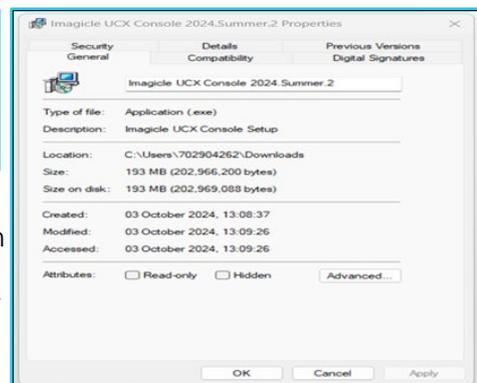
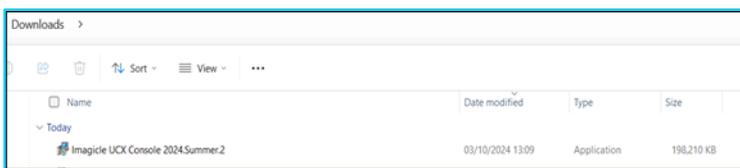




Imagicle Attendant Console is a feature rich platform integrated with One Cloud Cisco (OCC) to allow you to handle inbound and outbound calls.

Imagicle Attendant Console Installation

The Imagicle Attendant Console is required to be installed on the Attendant Console operator PC's and can be downloaded through [One Cloud Cisco software downloads | Digital Workplace \(bt.com\)](#).



Note: BT will retrieve the Attendant Console software from Imagicle Website. Registration is required; once it is done, You'll be able to login to the account.

Once the Imagicle instance has been provisioned, BT will provide the IP address to customers. Each customer will have a dedicated tenant.

Accessing Imagicle Attendant Console

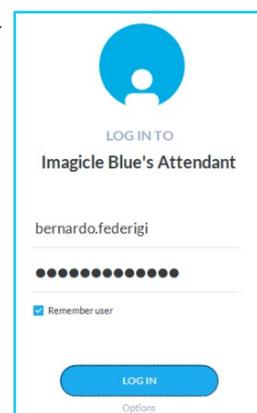
Once the Imagicle Attendant Console application is installed on your PC, the application will prompt you with a choice of options to connect via **IP address** (as used in NAL testing) or **Hostname** (create a hosts file on the PC with a meaningful hostname) or with a **FQDN**:

Here are the steps to access via **IP address of the Imagicle UCX server**:

- Click on the application icon  to login to console.
- Enter the IP address of the Imagicle Server.
- Enter your Username and Password.
- You can access it from any PC using your credentials.

Note: The application can be set to start up automatically when the computer is turned on, in the Tools > Options menu.

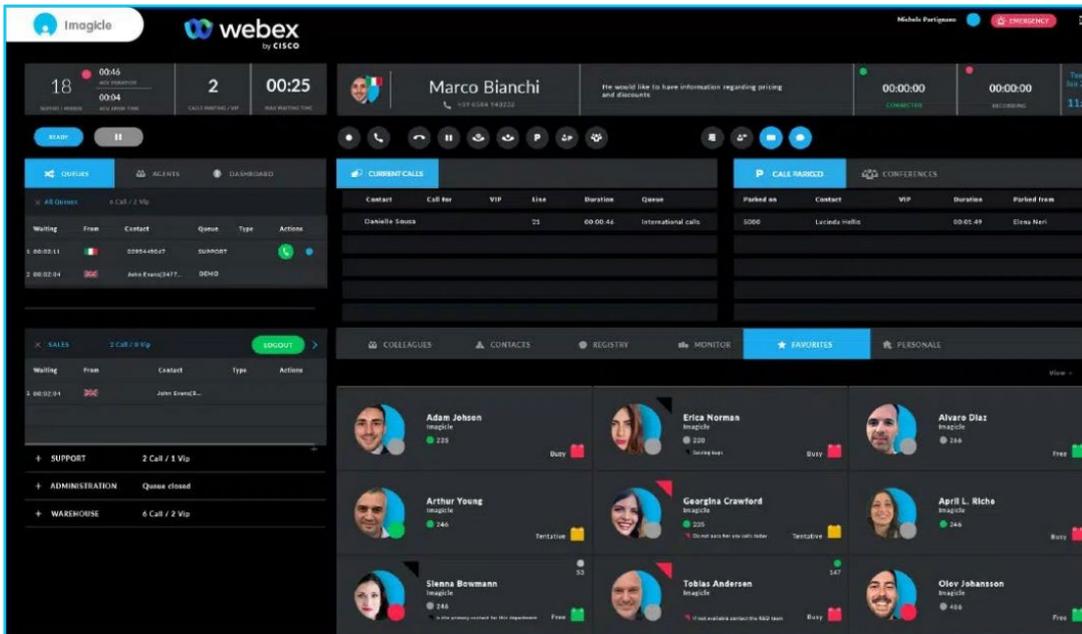
The customer is responsible for making the necessary changes to their network to allow this connectivity and to automate the deployment of the Attendant Console client by the default installation process.



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

With Imagicle Attendant Console, you can manage your calls more easily and efficiently. Here are some features which you can perform

- View calls on hold in the queue panel.
- Manage several calls at once from the calls panel.
- View the status of your colleagues and call.
- Call or transfer calls to colleagues and contacts.



Note: The appearance of your Attendant Console may vary depending on the settings and user profile assigned to you.

Imagicle Attendant Console – Operator setup options.

Making a call.

Once you are logged into the console, follow the below steps:

- Enter the number in the active call panel and then click .
- Select a contact to call and double click or right-click Call button.
- Click on  in the context menu to call any number on the screen.

Answering – Holding – Ending a call.

- Once you are logged into the queue, to answer a call, click .
- To put a call on hold, click on .
- To end a call, click on  or right-click Hang Up option.



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

Transferring – Parking – Retrieving a call

- To transfer a call, click on  or **drag the call with the mouse** to the contact to whom you want to transfer the call, then click on  to complete call transfer.
- Select , to park a call.
- To retrieve the call, double click on the parked call, or drag it from the Park panel to the Call panel.



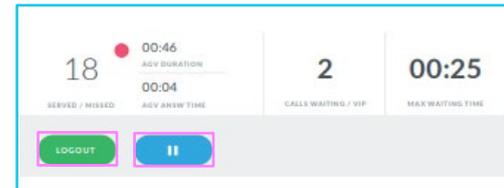
Creating a conference

- During a call, click on .
- Search for the contact to invite to the conference and then select the name to add in the call.
- Drag the new call from the calls panel to the conference panel.



Preparing to answer a call

- Login to the queues, to answer an incoming call.
- You can do this globally, by clicking  or by selecting the login button of each individual queue.
- To temporarily suspend the incoming of calls, click .
- To log out, click on the  icon.



In progress call indicators to view the status of your colleagues:

- Green: ready for all queues. Green + : pause or wrap-up.
- Yellow: ready for some queues. Blue: logged out of all queues.

Key Performance Indicators

-  **Queue** - Displays calls on hold in all the queues on which the operator is registered.
-  **Agents** - Displays the agents' status for each queue.
-  **Dashboard** - Displays the real-time performance of the queues and agents.



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.