

Voice Operator Panel ® 1.7.1 - 911 Roe, Jane

Talking To: 600 Doe, John

0:00:50

Doe, John

JoHeR

Chief Executive Officer

VOP

© 2007-2021 JOHER

Incoming

Young, Craig

908

On Hold

0:01:06

911

0:00:59

Smith, Frank

907

On Hold

0:00:59

911

0:00:55

Bloggs, Fred

901

Ringling

0:00:04

911

Outgoing

Doe, John

600

Picked Up

0:00:55

911

Random, Tom

601

On Hold

0:00:53

911

0:00:50

Global Search

Reminder

E-mail

To: john.doe@joher.com (Doe, John)

Attach

Subject: Operator (caller: 907 Smith, Frank)

Send

Hi,

Please call back Franck, he is willing to postpone your meeting.

Regards.

Local

Contacts

Log

Statistics

Settings

CRM

Web

Bloggs, Fred

JoHeR

Chief Financial Officer

901

Calling

Random, Tom

JoHeR

Vice President of Engin...

601

On Hold

Sullivan, Jennifer

JoHeR

Sales Manager

905

Ringling

White, Brian

JoHeR

Software Engineer

906

Available

Doe, John

JoHeR

Chief Executive Officer

600

Picked Up

Roe, Jane

JoHeR

Chief Technical Officer

911

Busy

Taylor, Chris

JoHeR

Software Engineer

903

Available

Williams, Audrey

JoHeR

Accountant

904

Available

Public, Harry

JoHeR

Vice President of Huma...

909

Available

Smith, Frank

JoHeR

Vice President of Marke...

907

On Hold

Torres, Richard

JoHeR

Project Manager

902

Busy

Young, Craig

JoHeR

System Engineer

908

On Hold

Users: 12

Status: Available

Latency

Voicemail: 0

Missed: 0

Record

Input

Output

Keypad

Incoming: 3

Outgoing: 2

On Hold: 3

Talking To: 600 Doe, John

0:00:50

This is the operator status section.

When talking to a correspondent it shows the correspondent phone number and name.

The link icon shows the status of the registration to the SIP server, green when registered, orange when registering and red when registration failed.

You can double click on this icon to unregister/register to the SIP server.

The headset icon shows the status of the audio, green when the audio is connected.

You can double click on this icon to connect/disconnect the audio and right-click to show a menu to control input/output audio volume.

When the application is tethered to a hardphone this icon becomes a phone, it shows and controls the connection with the hardphone.

The handset icon shows the status of the call, green when talking to a correspondent.

You can click on this icon to pick-up up a ringing call or put a call on/off hold, double click to hang up and right-click to show a menu to control the call.

You can also leave your cursor over any of these icons to have more information about the registration, the audio or the call.

Doe, John

JoHeR

Chief Executive Officer

When the you are talking to a correspondent, it shows the correspondent picture, name, company and title.

The picture and the information are retrieved from directories, from Outlook or from a LDAP server.

When the correspondent is not found in any directory, a phone picture is shown with the correspondent phone number and name when available.

Copyright © 2007-2023 JoHeR, All Rights Reserved. Voice Operator Panel ® is a registered trademark. Website: www.joher.com – Contact: info@joher.com

Status: Available Latency Voicemail: 0 Missed: 0 Record Input Output Keypad Incoming: 3 Outgoing: 2 On Hold: 3

This is the status bar.

From left to right the status bar is compound of:

Status

You can click on it to switch between Available and Do Not Disturb.

You can double right click on it to quickly switch between Available and Do Not Disturb.

Leaving the cursor over it shows the time when the status was last changed.

Latency

The icon shows the latency between the application and the SIP server.

The icon has 3 levels of latency: (green, orange, red)

Leaving the cursor over it shows the time when each 3 levels were last reached.

Voicemail

When the SIP server supports voicemail, it shows the number of unread messages in your voicemail.

You can click (or double right click) on it to call the voicemail. (when the voicemail number has been configured in the settings)

Leaving the cursor over it shows the time when the number of unread messages last changed.

Missed

This shows the number of missed incoming calls.

You can click on it to show the list of missed calls, to call back or to clear the list.

You can double right click on it to quickly clear the list.

Leaving the cursor over it shows the time when the list was last cleared.

Record

The icon shows the recording status with the total recording time.

You can click on it to start/stop recording or to browse the list of recordings.

You can double right click on it to quickly start/stop recording.

Leaving the cursor over it shows the time when the recording was started.

You can start recording anytime, the recording will automatically start when there is a call and pause when there are no more calls.

This icon is not shown when the application is tethered to a hardphone.

Input

You can click on it to summon a window that will show the audio input volume in real-time and let you amplify it or add sounds effects.

You can double right click on it to quickly mute the audio input.

Leaving the cursor over it shows the gain value in decibels.

This icon is not shown when the application is tethered to a hardphone.

Output

You can click on it to summon a window that will show the audio output volume in real-time and let you amplify it or switch to speaker.

You can double right click on it to quickly switch to speaker.

Leaving the cursor over it shows the gain value in decibels.

This icon is not shown when the application is tethered to a hardphone.

Keypad

You can click on it to summon a window with a keypad.

The keypad is used to send DTMF over the call (to an IVR for example).

You can click on the keys or use the keyboard to send digits. If you press alphabetic keys they are converted to their corresponding digits.

You can also hold the control key to show the alphabetic keypad instead of the digit keypad.

This icon is not shown when the application is tethered to a hardphone.

Incoming

This shows the current number of incoming calls.

Leaving the cursor over it shows the time and value of the peak number of incoming calls.

Outgoing

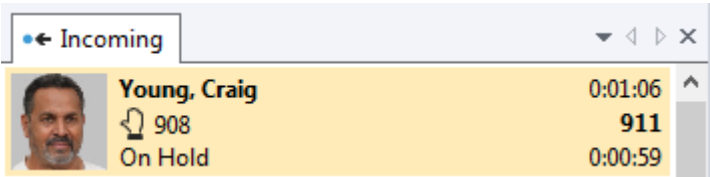
This shows the current number of outgoing calls.

Leaving the cursor over it shows the time and value of the peak number of outgoing calls.

On Hold

This shows the current number of calls on hold.

Leaving the cursor over it shows the time and value of the peak number of calls on hold.



This is the incoming call list.

This list can be resized using the horizontal and vertical dividers.

The information shown are:

- . The caller picture when the caller is found in a directory with pictures.
- . The caller name, in bold when the caller is found in a local directory.
- . The time since the call is ringing or since the call has been answered.
- . The caller phone number with an icon showing the status of the call.
- . The line/number called by the caller. [Standard Edition only]
- . The status of the call.
- . The time since the call has been put on hold, in red and bold when the time exceeds a configured value (2 mins by default).

The background color of the call shows the processing priority of the call:

- Green: The call priority is low, you are talking to the caller.
- Orange: The call priority is medium, the call is on hold and you should process it when you are ready.
- Red: The call priority is high, the call is ringing and you must process it as soon as possible.

Using the mouse:

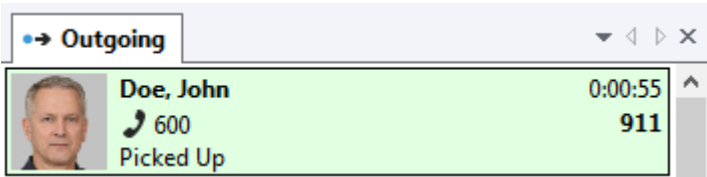
- You can double click on a ringing call to answer it.
- You can double click on an answered call to put it on/off hold.
- You can drag a call and drop it on a user in a directory to initiate a blind transfer.
- You can drag a call and drop it on another call, or on a called user in a directory, to initiate an attended transfer.
- You can right click on a call to show a menu with all the available actions including the possible transfers.

Using the keyboard:

- You can press F1 to edit the caller name of the selected call. [Standard Edition only]
- You can press F2 to edit the line name of the selected call. [Standard Edition only]

Using the numeric keypad: (NumLock OFF)

- You can press Insert on a selected ringing call to answer it.
- You can press Insert on a selected answered call to put it on/off hold.
- You can press Delete on a selected call to hang it up.
- You can press Add on a selected answered call to show the transfer menu.
- You can press the arrow keys to select another call.
- You can press Clear (the 5 key) to switch between the call list and the directory.



This is the outgoing call list.

This list can be resized using the horizontal and vertical dividers.

The information shown are:

- . The callee picture when the callee is found in a directory with pictures.
- . The callee name, in bold when the callee is found in a local directory.
- . The time since the call is ringing or since the call has been answered.
- . The callee phone number with an icon showing the status of the call.
- . The line/number used to place the call. [Standard Edition only]
- . The status of the call.
- . The time since the call has been put on hold, in red and bold when the time exceeds a configured value (2 mins by default).

The background color of the call shows the processing priority of the call:

- Green: The call priority is low, you are talking to the callee.
- Orange: The call priority is medium, the call is on hold and you should process it when you are ready.
- Red: The call priority is high, the call is ringing and you must process it as soon as possible.

Using the mouse:

- You can double click on an answered call to put it on/off hold.
- You can drag a call and drop it on a user in a directory to initiate a blind transfer.
- You can drag a call and drop it on another call, or on a called user in a directory, to initiate an attended transfer.
- You can right click on a call to show a menu with all the available actions including the possible transfers.

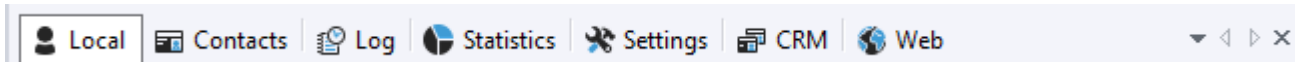
Using the numeric keypad: (NumLock OFF)

- You can press Insert on a selected answered call to put it on/off hold.
- You can press Delete on a selected call to hang it up.
- You can press Add on a selected answered call to show the transfer menu.
- You can press the arrow keys to select another call.
- You can press Clear (the 5 key) to switch between the call list and the directory.



This is the outgoing call bar.

- You can click on the first icon to select how are displayed the calls. (Table or List layout)
- You can click on the phone icon to show the last phone numbers called.
- You can enter a phone number and press Enter or click on the phone icon to start dialing.
- You can use the up/down keys to recall the last dialed phone numbers.
- The input box supports an auto completion list filled with the last dialed phone numbers.
- You can press F4 anywhere in the application to jump directly to this input box.
- You can move the bar to the top or bottom of its page by dragging it.



These are the different pages you can switch to within the window.

You can reorder the tabs by dragging them.

When there are many tabs you can scroll them by clicking on the left/right arrows.

You can close the current page by clicking on the cross.

You can move a page to another window by dragging its tab and dropping it to another window.

You can create a new window for a page by dragging its tab and dropping it to an empty place.

You can click on the down arrow to show the page menu.

Using the page menu:

You can add new or closed pages.

You can maximize/restore the current page.

You can change the tabs design and location.

You can balance the size of every window.

You can reset the windows layout.

You can lock/unlock the windows layout.

The default pages are:

Local

This is the directory of the local users. This local directory is managed by you or imported from a LDAP server.

Contacts

This is the directory of the external contacts. This contacts directory is imported from the Outlook contacts or/and from a LDAP server.

Log

This is the daily call log.

Statistics [Standard Edition only]

This is the daily call statistics.

Settings

This is the settings window.

Extra pages can be added using the page menu:

Directory

This is a new directory page. You can add new directories with local or external users, then add or import users.

Global Search [Standard Edition only]

This is the global directory search page. You can use it to search across all directories.

Reminder [Standard Edition only]

This is the reminder page. You can use it to set events which you want to be notified about.

E-mail [Standard Edition only]

This is the e-mail page. You can use it to send e-mails.

Note [Standard Edition only]

This is the note page. You can type a text which is automatically saved on exit.

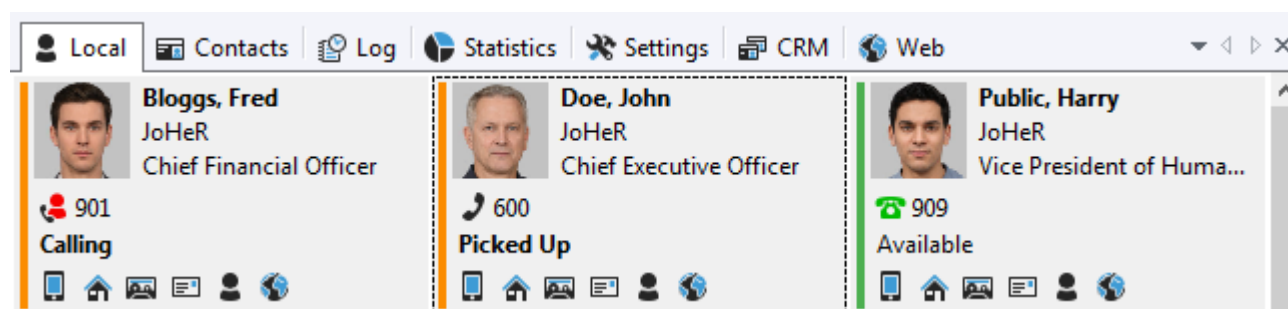
Web

This is the web page. You can use it to browse any web site.

CRM

This is the CRM page. (this page is only available if a CRM URL is configured in the settings)

This CRM page is a web browser displaying the CRM interface from where you can view/modify callers records.



This is a directory of users.

Each user can have multiple information such as: Company, Office, Department, Title.

Each user can have multiple contacts icons such as: Phone, Mobile, Home, Voicemail, E-mail, XMPP, Calendar, Web.

The Phone contact icon changes to match the presence status of the phone.

The vertical bar color of the user also changes to match the presence status of the phone:

Green: Available, Yellow: Ringing, Orange: Busy, Red: Do Not Disturb (DND is only available with some SIP servers)

The XMPP contact icon changes to match the status of the user.

The Calendar icon changes to match the calendar status of the user.

Using the mouse:

You can double click on a user to call him.

You can double click on a callable contact (Phone, Mobile, Home, Voicemail) icon to call it.

You can double click on an e-mail contact icon to send an e-mail within the e-mail window, the subject is filled using the current call information.

You can double click on a XMPP contact icon to write a message.

You can double click on a web contact icon to browse the website within the web window.

You can drag a call from the incoming/outgoing call list and drop it on a user to initiate a blind transfer.

You can drag a call from the incoming/outgoing call list and drop it on a called user to initiate an attended transfer.

You can right click on a user or a contact icon to show a menu with all the available actions.

Using the numeric keypad: (NumLock OFF)

You can press Insert on a selected user to call him and/or to put his call on/off hold.

You can press Delete on a selected user to hang up his call.

You can press Add on a selected user to directly show the transfer menu.

You can press the arrow keys to select another user.

You can press Clear (the 5 key) to switch between the directory and the call list.

