

COC Client manual

The purpose of this document is to give a complete description of the Callisto Operator Console (COC) system and to serve as user manual for the COC Client, COC Configurator and, in the necessary extent to operate COC, Callisto and CUCM.

The Callisto Operator Console is a software system that enables operators to have full control over telephone calls. It also gives administrators the possibility to configure multiple aspects of the Callisto system, e.g. the individual COC clients. There are 5 components that are important for COC:

- Callisto
- CUCM
- Exchange server
- COC Configurator
- COC Client

Callisto is the foundation of the entire system: It connects to CUCM and the Exchange server, and COC Clients and the COC Configurator are to in order to function.

COC Configurator is the component used for configuration of the COC Clients. It can also be used as an monitoring tool for the system.

COC Client is what the operators will use during regular operation and is the terminal for the whole system. It is responsible for managing all call-related actions, as well as some other actions.