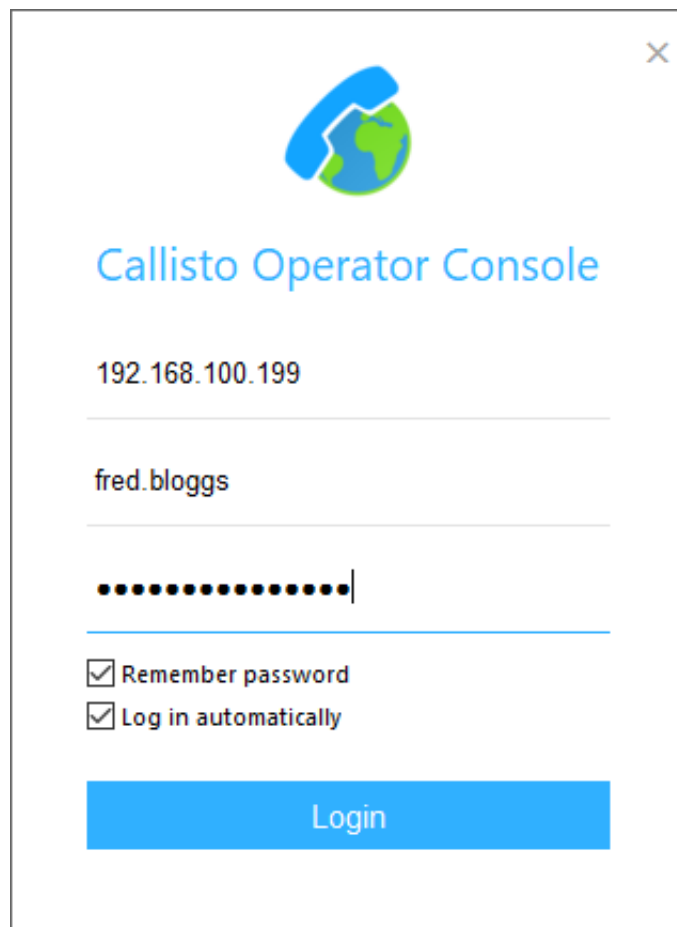


# COC Client overview

COC Client is a software which operators use to control telephone calls. In order to be able to connect to COC Client, a *client* entity needs to be defined in the COC Configurator (see [COC Configurator manual – Clients](#)).

Upon launching the COC Client, the user is presented with the login dialog. In this dialog, operators need to enter the Callisto IP address and their user credentials.



After filling in the required fields, the COC Client is started and the main view is displayed.

The main view consists of four panes:

- The Users pane (left): Contains tabs for all user lists, outlook contacts, directories, and groups you have access to.
- The Details pane (top right)
- The Calls pane (middle right): Contains the *Call History*, *Internal Pickup Queue*, *Parked Calls* and *Busy Queue* tabs
- The Operator pane (bottom right).

COC - Callisto Operator Console - [Operator]

Operator View Help

Dial End Answer Hold Park Busy Queue Consult Complete Blind Start Complete Start Stop Dialpad Send Voicemail Others Monitoring Coaching Stop Operator Callback Caller Callback Phone Memo Request Callback

Call Options Transfer Conference Call Recording Monitoring/Coaching

All

State Filter Search

Last Name	First Name	Number	Department	E-Mail
Adamsen	Lilly	1064	Marketing	lilly.adamsen@...
Baker	David	1046	Management	david.baker@ex...
Brandstä...	Hermann	1006	Sales	hermann.brand...
Brook	Phil	1109	R&D	phil.brook@exa...
Cole	Jeff	1162	Design	jeff.cole@exam...
Cooper	Ashley	1128	HR	ashley.cooper@...
Degée	Sarah	1116	Management	sarah.degee@e...
Doe	Jane	1031	Marketing	jane.doe@exa...
Draxler	Claudia	1187	IT	claudia.draxler...
Dupont	Jean-Pascal	1041	Sales	jeanpascal.dup...
Farrow	Tamara	1144	Sales	tamara.farrow...
Fischer	Hansjörg	1045	Accounting	hansjorg.fischer...
Forbes	Lance	1012	R&D	lance.forbes@e...
Fujimoto	Chiyo	1146	Design	chiyo.fujimoto...
Girard	Roméo	1115	Accounting	romeo.girard@...
Hidalgo	Rafael	1175	Sales	rafael.hidalgo@...
Hirokawa	Masayuki	1044	Marketing	masayuki.hiroka...
Hong	Gil-dong	1076	R&D	gildong.hong@...
Inoue	Eiji	1134	R&D	eiji.inoue@exa...
Jaggi	Aradhana	1068	Support	aradhana.jaggi...
Jeong	Do-yun	1110	R&D	doyun.jeong@e...
Johnsen	Christoffer	1030	R&D	christoffer.john...
Jovanović	Vladislav	1127	IT	vladislav.jovano...
Kano	Satoru	1061	Marketing	satoru.kano@e...
Kunda	Sudarshan	1137	Support	sudarshan.kund...
Korrapati	Rajni	1195	R&D	rajni.korrapati@...
Kowalski	Jan	1027	R&D	jan.kowalski@e...
Kronber...	Gabriela	1077	Accounting	gabriela.kronbe...
Kumar	Ashok	1005	Management	ashok.kumar@e...
Marić	Marta	1057	IT	marta.marić@e...

External Contacts All

75 of 75 Users

Details

Draxler Claudia IT

Available

Line	State	Caller/Name	Redirected	Time
1187				
+436600000000		Mobile number		
9200		Voice-Mail		

Call History

Filter by: All Calls Date Range: 11/03/2024 - 14/03/2024 Search

Line	Number	Name	Redirected	Date	Duration
1011	1195	Korrapati Rajni		14/03/2024 09:03	00:14:10
1011	1057	Marić Marta		12/03/2024 14:49	00:01:22
1011	1057	Marić Marta		12/03/2024 14:29	00:00:15

Call History Internal Pickup Queue Parked Calls Busy Queue

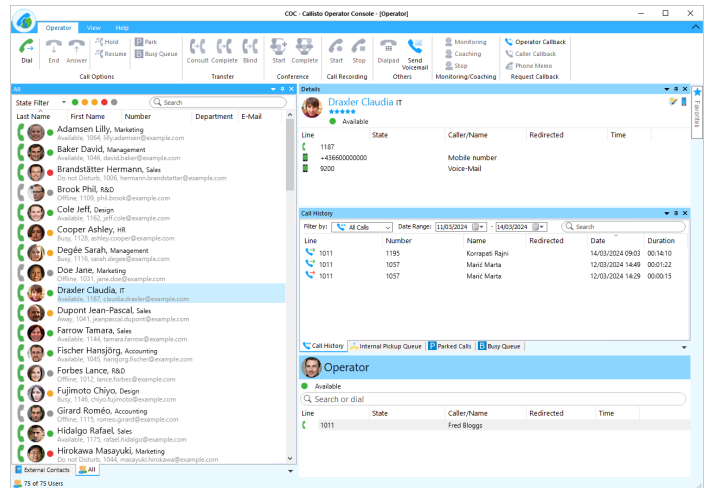
Operator

Available

Search or dial

Line	State	Caller/Name	Redirected	Time
1011		Fred Bloggs		

COC main window (Users pane in Detailed view)



COC main window (Users pane in Photo-List view)