

A decorative background featuring a blue and green butterfly perched on a water droplet. The scene is set against a light blue background with flowing water and green grass-like elements.

Office Manager

[Get Started](#)

Presented by
Scantalk ApS
+45 70 22 20 80
sales@scantalk.com

TeamView® Office Manager - Get Started



The screenshot displays the TeamView Office Manager interface for Scantalk ApS. The window title is "TeamView Office Manager - Ole Larsen (4903)". The interface includes a top toolbar with various icons for navigation and actions. On the left, there is a sidebar with a tree view of departments: Accounting, Development, OnApplications, Sales, Scantalk ApS (selected), and Strategic Development. Below this are sections for "Kontakter", "Skill Grupper", "Historik", and "Personlig". The main area shows a calendar view for the current day, with time slots from 8:00 to 22:00. Below the calendar, there is a list of employees with their profiles and activity bars:

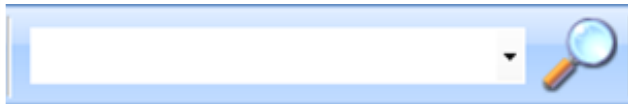
Name	Phone	Mobile	Activity
Kantine -, Scantalk ApS	4908		Active
Keld G. Hansen (KGH) CEO, Scantalk ApS	4902	20248490 48104902	Active
Lars Steen-Jørgensen (LSJ) Sales Manager, Scantalk ApS	4904	28193373 48104904	Active
Michael Fynbo Jensen (MFJ) Support Technican, Scantalk ApS	4905	20248486 48104905	Active
Ole Larsen (OSL) Business Development Manager, Scant...	4903	20248483 48104903	Active

At the bottom right of the interface, it shows "5 kollegaer" (5 colleagues).

Search Field

When you want to search on a colleague or contact, find the place here. Alternatively colleagues identified under the tab colleagues who holds the organizational structure that is retrieved from AD. Contacts can alternatively be identified under the Contacts tab, where the structure is user defined.

Search is supported by phonetics, and can be applied with word elements or free text format, or by combining 2 fields – eg. name, department.



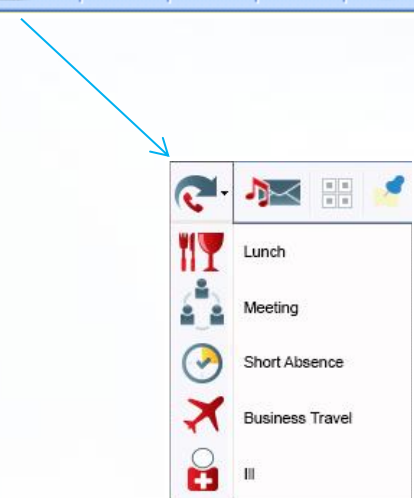
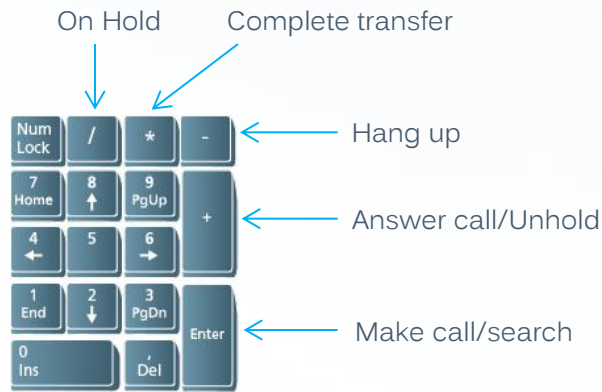
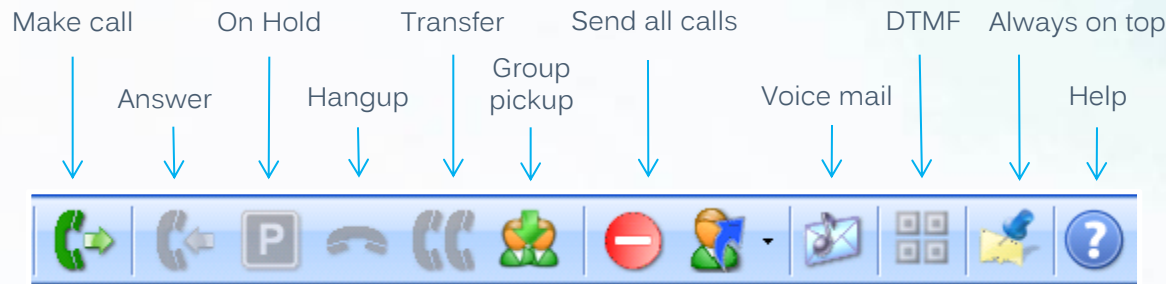
Searchable data

Organizational

Contact related

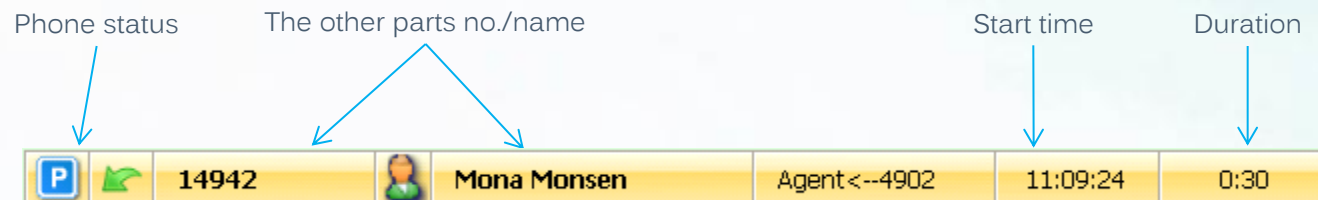
Telephony functions

- All functions are accessible via mouse or keyboard. Only icons which are currently usable are highlighted. The voice mail icon is only highlighted if a voice message is recorded.



Call window

- If the name of the other part is not known by the system only phone number is shown.
- The maximum number of call appearances is 6.



The 3 variants

Information about recipient

If the recipient's name appears it is a direct call

Alternatively it can be either a colleague's name (the one who originally was called), or the name of a hunt-group which the recipient is a member of.

Colleagues - presentation

- This section presents staff/contacts in alphabetical order. When the input (search) starts, the number of employees are reduced up to match, or until the employee is shown in the list – then click on this.

Today's calendar appointment(s). Reflects colors from Exchange/Notes.

The screenshot shows a contact card for Ole Larsen (OSL), Business Development Manager, Sales. The card includes a title and department, phone number (4903), and mobile number (20248483). A calendar appointment is shown for 16:00 - 17:00. The appointment is highlighted in blue. A tooltip titled 'Calendar info' is displayed over the appointment, showing '16:00 - 17:00 Møde'. The card also shows agent status icons (a person in a red hat and a person in a green shirt) and a phone status/absence code icon.

Annotations:

- ↑ Title and department
Further information about the employee is displayed by right click.
- Today's calendar appointment(s). Reflects colors from Exchange/Notes.
- Mouse over appointment displays details
- ↑ Agent status
- ↑ Phone status/Absence code

Status icons

- Icon gross list which can represent status on employees/contacts in the total TeamView env. Available icons depends on which TeamView applications are used in the individual installation.

Phone  Free  Busy  Logout  Unknown  Send All Calls  Forwarded  Forwarded (VM)  Ext. contact

Absence  Maturity leave  Vocation  Ill  Meeting  Gone for today  Lunch  Short absence  Other

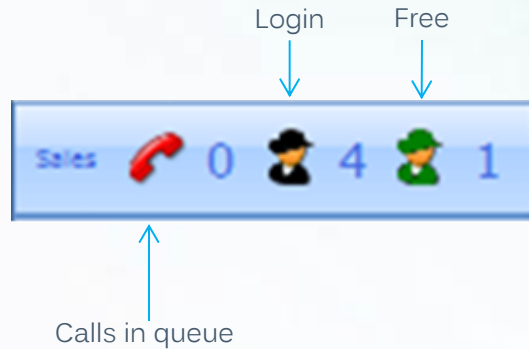
Agent  Free  After Call Work  Pause /AUX  Logout

Mobile  Free  Busy  Logout  Unknown

In/Out  Present  Not present  Not attached

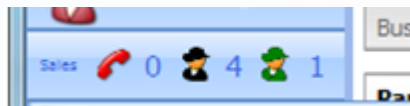
PC  Loggon  Screen save  Logout  Not Attached

Queue/bar for hunt-groups



If you are member of several hunt-groups you are free to choose which one to be shown here. The other groups are shown under the tab Skill Groups.

You are free to place the queue/bar at the top or bottom.

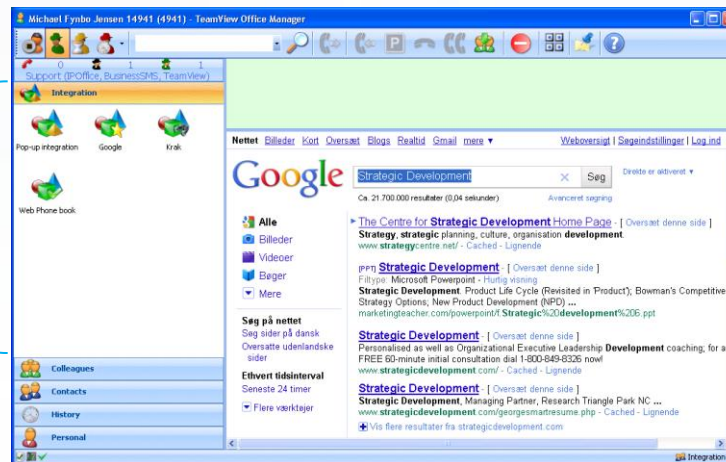


Integration

The following forms of integration are possible:

- Automatic popup of inter-/intranet-pages
- Automatic popup of Windows applications
- Activate internet/intranet-pages (from favorite list)
- Activate Windows applications (from favorite list)
- Make calls from Windows applications

Favorite list



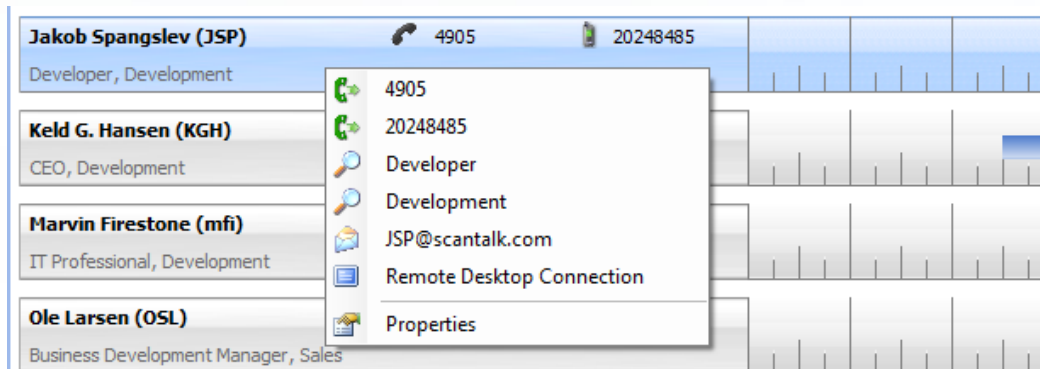
Colleagues



Colleagues can be identified under the tab Colleagues, which includes the organizational structure that is retrieved from AD.

Diversion to the employee's extension can be done by double-clicking. Call forwarding to mobile - see below.

An comprehensive overview of a colleague's contact points and organizational affiliations is displayed by right-click on the colleague. For further details select Properties.



You can call the colleague by click on number (landline or mobile). Send e-mail by click on e-mail address.

Colleagues - details

4921 - Jakob Spangselev (JSP)

General Details Presence Command

 Jakob Spangselev (JSP)

Extension: 4921 Fax: 20248485
Mobile: 20248485 Backup: 48104905
Direct: 48104905 Home:
E-mail: JSP@scantalk.com

Title: CTI Developer
Company: Scantalk ApS
Department: Development
Function:

Description: Software Expert

Comment: Rejsten til Saturn

Close

4921 - Jakob Spangselev (JSP)

General Details Presence Command

Office: Allerød
Business unit: RQ


Boss: Mr. K.G. Hansen
Secretary: Susanne Blomde


Address: CTI Huslet
Zipcode/City: Allerød
State/Country: Danmark, DK


Close


4921 - Jakob Spangselev (JSP)


General Details Presence Command

Presence:  Status

Mobile:  Status

PunchClock:  Status

Computer:  Status

Call forward:  Available

Appointments:

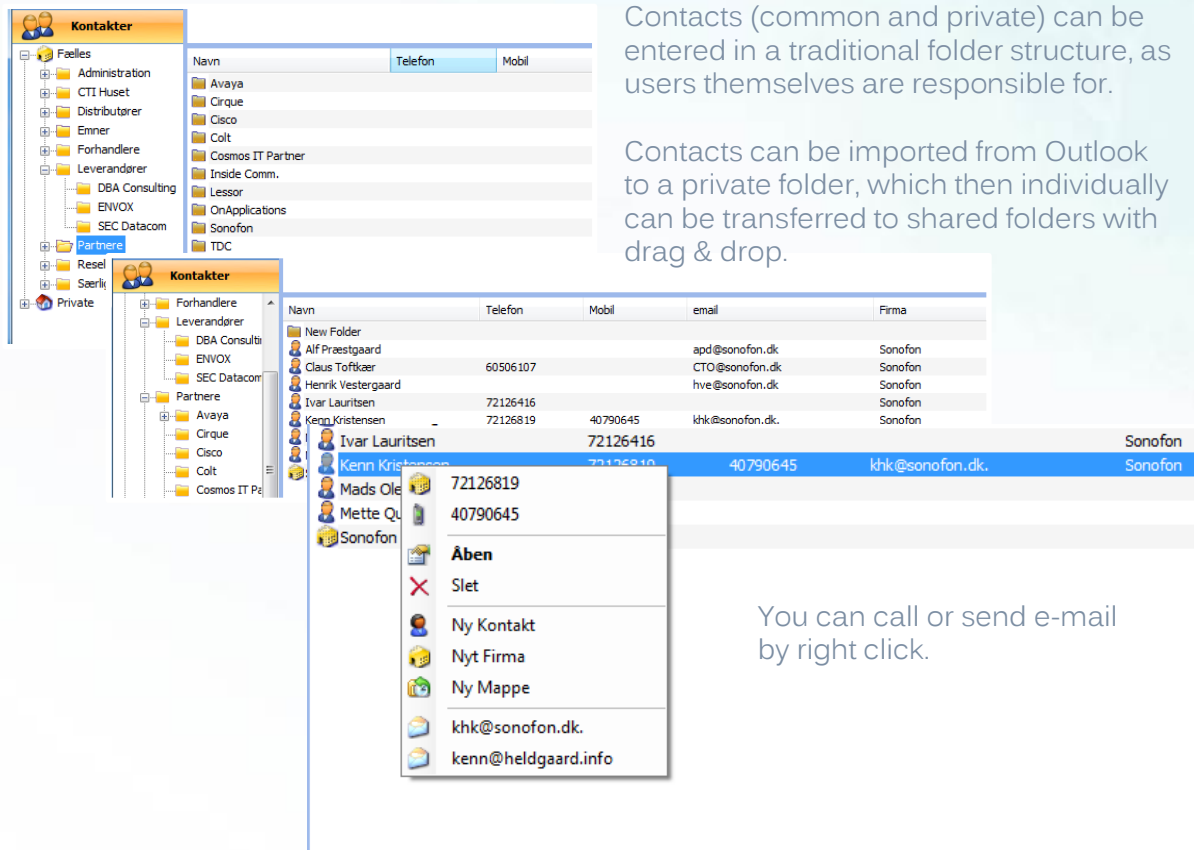
08:00 - 10:00	23-10-2008	BUSY TEST (Optaget)
11:00 - 13:00	23-10-2008	Møde (ikke til stede)
15:30 - 16:30	23-10-2008	Test møde (foreløbig)
18:00 - 20:00	23-10-2008	Møde (ikke til stede)
21:00 - 22:00	23-10-2008	Test møde (foreløbig)
22:30 - 23:30	23-10-2008	Test møde (foreløbig)
10:00 - 11:00	27-10-2008	Monthly meetings

Close

Contacts

Contacts (common and private) can be entered in a traditional folder structure, as users themselves are responsible for.

Contacts can be imported from Outlook to a private folder, which then individually can be transferred to shared folders with drag & drop.




The screenshot shows the Outlook interface with the 'Kontakter' (Contacts) folder selected. The left pane shows a folder tree with 'Fælles' (Shared) and 'Private' folders. The main pane shows a list of contacts with columns for 'Navn', 'Telefon', 'Mobil', 'email', and 'Firma'. A context menu is open over the contact 'Kenn Kristensen', showing options like 'Åben', 'Slet', 'Ny Kontakt', 'Nyt Firma', 'Ny Mappe', and direct links to 'khk@sonofon.dk.' and 'kenn@heldgaard.info'.

Navn	Telefon	Mobil	email	Firma
Alf Præstgaard			apd@sonofon.dk	Sonofon
Claus Toftkær	60506107		CTO@sonofon.dk	Sonofon
Henrik Vestergaard			hve@sonofon.dk	Sonofon
Ivar Lauritsen	72126416			Sonofon
Kenn Kristensen	72126819	40790645	khk@sonofon.dk.	Sonofon
Mads Ole	72126819			
Mette Qu	40790645			

You can call or send e-mail by right click.

Skill-groups

Here the user can see queue information on the skill groups he / she is a member. In addition, the user can see all the other operational skill groups in the organization.



The screenshot displays a user interface for skill groups. On the left, a sidebar titled "Skill Grupper" shows a tree view with "Mine Grupper" selected, and sub-items "Alle Grupper", "Helpdesk", "Sales", and "Support". The main area shows "Mine Grupper" with a user icon. Above a table are three status indicators: "Queue" (red phone icon), "Logged in" (black hat icon), and "Free" (green hat icon). The table lists two skill groups: "Sales" and "Support".

			Queue	Logged in	Free
Sales	301	AVAYA, CISCO	0	0	0
Support	302	IPOffice, Bu...	0	0	0

Call-log

Michael Fynbo Jensen 14943 (4941) - TeamView Office Manager

Agent

Scantalk ApS

Sales (AVAYA, CISCO)

Colleagues

Contacts

Skill Groups

History

All

Inbound

Outbound

Missed

Personal

Date Time	From	To	Via	Duration	Description
X 2010-11-10 15:54:19	4941	4902		0:04	Agent-->4902
X 2010-11-10 13:57:53	***	4902		0:06	?(MFJ)>KGH
X 2010-11-10 13:55:56	***	4910		2:03	?(Sales)>CTI Huset
X 2010-11-10 13:55:38	4905			0:05	
X 2010-11-10 13:55:37	***	4911		0:01	
X 2010-11-10 13:50:53	***			0:00	
X 2010-11-10 13:50:53	4905			0:01	
X 2010-11-10 13:40:23	***			0:00	
X 2010-11-10 13:40:18	63159190	4910		0:03	63159190(Sales)>CTI
X 2010-11-10 13:10:23	4905			0:04	
X 2010-11-10 13:10:12	4905			0:01	
X 2010-11-10 12:57:32	29277660	4999		0:10	29277660>CTI Huset
X 2010-11-10 12:27:57	44882957	4911		0:11	44882957>Support
X 2010-11-10 11:50:07	26997791	4903		0:33	26997791(MFJ)>OSL
X 2010-11-10 11:49:15	***			0:00	
X 2010-11-10 11:01:48	4905			0:00	
X 2010-11-10 11:01:26	4905			0:00	
X 2010-11-10 10:40:58	44517610	4911		0:04	44517610>Support
X 2010-11-10 10:26:04	44500256	4911		0:11	44500256>Support
X 2010-11-10 10:15:44	0046515761206	4910		0:05	0046515761206(Sales
X 2010-11-10 09:38:13	4905			0:02	
X 2010-11-09 15:13:45	44517610	4911		7:55	44517610>Support
X 2010-11-09 14:49:46	4905			0:04	
X 2010-11-09 14:19:44	79420122	4905		0:07	79420122>MFJ
X 2010-11-09 13:00:16	4905	4906		0:04	
X 2010-11-09 12:24:32	44517610	4911		1:03	44517610>Support
X 2010-11-09 12:08:51	4905	70302020		10:16	
X 2010-11-09 12:06:37	***			0:00	

301 objects

All calls to/from an employee is logged locally - sorted by incoming, outgoing and lost calls.

All local call-logs are accumulated into a central database.

Conversation Topic - registration (CWC)

Opfølgning på opkald for4944 (14:32)

Hvad drejede opkaldet sig om?

Privatforsikring

Erhvervsforsikring

Skade

Andet

Mistet gods

Person skade

Mistet gods

OK

When a call is completed, you can register the topic conversation concerned.

You can select up to 10 main topics at. B-number, and from 0 to an unlimited number of choices.

There can also be on / off select option for assigning a text message.

Data recorded together with the other log information.