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 <u>One Cloud Cisco software downloads | Digital Workplace (bt.com)</u>.

Downloads >			
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Name Name	Date modified	Type	Size
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nagicle UCX Console 2024.Summer.2	03/10/2024 13:09	Application	198,210 KB

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.

Security	1	Details	Previous Versio	ns	
General	Co	mpatibility	Digital Signatu	res	
1	Imagicle UCX	Console 2024.Sur	mmer.2		
Type of file:	Application (.exe)				
Description:	Imagicle UCX Console Setup				
ocation:	C:\Users\7029	04262\Download	9		
Size:	193 MB (202,9	66,200 bytes)			
Size on disk:	193 MB (202,9	69,088 bytes)			
Created:	03 October 20	24, 13:08:37			
Modified:	03 October 20	24, 13:09:26			
Accessed:	03 October 20	24, 13:09:26			
Attributes:	Read-only	Hidden	Advanced		
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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 do 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.

Connection options		×
IP Address/hostname/domain:	company.imagicle.cloud	
Secure connection:		
	SAVE	CANCEL

LOG IN TO Imagicle Blue's Attendant

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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.

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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.

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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 **correct** icon.

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

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

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 <u>Adoption Hub ></u>





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	Massimo Di Puccio	Imagicle	265



