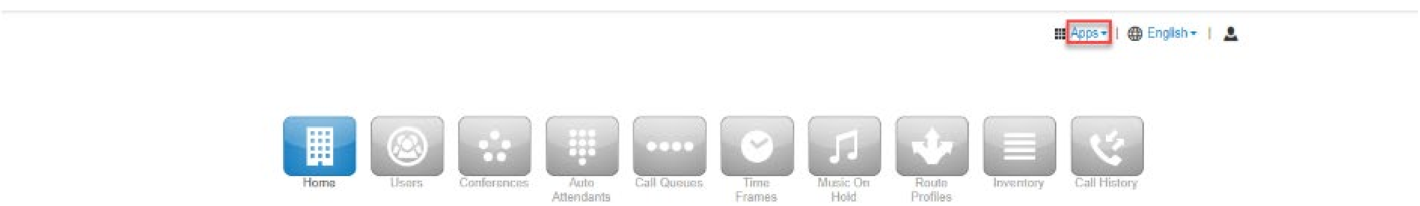
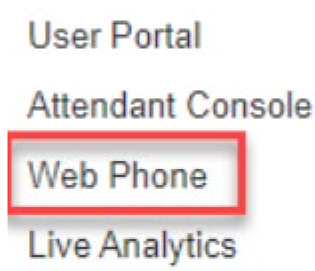
Web Phone 2.0

1. Log into the Manager Portal

2. At the top right of the page, click **Apps** to expand the dropdown menu



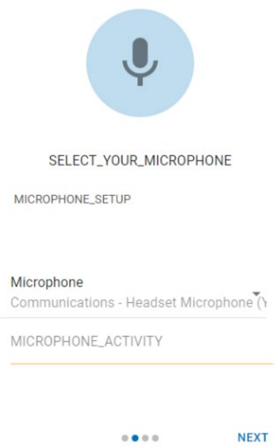
3. Select **Web Phone** *(This can vary depending on seat type.)*



4. A new window will pop up with the Web Phone

Permissions – First Launching

This section explains prompts that open the first time a user launches the Web Phone, or when launching while using an incognito browser. The type of permission requests and the dialog boxes are slightly different between Web Phone 1.0 and Web Phone 2.0..



<u>Microphone Request</u>
This a browser permission that will additionally allow users to select their microphone after allowing access. Microphone selection is also available for all versions under the "Settings" sidebar.

<u>Audio Output</u>
This is a Web Phone 2.0 permission that is prompted for first-time users. Set the audio output selection and default volume level at this time. Microphone selection is also available for all versions under the "Settings" sidebar.

<u>Receive Inbound Calls Request</u>
If the current answering rule is configured to ring only the user’s extension, then a prompt will display asking whether the user would like to enable the Web Phone to receive inbound calls. It is important to click YES when prompted, or else inbound calls to the Web Phone might be sent straight to voicemail.

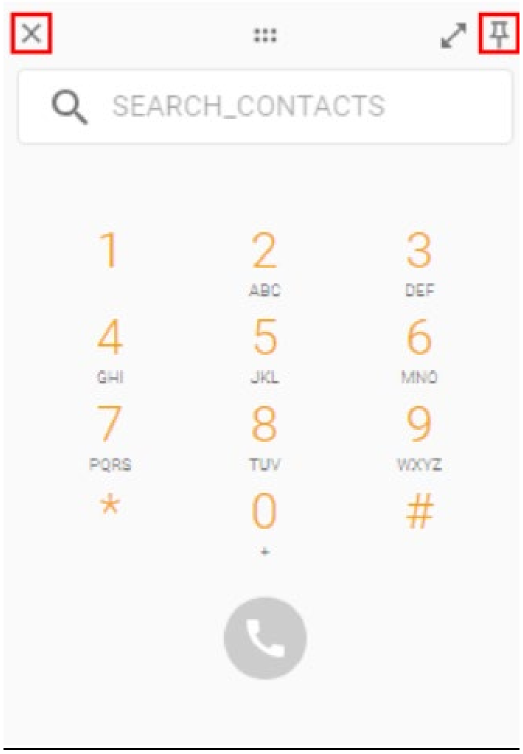
<u>Allow Browser Notifications</u>
This is a Web Phone 2.0 permission that allows for push notifications. If the permission is disabled, it can be changed later in browser settings.

Additional Scenario
If a user has a custom answering rule that utilizes a timeframe other than "default" and is configured to ring only the user's extension, then the following message will display, telling the user that the phone may not be configured to receive all incoming calls.

Screen Layout

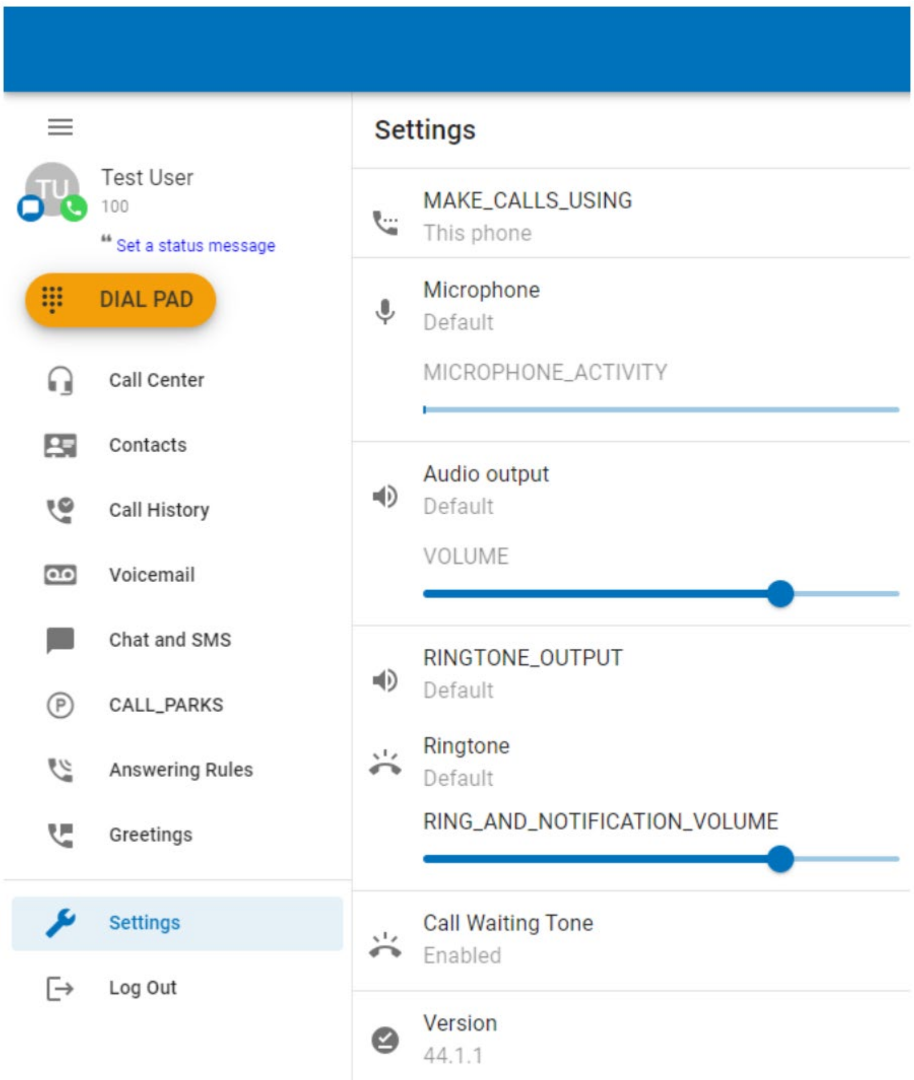
Minimize Cards
To minimize a card, click on the (X) in the top left-hand corner of the card. Click on the expand button to add the card back to the grid.

Pin Cards
Web phone cards can be pinned in place. The pin icon is located in the upper right-hand corner of each card. Pinned cards will move to the top row.



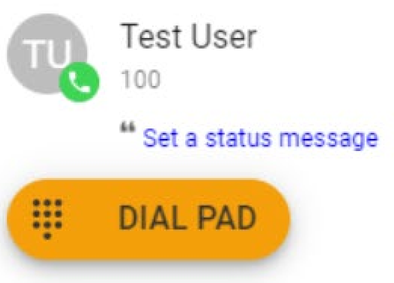
Settings

The Settings screen displays device and audio information. If there is a paired device, it will show here as "paired".

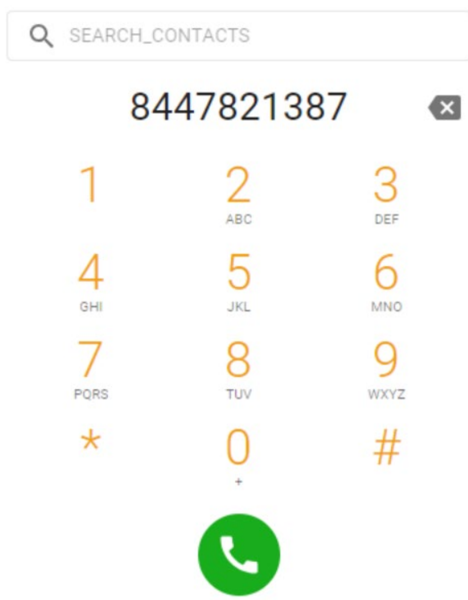


Place a Call

Starting in Web Phone 2.0, the dial pad has moved to the upper left hand corner of the screen and is now a distinct button.

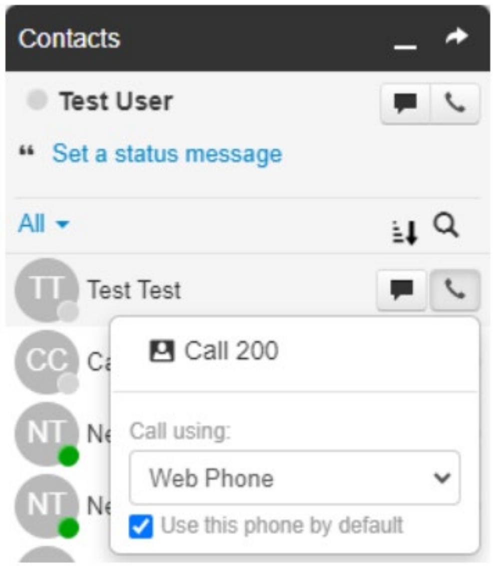


Dialing can be performed by either clicking directly on the numbers in the dial pad, or by typing numbers from a keyboard. In Web Phone 2.0, there is a separate search box to find contacts. Typing in a number outside of the "search contacts" box will not autocomplete. When dialing is complete, press the green dial icon on your screen, or enter on your keyboard, to begin the call.



Calls can also be placed directly from the Portal, while still using the Web Phone web application.

For instance, in the below screenshot, a call is being placed from the Portal's "contacts" sidebar. Clicking on the phone icon across from a contact will open the option to "call using" and a dropdown selection of available phones.



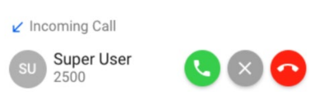
Receive a Call

When receiving a call, the computer will play a ringtone and the Web Phone will display the following call options:

Reject: This will reject the call from all ringing devices that are a part of a simultaneous ring (if applicable). A 480 SIP Response is sent to cease the ringing.

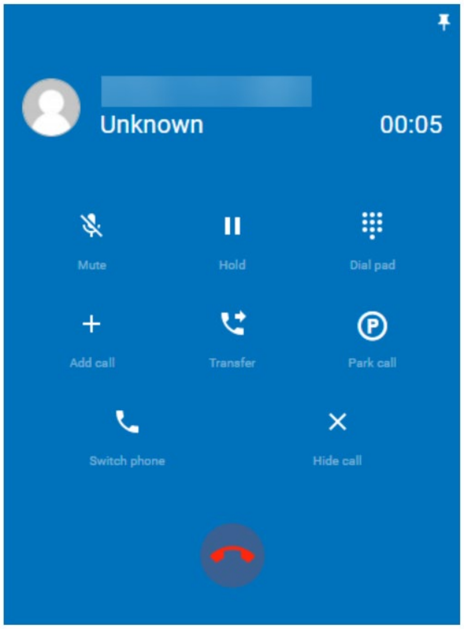
Ignore: This will ignore the call received within the Web Phone interface but still continue ringing other devices that are a part of a simultaneous ring (if applicable).

Answer: This will answer the call



Handle a Call

When a call is active, the following functions will be available



Mute: Disables Microphone

Hold: Place the caller on hold

Dial Pad: Enters digits as needed (Auto Attendants)

Add Call: Opens the dial pad to place a second call. Current call will be placed on hold. "Swap Calls" will display

Transfer: Transfer call to another number or extension

Park Call: Parks call to established parking extensions

Switch Phone: moves the call to another device if available

Contacts: Opens contacts

Hide Call: Hides call

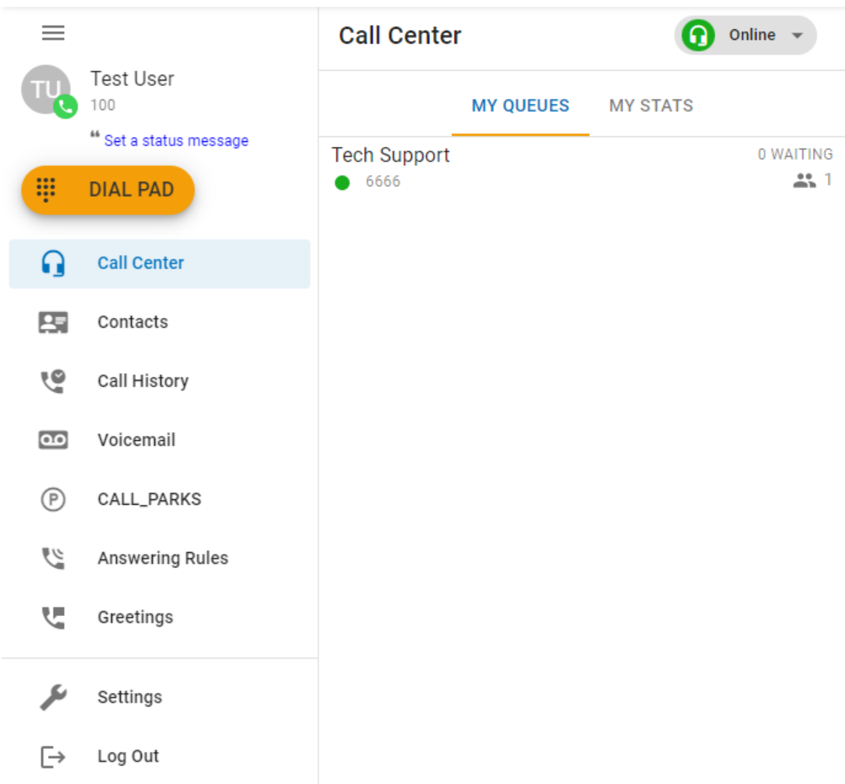
Call Center

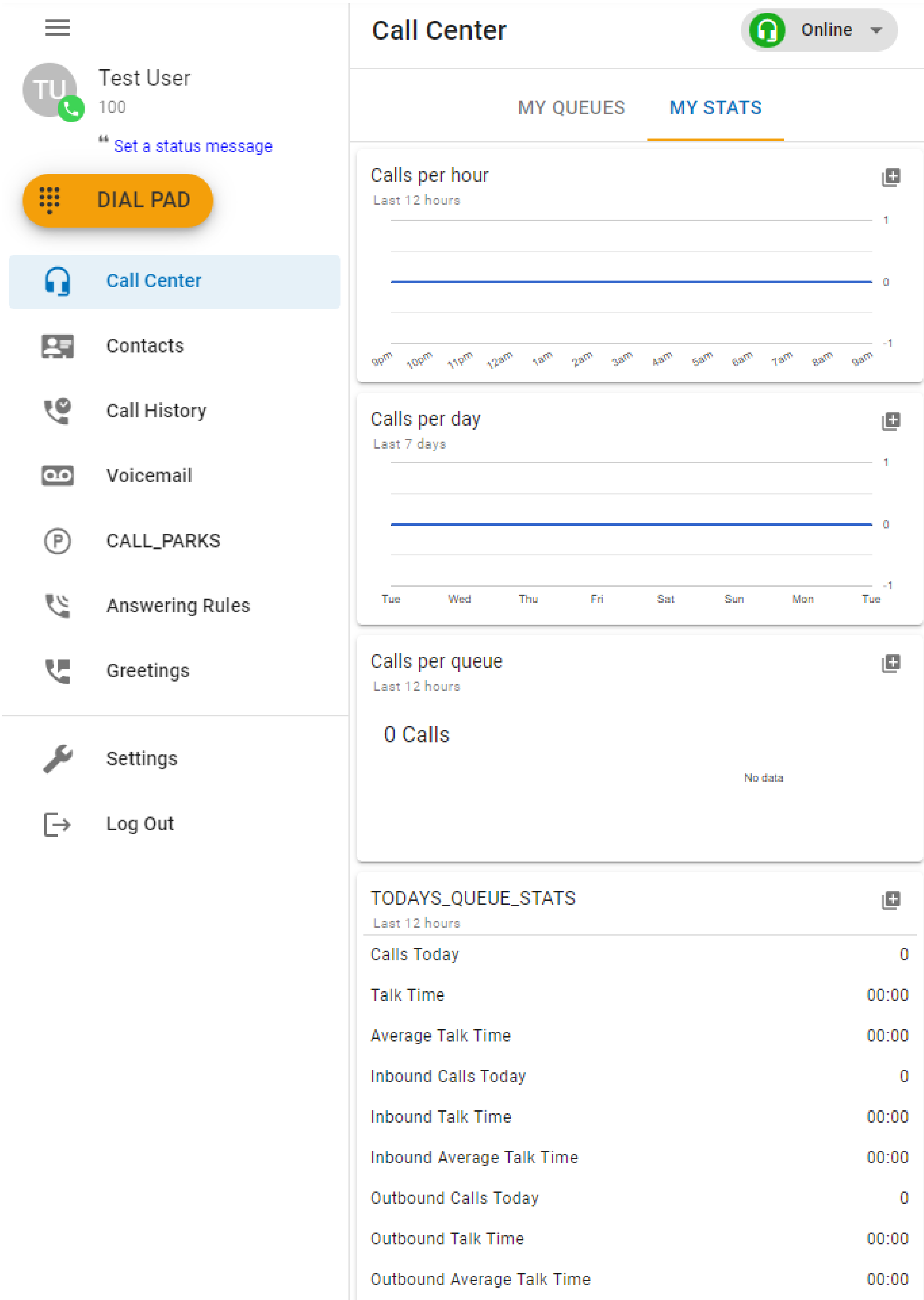
There are extensive call center capabilities available through Web Phone for users who manage or participate in call queues.

Call Center functionality in Web is on by default, and it is immediately available when a user logs in with a scope of Agent or Call Center Supervisor.

The Call Center screen appears as a menu selection in the left panel. It has two tabs: My Queues and My Stats.

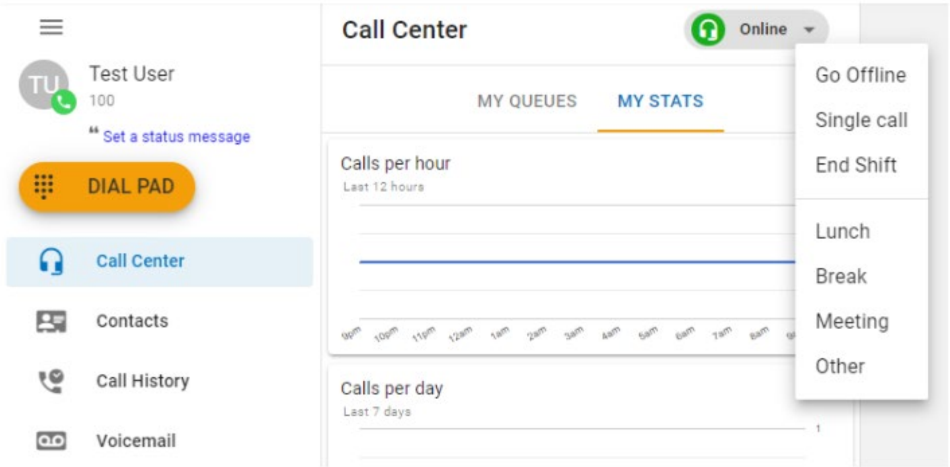
My Queues: This is a list of call queues that the logged in user has access to. It also displays the number of agents assigned and the number of callers waiting. Incoming calls will identify which queue they're coming from.
My Stats: These are stats specific to the logged in user, such as calls per hour, calls per day, calls per queue, and today's queue stats. For users who want to keep track of these stats, the plus sign can be clicked to copy the card to the Web dashboard.




Test User
100
Set a status message
DIAL PAD
Call Center
Contacts
Call History
Voicemail
CALL_PARKS
Answering Rules
Greetings
Settings
Log Out
Call Center
Online
MY QUEUES
MY STATS
Calls per hour
Last 12 hours
9pm 10pm 11pm 12am 1am 2am 3am 4am 5am 6am 7am 8am 9am
Calls per day
Last 7 days
Tue Wed Thu Fri Sat Sun Mon Tue
Calls per queue
Last 12 hours
0 Calls
No data
TODAYS_QUEUE_STATS
Last 12 hours
Calls Today 0
Talk Time 00:00
Average Talk Time 00:00
Inbound Calls Today 0
Inbound Talk Time 00:00
Inbound Average Talk Time 00:00
Outbound Calls Today 0
Outbound Talk Time 00:00
Outbound Average Talk Time 00:00

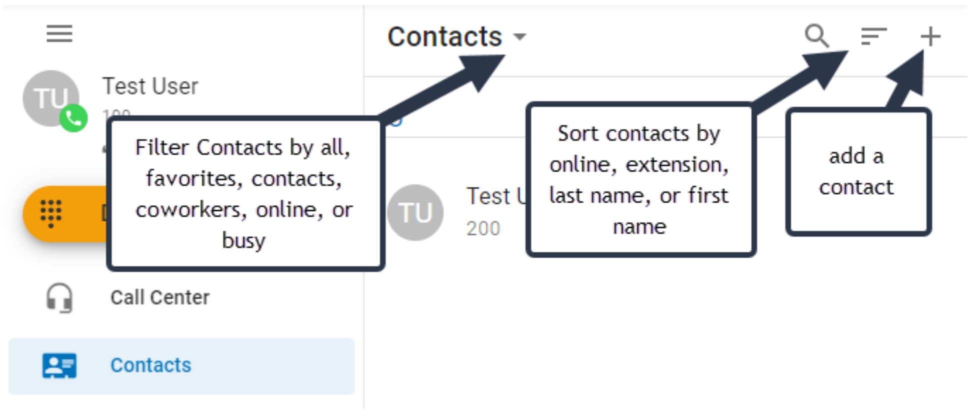
Call Center Status

Users can change their status by using the dropdown selection.



Contacts

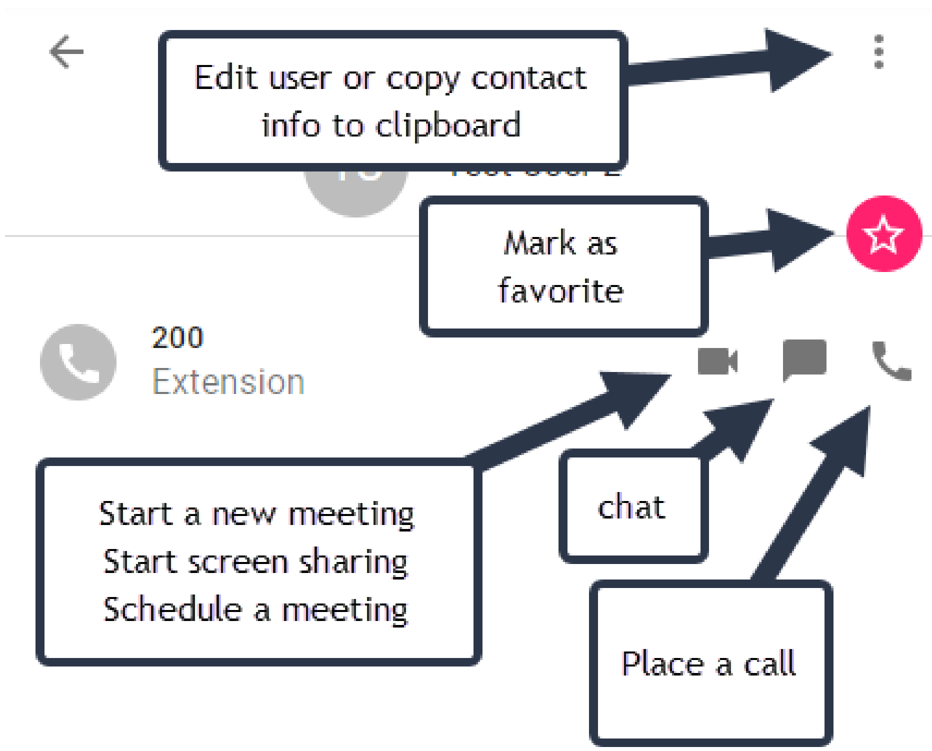
The Contacts screen displays other users in the organization as well as any contacts that have been added in the Portal. Organization contacts show presence (indicated as a green, red or gray circle) and favorite contacts are indicated with a star.



Select a contact. Click or unclick on the star icon to mark the contact as a favorite. Click to call, chat, or select video meeting options.

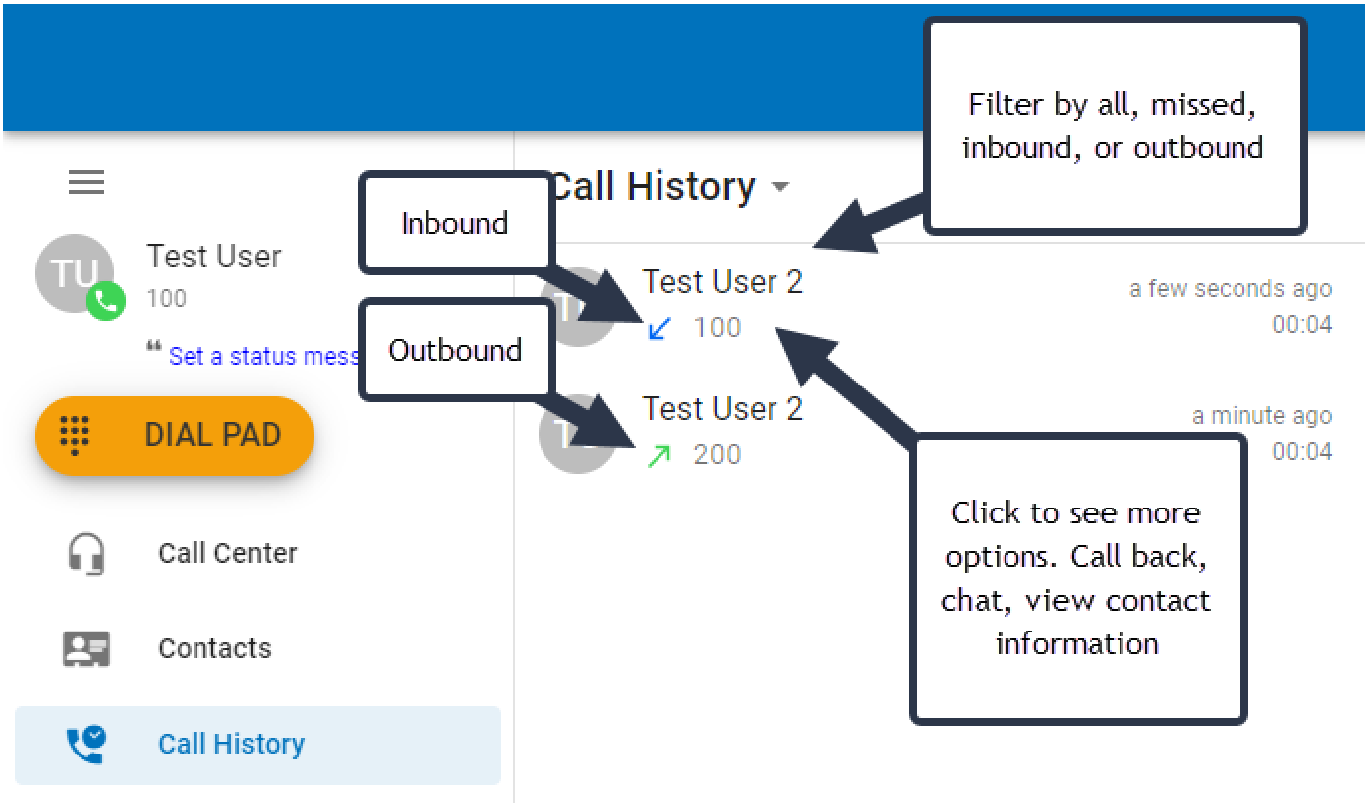
Contacts can be edited by clicking on the "more" icon (3 dots). Here, "copy to clipboard" will copy all of the contact's information. This is an example of what will be saved when copying contact information:

User: 200
Name: Test User 2
Extension: 200
Email: none@none.com
Domain: GigTel



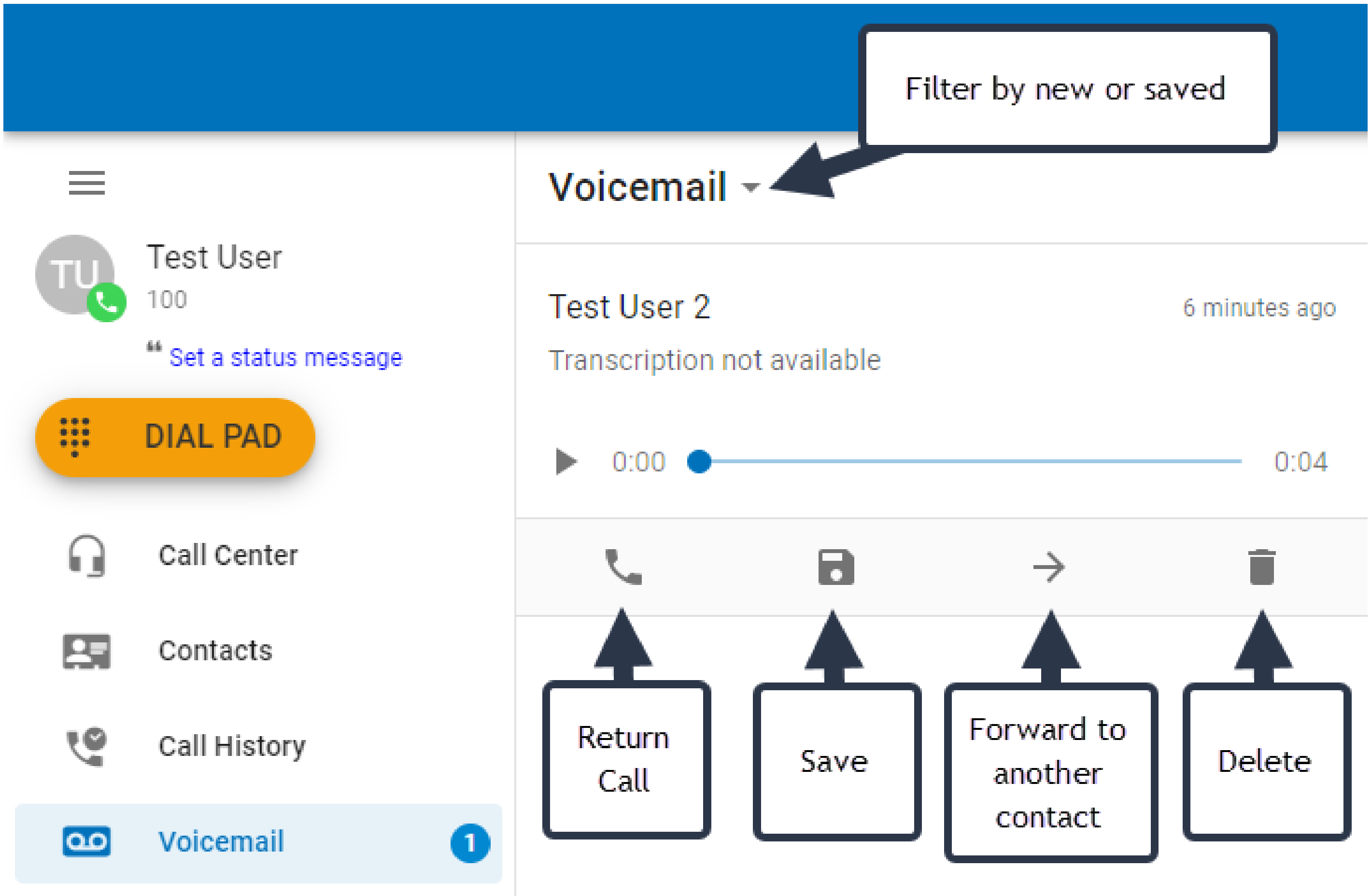
Call History

The Call History screen can filter calls by missed, inbound (blue arrow), or outbound (green arrow).



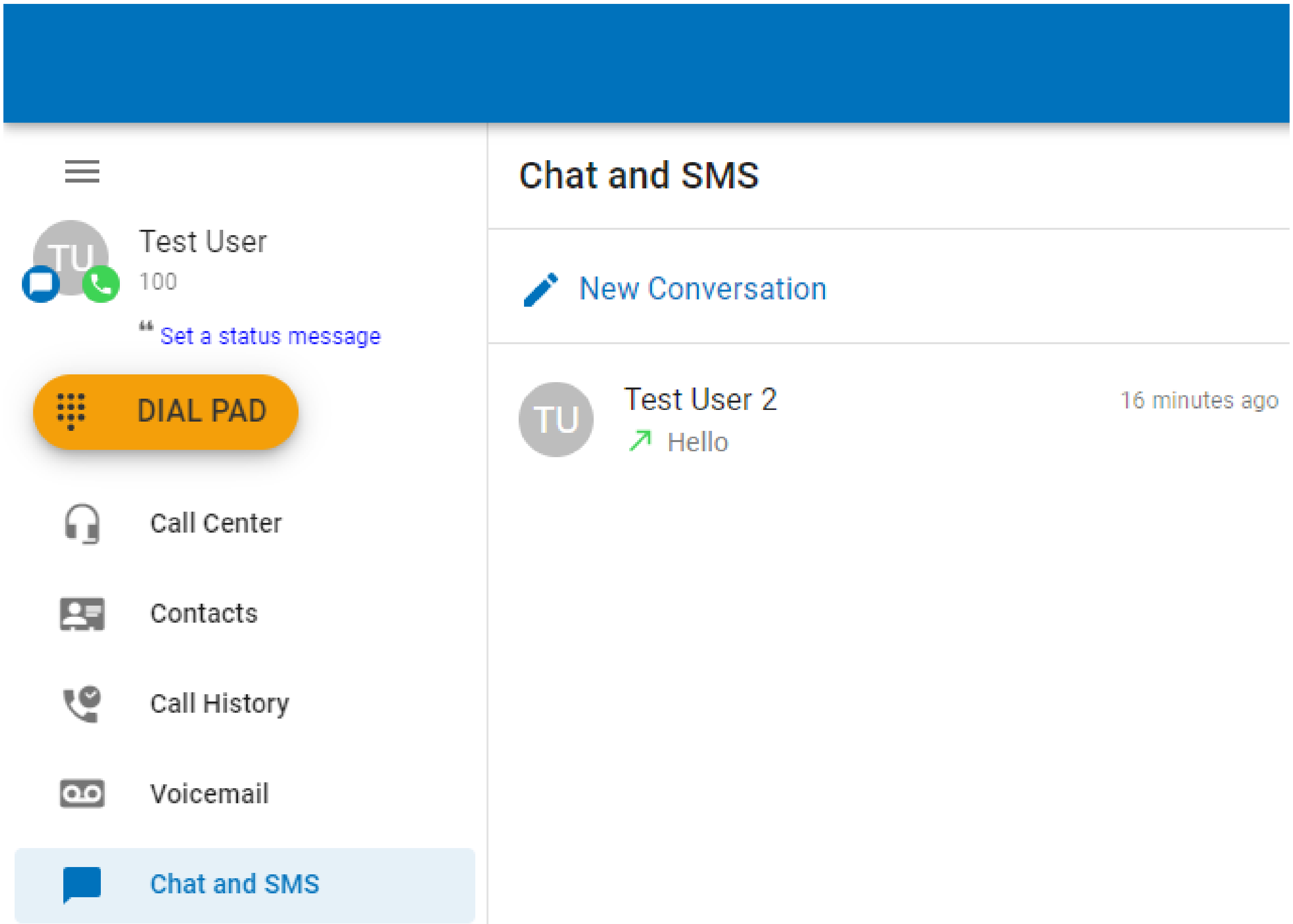
Voicemail

The Voicemail screen contains missed voice messages. Play/pause/stop messages, save them, forward them to another contact in your domain, delete, and view transcriptions



Chat and SMS

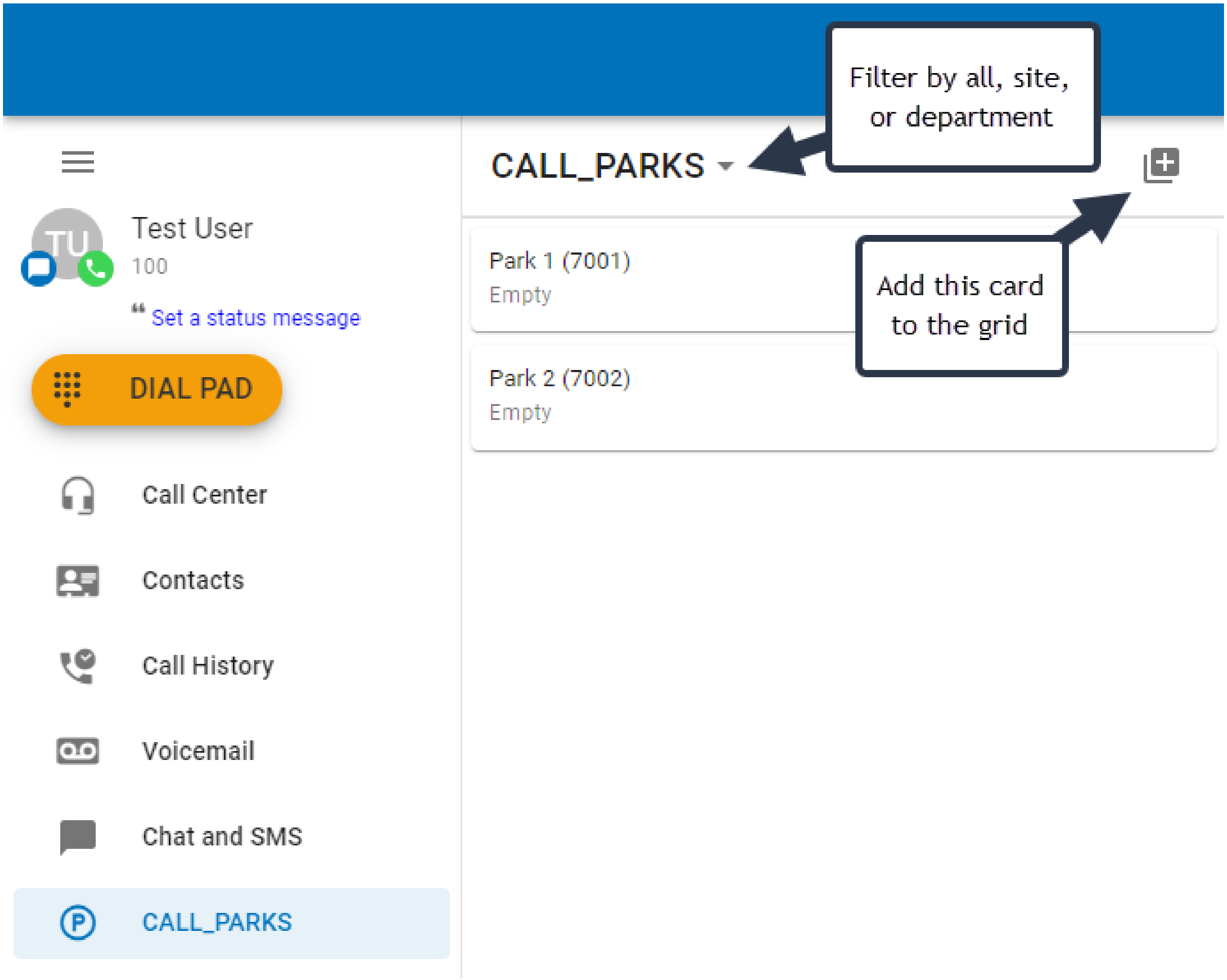
The Chat and SMS screen sorts by most recent communication. Click on a chat to open. Inside of a chat, there are options to add additional participants, turn on/off notifications, call the contact, view the contact, start a video meeting, start screensharing, and schedule a meeting. NOTE: This tab will only show if you have an SMS enabled number attached to our user. To learn more please see SMS.



To start a chat with another user without this panel, you may do so from the Contacts screen.

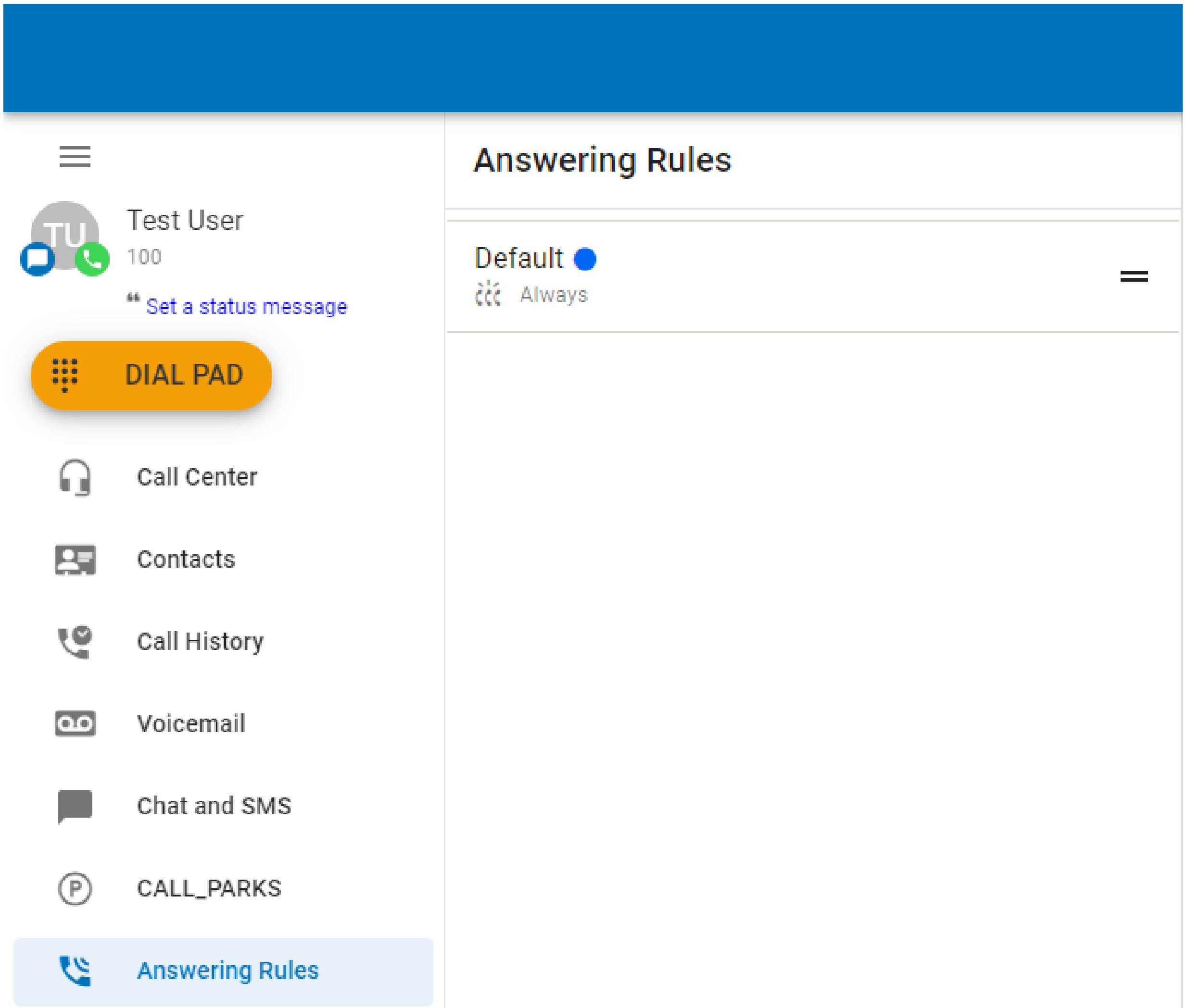
Call Park

The Call Park screen is where calls are parked in queues. Click to answer calls here.



Answering Rules

The Answering Rules screen displays all active answering rules. Click to drag and re-order (rules will be applied in order from top to bottom), or click to edit more options (disable, enable, or delete). Answering Rules can be added or edited only in the Portal.



Greetings

The Greetings screen displays available voicemail greetings. Click on a greeting to play it or delete it. Click on the checkmark to enable a greeting as the "active" default. One greeting can be active at a time. This is for custom greetings, by default your user will user the default voice "Not available" message.