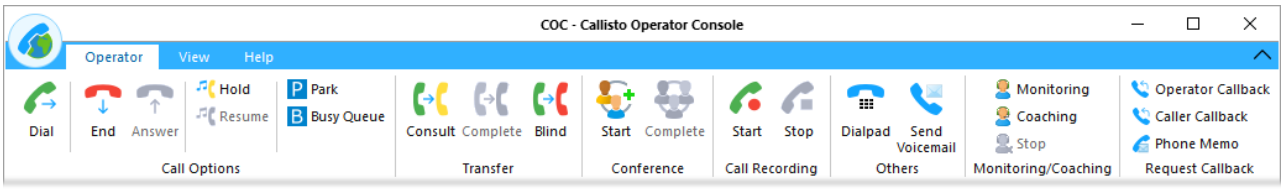
Sections in main view

Call controls (ribbon bar)



The ribbon at the top of the main window is the main area of the COC Client. This is where all the most important call-related operations are performed.

All options related to IP telephony are available here and will be described in detail in the following chapters.

Pane “Users”

This section provides details about all the users and groups the client has access to. At the bottom strip of this section, you find all the groups that are assigned to this client (see COC Configurator – Groups) and additionally, a tab for the contacts available via Microsoft Outlook. Outlook contacts are fetched from the local Microsoft Outlook application. Switching to a group-related tab will show the users that are assigned to the respective group.

Users in the list can be sorted by any of the values for which columns exist (last name, first name, number, department, email address). Clicking on a column label will sort the contacts by this value in ascending order, clicking the same column again will sort the contacts in descending order.

The search field in the top right corner of the section can be used to search for users by any of the values provided. The search algorithm uses partial word matching, providing greater flexibility.

Every entry in the list features a handset icon on the very left. This icon the status of the device which the user controls. There are four statuses:



The device status is not directly set by the user, but is determined by the user's usage of the terminal.



In addition, the handset icon may feature a blue arrow next to it, indicating that the device is set to forward incoming calls. If you call such a device, your call will be forwarded to the number set by the device owner, regardless of the device status.

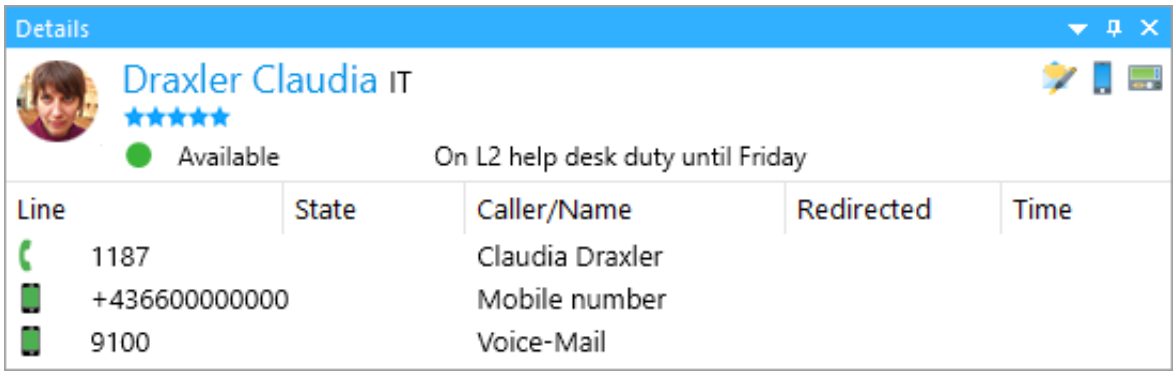
A second status can be set manually. This user status is represented as a colored user icon in *Detailed* view, or as a colored circle to the right of the user's picture in *Photo-List* view.



This status can be set by the users themselves, or by any user who has permission to change user statuses (see COC Configurator – Clients).

Pane "Details"

If a user is selected from the *Users* pane, the user's details are displayed.



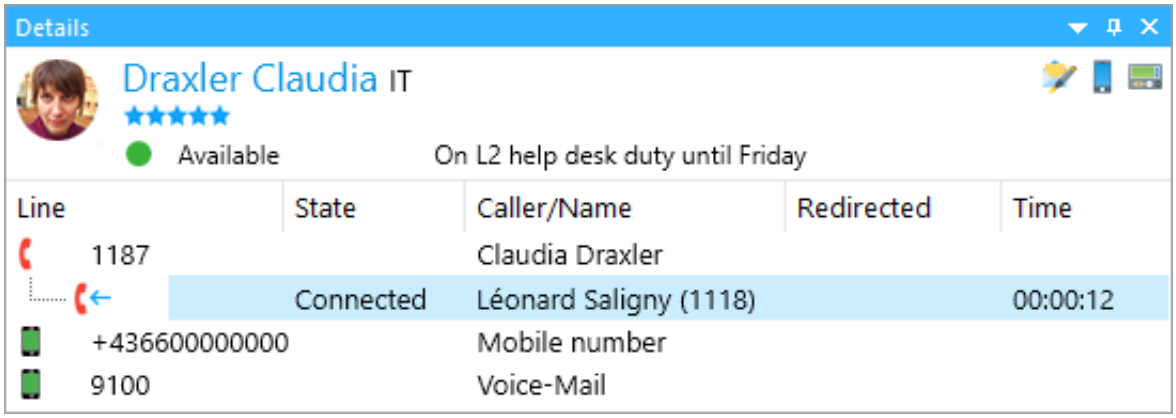
The top left corner shows the profile picture, name, and department of the user. Below the name is the VIP status, followed by the presence status and the personal status message. Operator users may have the privilege to change the presence state and personal status message of other users. This privilege can be enabled or disabled in the COC Configurator (see COC Configuration – Clients).

On the right side are buttons dedicated to the email, mobile phone and pager of the selected user, if the respective means of communication are available. Clicking on the email icon allows for a direct email conversation with the user, and clicking on the pager or mobile phone symbol will directly access the

respective numbers in the number box.

The lower half of this pane contains information about lines which are assigned to the user. In the screenshot above, the four-digit number at the top of the list is a CUCM line originating from the terminal assigned to the user. The number below is a Callisto line (see COC Configuratior – Callisto lines). The names of the Callisto lines are configured in CUCM.

If a line is making or receiving a call, the columns State, Caller/Name, and Time show values regarding the call and the connected line.

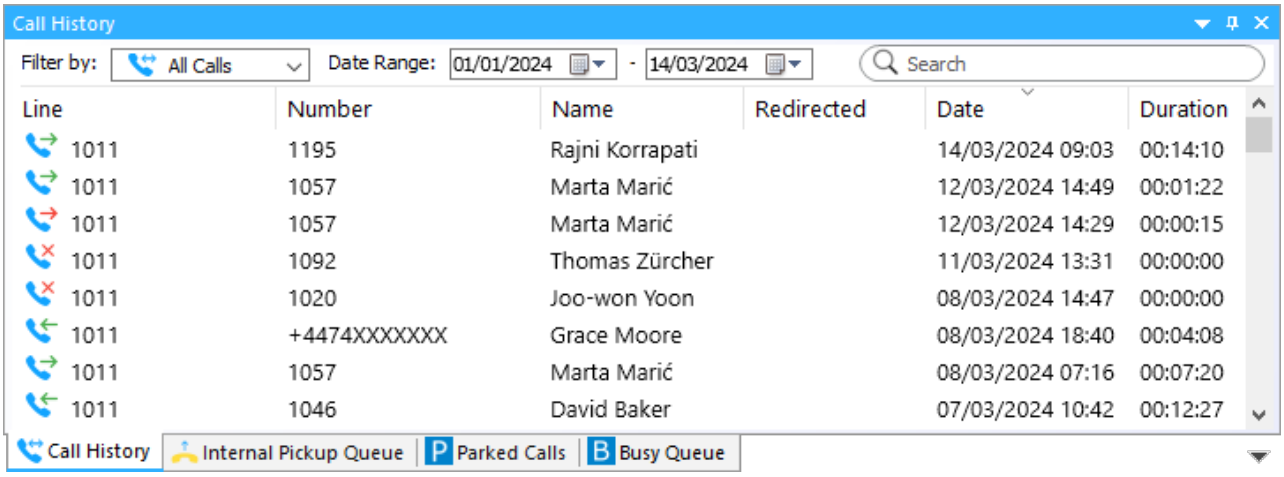


The handset icon right below the line in use represents the state of the call. A red icon means that a phone call is currently connected, an orange means that the device is either ringing or waiting for an outgoing call to be answered. The blue arrow next to the handset icon indicates the direction of the call; an arrow pointing towards the handset indicates an incoming call, an arrow pointing away from the handset indicates an outgoing call.

Pane “Calls”

This pane consists of four tabs:

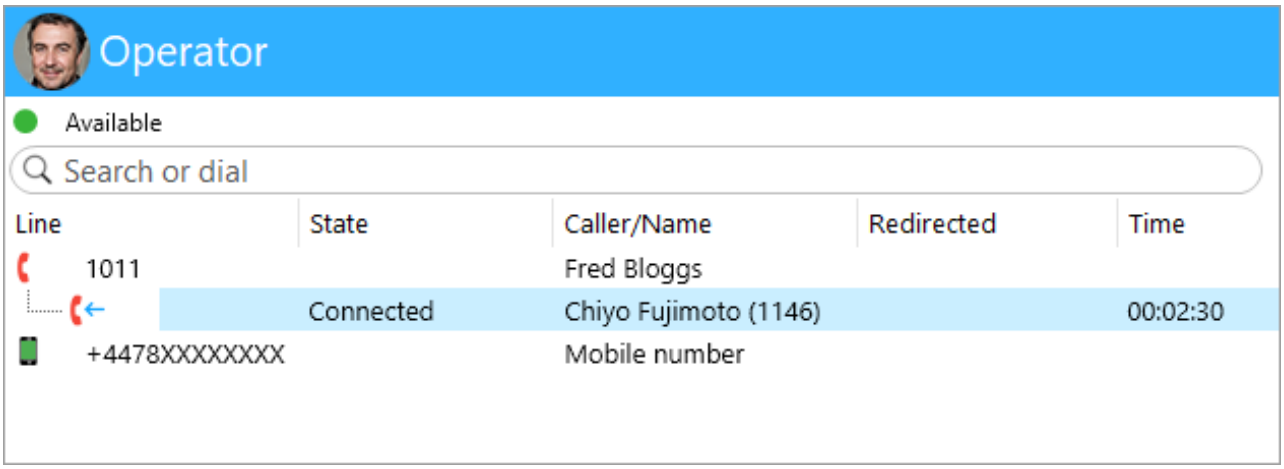
- Call History: Shows all the operator’s finished calls.
- Internal Pickup Queue: All incoming calls directed at a group which the user is part of will be listed here. These calls can be answered by the operator.
- Parked Calls: Shows all calls that are currently parked in the Callisto system (see Call options).
- Busy Queue: Shows all calls currently in Busy Queue (see Call options).



The call history can be filtered by type of call (received, called, missed and not answered), and by date. Additionally, the history can be searched by any known value (line, number, name, date, or duration). The search algorithm will show results that *start with* the search string.

Pane “Operator”

This section shows information about the operator, i.e. the user currently logged into COC at this machine.



Besides setting the presence state and status message of the operator, this pane features a search field labeled Search or dial. This is the global search field where the operator can search for contacts or directly dial a phone number.

The lower half of this pane contains information about the lines which are assigned to to the operator. In the screenshot above, the four-digit number at the top of the list is a CUCM line originating from the terminal assigned to the user. The number below is a Callisto line (see COC Configuratior – Callisto lines). The names of the Callisto lines are configured in CUCM.

The operator will see all incoming and outgoing calls in this section. If multiple lines are available, the operator needs to choose line which the call will be placed on: select a line by clicking on it and then dial the number.