## 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 agentbased reports.

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## 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.



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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

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### 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.

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#### Imagicle Audit Trail

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

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

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