

# KalliopeATC 1.2.4

## Revised user manual

Revision: 08/06/2017

Technical support: <http://ticket.netresults.it>



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## **Definitions**

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***KATC*** = Kalliope Attendant Console

***Local user*** = the user of KATC, whose credentials must be entered in the application settings screen

***Interlocutor*** = the telephone user (internal or external) who is in communication with the local user

## Chapter 1 - Introduction

---

KalliopeATC (from now on called KATC) is an accessory application of the VoIP KalliopePBX that combines the KalliopePhone features with the operator station features.

KATC is available for S.O. Windows.

Below we summarize the list of the main functionalities:

<b>Kalliope Attendant Console functionalities</b>
Extensions phonebook
Shared phonebook
CDR
Inbound call notification
Chat
Presence
Opening a custom URL for inbound calls
VoiceMail Access
Copy-to-call
Drop-to-call
BLF
Blind transfer
Queue statistics
Inbound call classification
Attended transfer

Do Not Disturb
Call recording
Unconditional forward
Call Parking
Call pickup
Forking to Mobile
Pickup with invite
Drag&Drop call transfer
Touchscreen support

## Chapter 2 - Installation and configuration

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**KalliopeATC** is an application purchased separately from KalliopePBX and can be activated by assigning a specific license. Through the Configuration Panel, it is possible to enter the extension's credentials registered on KalliopePBX; the system will automatically check the presence of the respective license.



**Note: The installation does not require the insertion of any activation code. The application automatically checks the presence of the license on KalliopePBX at each startup.**

To configure licenses on KalliopePBX Phone System, please refer to the KalliopePBX 'Administration and Use' manual.

### **2.1 Installation**

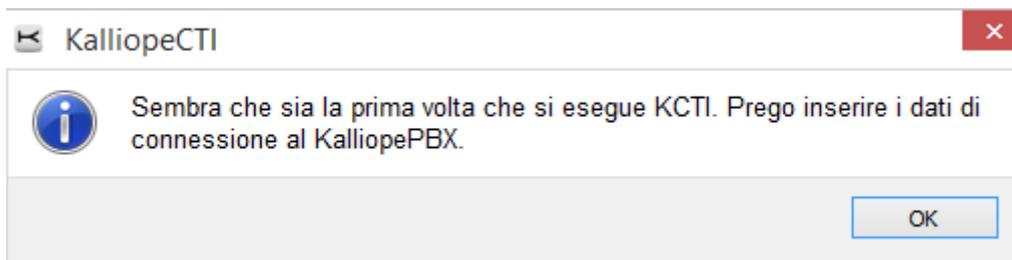
System Requirements:

- OS. Windows XP SP3 or later, Ubuntu 12.04 (32 or 64 bit), Mac OSX (Mountain Lion version or higher)
- Sound card (for KATC Phone mode)
- 2 GB RAM
- 40 MB of free disk space

Launch the executable and follow the instructions to install the application in Windows.

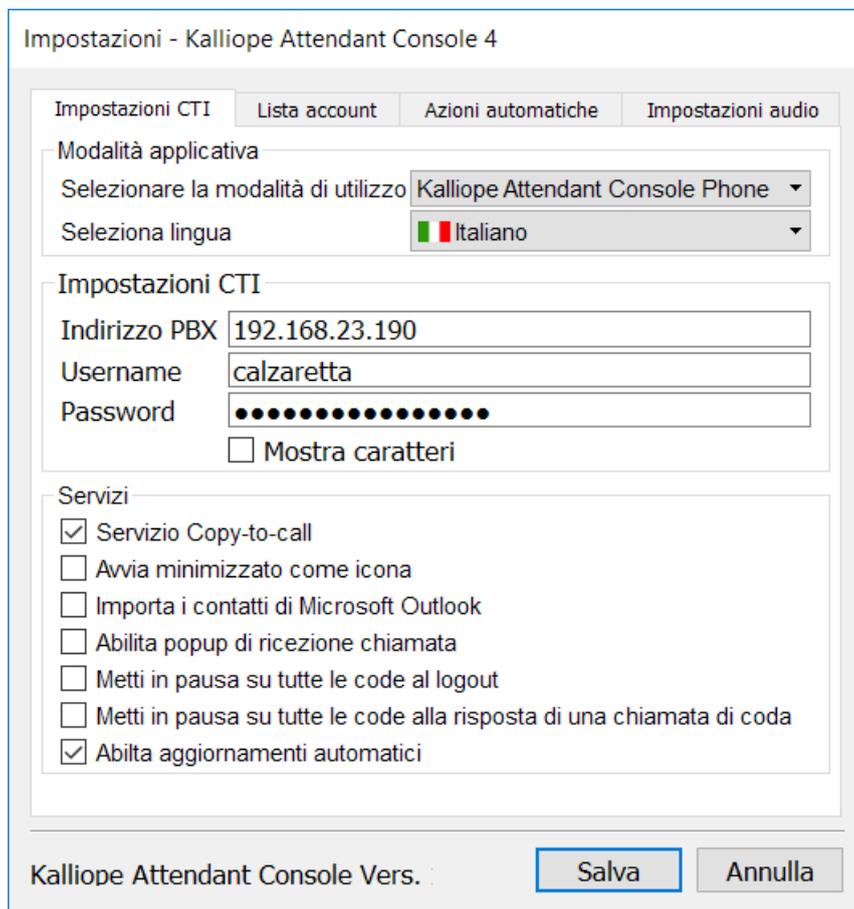
### **2.2 Changing application settings**

The first time the application is started, the message shown in Figure 1 will appear, indicating that configuration parameters need to be entered.



**Figure 1 - Notification message of the missing configuration file**

Next, the configuration screen shown in Figure 2 will automatically open. The configuration menu is grouped by functional categories, each with one or more configurable parameters.



The screenshot shows the "Impostazioni - Kalliope Attendant Console 4" settings window. It has four tabs: "Impostazioni CTI" (selected), "Lista account", "Azioni automatiche", and "Impostazioni audio".

**Modalità applicativa**

- Selezionare la modalità di utilizzo: Kalliope Attendant Console Phone
- Seleziona lingua: Italiano

**Impostazioni CTI**

- Indirizzo PBX: 192.168.23.190
- Username: calzaretta
- Password: [masked]
- Mostra caratteri

**Servizi**

- Servizio Copy-to-call
- Avvia minimizzato come icona
- Importa i contatti di Microsoft Outlook
- Abilita popup di ricezione chiamata
- Metti in pausa su tutte le code al logout
- Metti in pausa su tutte le code alla risposta di una chiamata di coda
- Abilita aggiornamenti automatici

At the bottom, it shows "Kalliope Attendant Console Vers. :", a "Salva" button, and an "Annulla" button.

**Figure 2 - Settings Panel**

## **2.3 Application Mode**

In this section, you can select the mode you want the application to run: Kalliope Attendant Console CTI or Kalliope Attendant Console Phone. You can also choose the interface language (Italian, English, or Spanish).

## **2.4 Kalliope Attendant Console Settings**

The parameters that can be configured in this section are the following:

- **KalliopePBX IP address:** the IP address assigned to the KalliopePBX you want to connect to
- **KATC Username:** the name given to the user
- **KATC Password:** the password assigned to the user



**Note: Username and password match the credentials configurable on KalliopePBX in the "System → User Management" panel**

## **2.5 Kalliope Attendant Console Services**

The parameters that can be configured in this section are the following:

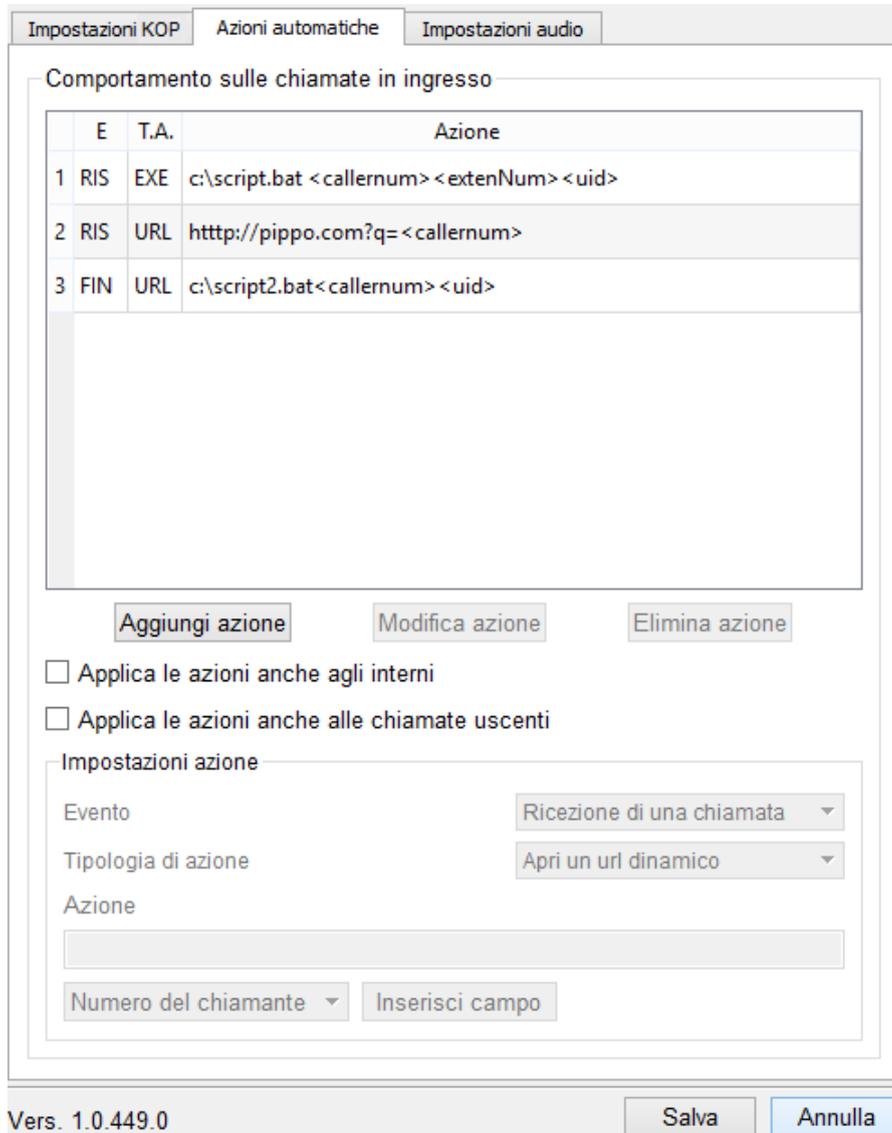
- **Copy-to-Call Service:** enables/disables copy-to-call service. When enabled, the user can call by selecting the string containing the number and copying it to the clipboard (in Windows, by CTRL+C). Once the string has been copied, the application will automatically strip spaces and other special characters (# + , : () . /\) and request confirmation before placing the call.
- **Drop-to-Call Service:** allows the enabling/disabling of the Drop-to-Call service. The application triggers a call by dragging a text string containing the call number when enabled. The application automatically removes spaces and special characters (# + , : () . /\)

- **Import Microsoft Outlook contacts:** if selected, KCTI will automatically synchronize Microsoft Outlook contacts when opened. The imported contacts will appear in the phonebook marked by the icon .
- **Start minimized as a system icon:** the application will open in minimized mode if selected.
- **Enable call reception popup:** enables or disables the call receipt notification popup.

## **2.6 Phone Integration**

In Kalliope Attendant Console CTI mode, it is possible to control the associated telephone system through the native APIs. This feature is currently available only with Snom and Yealink phones.

## 2.7 Automatic Actions



Impostazioni KOP    Azioni automatiche    Impostazioni audio

Comportamento sulle chiamate in ingresso

E	T.A.	Azione
1	RIS EXE	c:\script.bat <callernum> <extenNum> <uid>
2	RIS URL	http://pippo.com?q=<callernum>
3	FIN URL	c:\script2.bat<callernum> <uid>

Applica le azioni anche agli interni  
 Applica le azioni anche alle chiamate uscenti

Impostazioni azione

Evento:

Tipologia di azione:

Azione:

Vers. 1.0.449.0       

**Figure 3 - Event configuration screen**

In this tab, you can manage the behavior of the application during inbound calls by configuring actions triggered by the following events:

- Arrival of a call (same as ringing)
- Answering a call: the event is triggered when the inbound call is answered
- End of a call: the event is triggered when the call is ended (both from local and remote users).

Each of these events can be associated with one or more automatic actions, which can

be of two types:

- Open a custom URL
- Execution of an external process

In both cases, you can use the following dynamic parameters in the actions:

- <callername>: this parameter will be replaced by the name assigned to the caller if present in the phonebook
- <callernum>: this parameter will be automatically replaced by the number of the caller
- <extenNum>: this parameter will be replaced by the extension number of the local user
- <uid>: this parameter will be replaced by a unique call ID

Figure 3 shows the automatic events configuration screen.

The table at the top of the panel contains the list of configured actions, indicating for each of them the event type ("IN" = arrival of a call, "RIS" = answering a call, "FIN" = end of a call), the type of action ("EXE" = execution of an external process, "URL" = opening of a dynamic URL) and the detail of the action.

Once an action has been saved, it is always possible to modify or delete it by selecting it in the table and clicking on Edit Action/Delete Action.

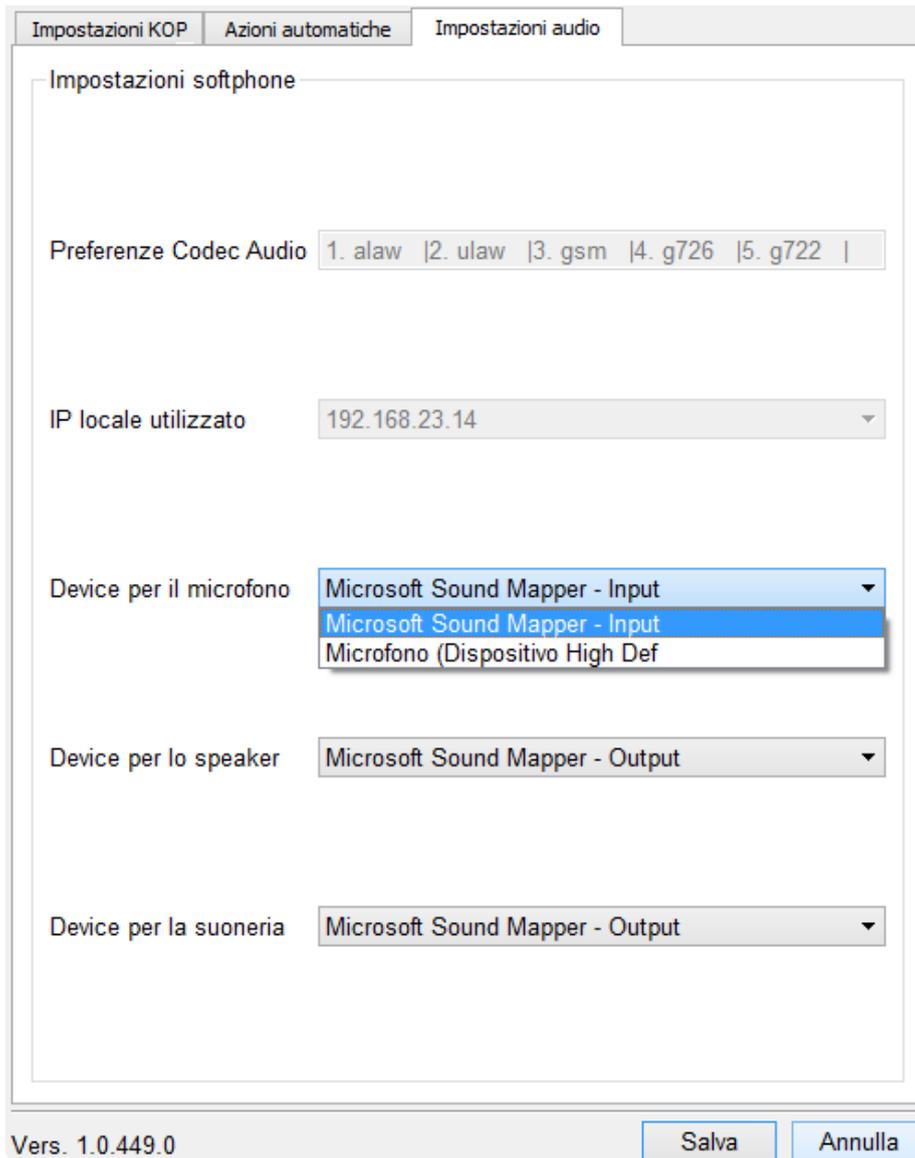
You can indicate whether it should be performed on external user calls, between extensions, or outbound calls for each action.



**Note: You can associate more than one action with each event. Likewise, it is possible to associate the same action with more than one event.**

## 2.8 Audio Settings

This panel is only available in KATC Phone mode. It allows you to select the audio devices to use for audio input (microphone), audio output (to listen to the call), and notifications (audio output for the ringtone and other notifications).



Impostazioni KOP   Azioni automatiche   Impostazioni audio

Impostazioni softphone

Preferenze Codec Audio 1. alaw | 2. ulaw | 3. gsm | 4. g726 | 5. g722 |

IP locale utilizzato 192.168.23.14

Device per il microfono Microsoft Sound Mapper - Input  
Microsoft Sound Mapper - Input  
Microfono (Dispositivo High Def)

Device per lo speaker Microsoft Sound Mapper - Output

Device per la suoneria Microsoft Sound Mapper - Output

Vers. 1.0.449.0   Salva   Annulla

Figure 4 - Audio Settings

## Chapter 3 - Main Interface

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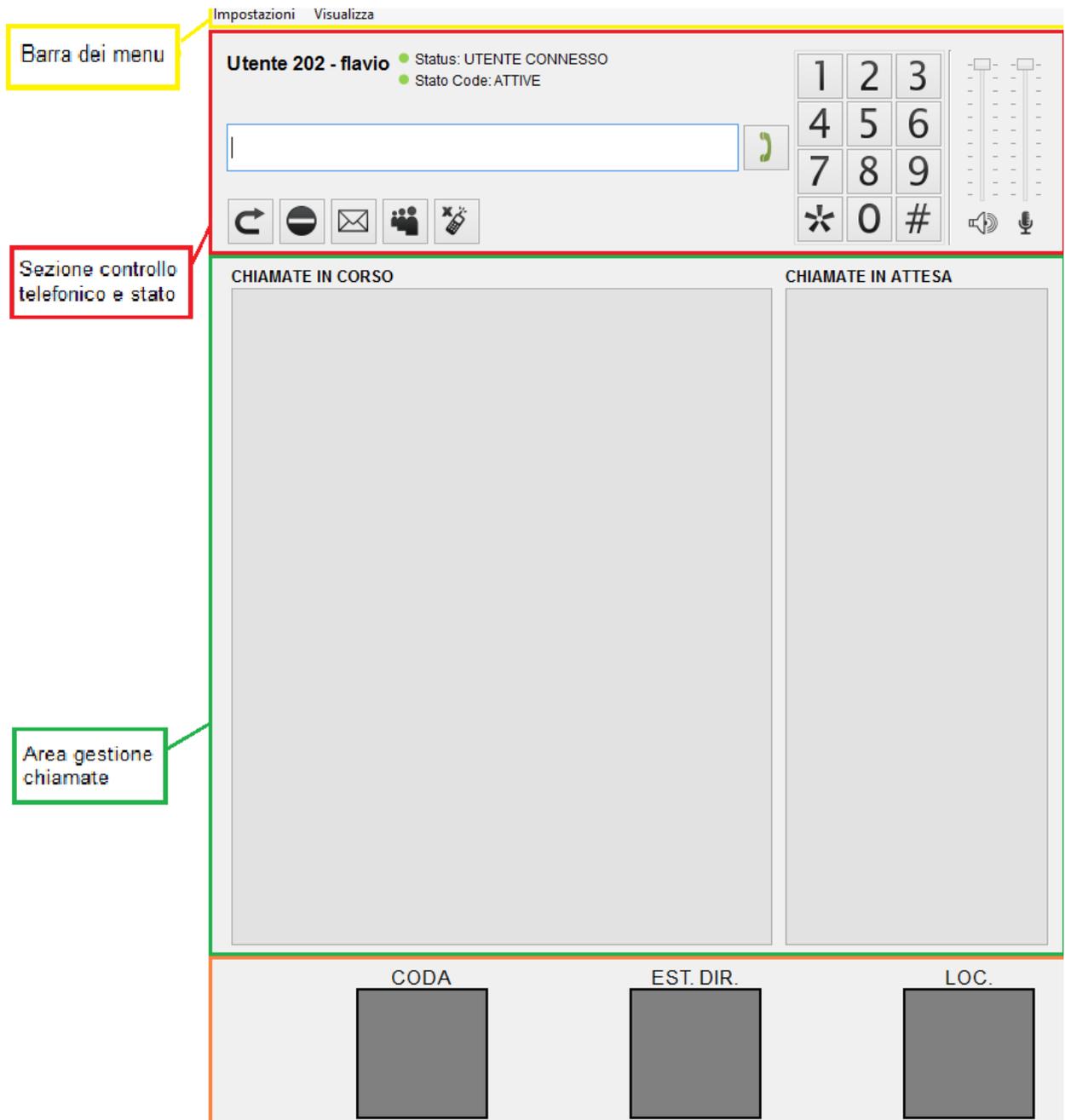


Figure 5 - Main Screen

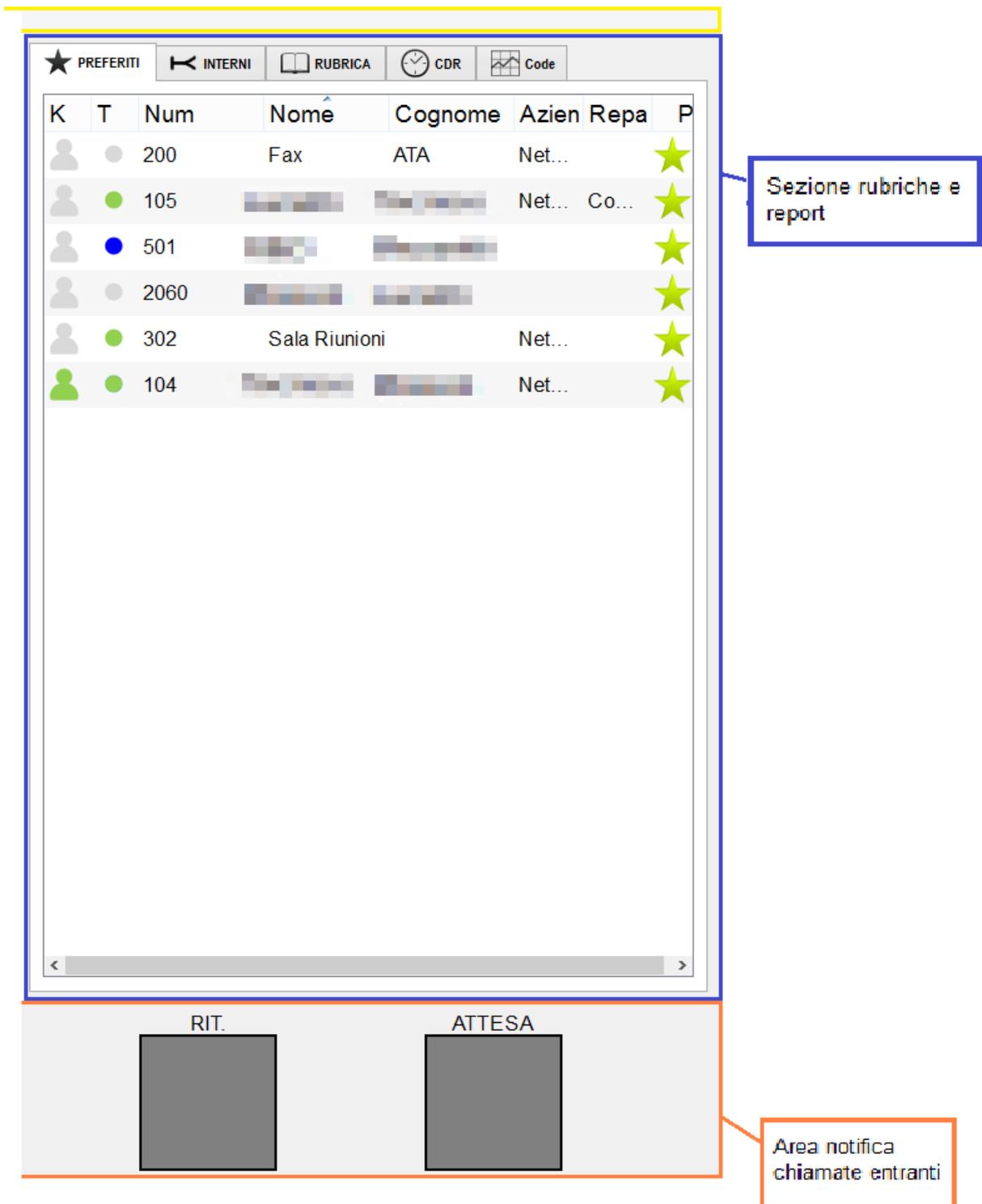
**Figure 6 - Main Screen**

Figure 5 and Figure 6 show the main screen of the application, which can be divided into five sections:

- Menu bar
- Telephone control and status section
- Calls management section
- Phonebooks and reports section
- Inbound calls notification area

Each section will be described in detail in the section below.

### **3.1 Menu Bar**

The Menu Bar has two sub-menus: *Settings and View*.

The **Options** menu has the following items:

- **Connect to KalliopePBX:** starts the connection with KalliopePBX
- **Disconnect from KalliopePBX:** breaks the connection with KalliopePBX
- **Pause on all queues/Cancel Pauses** (*shortcut CTRL+P*): if the local user is an operator inserted in at least one call queue, it allows to pause on all the queues in which he appears as an operator.
- **Settings:** allows you to access the Settings screen (see par. 2.2)
- **Exit** (*shortcut CTRL+Q*): closes the application.



**Note:** This command allows the ultimate exit from the application. Pressing the  system key does not close the application but minimizes it as a system icon.

The **View** menu allows you to configure the display layout of the main screen.

More in detail, the *View* menu has the following items:

- **Show numeric keypad:** enables/disables the display of the numeric keypad



- **Lock layout**
- **Enlarge mode:** enables/disables the main screen's display in enlarged mode. The textual elements of the interface are enlarged to facilitate the use of the application by visually impaired users.

### 3.2 Telephone control and status section

The *Telephone control and status* section are detailed in Figure 7.



**Figure 7 - Telephone control section**

The top left corner (**red box**) shows the extension number and the username associated with the local user (in the example, 202 is the extension number, while "Flavio" is the username).

The *user and queue status LED* box (**green box**) indicates whether the connection to KalliopePBX is active or not and shows the status of the local user on the waiting queues ("IN PAUSE" on all queues, "PARZ. IN PAUSA" only on some queues, or "ACTIVE").

If the user is paused on all queues, the LED will turn red

Stato Code: IN PAUSA  , and the application's icon will turn into the following image. 

. But if the user is paused only on some queues, the LED will turn orange while the Stato Code: PARZ.IN PAUSA  application icon will not change.

The Volume Control section is on the right of the keypad (**yellow box**). This section is used to adjust the volume of the listening audio and the microphone level during calls.

The *Telephone Dialing Field* (**blue box**) is a text box for dialing telephone numbers. To dial a number or enter a number during a conversation (for example, sending DTMF codes), you can click on the box to bring up the text cursor and enter the desired number on the keypad.



The *Telephone Dialing Field* is also filled in using the numeric keypad. The display of the numeric keypad can be enabled/disabled from the *View* menu (see 3.1). The numeric keypad may be more intuitive as it precisely reproduces the keys available on any telephone and is even more helpful when you use operating systems with a touch interface.

In the *Phone Control and Status* Section, there are the following buttons:



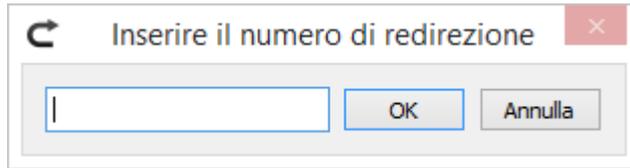
**Call Start:** this button starts a call to the number shown in the *Telephone Dialing Field* (**blue box**)



**Unconditional forward:** the unconditional forward function allows you to program the KalliopePBX to forward calls to your extension (only calls between extensions or external calls to a specific extension, but not call groups) to a different PBX extension.

This feature is useful when away from your workstation and you want to redirect inbound calls to another extension. Set the number to which all inbound calls are to be forwarded unconditionally.

Once you click on this button, you will see the screen where you can enter the number you want to unconditionally forward inbound calls to the extension.



**Figure 8 - Call forwarding screen**

Once the unconditional forward service is enabled, the button and the application icon will turn red to  indicate that the forwarding service is active.



**Note: Unconditional call forward applies only to calls directed to the extension and not calls submitted to the extension as part of a group or call queue**



**Do Not Disturb (DND) service:** enables “Do Not Disturb” mode (from now on, referred to as DND). The phone automatically rejects all inbound calls (both direct and group calls).

Once the DND service is enabled, the button and the application icon will turn red  to indicate that the phone is in DND mode.



**Note: DND service and unconditional forward can be enabled in parallel. In this case, calls addressed directly to the extension will be forwarded to the indicated number. In contrast, group calls (i.e., addressed to groups or queues of which the extension is a member) will find the extension unavailable.**



**Voicemail box:** allows direct access to the voicemail box associated with the extension (if enabled on the KalliopePBX for the local user). Refer to the KalliopePBX manual (Chap. 3.8.6) for a description of the *VoiceMail service*.

This button also acts as an indicator of the presence or absence of messages in the voicemail. If unheard messages are in the voicemail box, the button will look like this



**Audioconference service:** this button allows direct access to the KalliopePBX audioconference service. Please refer to the KalliopePBX manual (chap. 3.5) for the description of the *Audioconference service*.



**Dual Ring Service:** The Dual Ring service distributes the direct call to an extension and the associated mobile number if configured in the extension panel. Please refer to the KalliopePBX manual (chapter 3.8.12) for the description of the Dual Ring service.

The button is enabled only if the Dual Ring service has been made available for the local user at the KalliopePBX level, i.e., if the "Mobile number" field has been defined for the local user. In this case, it is possible to check which mobile number the Dual Ring service has been associated with by moving the mouse pointer on the button and reading the relative Tooltip. Depending on whether the Dual Ring service is active or not, the button will have the following icons:

-  *Dual Ring service active*
-  *Dual Ring service is not active*

### **3.3 Phonebook and reports section**

The *Phonebook and reports* section is divided into the following subsections:

- ★ Favorites
- 📞 Extensions
- 📖 Phonebook
- 🕒 Call Detail Record (CDR)

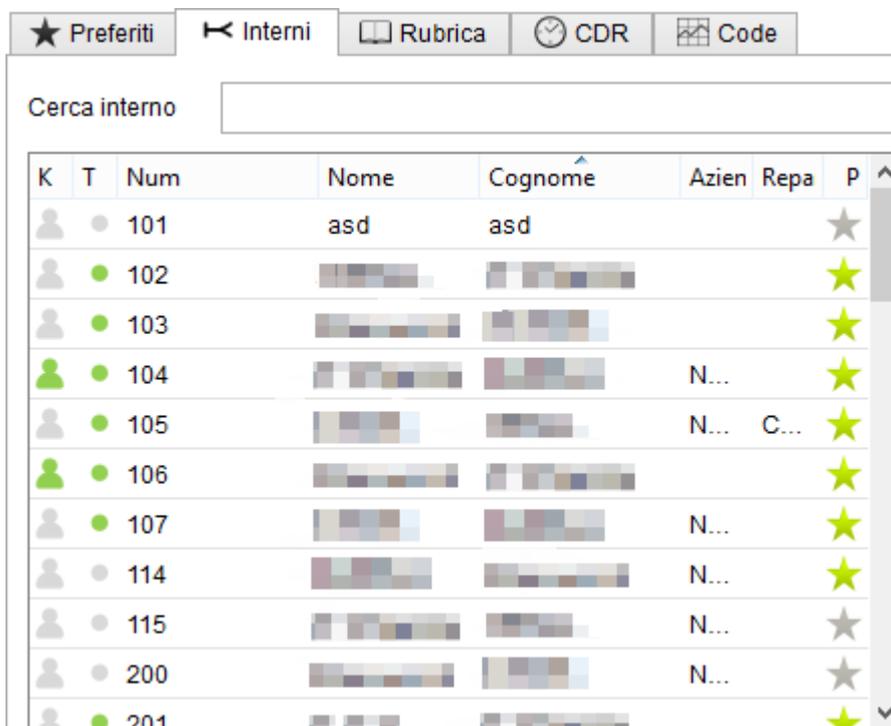
-  Queues

In the following paragraphs, the individual subsections will be described in detail.

### 3.3.1 Extension phonebook

Figure 9 shows the KalliopePBX extension phonebook panel.

The "Search Extension" field allows you to search the extension phonebook on First Name, Last Name, Company, and Department fields. The search is performed automatically, and the table is filtered as the search field is filled in..



K	T	Num	Nome	Cognome	Azien	Repa	P
		101	asd	asd			
		102	[blurred]	[blurred]			
		103	[blurred]	[blurred]			
		104	[blurred]	[blurred]	N...		
		105	[blurred]	[blurred]	N...	C...	
		106	[blurred]	[blurred]			
		107	[blurred]	[blurred]	N...		
		114	[blurred]	[blurred]	N...		
		115	[blurred]	[blurred]	N...		
		200	[blurred]	[blurred]	N...		
		201	[blurred]	[blurred]			

**Figure 9 – Extensions phonebook box**

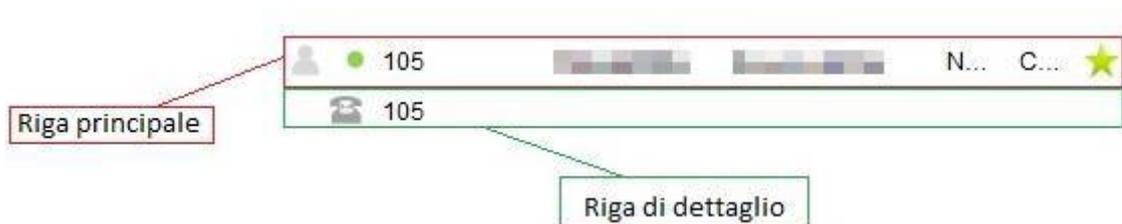
The extension table shows the following columns:

- **K** (client status): this column shows an icon that represents the status of the client associated with each extension.
  -  = client on and connected to KalliopePBX
  -  = client off or not connected

- **T** (phone status): this column shows an icon representing the phone's status associated with each extension.
  - = BUSY
  - = FREE
  - (green/red flashing icon) is DROPPING
  - = UNAVAILABLE status
- **Number:** shows the extension number for each phone contact
- **Contact Fields (NAME, SURNAME, COMPANY, DEPARTMENT):** the extension phonebook table can be sorted by each contact field.
- **P** (preferred field): in this column, there is an icon that indicates whether the extension is among the local user's favorites or not.
  - ★ = extension is NOT among the favorites
  - ★ = extension is among the favorites

The user can add/remove the extensions from the list of his favorite contacts by clicking on the star symbol in this column.

The phonebook of the extensions consists of a table with two levels, a primary and a secondary (or detail) one. You can access the detail level by double-clicking on an extension's primary row (Figure 10).



**Figure 10 - Information structure of an extension**

The detail line of an extension shows the extension number. Double-clicking on the detail line triggers a call to the indicated number.

*NOTE: By scrolling the extension table with the keyboard's arrows, you can switch from the mainline of the contact to the detail line by pressing the → key and back to the mainline by pressing the ← key. Moreover, it is possible to start the call to the selected extension by pressing the ENTER key (the detail line does not need to be chosen).*

### 3.3.1.1 Advanced Operations on Extensions

The extension phonebook panel allows you to perform advanced operations through the context menu. The following are all the possible operations available from the context menu (which appears by right-clicking on the mainline of the selected extension).

-  **Call: XXX** - Make a call to extension XXX
-  **Chat: XXX** - Starts a chat with extension XXX (ref. chap. 5.1)
-  **Attended transfer to XXX** - Starts an attended transfer to the extension XXX (this option is visible only if there is an active call in progress - ref. chap. 4.2)
-  **Forward to XXX** - Starts a blind transfer to extension XXX (this option is visible only if there is an active call - ref. chap. 4.2).
-  **Reserve call** - Make a call reservation on busy (this option is visible only if the selected extension is busy - ref. chap. 4.4).
-  **Pickup: XXX** - Starts a direct call pickup from extension XXX (this option is visible only if the phone status of extension XXX is "STARTING")
-  **Invite pickup: XXX** - Starts an Invite pickup from extension XXX (this option is visible only if the phone status of extension XXX is "IS RINGING").

### 3.3.2 External Contacts Phonebook

Figure 11 shows the panel of the KalliopePBX external contact phonebooks (shared and personal) and contacts imported from Microsoft Outlook.

The "Search Contact" field allows you to search the external contact phonebooks on the First Name, Last Name, Company, and Details fields. The search is performed automatically, and the table is filtered as the search field is filled in.

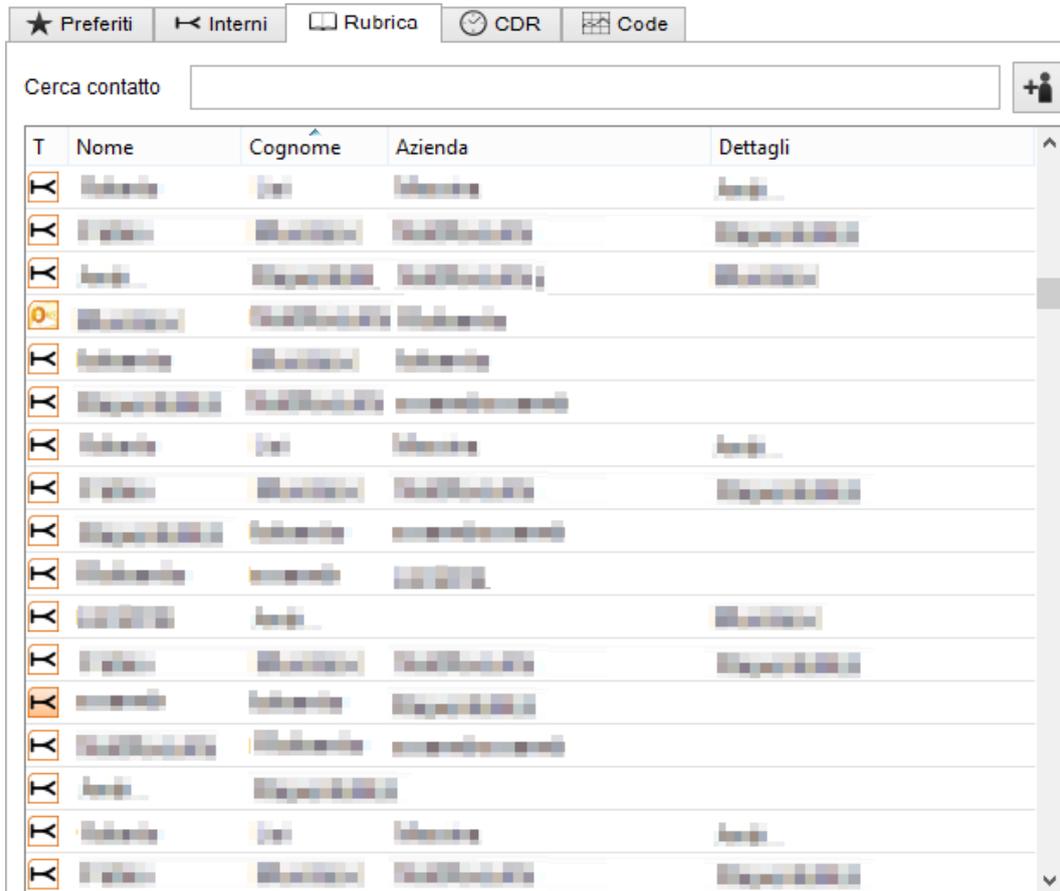
In addition to the First Name, Last Name, Company, and Details fields, the table contains the T column indicating whether the contact belongs to the shared company phonebook or the local user's phonebook.

 = the contact belongs to the shared company phonebook

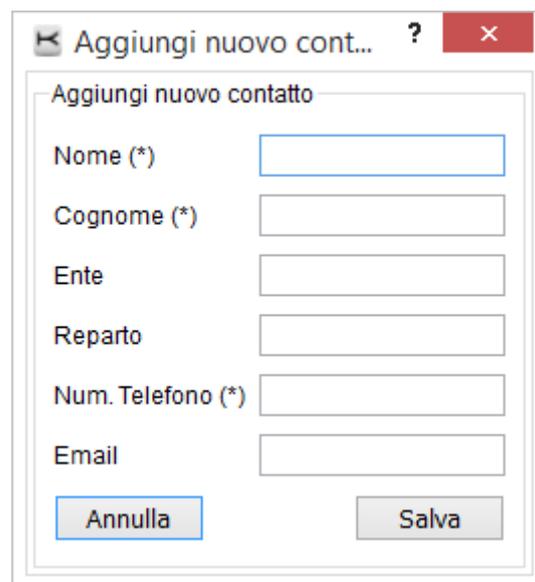
 = the contact belongs to the personal phonebook

 = the contact has been imported from Microsoft Outlook

The button  opens the screen for inserting a new contact into your phonebook (see Figure 12).

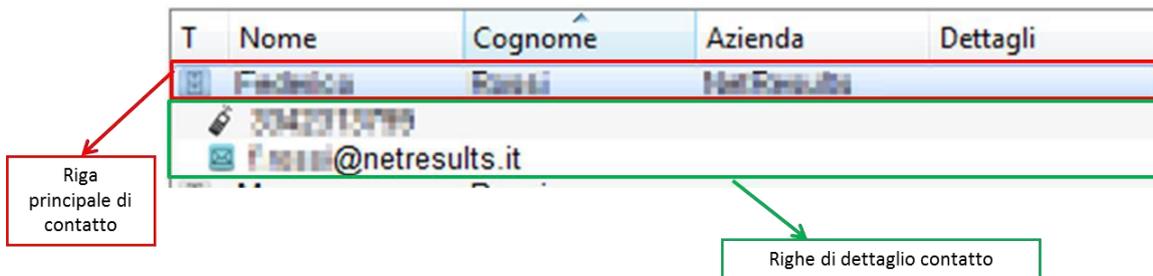


**Figure 11 - External contacts phonebook box**



**Figure 12 - Insertion/editing contact screen**

The phonebook of contacts is a table with two levels, a primary and a secondary (or detail) one. Double-clicking on the mainline of an extension will give access to the detail level (Figure 13) composed of several lines, one for each contact information (phone number, email, etc.).



T	Nome	Cognome	Azienda	Dettagli
	Federica	Rossi	NetResults	
	<div style="display: flex; gap: 10px;"> <div style="display: flex; align-items: center;">  3042210799                 </div> <div style="display: flex; align-items: center;">  f.rossi@netresults.it                 </div> </div>			

**Figure 13 - Structure of the contacts phonebook**

In the detailed lines of contact, the contact information is shown, one per line, distinguished by type with a specific icon:

-  Phone number
-  Email address

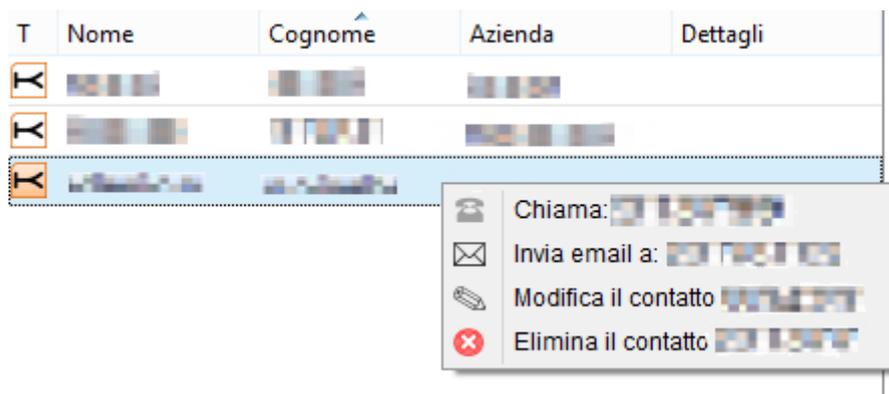
By double-clicking on the detail line, depending on the type of information it contains, the following actions are triggered:

- call initiation to the number indicated in the detail
- send an email with the default email software at the system level

*NOTE: scrolling the contact table with the keyboard arrows, you can switch from the main contact line to the detail line by pressing the → key and back to the mainline by pressing the ← key. Moreover, using the selected contact detail (call the number or send the email) is possible by simply pressing the **ENTER** key.*

### 3.3.2.1 Advanced Operations on Contacts

The contact phonebook panel allows you to perform advanced operations through the context menu. In particular, options related to the detailed information available for contacts are shown in the menu (Figure 14).

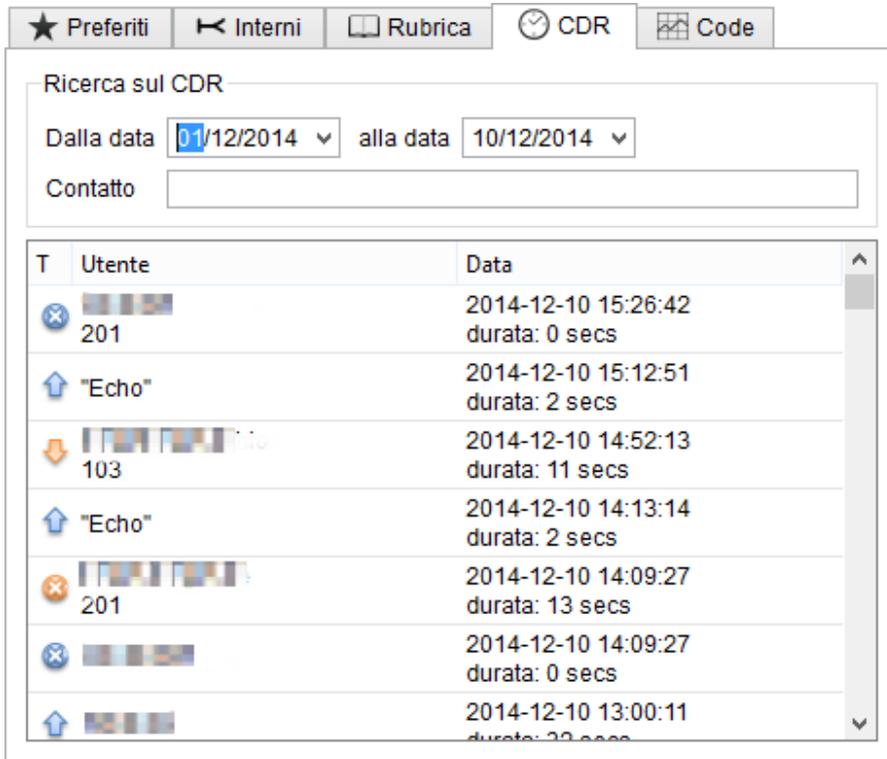


**Figure 14 - Contextual menu of the contacts phonebook**

In addition to the commands related to detail contacts, the contextual menu contains commands to delete or edit contact information if the contact belongs to the personal phonebook.

### 3.3.3 Call Detail Record (CDR)

Figure 15 displays the box that shows the call log for the local user.



T	Utente	Data
	201	2014-12-10 15:26:42 durata: 0 secs
	"Echo"	2014-12-10 15:12:51 durata: 2 secs
	103	2014-12-10 14:52:13 durata: 11 secs
	"Echo"	2014-12-10 14:13:14 durata: 2 secs
	201	2014-12-10 14:09:27 durata: 13 secs
	201	2014-12-10 14:09:27 durata: 0 secs
		2014-12-10 13:00:11 durata: 22 secs

Figure 15 – CDR box

This section shows the detailed log of all the local user's calls on his extension made and received. The report is divided into three columns:

- Call type (**T**): indicates the type of call using the following icons

-  Outbound calls not answered or failed
-  Inbound call not answered or failed
-  Outbound call answered correctly
-  Inbound call answered correctly



The call ended in voice mail

- **User:** information about the call partner. If the number is present in the phonebook, the name of the caller is also shown in this field
- **Date:** the date, start time, and duration of the call

In the *CDR Search* box, it is possible to carry out CDR searches based on the caller's date and number/name.

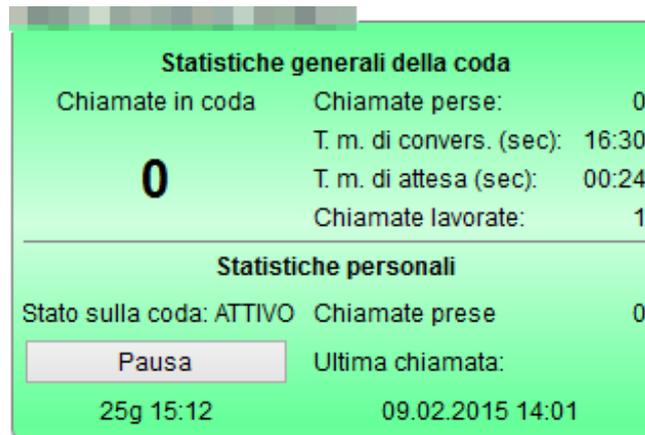


**Note:** By right-clicking on a CDR row, you can, via the contextual menu, recall the selected contact and, if not present, add the contact to the phonebook.

### 3.3.4 Queues (*queue statistics*)

The Queues section is marked with the symbol .

In this section, it is possible to monitor the status of the queues in real-time. If the local user is an operator, he will only be able to see the queues he is a member of and have access to his statistics. If the local user has the supervisor role, he can see all the queues on the KalliopePBX and monitor each operator's statistics. Figure 16 shows the statistics monitoring window of a single queue.



**Figure 16 - Queue statistics monitoring window**

The following statistics are shown in each monitoring window:

- **Num. Users in queue:** the instant number of external users waiting in the queue. It is expressed in the form X/Y where X is the number of users waiting at that moment and Y is the maximum number of users that the queue can accept (depending on how it has been configured).
- **Missed calls:** the number of calls that arrived in the queue but were not served because the remote user closed the call before speaking to an operator.
- **Average Waiting Time:** the average waiting time experienced by those accessing the queue (in seconds), based on the history of received and worked calls.
- **Processed calls:** indicates the number of calls received in the queue and served by operators.

The table below shows the following information for each operator in the queue:

- Number of calls handled
- Date and time of the last handled call
- Pause Status: indicates if the operator is paused or not

By right-clicking on his extension, the operator can pause   on that queue while remaining active on the other queues. Remember that the operator can pause all the queues by typing the key combination CTRL + P or through the Options menu on the Menu bar (ref. chap. 3.1).

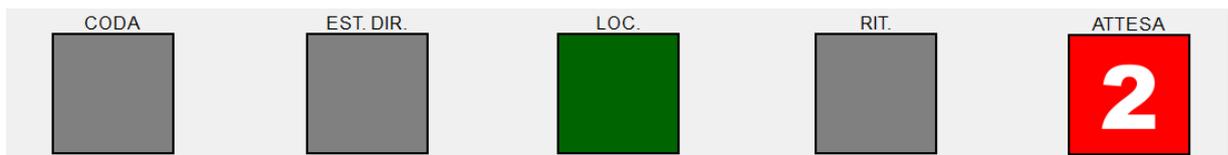


**Note: If the local user has the Supervisor role, they can pause or un-pause any operator.**

### **3.4 Inbound calls notification area**

This section consists of five indicators that light up and show the number of inbound calls for each type:

- Calls coming from a queue
- Direct external calls
- Local calls
- Transferred returns
- Calls on hold



**Figure 17 - Inbound calls notification area**

Each type of call is matched to a shortcut that allows answering quickly using the keyboard:

- F1 = Answer to external calls on queue
- F2 = Answer to direct external calls
- F3 = Answer to direct internal calls
- F4 = Answer to call returns
- F5 = Put on hold.

In the case of several calls of the same type, keyboard shortcuts allow you to take charge of the oldest call.

## Chapter 4 - Call Management

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Inbound and outbound calls are managed by panes that fill the Call Management Area, shown in Figure 17.

The *Call Management Area* is located between the *Telephone Control and Status* section and the *Inbound Call Management* section and consists of two sections: *Calls in Progress* and *Calls on Hold*. You can move a call between sections, put it on hold or resume it by dragging it with the mouse or with your finger in the case of touch devices.

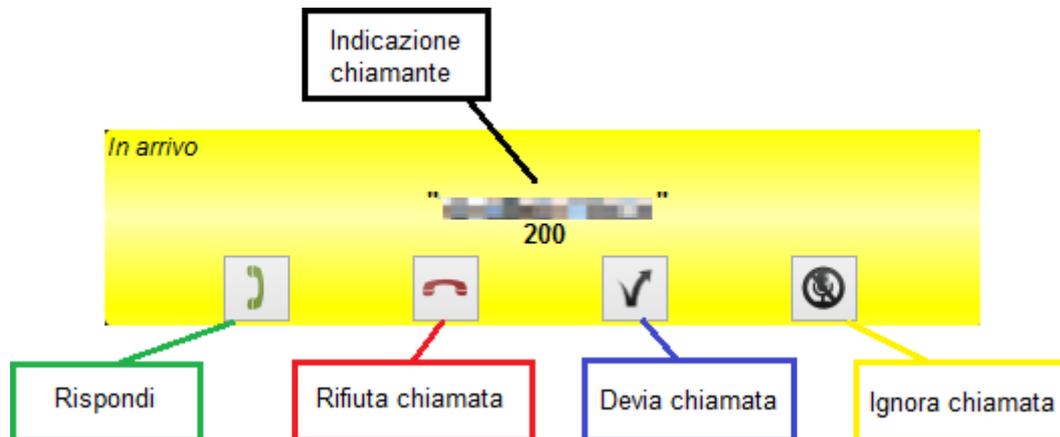
Depending on the status of the call, the corresponding box will take a specific shape and color and present the appropriate control buttons.



Figure 17 - Call management area

## 4.1 Inbound call

The box shown in Figure 18 appears in the Call Management Area when a call comes in. The box has a flashing appearance (red/orange) and comes with an audible notification.

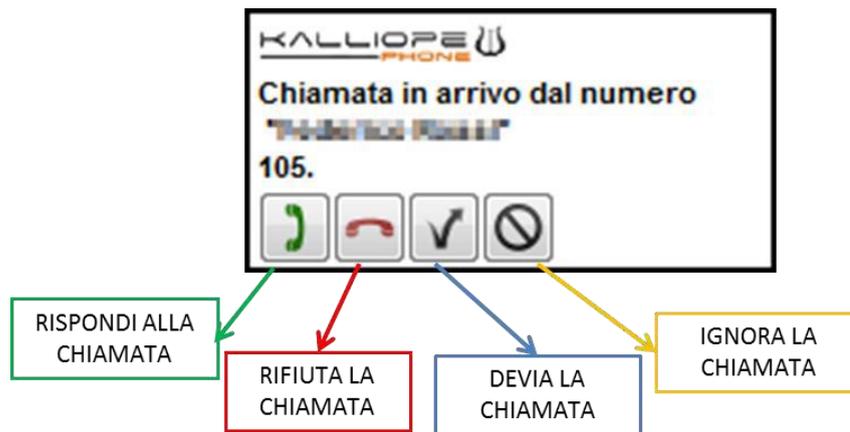


**Figure 18 - Inbound call box**

As shown in the figure, besides the indication of the caller, the user can choose specific operations that are available:

- Answer call
- Reject call
- Divert call
- Ignore call

In addition to the *Inbound Call* panel, the Inbound Call event generates (if enabled in the Settings menu) a popup notification like the one shown in Figure 19.

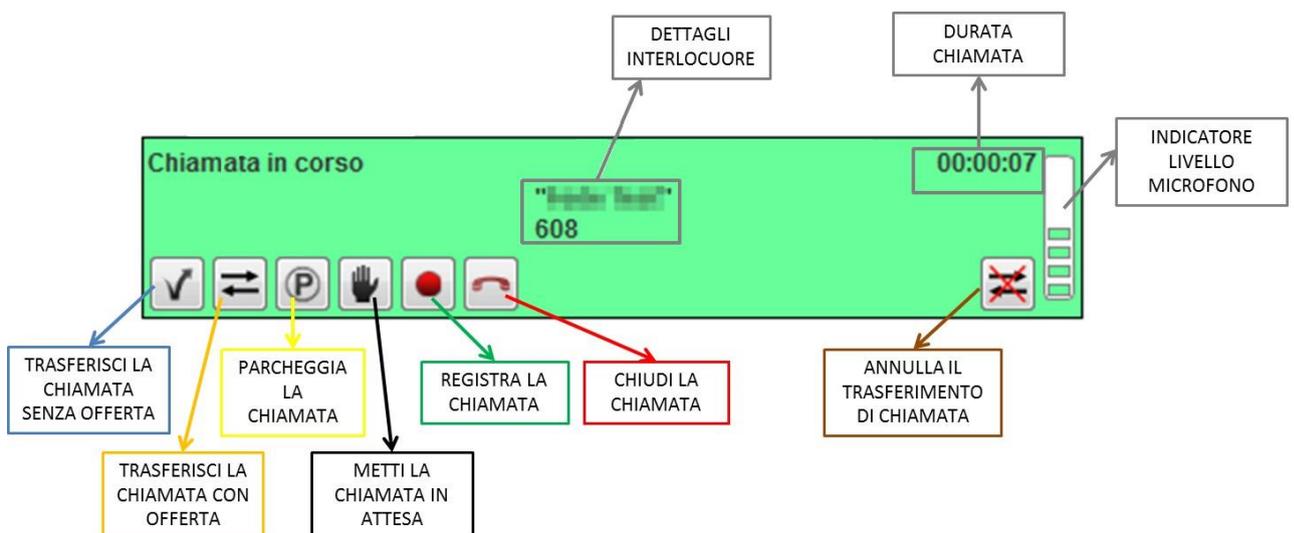


**Figure 19 - Inbound call alert popup**

The popup is convenient if the application is minimized as a system icon, and therefore, the Call management area is not visible. It is possible to perform the same operations available in the Inbound Call panel through the popup.

## 4.2 Active call

When a call is active, the box shown in Figure 20 appears.



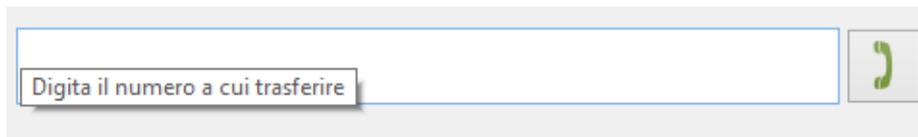
**Figure 20 - Active call box**

The user has several operations available:

- Blind transfer
- Attended transfer
- Put the call on hold
- Call recording
- Close the call
- Cancel call transfer

Refer to the KalliopePBX manual for the meaning of the telephone services listed above. The call duration and microphone level indicator are also shown.

The call forwarding service is managed in such a way as to allow phonebooks to be consulted during the forwarding process: the call is put on hold, and a tooltip tells the user to enter the number to which the call should be transferred in the dial pad.



The image shows a screenshot of a user interface element, likely a dial pad. It features a rectangular input field with a light blue border. Inside the field, the text "Digita il numero a cui trasferire" is displayed in a small, grey font. To the right of the input field is a green button with a white telephone handset icon. The entire element is set against a light grey background.

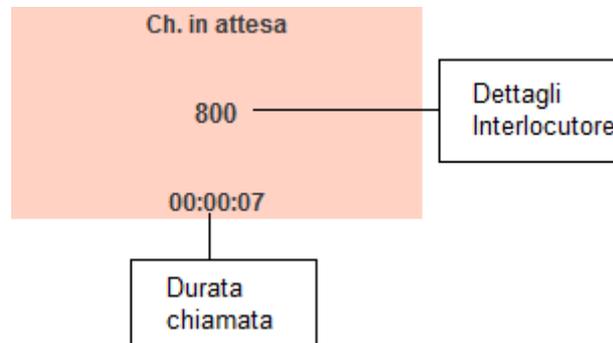
During the transfer, no popup appears, leaving the user free to consult the list of extensions or the phonebooks; in this case, once you select the extension to which you want to transfer the call, you can complete the transfer by pressing ENTER or F6 (for blind transfer) and F7 (for transfer with offer).



**Note: it is possible to have only one active call at a time. Therefore, if a new call arrives or you want to make a call while in an active call, the application asks you to confirm, reminding you that the operation will automatically pause the active call.**

### 4.3 Call on Hold

When a call is on hold, its *Active call* panel disappears, and the box shown in Figure 20 appears.



**Figure 21 - Call on hold box**

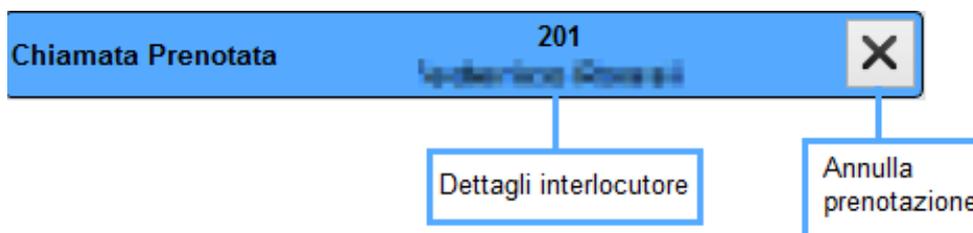
Just click on the *Call on Hold* box to resume a call on hold and make it active again.



**Note:** Since you can only have one active call at a time if you want to resume a call when another call is active, the application will ask for confirmation reminding you that the operation will automatically pause the already active call.

#### **4.4 Call reservation**

When a call has been reserved because the other party is busy, the *Call booked* box shown in Figure 22 appears.



**Figure 22 - Call booked box**

The reserved call box remains visible until the booked caller is free. The *Call booked* box disappears, and a call is made to the requested subscriber. If it is no longer necessary to keep the reservation, it is possible to cancel it by pressing the appropriate button shown in Figure 22.

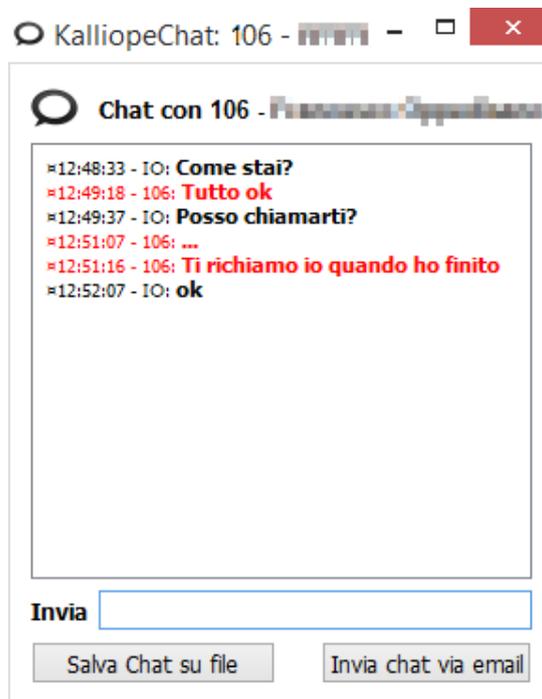
## Chapter 5 - Other Services

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In addition to telephone functionality, the KATC application provides an Instant Messaging service between extensions.

### 5.1 Instant Messaging

Using the contextual menu of the phonebook of extensions and favorites (ref. chap. 3.3.2.1), it is possible to activate an Instant Messaging session with the selected extension. The option is only enabled if the selected extension has the client active and connected to KalliopePBX.



**Figure 23 - Instant Messaging Screen**

Figure 23 shows the Instant Messaging screen through which you can exchange text messages with other extensions.

The text message must be written in the appropriate edition field while sending by pressing the ENTER key on the keyboard.

On the screen, there are also the following two keys:

- **SAVE CHAT:** allows to save on a text file the content of the message exchange
- **SHARE CHAT:** it allows to pre-package, through the default e-mail client of the system, an e-mail containing the exchange of messages.

## **5.2 Plantronics API Integration**

Thanks to the integration of the native APIs, KalliopeATC fully interfaces with Plantronics devices.

At each startup, the application detects the presence of a Plantronics device connected to the system in use. If positive, the system automatically chooses this device as default for audio input/output.

Once detected, you can use the headset controls to adjust volumes and answer or end a call once detected.

If the Plantronics device is connected later, a software restart is required to detect the device when the application is already running.

## Chapter 6 - Shortcuts

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Kalliope Attendant Console has been specifically designed to be easily managed through convenient keyboard shortcuts.

Below is a list of available shortcuts:

### *Kalliope Attendant Console*

F1 = Answer calls coming from a queue

F2 = Answer direct external calls

F3 = Answer direct extension calls

F4 = Answer call returns

F5 = Put on hold

CTRL + F5 = Retrieve oldest waiting call

F6 = Blind Transfer

CTRL + F6 = Blind transfer with consultation

F7 = Attended transfer (after having chosen and called the number to which the call will be transferred, press F7 again to complete the transfer)

CANC = Cancel transfer

F8 = Move cursor to dialing field

F9 = Favorites tab

F10= Extension Tab (extension search field)

F11= Phonebook tab (text field for searching contacts in phonebook) F12= CDR tab (text field for searching CDR)

END = End call