

Flash Panel User Guide

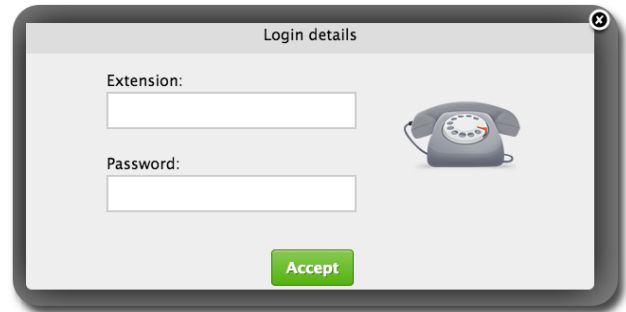
Note, the features available to you will depend on the permissions configured for your particular extension login.

Login

Login using your extension number and voicemail password.

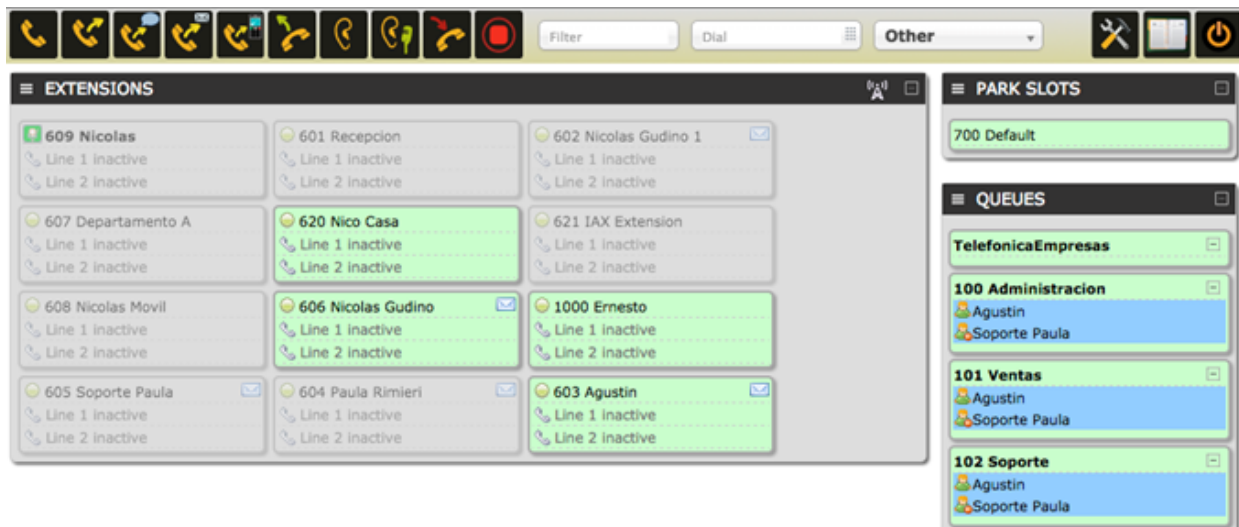
Open your browser and enter the web address for the panel in the location input. That address depends on your particular setup, it could be something like:

<http://companyname.itel.com/fop2>



Main Panel View

After successful login, you will be presented with the panel window



There is a toolbar that is always visible at the top, and four sections in the content area: one for each kind of button.

The button corresponding to your extension (the one you used to login), is always at the top left of the Extension section, with the label in bold.

Each section has a title bar with a minus/plus sign icon at the right. Clicking on the button will collapse or expand the section from view.

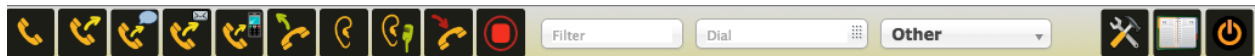
It is also possible to move panels up or down by dragging the sections with your mouse.

Anatomy of the toolbar

At the top of the panel there is a toolbar. From here you will perform most of the actions that can be done with FOP2. There are some distinctive sections as follows:

The action bar

The action bar consists of a row of buttons that represent actions to be taken to active calls. Depending on the permissions the user has the buttons will be displayed or not. For these actions to work, you need to first select the destination or target button with a click of the mouse. When you do that, the target button will turn its borders to red.



After selecting a target extension, you can perform your command by clicking the appropriate button. The possible actions are:



Dial

When clicked it will originate a call to the button previously selected on the extension list. Your phone will ring and when you pick up it will dial the destination extension.

Required permission: dial



Blind Transfer

When clicked it will initiate a call transfer to the button previously selected on the extension list

Required permission: transfer



Supervised Transfer

When clicked it will initiate a supervised call transfer to the button previously selected on the extension list, or the number typed in the dial box if any.

Required permission: transfer



Transfer to Mobile

When clicked it will initiate a transfer to the external number defined in the button configuration.

Required permission: transferexternal



Transfer to voicemail

When clicked it will initiate a transfer to the voicemail extension as defined in the dialplan and configured in the button config file with the voicemailext parameter.

Required permission: transfer



Pickup

When clicked it will pick up the ringing channel on the previously selected button.

Required permission: pickup



Listen

When clicked it will start a call spying session. It will first ring your phone and when you pick up it will start spying on the previously selected button.

Required permission: spy



Whisper

When clicked it will start a call spying session with whisper enabled. It will first ring your phone and when you pick up it will start spying on the previously selected button. You can then talk to the target extension without the other party hearing you.

Required permission: whisper



Hangup

When clicked it will hangup the 1st active call on the target button

Required permission: hangup



Record

When clicked it will initiate or stop recording on the target button. A call that is being recorded will be signaled with a cassette icon.

Required permission: record

The filter box



What you type in this input box will filter out any button whose label does not match what you type there. If you have a panel with a hundred buttons and you want to see the state for "Bob", just type it in the input box and the display will filter out all buttons except for the ones that contains Bob in its label.

It will also filter by Tag, provided you have configured any tags for buttons, so you can quickly filter by department or whatever tag might come useful in your situation.

The dial box



This input box has multiple functions:

Dial to a phone number: When your phone is idle, just type the number and press ENTER, your phone will ring and it will originate a call to that number when picked up.

Transfer to any number: When you are in an active call you can type a number, either an extension or an external number and press ENTER to start a transfer of your current call to that number.

Invite any number to a Conference: If you select a conference button and then type a number in the dial box and hit enter, it will originate a call to the number typed and it will place that call inside the conference selected.

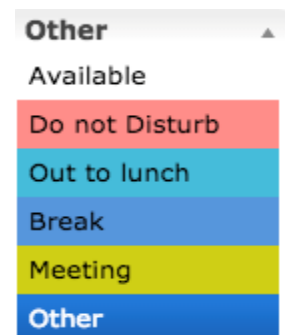
Presence select box

Here you can set your presence status, which is presented to other flash panel users in real time.

If you set your extension to DND from your phone by dialing its feature code (*76), it will also be reflected as "Do not Disturb" in this select box.

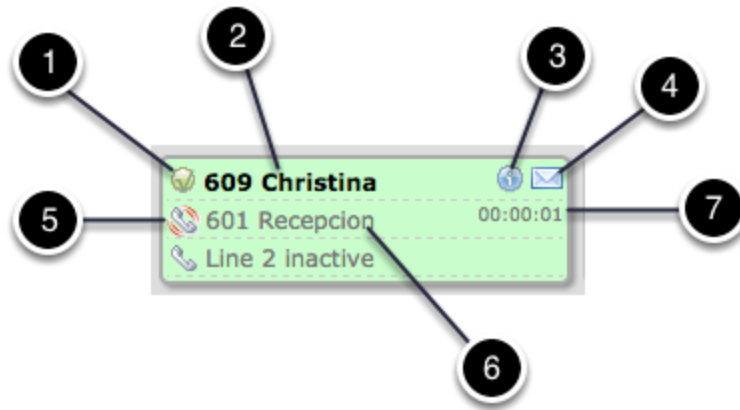
Your button will reflect your state with a little presence icon, if you mouseover the presence icon of any extension you will see a message with the presence status.

The last option in the select box, named "other", lets you specify any text for your presence state (like "Gone Fishing" for instance).



Extension Buttons

Extension buttons show lots of information packed in a small rectangle. There are two colors for the button, green when the extension is not engaged in a call, or red when it is. When the phone is ringing, it will remain green, but the line icon will indicate the ringing state. Here is a sample button that is ringing:

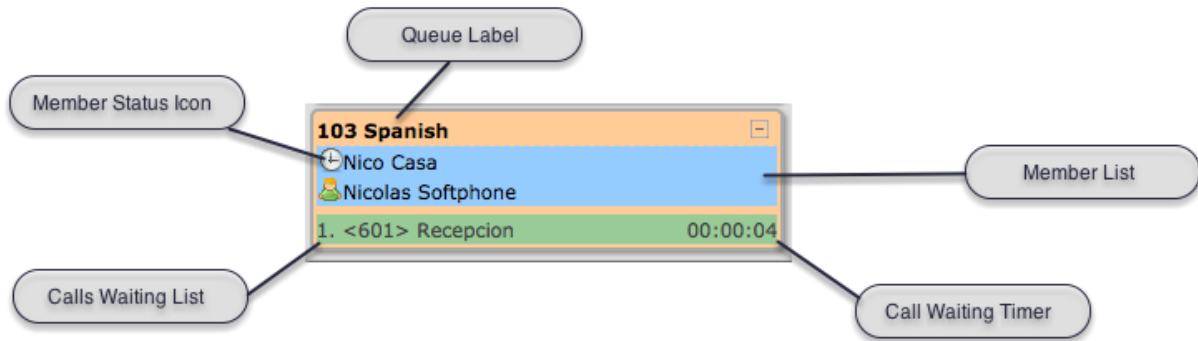


There are several elements:

1. **Presence Icon** - This icon indicates the presence state for the extension. A green circle means the extension is not in a call. A red circle indicates that the extension is busy or in a call.
2. **Button Label** - This is the text label for the extension. It shows the extension number first followed by the text label that was configured in the button definition.
3. **Information Icon** - This icon will show if the extension is paused showing a clock (for queue members). If the extension is engaged in a call that came from a queue, it will display an info icon that will show the queue from where the call came from when you mouse over it.
4. **Voicemail Icon** - If there is voicemail waiting or stored for the extension, it will appear an envelope. The number of messages can be read in the tooltip when you mouse over it.
5. **Line activity icon** - The handset icon will indicate if the line is ringing, it is engaged in an outgoing call (right arrow), and incoming call (left arrow), or held (hourglass)
6. **Line caller id** - If available, it will show Caller ID, name and number.
7. **Line timer** - The timer for the current call.

Queue Buttons

Queue buttons have some particularities. Besides the queue name, they will show the list of members or agents for that queue, with a little icon representing the member state, and also the list of calls waiting on the queue with their call counter and timer, as depicted below:

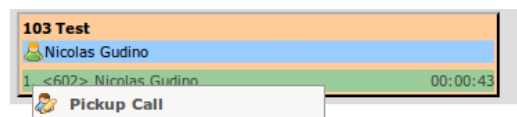


They also can be used to filter out extension buttons. When a queue button is selected, only the extensions that are part of the queue will be displayed. This is particularly useful for call center managers, as you can focus on a particular queue activity, removing the 'noise' from other queues/extensions.

- = **ready**
- = **busy**
- = **unavailable / invalid**
- = **paused.**

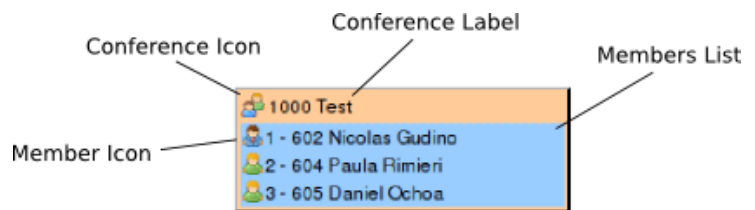
Picking up queued calls

If your extension is allowed to pick up calls you can click on the action and the waiting call will be redirected directly to your extension:



Conference Buttons

Conference buttons will show every participant of the conference. They also include special actions to be performed on the conference itself or to a particular participant.



There is a little icon to the left of the conference label, when clicked you will be presented with a special action menu that will let you lock or unlock a conferences, or mute/unmute every participant in the conference



To the left of every participant there is also a member icon, it will be a green user for regular participants, or a blue suited user when that participant is admin or the marked user. Clicking on the icon will open up the action menu for that participant, where you can toggle mute for the user or kick it out from the conference

Park Buttons

The Parking Lot buttons will show parked calls and their respective slots. It is possible to pickup parked calls by clicking on the call and selecting the pickup action submenu.

How to Park calls

To park your active call, you have to select the Park button and then click the Transfer action button in the toolbar.

Performing Actions

Whole buttons can be clicked to select or deselect them. When selected, the border will turn blue. Once the button is selected it will become the target button for your action.

Every button in the toolbar requires a destination button to be selected. Clicking an action button with no extension selected won't trigger any results. Some actions will work only on the active line for that extension. For example, if an extension has two calls, and one of them is held, if you click the record button it will start recording only the active line (not the held one). The same happens with the hangup or transfer buttons: if you have two calls on your phone and one is held, clicking the transfer button will redirect your active call, and not the held call.

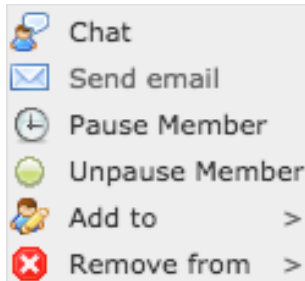
To transfer a call, when talking to someone click on the target extension, it will be highlighted blue, and then click the transfer button in the toolbar.

To record a conversation to disk, click on the extension button you want to monitor and then click the record button in the toolbar.

Action submenu

When single clicking the presence icon, a popup menu will list the allowed actions for that particular button. This way you can add, remove or pause members from a queue, email users or pickup parked or queued calls.

Extension actions:

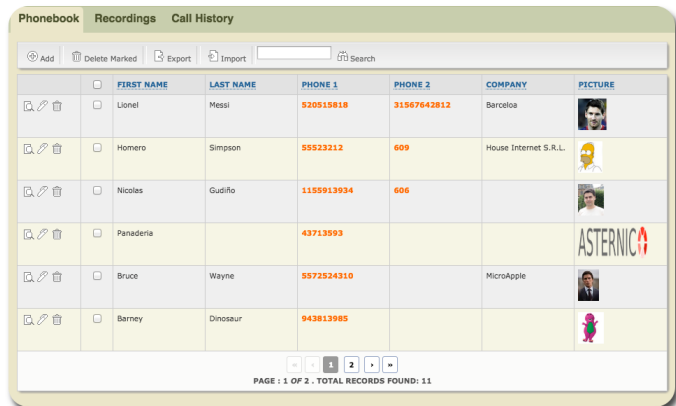


1. Initiate a chat
2. Send an emails to them (*if the email setting is defined*)
3. pause or unpause the queue member
4. add or remove the extension from any available queue
5. For parking slots and queue waiting calls you can pick the calls up.
6. Queue member icons can choose to remove/pause/unpause them.
7. Conferences you can perform global actions or individual actions, like mute/unmute, lock/unlock, kick, etc.

Visual Phone book

At the top left of the main panel window, there is a phone book icon. When clicked you will be presented with a phone book application where you can add, edit or delete entries.

Usage is straightforward. You can click the Add button to insert new records, or click the action buttons for each record to view, edit or delete them. There is a search box that lets you search for any string or number. And an Export button that lets you export to CSV your phonebook.



	FIRST NAME	LAST NAME	PHONE 1	PHONE 2	COMPANY	PICTURE
<input type="checkbox"/>	Lionel	Messi	920515818	31567642812	Barcelona	
<input type="checkbox"/>	Homero	Simpson	55923212	609	House Internet S.R.L.	
<input type="checkbox"/>	Nicolas	Gudiffo	1155913934	606		
<input type="checkbox"/>	Panaderia		43713593			
<input type="checkbox"/>	Bruce	Wayne	5572524310		MicroApple	
<input type="checkbox"/>	Barney	Dinosaur	943813985			

PAGE : 1 OF 2 . TOTAL RECORDS FOUND: 11

Phonebook entries will be searched in realtime when you type something on the Dial box, so it can be used as a company directory. It will also be searched when an inbound call is received. If the caller id matches one of the entries, it will use the name and picture of the contact for a call notification that will popup at the lower right hand of the screen as depicted here:

