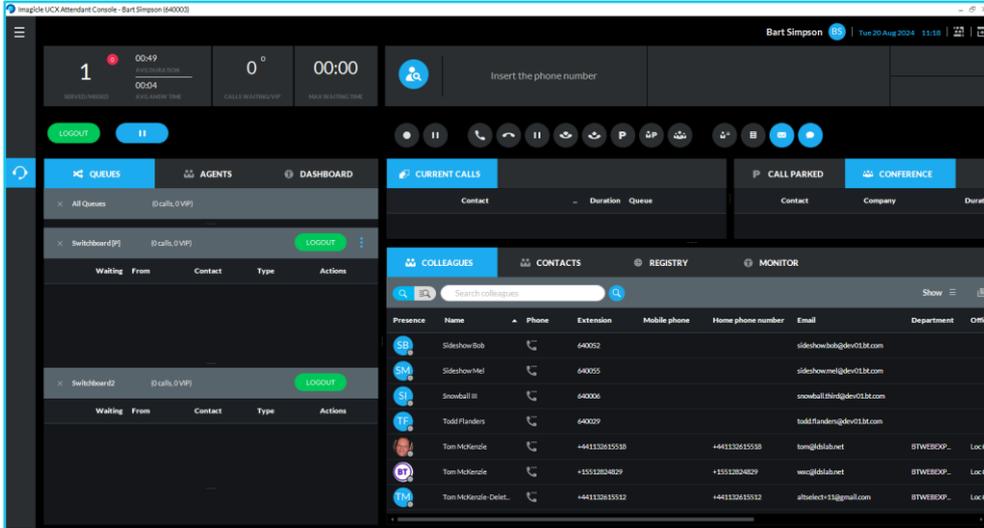


## Imagicle Attendant Console Features and Functions

Once logged in, You will be presented with the home screen of Attendant Console. You can also access the inbound screen and outbound screen details for call/queue volumes and to get agent-based reports.



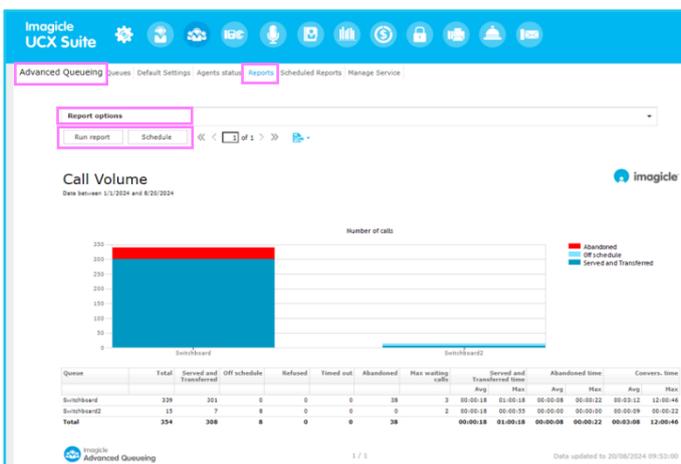
## Advanced Queuing and Reporting Call Volumes

Various queue and agent-based reports are available within the Imagicle Advanced queuing application, this helps to track call traffic to the Attendant Console operators.

**Note:** The user has the option of saving the connection details to avoid having to re-enter these subsequently.

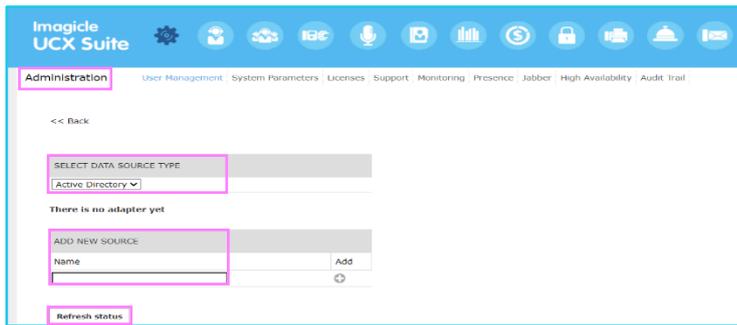
### Steps to Advanced Queuing to find Call Volumes

- Once you are logged into the **Attendant Console**.
- Select the **Advanced Queuing** for **Queue analysis**.
- Click on **Reports > Report options > set Schedule**.
- Select **Run report > Call Volume** will be displayed.



**Note:** Some steps, screenshots and options may differ slightly depending on the application, browser, operating system, and software version you are using.

## Additional Features in Attendant Console



### Active Directory integration

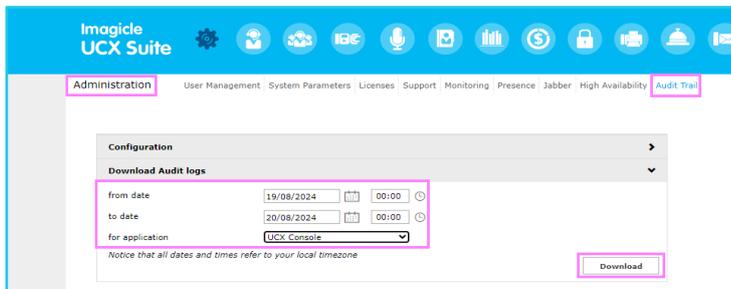
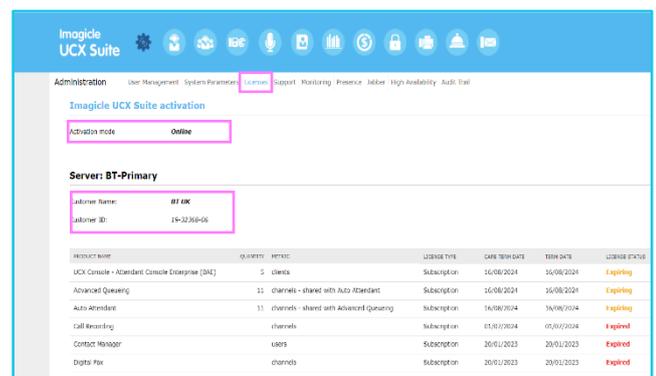
Active Directory is managed from the **User Management** under Imagicle UCX Suite.

- Select **User Management** > **Configure Data Sources** view.
- Click on **Administration** > **Select Data Source Type** > **Active Directory**.
- Add **New Source Name** > Click **Refresh** > **Data** will be displayed.

### Licence Usage Monitoring

Licence governs the number of users logged in, provide user counts and available status on the **Web Portal**.

- Click on **Administration** > Select **Licenses** > Set Imagicle UCX Suite Activation Mode as **Online**.
- Search by **Customer Name** or **Customer ID** > User License information will be displayed.



### Imagicle Audit Trail

You can keep track of the licence utilisation by running **Audit Trail** in the **Web Portal**.

- Click on **Administration** > **Audit Trail**.
- Set (**Date from – Date to**) > **Application** required > Click to **Download** (report).

## Learn more.

- [Imagicle Attendant Console | User Adoption | BT Business >](#)
- [One Cloud Cisco | User Adoption | BT Business >](#)

Discover more at the [Adoption Hub >](#)



**Note:** Some steps, screenshots and options may differ slightly depending on the application, browser, operating system, and software version you are using.