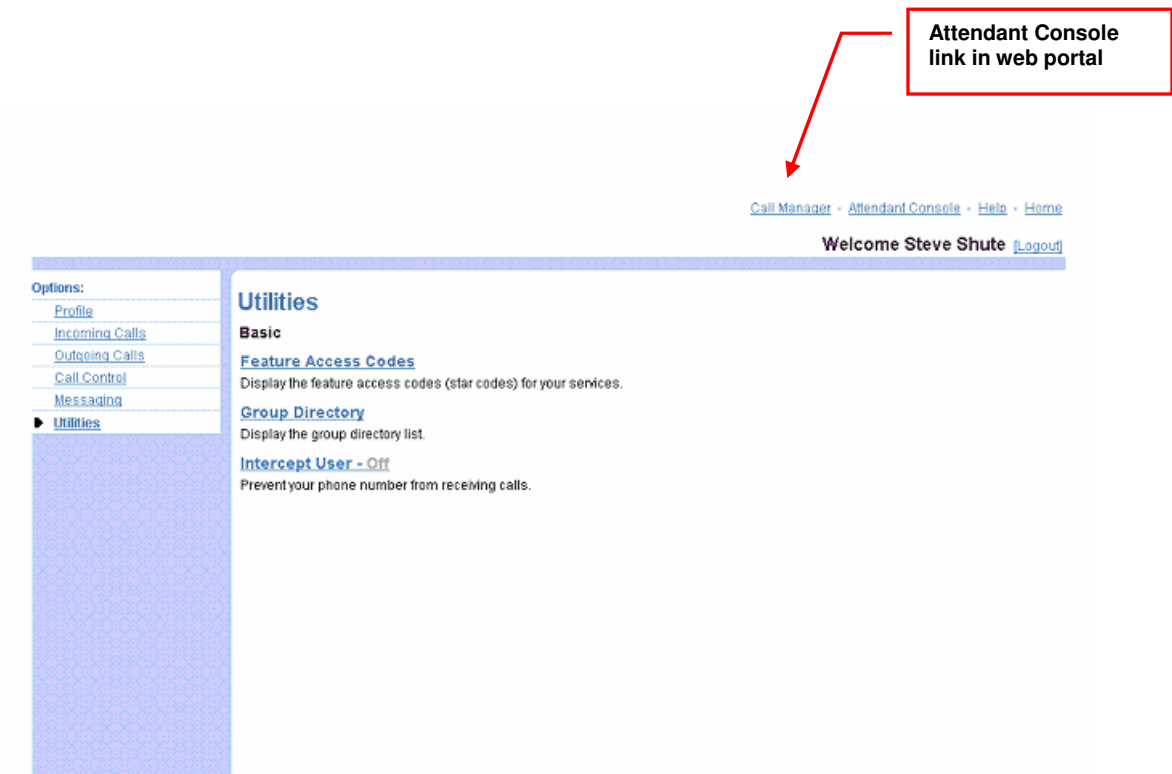
- Windows 2000 or XP is recommended
- Windows 98SE/NT4 with SP6A/2000 with SP2 or higher/XP
- Internet Explorer 5.0 or later

3 Installation and Configuration Guide

3.1 Installing the Attendant Console

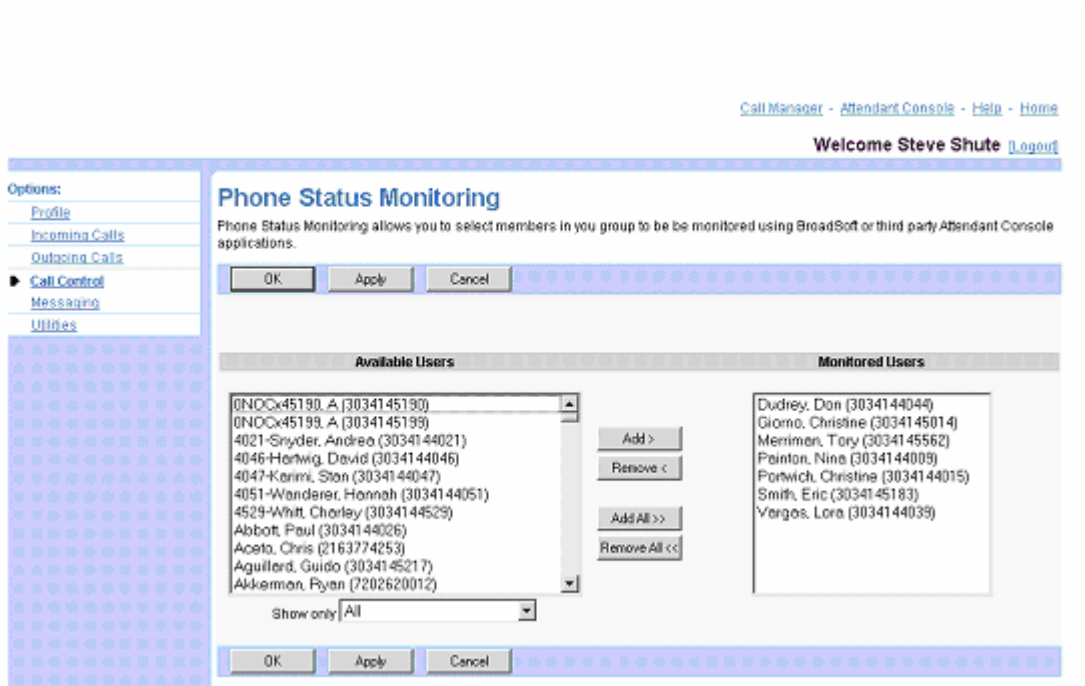
The installation of the Attendant Console requires your Group Administrator to add the Attendant Console feature to your hosted PBX Account.

Once your account has been provisioned with the Attendant Console, you will see a link to the Attendant Console the next time you log in to the Voice Web Portal.



3.2 Configuring the Attendant Console

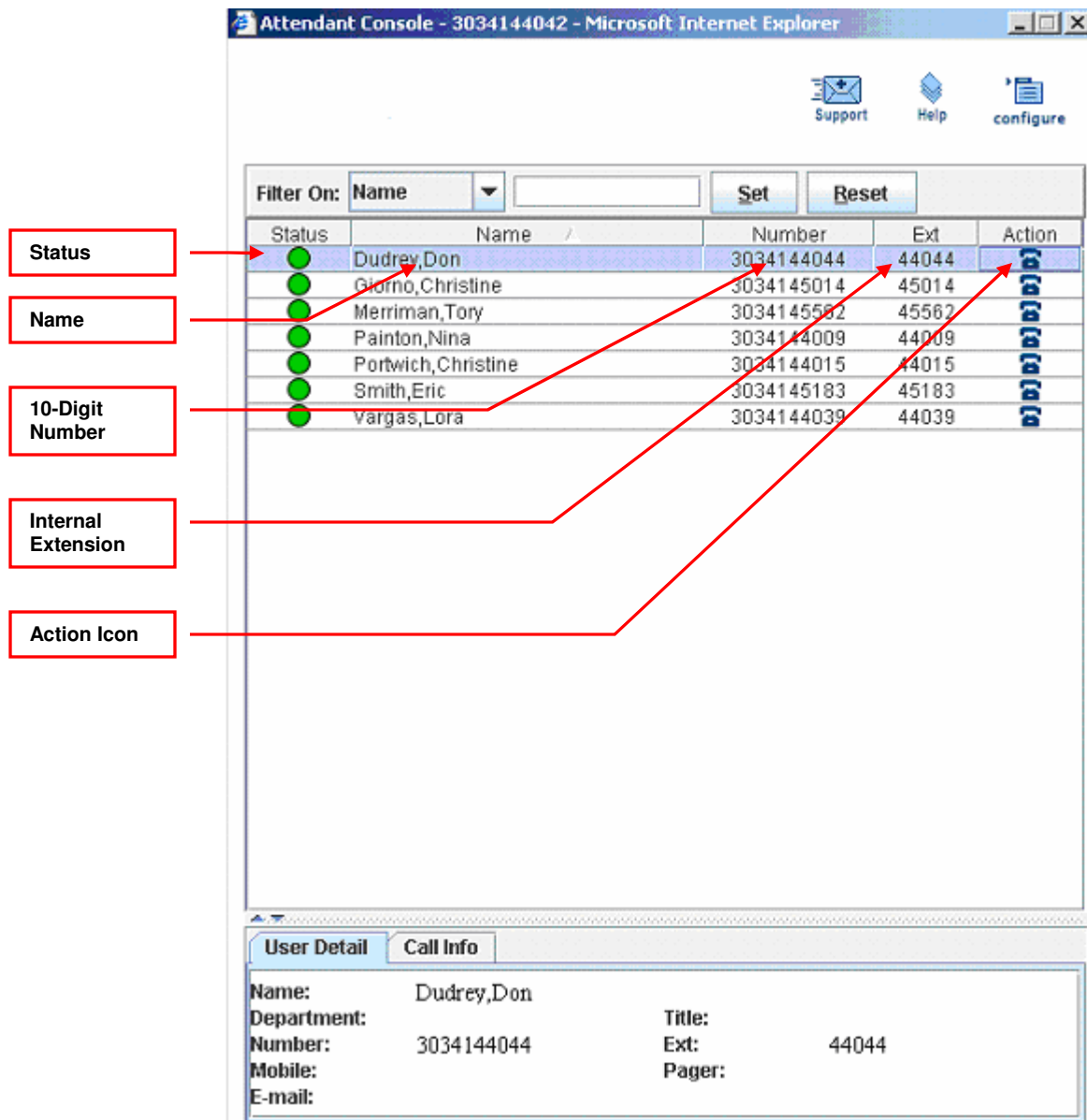
1. Open your Voice Web Portal using the URL provided by Zayo Managed Services.
2. Log in to the Voice Web Portal. If you do not know how to log into your Voice Web Portal, speak to your Group Administrator or Zayo Managed Services customer care.
3. Click on the link *Call Control* option in the web portal.
4. Within the Call Control section of the web portal, click on the link *Phone Status Monitoring*. This will open the Phone Status Monitoring configuration display shown below.



5. Scroll through the “Available Users” list and highlight the other user(s) whose calling activity you would like to monitor via the Attendant Console. During configuration, you can select multiple users at once by holding in the <CTRL> key while clicking on multiple user names. (Note that the end user will not see their own name in this list).
6. Once the desired users are selected from the “Available Users” list, click on the “Add” button to move those selected users into the “Monitored Users” list.
7. If it is necessary to remove a user from the “Monitored Users” list, simply highlight their name by clicking it with the mouse, and then click on “Remove”.
8. When the configuration is complete, click on “Apply” or “OK” to submit the changes.
9. Return to this page as many times as necessary to add or remove monitored users at any time. Any changes the “Monitored Users” list will take effect instantly.

4 Starting and Using the Attendant Console

1. To start the Attendant Console, click on the *Attendant Console* link in the upper right corner of their web portal screen.
2. The Attendant Console window will appear as a pop up window on your screen (shown below), with five columns in the main area of the window.



Field Name	Description
Status	Indicates the user's current activity status updated in real time. <ul style="list-style-type: none"> ● Green – Currently available; not on the phone ● Red – Currently on the phone.

	<ul style="list-style-type: none"> White w/ red line – Phone is unplugged.
Name	The monitored user's name. The list of monitored users can be sorted in alphabetical or reverse alphabetical order. The sort order is toggled by clicking on the column header.
Number	The monitored user's 10-digit telephone number.
Ext.	The monitored user's internal extension number.
Action	When this "phone" icon is clicked, it auto-populates the monitored user's extension into the user's Call Manager window.

4.1 The Action Button

The Attendant Console "Action" button allows the user to use the Call Manager capabilities in conjunction with the Attendant Console. When the Action button is clicked for any user, their number is auto populated into the Call Manager phone number field. Call Manager actions can then be applied to the number. For more information regarding the Call Manger, consult the Voice Web Portal Users Guide.

1. Phone icon in *Action* column clicked for highlighted user.

2. Phone number of selected user, auto-populated, ready to for a Call Manager action to be applied.

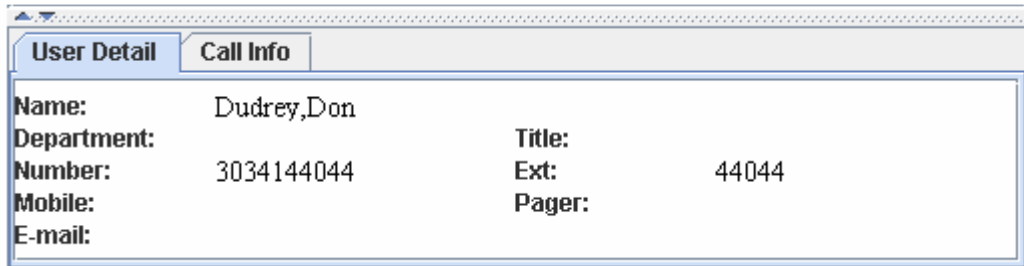
The screenshot shows the Attendant Console interface. On the left, a table lists monitored users with columns for Status, Name, Number, Ext, and Action. The 'Action' column contains phone icons. A red arrow points from the 'Action' icon for 'Dudney, Don' to the 'Enter Phone Number' field in the Call Manager window on the right. The Call Manager window shows the number '3034144044' entered in the field, with buttons for 'Dial', 'Redial', 'Transfer', and 'Send to VMO'. Below the Call Manager window is a 'Business Group Phone List' section with a search bar and a table of phone numbers.

Name/E-mail	Number	Extension	Mobile	Department
Martin Wingo	3034145833	-	-	-
Wingo, Martin	3034145833	43928	-	Englewood, CO

4.2 The Information Panel

The lower area of the Attendant Console window contains additional information about the monitored users. There are two tabs in this area of the window: “User Detail” and “Call Info”. The additional information in the “User Detail” and “Call Info” tabs are described in the table below. Some fields may be blank, if the user has not populated them into their profile in the web portal.

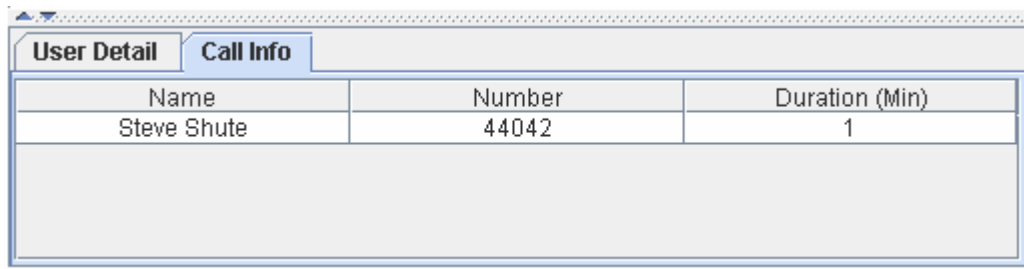
4.2.1 User Detail



User Detail	Call Info
Name:	Dudrey, Don
Department:	3034144044
Number:	3034144044
Mobile:	
E-mail:	
Title:	
Ext:	44044
Pager:	

Field Name	Description
Name	The monitored user's name.
Department	The monitored user's department.
Number	The monitored user's 10-digit telephone number.
Mobile	The monitored user's mobile phone number.
E-mail	The monitored user's email address.
Title	The monitored user's title.
Ext.	The monitored user's internal extension.
Pager	The monitored user's pager number.

4.2.2 Call Info



User Detail	Call Info	
Name	Number	Duration (Min)
Steve Shute	44042	1

Field Name	Description
Name	The name(s) of the party with whom the monitored user is speaking, if populated.
Number	The telephone number(s) of the party with whom the monitored user is speaking.
Duration (Min)	The duration in minutes of the active call(s).