

Unity Call Center Agent

USER GUIDE

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System Requirements

Windows PC Requirements

- Unity will require approximately 100MB of hard drive space on the local machine
- By default the install directory is C:\Program Files\Unity Client
- Minimum computer spec: CPU: single core 3Ghz. Ram: 4GB. Video Card: 256MB onboard RAM
- Unity is only supported on Windows XP [SP3], Windows 7 [32 and 64-bit versions] and Windows8 [32 and 64-bit versions]. There are no special permissions required to install Unity on Windows 7 or Windows 8
- Uses version 4.5 of the .NET Framework

Selecting Unity Start-up Version

All Unity products are included within the same install file. Choose the Unity version in Settings [button] > Settings [tab] > Start-up – choose option from drop list as below

ervices Settings	
Unity Settings Unity Settings Contact Search Contact Search Contact Display Current Cals Computer/Phone Integration Confouration Confo	Configure Unity to automatically start when the operating system does. You can also select which Unity application: Unity Cal Center Agent Unity Desktop Unity Cal Center Agent Unity Reception

Configuration Options

- 1. **Instant Message Log:** By default, instant messages are saved to the Instant Message Log folder at C:\Program Files (x86)\Unity Client\Instant Message Log. This can be changed in Settings to be any location, for example to a network share on a server.
- 2. Citrix/Thin Client Support: Unity is supported for use in a Citrix/Terminal Services environment
- Proxy Settings: Unity can be configured for use behind an HTTP proxy server in Settings [Button] > Settings [tab] > Proxy
- 4. Locking Unity Settings Unity settings can be locked so the user cannot change them, such as for a call center environment where the Agent's ability to change settings needs to be restricted. Examples of this include authentication details, startup application, startup/post-call ACD state, or the frequency to refresh call center statistics.



Unity – Supported Functionality

Telephony Features [Available in Unity Agent]:

- 1. **Call Control** Answer/Release/Transfer/Conference
- 2. Instant Messaging IM available to any other user in the Group that is also running Unity
- 3. Service Configuration Allows the User to change their assigned services such as Call Forward and Remote Office
- 4. Busy Lamp Field Engaged/free/ringing extension status of monitored users
- 5. **Engaged User Monitoring** Hovering the mouse over an engaged [red icon] user will show the name or number of the other party and the current call duration, when viewing the list in Icon View. When viewing in List View, this information is available in the Status column. For privacy, this can optionally be disabled.
- 6. Active Call Window Graphical display of all active calls showing incoming CallerID or name, dialed party and duration. For calls placed on Hold, the Hold duration is shown
- 7. Audible Alarms Users can specify a wav file to be played when another user's extension is ringing to facilitate Manager/Secretary interworking, where the Secretary screens the Managers calls
- 8. **Configurable Keyboard Shortcuts** Quick Keys: for example, to make F1 perform Answer/Release or CTRL + S to transfer the call to Sales
- 9. Call Logs Missed, Received and Dialed calls note: These are User calls not ACD calls
- 10. Directories Centralized Group, Outlook and Personal entries
- 11. Web Pop URL Ability to append incoming CallerID to a URL for interpretation and screen pop by web based application
- 12. **Database Integration** Ability to integrate with third party SQL and LDAP directories, including Active Directory.
- 13. Auto Update Unity will auto-update to any new release once it becomes available.

Agent Features [In addition to Telephony features above]

- 1. Join/Leave Queue Right-click a queue to Join or Leave. The corresponding queue icon changes color from green to red.
- 2. Change ACD State Available, Unavailable and Wrap-up ACD states are clickable buttons
- 3. **Call Center Name Presentation** The name of the call center queue is displayed in the "To" field in the Active Call Window
- 4. Unavailable Codes As configured in Evolve IP Call Center. *Requires Evolve IP Call Center Agent Premium user service assigned*
- 5. Supervisor Escalation Alerting Supervisors who are assigned to the queue by call or IM
- 6. **Personal Wallboard** Displays the Agents, personal and overall statistics for queues the Agent is a member of. Statistics include Total Calls, Answered Calls, Missed Calls, Calls In Queue
- 7. **DNIS** Allows Unity to change outbound CLI presentation. *Requires Evolve IP Call Center Agent Premium user service assigned*
- 8. **ACD Behavior** Configure required ACD state [between Available, Unavailable and Wrap-Up] at start-up, post call and when the workstation is locked
- 9. **Configure Wrap-Up** In Unity Settings, the Agent can specify an automatic post call Wrap-Up duration
- 10. Disposition Codes As configured in Evolve IP Call Center. Requires Evolve IP Call Center Agent Premium
- 11. **Personal Reporting** Provides historical reports of the Agents own performance metrics. *Requires Evolve IP Enhanced Reporting to be deployed*

Unity Initial Set-Up

On installation Unity will prompt for the Evolve IP Username and Password. Other details [covered below] should be pre-populated. Call Center authentication details also need to be added for Unity Agent as addressed below.

Authentication Credentials Location:

Server Address:	Settings [button] > Settings [tab] > Network
User and Call Center ID:	Settings [button[> Settings [tab] > Authentication
Unity Product:	Settings [button] > Settings [tab] > Start-Up – select from drop list



Unity Version	Required Authentication Details	Notes
Desktop	BroadWorks Server Connection Details	The server address and port should be pre-populated.
Agent	Server Address: voip.evolveip.net	
	Server Port: 2208	
Desktop	Unity Server Connection Details	These settings will be pre-populated
Agent	Server Address: im.unityclient.com	
	Server Port: 2208	
Desktop	BroadWorks Login Details	Your Username and Password will be provided by your Project
Agent	Username: username	Manager
	Password: userpassword	
Agent	Call Centers:	1. This is the Call Center ID and call center Password from
	Login ID: callcentername	Evolve IP.
	Password: callcenterpassword	2. When using Unity Agent, the Call Center IDs are pre-
		populated. Double click the Call Center ID to enter the password.
		Note* See below on how to apply passwords to Call Center
		Queues

Unity Agent– Entering Call Center IDs

Unity will populate the Call Center queues that the Agent is assigned to. Settings [button] > Settings [tab] > Authentication > Call Center > Ensure that all passwords are the same for each Call Center in your organization. Under Default Password enter in the password for the Call Center queues they agent is assigned to. Then click the green OK check to save

U Services & Settings	×
Services Settings	
Unity Settings Appearance Skin Contact Search Contact Display Ourrent Calls	Specify call center authentication details. All login ids and passwords are case sensitive and each login id must include the domain.
Computer/Phone Integration	Default password
Clipboard Integration Dialing Rule	******
Custom Directory Integration	Call Center Login Details
Outlook Integration Outlook Integration	■Demo Standard ✓ Training Demo Q
Call Centers	Alert me when a call center login fails
	Cancel VK



Unity Agent User Guide

Introduction to Main Interface

ile Tools Help	th Crider - Availabi	e (duration: 36:32)										
				🜺 🔛						EVC	DLV	E
available Available	Wrap-up Release		ansfer Hold	Conference Voicema		ports Settings				THE CLOU	JD SERVICES	COMPANY
			My Statistics					0	verall Queue Statist	tics		
Name	Total Calls	Answered Calls	Missed Calls	Total Talk Time	Average Talk Time	Total Calls	Calls Answered	Total Missed Calls	Calls In Queue	Longest Wait Time	Average Wait Time	Average Talk Time
Demo Standard	0	0	0	00:00:00	00:00	0	0	0	0	00:00	00:00	00:00
Training	0	0	0	00:00:00	00:00	2	0	2	0	00:00	00:00	00:00
	0	0	0	00:00:00	00:00	2	0	2	0	00:00	00:00	00:00
-												
From			То			Duratio	on		Status			
Contacts Call Logs Search	Voicemail	٩										My status: in o
Search	Voicemail	۹. Phon	e		ACD State		s	atus				My status: in o
Search	Voicemail	Phon	ie 1320447		ACD State Sign-Out			atus alking to Rob Hend	ricks (07:59)			My status: in o
Search Name	Voicemail	Phon 6102							ricks (07:59)			My status: in ∩
Search Name & Alicia Packin & Ben Edwards	Voicemail	Phon 6102 5303	320447		Sign-Out				ricks (07:59)			My status: in o
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Search Name Sticia Packin Ben Edwards Ben Edwards Bell Reidinger Bobreneman Chris Cantz David Watters Chris Cantz David Watters	Voicemail	Phon 6102 5303 6102 6102 6102 6102 6102 6102 6102	320447 276009 300023 320081 300410 321544 300149 302368		Sign-Out Unavailable Sign-Out Sign-Out Sign-Out Sign-Out		T	alking to Rob Hend				My status: in (
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The main Unity window has four separate sections: Call Control/CallCenter Icons, Personal Wallboard, Active Call Window, and User Status/Directories View.

Top Box - Call Control/Call Center Icons: This view provides the different call control icons needed to perform actions like Answering/Releasing a Call, Transferring and Conferencing calls. The Call Center Status Icons allow Agents to switch between Unavailable, Available and Wrap-up by clicking on the appropriate icon.

Top Middle Box - Personal Wallboard: Shows the current performance metrics for the Calls Centers an Agent is assigned to.

Bottom Middle Box – Active Call Window: All inbound and outbound calls will appear in this section. The following information will always be displayed: From (caller-id), To (caller-id), Duration of Call, and Call Status (Active, held, etc).

*Note that Gridline view can be turned off: Right-click in Active Call Window > Click Show Gridlines so it is unchecked and turned off.

Bottom Box – User Status/Directores: User Status shows the users currently being monitored. Directories provides the Enterprise/Group Directories along with a Personal directory for the end user's personal entries.

*Note that Gridline view can be turned off: Right-click in User Status Window > Appearance > Click Show Gridlines so it is unchecked and turned off.

1. Using Personal Wallboard

The Personal Wallboard will show current performance metrics for the Call Centers the Agent is assigned to. Statistics are broken down by "My Statistics" which show the Agents individual performance and "Overall Queue Statistics" which shows the current conditions across the entire call center(s). All statistics will poll Evolve IP on a configurable timer. The red/green -/+ at the upper right hand corner of Personal Wallboard toggles between showing all call centers individually [Maximized View] or a summary of all call centers combined [Minimized View]

			My Statistics					0	verall Queue Statist	ics		
Name	Total Calls	Answered Calls	Missed Calls	Total Talk Time	Average Talk Time	Total Calls	Calls Answered	Total Missed Calls	Calls In Queue	Longest Wait Time	Average Wait Time	Average Talk Time
Demo Standard	0	0	0	00:00:00	00:00	0	0	0	0	00:00	00:00	00:00
Training	0	0	0	00:00:00	00:00	2	0	2	0	00:00	00:00	00:00
	0	0	0	00:00:00	00:00	2	0	2	0	00:00	00:00	00:00
Vinimized	View											
			My Statistics					0	verall Queue Statist	ics		
Name	Total Calls	Answered Calls	Missed Calls	Total Talk Time	Average Talk Time	Total Calls	Calls Answered	Total Missed Calls	Calls In Queue	Longest Wait Time	Average Wait Time	Average Talk Time
Summary	0	0	0	00:00:00	00:00	2	0	2	0	00:00	00:00	00:00

Note that: Statistics shown in Personal Wallboard reset every 24 hours at midnight

Agents have the ability to change the statistics displayed in their Personal Wallboard.

Changing the different Wallboard statistics can be found in Settings[button] > Settings [tab] > Statistics > Columns. Changes can be made to "My Statistics" and the "Overall Queue Statistics." Selecting the "Plus/Add" icon will take the agent to a new view to all the available statistics that can be displayed.

Call Center Agent Call Center Statistics Reporting Do Not Disturb External Calling Line ID Delivery Internal Calling Line ID Delivery Simultaneous Ring	Agent Columns Total Calls Answered Calls Missed Calls Total Talk Time Average Talk Time				
- Outgoing Calls Calling Line ID Delivery Blocking - Call Control	Call Center Columns	₽	¢	-	-
Broadworks Anywhere Call Transfer Call Park Retrieve Call Waiting Directed Call Pickup With Barge-in Remote Office Shared Call Appearance Messaging Voicemail	Total Calls Calls Answered Total Missed Calls Calls In Queue Longest Wait Time Average Wait Time Average Talk Time				
		₽	¢		÷

Below are the available statistics to be displayed:

My Statistics	Overall Queue Statistics
Total Calls	Total Calls
Answered Calls	Calls Answered
Missed Calls	Total Missed Calls
Total Talk Time	Calls in Queue
Average Talk Time	Longest Wait Time
Total Staffed Time	Average Talk Time
	Average Hold Time
	Total Missed Calls Percentage
	Number of Busy Overflows
	Number of Busy Overflows Percentage



Number of Calls Answered Percentage
Number of Calls Abandoned
Number of Calls Abandoned Percentage
Number of Calls Transferred
Number of Calls Transferred Percentage
Number of Calls Timed Out
Number of Calls Timed Out Percentage
Average Number of Agents Talking
Average Number of Agents Staffed
Average Abondonment Time
Total Talk Time
Staff Ratio

1.1 Changing ACD State

Clicking Unavailable, Available or Wrap-Up will change availability for all queues the user is a member of.



1.2 Using Unavailable Codes

When clicking Unavailable, any Unavailable codes that are setup in Evolve IP OSSmosis are presented in a drop list. Select the appropriate code.

Unava	None
	Alarms
	Bounced
Na	Break
	EIQ
Su	Lunch
	Meeting —
	Project
	Tickets
	Training
0.0	

1.3 Joining & Leaving Queues

Right-click any queue in the Personal Wallboard to toggle between Join and Leave queue. Queues that the user is Joined to have a green icon next to them. A red icon indicates the user is not Joined to that queue.

*Note that based on your Administrations requirements this option may not be available.



				My Statistics	
Vame		Total Calls	Answered Calls	Missed Calls	
O Demo St	tandar	d 0	0	0	
Training		0	0	0	
		Call queue		0	
		Leave Queue			
From		Refresh statistics		То	Name
		Supervisors	+		Demo Standard
Contacts	✓	Show gridlines			Training

1.4 Receiving ACD Calls

Inbound ACD calls will display the Call Center name, in the "To" field. The "From" field will display the incoming CallerID (if not witheld) or th Caller name if it can be matched from the Directory. Answer the call by lifting the phone handset or clicking Answer/Release call control button.

From	10	Duration	Status	
Current				
John	Training (Training Queue)	00:00	Ringing	

1.5 Using Disposition Codes

Unity will expose Disposition Codes, as configured in Evolve IP OSSmosis, within the Active Call Window. The Agent can enter one or more Disposition Codes by right-clicking the active call and selecting from the drop-down list. Disposition Codes can be entered while the call is active, or immediately after, the call has ended and before another call is answered. Only Disposition Codes configured for the queue that the Agent has answered are displayed.

Adding Disposition Codes While Call is Active

From	То	Duration			Status			
Current								
John	Training (Tra	ining Queue)					cording	
		Assign call to account co	de 🕨 🕨			_		
Contacts Call Logs (2 Miss	ed) Voicemail	Add number to personal	directory	L				My status: in of
Search	٩,	Assign disposition code	•		Selected call		Billing Question	
Vame	Phone	ACD S Reset column widths		Γ			Campaign 154 Lead	
Ben Edwards	5303276009	Unavairable					Cross-Sell Opportunity	
Bill Reidinger	6102300023	Sign-Out					Follow Up Required	
Katie Castiglione	6102300027						Hot Lead	
Jennifer Piperato	6102300142	Sign-Out					NY Times Promotion	
Lindsey Elberti	6102300143	Unavailable						
Lave Frazee	6102300149	Sign-Out					Sale Made	
👢 James Halpin	6102300195	Sign-Out					Wrong Number	

Adding Disposition Codes Post Call

From	То		Duration	Status	
		Assign disposition code	Last call bet	tween Training John 🔸 Billing Q	Question
		Reset column widths		Campai	gn 154 Lead
Contacts Call Logs (2 Miss	sed) Voicemail			Cross-Se	ell Opportunity My status: in office
Search	0			Follow U	Jp Required
odulan	~			Hot Lea	d
Name	Phone	ACD State	Sta	itus NY Tim	es Promotion
Ben Edwards	5303276009	Unavailable		Sale Ma	de
🔱 Bill Reidinger	6102300023	Sign-Out		Wrong	Number
& Katie Castiglione	6102300027			Wong	
A 1000000000000000000000000000000000000	0400000440	01 0.4			



1.6 Auto Answer

Unity Agent allows ACD calls to auto-answer when the Agent is in the "Available" state so that an Agent does not have to lift the handset or activate a call control button. This is toggled on/off in Settings [button] > Service > Agent

÷	Call	Center

Automatically answer call center calls when I'm available

1.7 Alerting Supervisors

Right-click a Call Center queue in the Personal Wallboard and select "Supervisors" (this is available for all queues). This will display a list of Supervisors assigned to the queue in Evolve IP's OSSmosis portal. Agents can alert the selected Supervisor by calling them (if there is a current call in progress, this will put that call on Hold), or instant messaging (provided the selected Supervisor has Unity open).

Name	Total Calls	Answered Calls	Missed Calls	Total Talk Time	Tim	е	Total Calls	Calls Answere
Demo Stand	ard 0	0	0	00:00:00	00:0	0	0	0
Traini	Call queue		1	00:00:00	00:0	0	4	0
	een queue		1	00:00:00	00:0	0	4	0
1	Leave Queue							
Fron	Refresh statistics		То				Duratio	on
	Supervisors	+	DashboardUs	er DashboardUser	•			
	Show gridlines		Eigen X					_
- · · ·	Logs (Z Missea) void	eman	Jason Jefferie	s	•	Call		
Search			Kristen Galla	gher	•	Insta	nt message	
			Lindsey Elber	ti	•		,	
Name		Pho	Shannon Det	wiler		State		
& Ben Edwa		530:	WebSupervis	or Training		ailable		
🔍 🛛 Rill Reidin	ner	6105			In-	Out		

1.8 Escalating Call Center Call to first available Supervisor

This allows you to escalate a call to the first available supervisor instead of needing to choose which supervisor you wish to escalate the call to. Right-click on the active call and select "Call/escalate to first supervisor" or "Instant conference/escalate to first supervisor" depending on if you wish to speak with the supervisor first or immediately conference them in.

From		То		Duration	Status
FOX JOHN	Add number to personal directory		in Premium	06:37	Active
	Call/escalate to first supervisor Instant conference/escalate to first superv	visor			
User Statu	Supervisors	•	1 Missed)		

1.9 Configuring Supervisor List

There are two Supervisor display options; All Supervisors in the Call Center or only those Supervisors who are currently supervising the Agent [as configured in Evolve IP's OSSmosis]. This option is controlled in Settings [button] > Services > Agent

When listing supervisors

- Include all supervisors in the call center
- Include only those supervisors that are currently supervising me



1.10 Activating Outbound DNIS

If the Agent is a member of Evolve IP Call Center premium queues, and the DNIS capability has been configured in Evolve IP, then the Agent can select an outbound DNIS which will determine which outbound CallerID is presented when the Agent makes calls. Right-click the Dial icon and mouse over "Change Outbound Number" at the bottom (the numbers above are a clickable list of last 10 numbers for redial). The outbound DNIS that are available are presented. The currently selected outbound DNIS is checked. This will affect all outbound calls until the outbound DNIS setting is changed, or set to none.

Die		Voice		Settings		
My S	Charles The Party of Charles				Overall Queu	e Statis
Miss	Appendix	tal	Calls	Answered Calls	Missed Calls	Calls Quer
		0	-	0	0	0
	Dave Dame	2		0	0	0
	dat Through	2		0	0	0
	Agent 7 330					
	Quite Support			[Duration	
	Calin Farment	Г				
	Change outbound number	1	Nuts	Sales (Nuts Inf	ernational)	
			Nuts	Sales (Nuts Uk	0	
			Bolts	Sales (Bolts In	ternational)	
Y	Call Logs		Bolts	Sales (Bolts U	0	
0			None	2		0
6		_	-	the second se		- 22

1.11 Running Agent Personal Reports

Unity Agent provides access to the following reports:

- 1. Agent Activity Detail Report
- 2. Agent Activity Report
- 3. Agent Call Detail Report
- 4. Agent Call Report
- 5. Agent Duration Report
- 6. Agent Sign-In/Sign-Out Report

To access these reports, click on the Reports Icon. From the Report Viewer interface (shown below) select the desired report and reporting period.

onference Voicemail Recording	Reports Settings	
Report	Agent Activity De	tail Report 👻
Start Period	Thu, 14 Jan	
End Period	Thu, 14 Jan	
Output Type	PDF	•
-		
-		🗙 Cancel 🗸 Run
ACD Sta	to	Statue



1.12 Customizing Unity Queue Availability and Behavior

Unity Agent offers a cascading heirarchy of availability settings and Behavior that can be configured. This allows for Unity to start on Windows boot, automatically Join the Agent to their assigned queues, make them immediately Available and auto-answer ACD calls – or any variation within that chain.

Options are:

Action	Behavior Configuration Options	Configuration Location	Example	
OS Boot	Auto-start Unity [select as Desktop,	Settings [button] > Settings	Fig 1	
	Agent]. Optionally Unity can start	[tab] > Startup – select type		
	minimized to the taskbar	from drop list		
Unity Open/Close	Allows the user to specify Join Queue	Settings [button] > Settings	Fig 2	
	on Unity Start and Computer Unlocked,	[tab] > Startup – select type		
	and Leave Queue when Unity Closed or	from drop list		
	Computer Locked			
Unity Close	Activate Sign Out when Unity is closed	Settings [button] > Settings	Fig 3	
Start-Up and Desktop Locked	Preset Available, Unavailable or Wrap-	[tab] > Services > Call Center	Fig 4 and Fig 4.1	
Post ACD Call State	Up ACD state [Unavailable codes are	> Agent > ACD State		
Desktop Locked ACD State	supported if configured in Evolve IP's			
-	OSSmosis portal]			
Wrap-Up Duration	Allows the Agent to specify Wrap-Up [in		Fig 5	
	seconds] that will apply post ACD call.			
	The Agent state will change to Wrap-Up			
	before returning to Available at the			
	duration of the timer. Note a maximum			
	Wrap Up timer can be set in Evolve IP's			
	OSSmosis portal that overrides the			
	Unity setting.			
Prevent Changing ACD State on	Prevents the Agent from changing state		Fig 6	
ACD Call	when they are currently on an ACD call			
Auto Answer ACD Call	Toggle Auto Answer on/of, typically	Settings [button] > Settings	Fig 7	
	used in conjunction with a headset	[tab] > Services > Call Center		
Specify Supervisor List [when	Determines which Supervisors are	> Agent	Fig 8	
Right-clicking call center queue in	displayed, those assigned to the call		-	
Personal Wallboard]	center in Evolve IP or only those that			
	are monitoring the Agent			

Note: These settings can be restricted to require Administrator rights to the local workstation in order to prevent Agents unnecessarily changing Behavior.

Fig 1 – Auto start Unity on operating system boot

Startup application:
Unity Call Center Agent 🗸
Auto start Unity on operating system boot Unity Call Center Agent



Fig 2 - Join/Leave Call Centers on Unity Star	ť
Join all my call centers:	
when Unity is starting	
when the computer is unlocked	
Leave all my call centers:	
✓ when Unity is closing	
when the computer is locked	

Fig 3 -Activate Sign Out when Unity is Closed

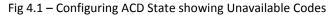
Activate sign-out ACD state when Unity is closing.

1.13 Configuring ACD State with Desktop

Unity Agent can be pre-set with an ACD state for Desktop Startup and Unlock, Post Call and Desktop Locked. In the below example, the Agent ACD Behavior is set to "Available" at all times. This is configured in Settings [button] > Services > Call Center > Agent > ACD State

Fig 4 – Configuring ACD State

Startup & desktop unlocked ACD state
Available 🔹
Post call ACD state
Wrap-Up 🔹
Desktop locked ACD state
Not Set 🔹
Wrap-up duration (sec)
60
📃 Don't change my ACD state to Available until I assign a disposition code
Prevent me from manually changing my ACD state when on a call center ca
Only show the current ACD state button



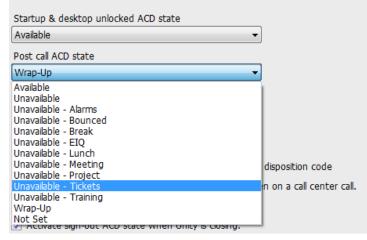




Fig 5 Wrap-Up Duration

Wrap-up duration (sec)	
60	

Fig 6 Prevent Changing ACD State to Available until a Disposition Code has been assigned to the last Queued call Don't change my ACD state to Available until I assign a disposition code

Fig 7 Prevent Changing ACD State While on a Call

Prevent me from manually changing my ACD state when on a call center call.

Fig 8 Auto Answer ACD Call

Automatically answer call center calls when I'm available

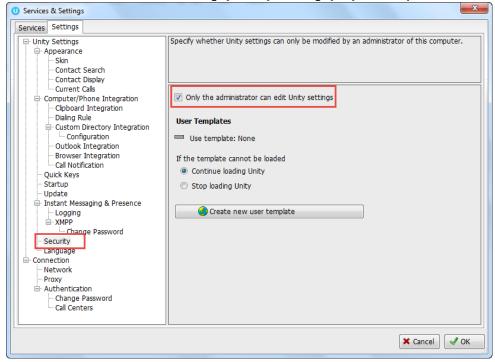
Fig 9 – Specify Supervisor List

When listing supervisors

- Include all supervisors in the call center
- Include only those supervisors that are currently supervising me

1.14 Locking Unity Settings

Unity settings can be locked so that they can only be changed by a user with Administrator rights to the local workstation. This is activated in Settings [button] > Settings [tab] > Security

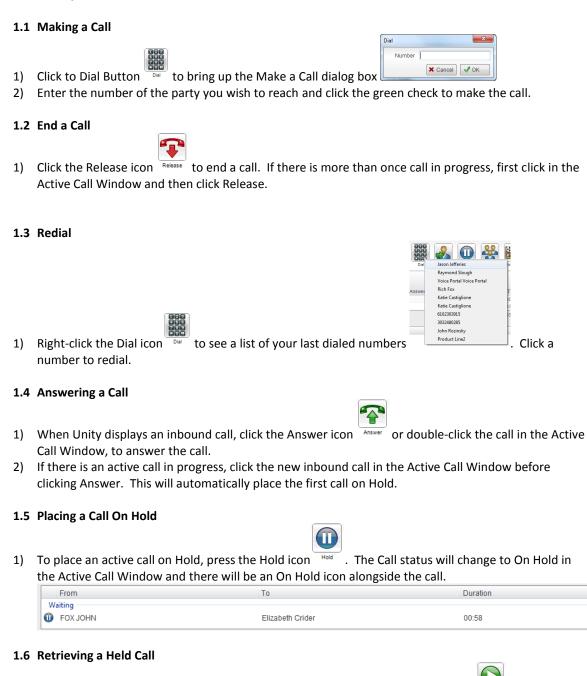




Status

On hold

1. Call Control Capabilities



1) Click the held call in the Active Call Window to select it. Click the Retrieve button Retrieve to take the call of hold.

1.7 Transferring a Call

1.7.1 Voicemail Transfer

1) When on an active call, right click on a user within the User Status list and select Transfer to voicemail.



	4		1	3	00:01:03	01:08
				Call exte	nsion	
From				Park call	on extension	
Waiting -					call to extension	
🗊 FOX J	OHN					
	1			Warm tr	ansfer call to extension	
Contacts	Call Logs (1 Missed)	Voicemail		Call mol	bile	
Search		Q		Transfer	call to mobile	
oraron		-		Warm tr	ansfer call to mobile	
Name			Phone	_		
& Aller	Packin		6102320	Transfer	to voicemail	
8 800	dwards		5303276	View use	er details	
6 mm	aidn gar		6102300			
6	eneman		6102320	Instant r	nessage	
A Street	Marrie		6102300	Send em	nail	
Cherry Cherry	Carte		6102321			
Care Care	11200		6102300	Persona	directory	•
Contraction of the second	The second se		6102302	Manage	user list	
	not parcente		0102321			
-	8 / 8 · 1 / 2 / 8 ·		1 TO 2 TO 2	Appeara	nce	

2) When on an active call, click the Dial icon Dial to bring up the Make a Call dialog box. Enter in *55 followed by the end user's extension and click the green check to complete the Voicemail transfer.

Dial		×
	Number	*558000
		🗙 Cancel 🗹 OK

1.7.2 Blind Transfer

1) When on an active call right-click the recipient in either the User Status or Directory tab and select Transfer Call to Extension or Transfer Call to Mobile. This will send the call directly to the destination number.

4	1	3	00:01:03	
		Call extension		
From		Park call on extension		
Waiting		Transfer call to extension		
FOX JOHN				
		Warm transfer call to exte	nsion -	
Contacts Call Logs (1 Missed) Voicemail		Call mobile		
Search		Transfer call to mobile		
Name		Warm transfer call to mol	bile	
Alicia Pacton		Transfer to voicemail		
Bit Reidinger		View user details		
& Boltreneman		Instant message		
L Ohris Cartz		Send email		
Lave Fraze		Personal directory	•	
Lower matters		Manage user list		
A Emila Janczał		Appearance	•	
James Halpin				

2) To Blind Transfer the call to a number not within your User Status or Directory Tab, select the call from the Active Call Window and click the Transfer Icon. This will bring up the



Transfer Call dialogue box. Enter the destination number and click the green check or press Enter.

Transfer	×	
Number	[
	🗙 Cancel 🛛 🗸 OK	

1.7.3 Consulted Transfer Option 1:

1) Receive and answer an inbound call. Make a new call to the desired destination extension,

either by clicking the Dial icon , double clicking an Available colleague in the User Status tab or double-click a Group or Personal directory entry.

2) This will automatically place the first call on Hold and initiate a new call in the Active Call Window.

From	То	Duration	Status
Current			
Elizabeth Crider	Katie Castiglione	01:29	Active/Not recording
Waiting			
Waiting FOX JOHN	Elizabeth Crider	05:13	On hold

- Once the called party answers, click the Transfer icon Transfer to connect the call. Both calls will disappear from the Active Call Window
- 4) If you have multiple active calls, make sure you first select the call you wish to transfer by clicking on it in the active call window.

Option 2:

- 1) Receive and answer an inbound call.
- 2) Right-click on an available colleague in the Contacts tab.
- 3) Select Warm Transfer to Extension

From	То	
Waiting		Call extension
FOX JOHN	Elizab	Park call on extension
		Transfer call to extension
		Warm transfer call to extension
Contacts Call Logs Voicemail		Call mobile
Cail Edgs Voicemail		Transfer call to mobile
Search	٩	Warm transfer call to mobile
Name	Phone	Transfer to voicemail
Bit Reidinger	6102300023	View user details
Erran Marrill	6102300410	Instant message
& Chris Carlt	6102321544	Instant message
Dave Fraze	6102300149	Send email
& David Watters	6102302368	Personal directory
Domenick Balsamo	6102321665	
Emilia Janczał	6102321570	Manage user list
	2422222222	Appearance
Jason Jefferies	6102300860	rippediance



4) Once connected and you are ready to complete the transfer select the transfer icon Transfe

1.7.4 Transfer Call to Personal Voicemail

1) To send an inbound caller directly to your Voicemail click Send to Voicemail icon:



1.8 Setting up a Conference Call

1) Once an active call is established, either made or received, call a third person by clicking the Dial icon

or double-click a user in the User Status or Directory Tab.

- 2) Making this call will automatically place the first caller on Hold.
- 3) Once the third party has answered click the Conference icon conteness and all three parties are active on the conference call. The other parties on the conference call are displayed in the Active Call Window with Status as "Active (Conference)".

	· /		
From	То	Duration	Status
Current			
Hizabeth Crider	Jason Jefferies	00:10	Active (conference)/Not recording
😤 FOX JOHN	Elizabeth Crider	00:29	Active (conference)/Not recording
1			

- 4) To put the conference call on hold click the hold icon Hold and retrieve icon Retrieve to talk the call off hold.
- 5) To end the conference call click the Release icon Release to disconnect all parties from the conference call.

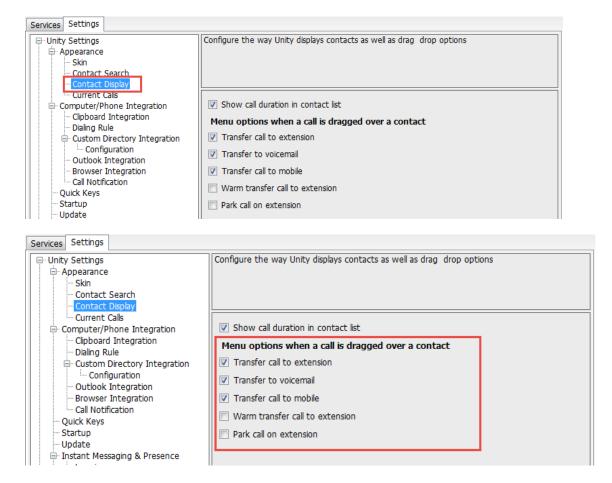
1.9 Drag and Drop Calls

Within the Unity Agent client is the ability to drag and drop an active call over a monitored contact within the contact tab. Once a call has been dragged over a contact (depending on your settings) there will be multiple action options.

1.9.1 Setting Up Drag and Drop

- 1) Select Settings [button] > Settings [tab] > Contact Display
- 2) Select the options presented: Transfer call to extension, Transfer to voicemail, Transfer to mobile, Warm transfer call to extension, and Park Call on extension





1.9.2 Drag and Drop Calls

1) Click and hold the mouse on the call and drag and drop the call over the user in the contact list.

2) Once the call has been dropped on the contact select the call action to take.

Contacts Call Logs (3 Missed)	Voicemail			
Search	٩			
Name	Phone			
Bo Breneman	6102320081			
Chris Cantz	6102321544			
Emilia Janczak	6102321570			
& Katie Castiglione	Transfer call to extension	1		
👗 Kerry Conrad				
Lauren Carnevali	Transfer call to mobile			
& Michael Hamilton	Transfer to voicemail			
& Morgan Emlet	0102020400			
🚨 Neill Reidy	6102320453	6102320453		
& Raymond Slough	6102303491	6102303491		
& Samantha Gumienny	6102321481	6102321481		
& Ben Edwards	5303276009	5303276009		
💄 Dominick Balsamo	6102321665	6102321665		
💄 Jason Jefferies	6102300860	6102300860		
Alicia Packin	6100200447			



1.10 Retrieving a Parked Call

- 1) A parked call is retrieved in one of two ways:
 - a. Click the pop-up window indicating a call has been parked.





2 Call Recording

Call recording profiles for Agents will be set in EvolveIP OSSmosis by the Supervisor or Administrator. An Agent is not able to change call recording settings through the Unity client.

2.1 Always

The Always Call Recording setting will always record all end users calls.

- 1) Outbound and incoming calls will be recorded.
- 2) When the agent is on an active call the status will indicate that the call is Active and being recorded.

	ccorucu.										
Unity Agent: Elizabet	h Crider - Available	(duration: 28:46)	_	_	-	per las last	-	-	_		_
File Messaging To	ols Help										
💫 🕹 [&			🌺 🔛			0		_		
Unavailable Available	Wrap-up Release	Dial Trans	sfer Hold	Conference Voicemail	Record 🗸	Always					
			My Statistics			On Demand Never			0	verall Queue Statist	lics
Name	Total Calls	Answered Calls	Missed Calls	Total Talk Time	Avera Tir		ause/Resume		otal Missed Calls	Calls In Queue	Longest Wa Time
Demo Standard	0	0	0	00:00:00	00	On Demand v	vith User Initiat	ed Start	0	0	00:00
Training Demo Q	0	0	0	00:00:00	00:00	0		0	0	0	00:00
	0	0	0	00:00:00	00:00	0		0	0	0	00:00
From			То				Duration			Status	
FOX JOHN			Elizabeth Ci	rider			00:09			Active/Recordin	g

2.2 Always with Pause/Resume

The Always with Pause/Resume Call Recording setting always records the call, but allows the Agent to pause and resume recording during an active call.

1) When the agent is on an active call the status will indicate that the call is Active and being recorded.

	ccorucu.									
Unity Agent: Elizabet	h Crider - Sign-Out	(duration: 18:11)	_		Sec. 2	addressing of these	of Tables	-		
File Tools Help										
💫 🕹	2			🔮 🔛						
Unavailable Available	Wrap-up Release	Dial Trans	sfer Hold	Conference Voicemail	Rec	Always				
			My Statistics			On Demand		0	verall Queue Statis	ics
					Ave	Never		Total Missed		Longest \
Name	Total Calls	Answered Calls	Missed Calls	Total Talk Time		Always with Pause/Resum	e	Calls	Calls In Queue	Time
Demo Standard	0	0	0	00:00:00		On Demand with User Initi	iated Start	0	0	00:00
Training Demo Q	0	0	0	00:00:00	00:00	0 0	0	0	0	00:00
	0	0	0	00:00:00	00:00) 0	0	0	0	00:00
From			То			Duration			Status	
FOX JOHN			Elizabeth C	rider		00:06			Active/Recordin	g

2) To pause recording click on the Recording icon. This will pause recording and the Recording icon will show it has been paused.

*Note the Status of the call will change to say Active/Recording paused.



Recording Rep	orts Settings				E
			0	verall Queue Statist	ics
Average Talk Time	Total Calls	Calls Answered	Total Missed Calls	Calls In Queue	Longest Wait Time
00:00	0	0	0	0	00:00
00:00	0	0	0	0	00:00
00:00	0	0	0	0	00:00
	Duratio	n		Status	
	03:19			Active/Recordin	g paused

3) To resume recording click on the paused Recording icon. The status of the call will change to say Active/Recording

Recording Rep	xorts Settings		0	verall Queue Statist	ics
Average Talk Time	Total Calls	Calls Answered	Total Missed Calls	Calls In Queue	Longest Wait Time
00:00	0	0	0	0	00:00
00:00	0	0	0	0	00:00
00:00	0	0	0	0	00:00
	Duratio	n		Status	
	02:07			Active/Recordin	g
				L	

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2.3 On Demand

The On Demand Call Recording setting allows users to initiate a recording at any point during a call and the recording will capture the entire length of the call. The feature will also allow for the end user to pause and resume a call once the recording has been initiated.

1) When an agent is set to On Demand recording and on an active call the status of the call will say Active/Not Recording

Rec 🗸	Ahway On De	ç				
Always with Pause/Resume On Demand with User Initiated Start			O Total Missed Calls	verall Queue Statist Calls In Queue	ics Longest Wai Time	
00:00)	0	0	0	0	00:00
00:00)	0	0	0	0	00:00
00:00)	0	0	0	0	00:00
		Duration	1		Status	
		01:02			Active/Not recor	ding
					L	

2) To initiate the start of the recording click on the Recording icon. The Recording icon will change to show that the call is being recorded and the status of the call will change to say Active/Recording.

			0	verall Queue Statist	ics
Average Talk Time	Total Calls	Calls Answered	Total Missed Calls	Calls In Queue	Longest Wait Time
00:00	0	0	0	0	00:00
00:00	0	0	0	0	00:00
00:00	0	0	0	0	00:00
	Duratio	n		Status	
	02:07			Active/Recordin	g

- 3) Once the recording has been activated, it can be paused and resumed.
- 4) To pause the recording click on the Recording icon. This will pause the recording and the recording icon will show it has been paused. Status of the call will change to say Active/Recording Pause.



Recording Rep	orts Settings				I
			0	verall Queue Statist	lics
Average Talk Time	Total Calls	Calls Answered	Total Missed Calls	Calls In Queue	Longest Wait Time
00:00	0	0	0	0	00:00
00:00	0	0	0	0	00:00
00:00	0	0	0	0	00:00
	Duratio	n		Status	
	03: 1 9			Active/Recordin	ig paused
				L	

5) To resume the recording click on the paused Recording icon. This will resume recording and the status of the call will change to say Active/Recording

werage Talk	
Time Total Calls Calls An	Total Missed Longest Wai swered Calls Calls In Queue Time
00:00 0 00	0 00:00
00:00 0 00:00	0 00:00
00:00 0 0	0 0 00:00
Duration	Status
02:07	Active/Recording

2.4 On Demand User Initiated

The On Demand User Initiated Call Recording setting allows end users to initiate a recording at any point during a call and will record the call from the point in which the recording was initiated. The feature will also allow the end user to pause and resume a call once the recording has been initiated and end the recording before the calls end.

1) When an agent is set to On Demand User Initiated recording and on an active call the status of the call will say Active/Not Recording.

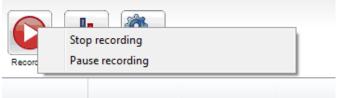


Reco	Alwa On D Neve	emand			rerall Queue Statist	irs
Aver		<u>iys with Pause/Resu</u> Jemand with User Ir		Total Missed Calls	Calls In Queue	Longest Wait Time
00.00		Ū	Ū	0	0	00:00
00:00		0	0	0	0	00:00
00:00		0	0	0	0	00:00
		Duration	1		Status	
		00:16			Active/Not recor	ding

2) To initiate the start of the recording click on the Recording icon. The Recording icon will change to show that the call is being recorded and the status of the call will change to say Active/Recording.

			0	verall Queue Statist	ics
Average Talk Time	Total Calls	Calls Answered	Total Missed Calls	Calls In Queue	Longest Wait Time
00:00	0	0	0	0	00:00
00:00	0	0	0	0	00:00
00:00	0	0	0	0	00:00
	Duratio	n		Status	
02:07				Active/Recordin	g

- 3)
- When you click on the Recording icon you will be presented with two options: Stop the recording or Pause the recording.





4) To pause the recording select Pause Recording. This will pause the recording and the Recording icon will show it has been paused. Status of the call will change to say Active/Recording Pause.

Recording Rep	xorts Settings				E
			0	verall Queue Statist	ics
Average Talk Time	Total Calls	Calls Answered	Total Missed Calls	Calls In Queue	Longest Wait Time
00:00	0	0	0	0	00:00
00:00	0	0	0	0	00:00
00:00	0	0	0	0	00:00
	Duration	1		Status	
	03:19			Active/Recordin	g paused

5) To resume the recording click on the paused Recording icon. This will resume the recording and the status of the call will change to say Active/Recording

			0	verall Queue Statisti	CS
verage Talk Time	Total Calls	Calls Answered	Total Missed Calls	Calls In Queue	Longest Wait Time
00:00	0	0	0	0	00:00
00:00	0	0	0	0	00:00
00:00	0	0	0	0	00:00
	Duratio	n		Status	
	02:07			Active/Recordin	g

) Top stop the Recording select the Stop recording option and the recording will stop. The status of the call will change to Active/Not Recording.

Recording Rep	orts Settings				Е
			01	verall Queue Statist	ics
Average Talk Time	Total Calls	Calls Answered	Total Missed Calls	Calls In Queue	Longest Wait Time
00:00	0	0	0	0	00:00
00:00	0	0	0	0	00:00
00:00	0	0	0	0	00:00
	Duration	1		Status	
	05:54			Active/Not recor	ding

6)



3. Contacts Tab

3.1 User Status

3)

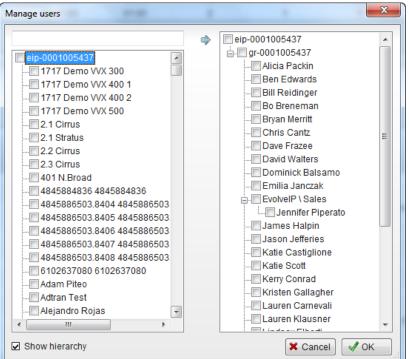
- 1) Available: The user is logged in and their telephone is not currently engaged. They are free to receive a call.
- 2) Linavailable: The user is currently engaged on the telephone
 - Ringing: The user's telephone is current ringing.
- 4) Alta Antoine Antoine

3.2 Managing your User Status View

1) To change the users being monitoring right-click on the User Status view and select "Manage user list"

Contacts Call Logs Voicemail						
Search	Q.					
Name	Phone	ACD State		Status		
Kerry Conrad	6102320320					
& Kristen Gallagher	6102320441	Unavailable				
Lauren Carnevali	6102302436				Talking to 33174180104 (22:08)	
Lauren Klausner	6102321545	Sign-Out				
Lindsey Elberti	6102300143	Unavailable	Call extension			
Michael Hamilton	6102300221		Call mobile			
& Morgan Emlet	6102320409					
Neill Reidy	6102320453		View user details			
Nicci Townsend	6102302365	Sign-Out				
Nick Duerr	6102300270	Sign-Out	Instant message			
Raymond Slough	6102303491		Personal directory	,	an Bean (04:41)	
Rich Fox	6102300949	Sign-Out				
Samantha Gumienny	6102321481		Manage user list			
Thomas McPoyle	6102320567	Sign-Out	Appearance			
Tristan Smith	6102300810	Wrap-Up	Appearance			

2) The Manage Users pop up box will appear. Users currently being monitored will be in the right column and users available to add to the list of monitored users will be on the left.

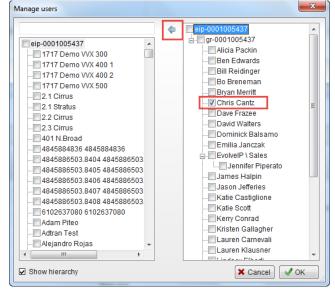




 To delete all the users from the monitored list double-click on monitored user list code at the very top of the user list.

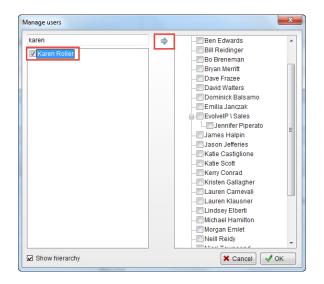


4) To remove select users from the monitored user list click on the users name and select the arrow in between the two columns to add them back into the list of available users.



5) To add users, use the search box at the top of the left column to search for users. Select the searched users name and select the arrow in between the two columns to add them to the monitored users list.





6) To save changes select the green check OK in the Manage Users pop up window.

3.3 Instant Message

1) To instant message a user within the manage user list, right-click on the users name and select Instant Message.

& Alicia Packin	6102320447	Sign-Out	
Ben Edwards	5: Call extension	ailable	
Bill Reidinger	6	pn-Out	
🙎 Bo Breneman	6 View user details		
🙎 Bryan Merritt	6	n-Out	E
🙎 Chris Cantz	6 Instant message		
Dave Frazee	6 Send email	pn-Out	
David Walters	6	pn-Out	
& Dominick Balsamo	6 Personal directory	ailable	
& Emilia Janczak	6 Manage user list		
& Jennifer Piperato	6	pn-Out	
& James Halpin	6 Appearance	▶ gn-Out	
& Jason Jefferies	6102300860	Sign-Out	
& Katie Castiglione	6102300027		
& Katie Scott	6102321566	Sign-Out	
Korni Conrad	61000000		

2) The IM window will appear in the IM panel on the right side of the application.

Unity Agent: E	lizabeth Crider - Availa	ble (duration	: 25:18)	- 1- 1			•		0				_ 0 _ ×
File Messagin	ig Tools Help												
Unavailable Availa	Wrap-up Relat	See Dal	Transfer	Hold		olcemal Record	Reports	Settings					EVOLVE IP
			My Statistics					Overa	II Queue Sta	atistics			2 -
Name	Total Calls	Answered Calls	Missed Calls	Total Talk Time	Average Talk Time	Total Calls	Calls Answered	Total Missed Calls	Calls In Queue	Longest Wait Time	Average Wait Time	Average Talk Time	
Training Der	mo Q 0	0	0	00:00:00	00:00	0	0	0	0	00:00	00:00	00:00	
	0	0	0	00:00:00	00:00	0	0	0	0	00:00	00:00	00:00	1
E			T -						Olata.				7
From			То			Duration			Status				
Contacts Call	Logs Voicemail										M	v status: in office	-
Search		Q,											
Name		Phone			ACD State		Stat						
Alicia Pack	kin	610232	0447		Sign-Out		Stat	45					
& Ben Edwa		530327			Available								
Bill Reidin		610230			Sign-Out								
Bo Brener		610232			orgin-out								
Bryan Men		610230			Sign-Out							=	
Chris Can		610232			orgin-out								
Save Frazi		610232			Sign-Out								
Save Haz		610230			Sign-Out								
Dominick		610232			Available								Ben Edwards 🛛 🖄 🙀
Emilia Jar		610232											Elizabeth Crider: Hi!
Jennifer P		610230			Sign-Out								Enclosed on one of the
James Ha		610230			Sign-Out								
Jason Jeff		610230			Sign-Out								
& Katie Cast		610230			orgin Out								
& Katie Scot	+	610232	1566		Sign-Out								



Search	٩					
lame	Phone	ACD State	Status		·	
Kerry Conrad	6102320320			*	Sam Gorfti (Offline)	S 🖉 🖓
Lauren Carnevali	6102302436					
Lauren Klausner	6102321545	Sign-Out				
Lindsey Elberti	6102300143	Unavailable				
Michael Hamilton	6102300221					
Morgan Emlet	6102320409					
Neill Reidy	6102320453					
Nick Duerr	6102300270	Sign-Out				
Rich Fox	6102300949	Available			Ben Edwards	S 🖉 S
Samantha Gumienny	6102321481				Elizabeth Crider: Hi!	
homas McPoyle	6102320567	Sign-Out				
Tristan Smithsssssssssssssss	6102300810	Unavailable		E		
Sam Gorfti	6102300842	Sign-Out				
Kristen Gallagher	6102320441	Sign-Out				
Nicci Townsend	6102302365	Sign-Out				

3) To open another IM window with another user from the Manage User list, click on the users name and drag and drop the user into the IM panel.



4. Directories

The Contacts Tab also acts as the company and personal directory. Searching for a user within the company and personal directory is performed within the same search window.

4.1 Enterprise Directory

1) To search for a user within the enterprise, begin to type the users name in the search field. This will begin to filter the search results.

Search kat	× .		
Name	Phone	ACD State	Statu
Katherine Frank	0918		
Katherine Frank	6102300918		
Katherine Frank (Mobile)	4843189759		
& Katie Castiglione	6102300027		
🖀 Katie Castiglione (Mobile)	4845745768		
🖀 Katie Dillon	1828		
🖀 Katie Dillon	6102321828		
& Katie Scott	6102321566	Sign-Out	

2) To IM within the search window, right-click on the users name and select Instant Message.

Search Kat	Q		
ame		Phone	
Katherine Frank		0918	
Katherine Fra-'' Katherine Fra	Call number	43189759	
Katie Castigli Katie Castigli	View user details	02300027 45745768	
Katie Dillon	Instant message	28	
Katie Dillon Katie Scott	Copy number	02321828 02321566	
	Personal directory	+	
	Manage user list		
	Appearance	•	
_			

3) The IM window will appear in the IM panel on the right side of the application.



Unity Agent: Elizal			on: 32:43)										
File Messaging	Wrap-up	P Release D		Hold		Voicemail Record	ing Reports	Settings					THE CLOUD SERVICES COMPANY"
			My Statistics					Overa	II Queue Sta	itistics		a ^t	2
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Training Demo	Q 0	0	0	00:00:00	00:00	0	0	0	0	00:00	00:00	00:00	
	0	0	0	00:00:00	00:00	0	0	0	0	00:00	00:00	00:00	
From			То			Duratio	n		Status				
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4) To instant message another user that is not part of the Manage Users list, search for the user within the Contacts tab.

5	Click on the	user and drag	and drop them	into the IM panel.

Search ryan	٩			
ame	Phone	ACD State	Status	
Ryan Berg	1000			Ryan Corcoran (Offline) 🔗 🖉
Ryan Berg	3304090398			
Ryan Berg (Mobile)	2169900361			
Ryan Corcoran	0829			
Ryan Corcoran	6102300829			
Ryan Corcoran	0829			
Ryan Disch	0815			
Ryan Disch	6102300815			
Ryan Disch (Mobile)	6103013425			Katherine Frank (Offline) 🔗 🖉
Ryan McNees	3609			
Ryan McNees	8474633609			
Ryan Young	1577			
Ryan Young	6102321577			
Ryan Young (Mobile)	4197756747			

4.2 Personal Directory

1) To add a user to the personal directory right-click anywhere within the Contact Window and select Personal Directory > Add New Entry.

Search kat	٩				
me		Phone	ACD State	Status	
Katherine Frank		0918			
Katherine Frank		6102300918			
Katherine Frank (Mobile)		4843189759			
Katie Castiglione		6102300027			
Katie Castiglione (Mobile)		4845745768			
👕 Katie Dillon		1828			
👕 Katie Dillon		6102321828			
Katie Scott		6102321566	Sign-Out		
				Personal directory	 Add new entry
				Manage user list	Import directory
				Appearance	Export directory



2) A new window will open for you to enter in the contacts name and number. Once entered select Okay.

Add Personal Dir	ectory Entry
Name	Bill Crider
Phone	7172018676
	🗙 Cancel 🛛 🗸 OK

3) To search for the user, begin to type the users name in the search field. This will begin to auto-filter the contacts to match your search results.

Contacts	Call Logs Voicemail		
Search	Bill C	Q,	
Name			Phone
😭 Bill C	rider		7172018676

4) Double-click an entry to make a call.



5. Visual Voicemail

Visual Voicemail allows the user to listen to Voicemail from the application.

- 1. Click the voicemail tab
- 2. The voicemail details will be listed: Call Date, Name, Phone Number, and Duration.

Contacts Call Logs Voicemail				My status: in office
Search	٩			× 2 8
Call Date	Name	Phone Number	Duration	
10/29/2015 2:28:05 PM	Unavailable	Unavailable	00:00:56	

3. Right-click on the voicemail and select Play

Call Date	Name			Phone Number
10/29/2015 2:28:05 PM	Unavailable	C	Play Save Delete	I Inavailahig
		✓	Reset column Show gridline	

4. The default media player on the user's desktop will open and play the voicemail for the user.

Search	٩		
Call Date		Name	Contraction Contra
10/29/2015 2:28:05 PM		Unavailable	ailable

5. To delete the voicemail right-click on the voicemail and select delete.