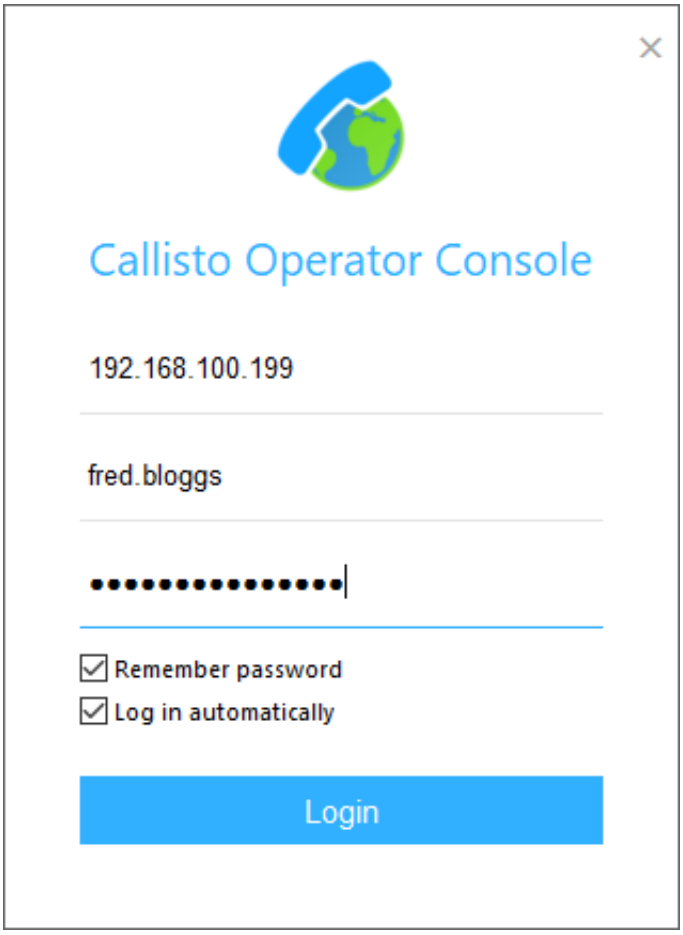
COC Client overview

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).

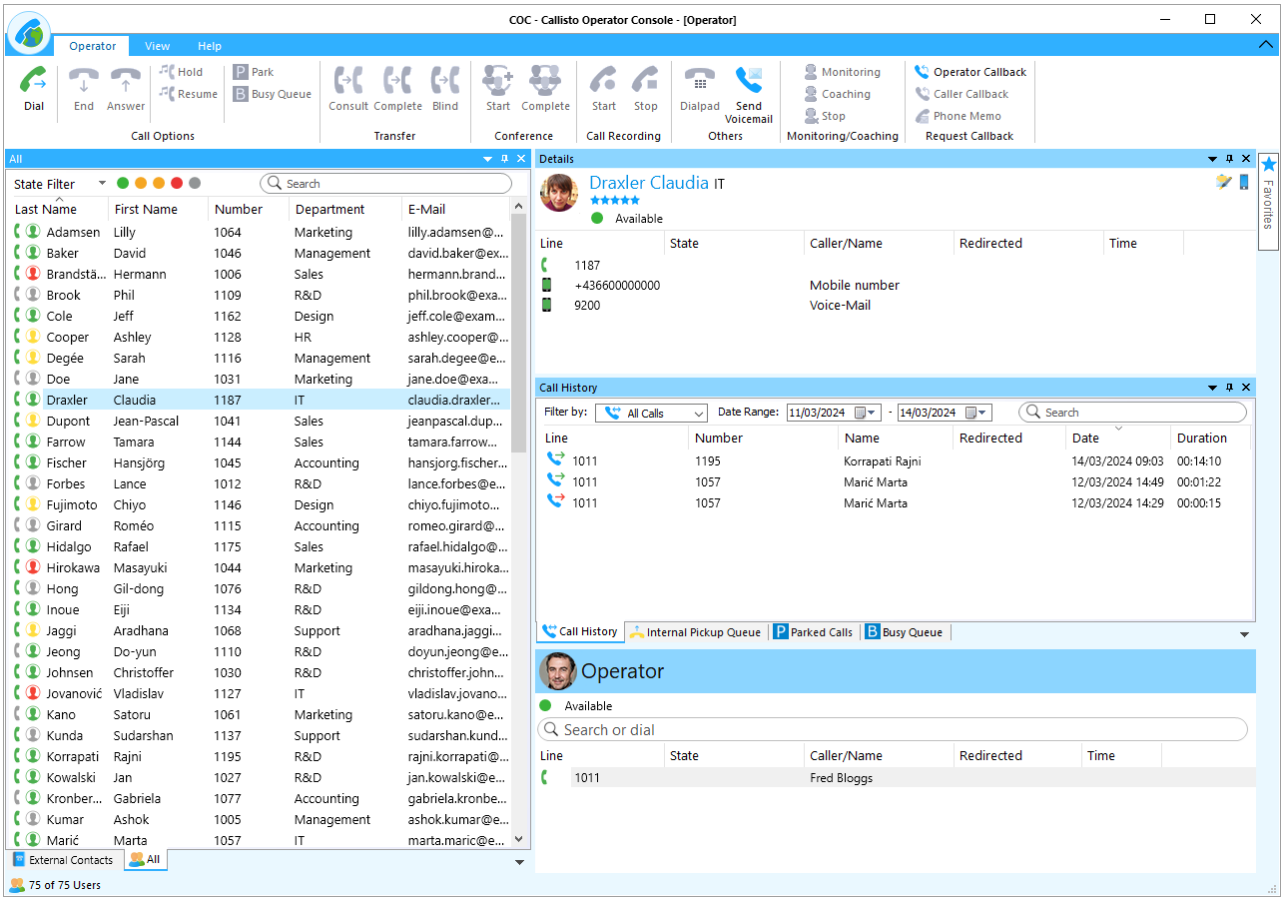
Upon launching the COC Client, the user is presented with the login dialog. In this dialog, operators need to enter the Callisto IP address and their user credentials.



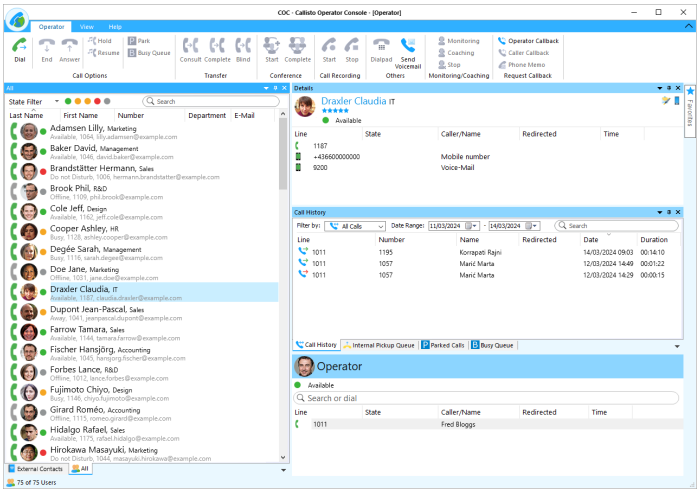
After filling in the required fields, the COC Client is started and the main view is displayed.

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 main window (*Users* pane in *Detailed* view)



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