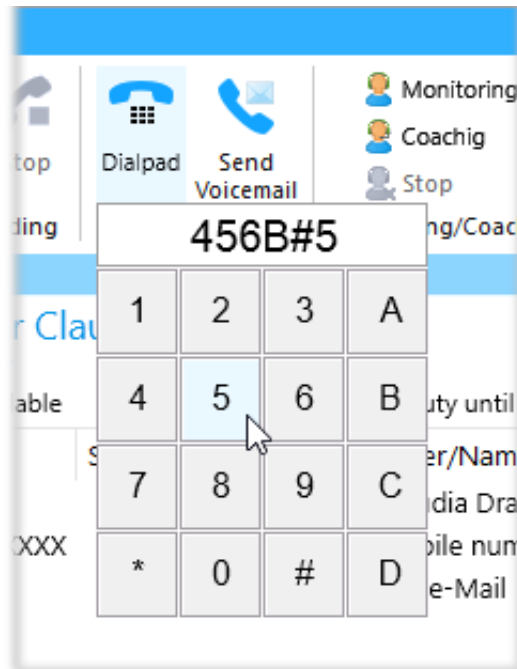


Miscellaneous operations



Use DTMF signaling

COC has the capability to send DTMF Dual-tone multi-frequency signaling digits, for example when navigating IVR Interactive voice response menus. Click on the Dialpad button and dial pad will appear where you can send DTMF digits by clicking on the corresponding button.

Delete call history

Call history entries can be deleted by selecting one or multiple entries, right-clicking the selection and choosing Delete Record(s) from the context menu. A confirmation dialog will appear and after confirming the action, the selected call history entries will be deleted.

Set a presence state and status message

To change your own presence state, click on the presence state icon in the *Operator* pane. A drop-down menu will appear and to choose the presence state. The personal status message can be changed by clicking the text field next to the presence state icon. Save the status message by either pressing the Enter key or by clicking away from the text field. If no status message is set, the following placeholder text will be displayed instead:

<Enter personal status message>

If you have permission to change other users' presence states and status messages, you can do so by selecting a user from the *Users* pane and changing the presence state and status message in the *Details* pane.