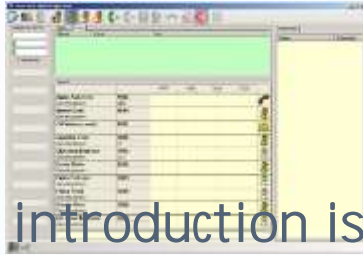




# TeamView<sup>®</sup> Unified Operator

[Get Started](#)



## This introduction is divided into 3 sections

### Every day functions and features

Providing the user with a summary of

- basic function keys
- searching
- icons and codes
- agent setup and call handling
- best practice hints and tips

### Advanced features and functions

Describes more advanced features not necessarily used on a daily basis

- employee messages
- creating new contacts
- changing data

### Pre installation information

Describes the various operations of use

- display and popup settings
- search modes and rules
- hunt-group creation



# Shortcuts (1/2)



Clear search text

Cancel filter upon blank search field



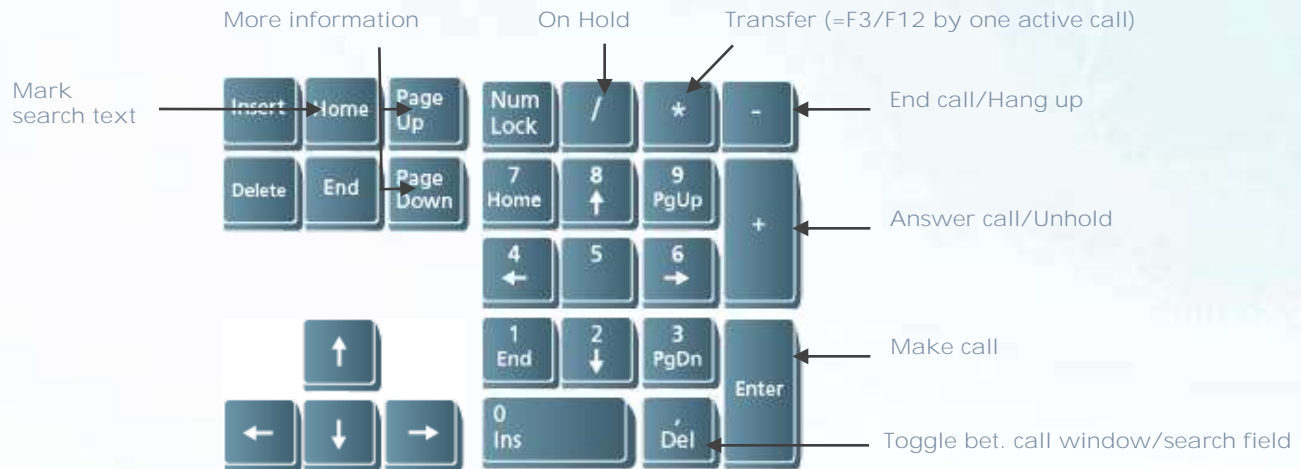
		Send e-mail	Filter title	Filter dept.	Cursor to colleagues	Transfer/queue to
	F3	F5	F6	F7	F10	F12
shift	F3	CTRL	CTRL	CTRL	CTRL	CTRL
Transfer to alt. no.	Direct to mobile	Send SMS				

\* Requires HangOn Server

Updates also the status of the colleagues showed

CTRL-I = Agent Login  
CTRL-O = Agent Logout  
CTRL-Q = Agent Ready  
CTRL-A = After Call Work  
CTRL-Z = Agent AUX

# Shortcuts (2/2)



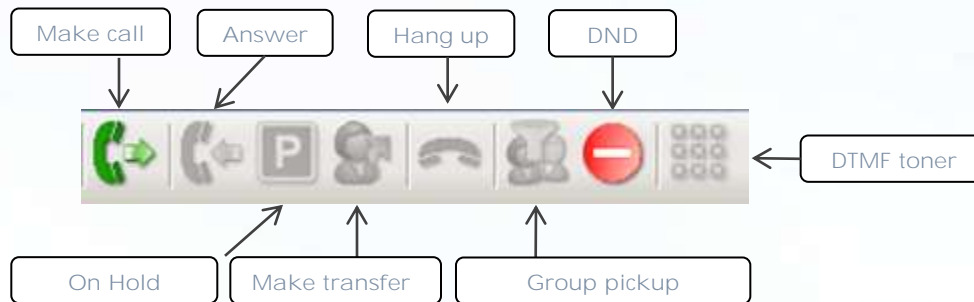
## Other shortcuts

CTRL-S = Activate alternative search

CTRL-Enter = Draw call

# Functions - Mouse

All telephony-functions are available via keyboard (shortcuts), but can also be operated using the mouse. Only icons which are helpfull in a given situation are highlighted.



# Agent handling

Unified Operator supports Expert Agent Working. This makes call handling and queuing much more efficient.

Available shortcuts for controlling agent behavior

CTRL-I = Agent Login  
CTRL-O = Agent Logout  
CTRL-Q = Agent Ready  
CTRL-A = After Call Work  
CTRL-Z = Agent AUX

Functional description of shortcuts

CTRL-I	Login	Agent Login
CTRL-O	Logout	Agent Logout
CTRL-Q	Ready	Reporting ready after AUX or ACW
CTRL-A	ACW	After call work - related to completed conversation
CTRL-Z	AUX	Pause

Comments

Logout, AUX and ACW can be set during a conversation. After conversation the function will be executed automatically.

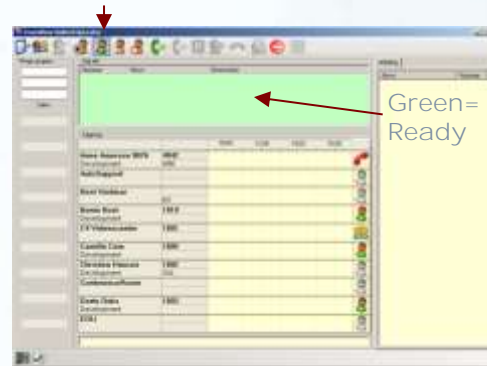
**PS**

The ACW function can also be set automatically. This choice requires a uniform duration of ACW, but can be overwritten by the application if necessary.

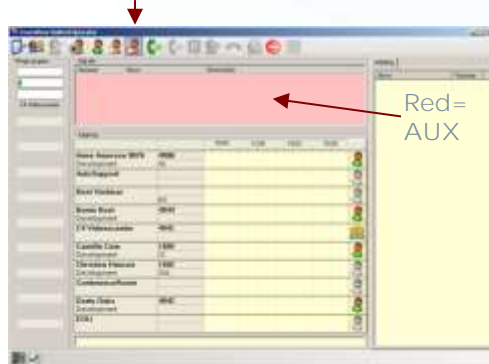
# Agent status in the call window

You can always immediately see your current agent status, since this is expressed in varied colors in the call window.

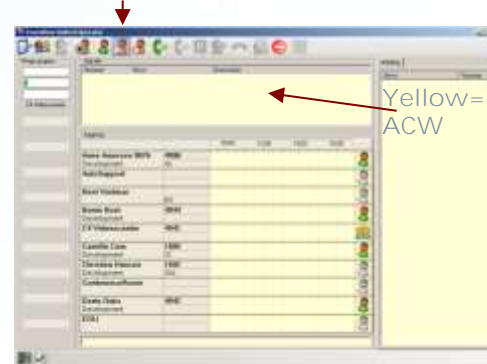
Operator report ready



Operator report AUX (pause)



Operator report ACW (after call work)





# Search

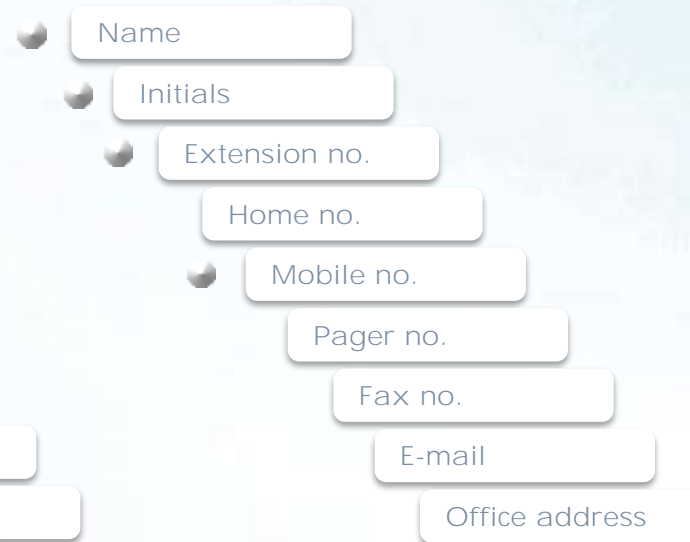
## Organizational data

● Searchable field + **filter**



## Contact related data

● Searchable field

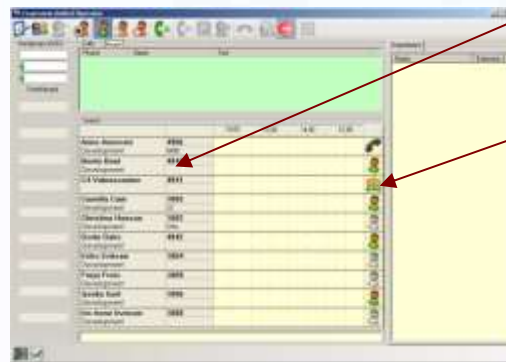


Phonetic search is standard

# Hints about searching

To select a co-worker from the list

If a search returns more than one result, and the wanted co-worker is in the list, you can select the person by clicking on the area with name/localno./initials.



Mouse over status icon shows status in text

Optimized search

If an organisation contains many (partial)name contiguities in firstname respective lastname, it is possible to optimize the search by splitting the search criteria in two parts.

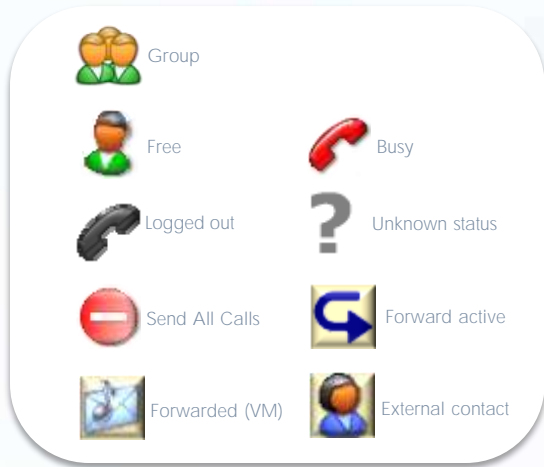
**“ha mar” can result in e.g. Hans Marcus, against which other persons whos firstnames also starts with Ha..... but whos lastnames does not match “mar” (e.g. Maddison, Malt, Macintosh and Malling) are excluded.**

Comma-separated search

If you e.g. want to identify Thomas from technical department then do it this way: tec,tho

If you e.g. want to identify a colleague from technical department with lastname Miller then do it this way: tec, mil (space after comma means that you are searching for lastname).

# Status icons



A collection of phone status icons arranged in two columns. The icons include: a group of people, a person with a green checkmark, a person with a red checkmark, a black telephone handset, a red telephone handset, a question mark, a red circle with a white minus sign, a blue arrow curving to the right, a person with a blue checkmark, and a person with a blue checkmark and a blue arrow.

- Group
- Free
- Busy
- Logged out
- Unknown status
- Send All Calls
- Forward active
- Forwarded (VM)
- External contact

## Phone status

## Other status (gross list)

### Absence



A row of seven absence status icons: a red apple, a beach scene with a palm tree, a brown first aid kit, a red and white meeting sign, a yellow background with red dots, a plate with an orange slice, and a red teacup.

- Maternity leave
- Holiday
- Ill
- Meeting
- Gone for today
- Lunch
- Short break

### Mobile



A row of four mobile status icons: a mobile phone with a green checkmark, a mobile phone with a red checkmark, a mobile phone with a black checkmark, and a mobile phone with a grey checkmark.

- Free
- Busy
- Logged out
- Not attached

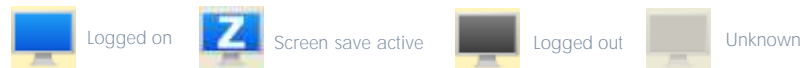
### In/Out



A row of three In/Out status icons: a clock face, a dark clock face, and a clock face with a grey checkmark.

- Present
- Not present
- Not attached

### PC



A row of four PC status icons: a computer monitor with a blue checkmark, a computer monitor with a blue 'Z' checkmark, a computer monitor with a black checkmark, and a computer monitor with a grey checkmark.

- Logged on
- Screen save active
- Logged out
- Unknown

# Selected co-worker (1/2)

The screenshot displays the Teamview Unified Operator interface. The main window is titled "Teamview Unified Operator" and features a toolbar with various communication icons. The interface is divided into several sections:

- Huntgroups (ACD):** A section on the left with a "Switchboard" label and several empty input fields.
- Search:** A search bar with a "Search" button and a time-based filter (10:00, 12:00, 14:00, 16:00).
- Contact Details:** A central pane showing details for "Anne Annesen" (4906) in the "Development" department. Fields include Extension (4906), Mobile (020248490), Initials (8490), Backup Phone (070101155), and Description / Skills (Dagens besked, \*Permanent besked).
- Department List:** A table on the right listing other employees and their extensions.

Name	Extension
Anne Annesen	4906
Bente Bent	4944
Camilla Cam	1005
Christina Hanson	1002
Dorte Duks	4942
Eriks Eriksen	1004
Freja Freis	1009
Gerda Gert	1006
Iris Irene Irvinen	1008
Julle Julesen	1009
Karen Kent	1012
Lotte Lise	600000...
Malogi	4946
Mona Monsen	600000...
Nina Niels	600000...
Oda Olsen	1004
Pernille Pels	4925

# Selected co-worker (2/2)

The screenshot displays the Teamview Unified Operator interface. The main window is titled "Teamview Unified Operator" and features a toolbar with various communication icons. The interface is divided into several sections:

- Huntgroups (ACD):** A vertical list of empty input fields on the left side.
- Calls:** A table with columns for Phone, Name, and Text, currently empty.
- Search:** A search bar and a calendar view showing a schedule for Michael Fynbo Jensen.
- Department:** A list of department members on the right side.
- Profile:** Detailed information for the selected co-worker, Michael Fynbo Jensen.
- Appointments:** A list of scheduled events for the selected co-worker.

**Department List:**

Name	Extens...
Keld G. Hansen	4902
Lars Steen-Jørgensen	4904
Michael Fynbo Jensen	4944
Ole Larsen	4903

**Selected Co-worker Profile:**

**Michael Fynbo Jens...** 4944  
Scantalk ApS MFJ

**Address:** Gydevang 20 A

**Zipcode / City:** 3450 Allerød

**State / Country:** DK Denmark

**Office:** Building 1 A

**Direct:** 048104905 Home

**Boss:** Mobiltelefon

**Appointments:**

Date	Topic
03-03-2011 09:00 - 09:30	Breakfast
03-03-2011 09:30 - 10:00	Briefing Sales staff
03-03-2011 11:30 - 12:30	Lunch downtown
03-03-2011 13:00 - 16:30	Planning forecast presentation
07-03-2011 10:00 - 16:00	Scantalk OfficeManager installation of pilot

# Shortcuts – practical examples

Consulted transfer



**2** Search

**4** Complete transfer (F3 and F12)

**1** Answer

**3** Make call

Direct transfer

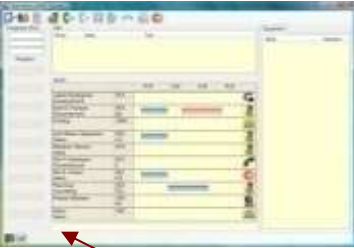


**2** Search

**3** Complete transfer (F3 and F12)

**1** Answer

Aborted consulted transfer



**2** Search

**4** Disconnect


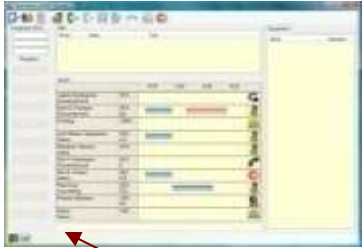
**1** Answer

**5** Answer

**3** Make call

# Shortcuts – practical examples

Camp on/  
wait on busy





**2** Search

**1** Answer

**3** Camp on

Hold call  
(+ Unhold)


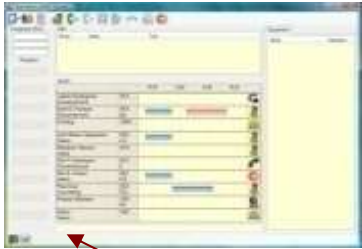


**2** On Hold

**1** Answer

**3** Unhold

Consulted  
transfer  
to mobile



**2** Search


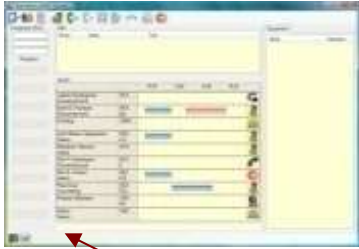
**4** Complete transfer  
(F3 and F12)

**1** Answer


**3** Make call

# Shortcuts – practical examples

Direct transfer to mobile



1 Answer



3 Complete transfer

2 Search

Send e-mail under call



1 Send e-mail

Send e-mail




2 Send e-mail

1 Search





# Shortcuts – practical examples

Filter on department



1 Search



2  
Filter

Mark text  
(for delete and search again)



1



1  
Mark text

Retrieve call



1



2  
CTRL Enter

# Calls from the organization

Abbreviations for calls from the organisation

FWU Forwarded unconditional  
FWB Forward on busy  
FNA Forward on no answer  
RTF Return from (HangOn Server)  
FWC Forward on cover

Unanswered calls which returns from wait-position (RTF), returns to the same operator.

Call line information

The screenshot displays the Teamview Unified Operator interface. At the top, there is a toolbar with various call control icons. Below the toolbar is a 'Calls' table with columns for Phone, Name, and Text. The table contains two rows of call data. A call log table is also visible below the main interface, showing a timeline from 10:00 to 16:00. On the right side, there is a 'Department' section with fields for Name and Extension. Below the call log, there is a detailed view of an agent's information, including fields for Mobile, Callforward, Inhibit, Backup Phone, EMail, and Description / Skills.

Phone	Name	Text
4906	Bert Vindmar	Agent: Bert Vindmar
4941	Agern	Agent: 2024549

Name	Extension
Keld G. Hansen	4902

Mobile	Title
020249490	CEO

Department	Businessunit	Function	Company	Secretary
Scantalk ApS			Scantalk ApS	

Office Manager, AVAYA

A-number ID (ANI)

Information about why/how a call from the organisation arrives here.

Name of the caller if known by the system.

# Changing status of employee

Status of employee can be changed by right click on this in the department list.

If the table with absence causes is active, they are (also) shown here. This means that it is possible to choose an absence cause.

Name	Extension
Anne Annesen	4906
Bente Bent	4944
Camilla Cam	1005
Christina Hanson	1002
Dorte Duks	4942
Eriks Eriksen	1011
Freja Freis	1009
Gerda Gert	1006
Iris Irene Irvinsen	1008
Julle Julesen	1009
Karen	1012
Lotte Lise	800000
Matogi	4946
Mona Monsten	800000
Nina Niels	800000
Oda Olsen	1004
Pernille Pels	4925

- Remove CF and SAC
- Lunch
- Vacation
- Maternity
- Back tomorrow
- Ill
- Meeting
- Break
- Don Not Distrurb
- Work at home
- Business travel
- Send All Calls
- Callforwarding

Teamview Unified Operator

Hungroups (ACD) Edit contact

Switchboard

Search

Name	Text
Anne Annesen	4986

4986

Development

Extension 4906 Title

Mobile 020248490 Department Development

Callforward

Inhals 8490 Function

Fax

Backup Phone 070101155 Company Secretary

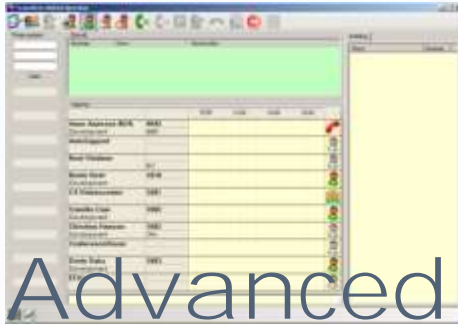
E-Mail

Description / Skills

Dagens besked  
\* Permanent besked

Comment

It is possible to set forward on a selected employee by clicking on the field Forward and insert the number.




## Advanced features and functions

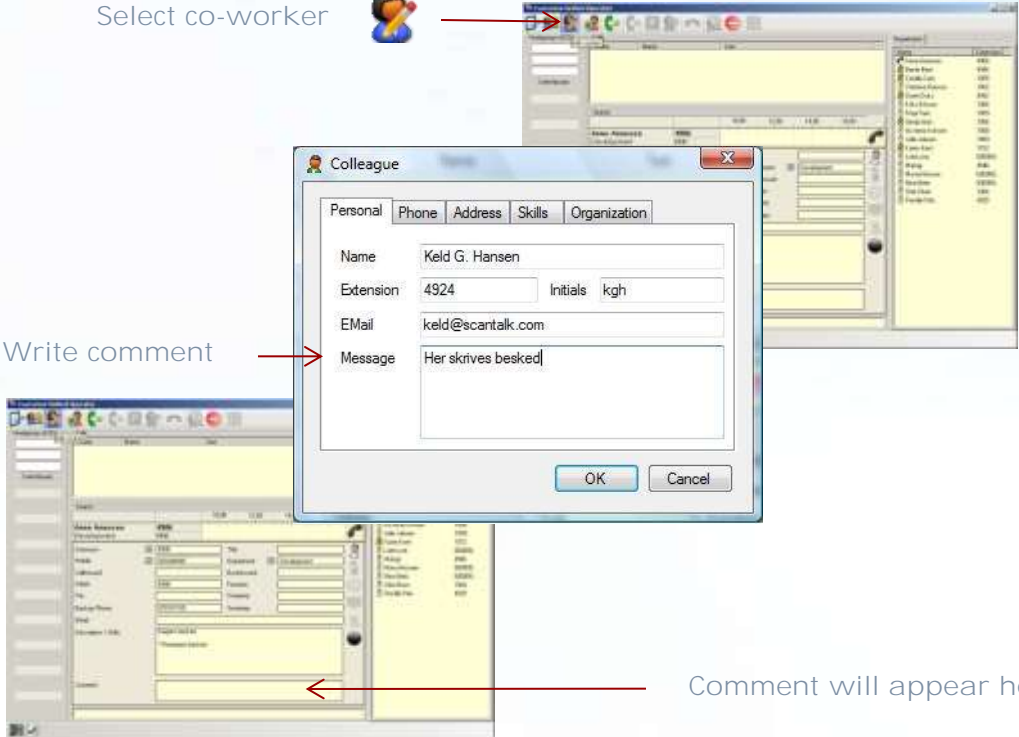
Describes more advanced features not necessarily used on a daily basis

- employee messages
- creating new contacts
- changing data

# Comment on employee

On installations with several operators it can be informative to supply a co-workers status with an informative comment.

Select co-worker 



Write comment

Comment will appear here

A comment is only active for the actual day (deleted automatically at 00.00). If a \*(star) leads the comment it remains until it is deleted manually.

# Create employee / contact / group

It is possible to supply the existing data-portfolio with employees/groups/external contacts.



A screenshot of a contact form in a directory application. The form is titled 'New Contact' and contains various fields for entering contact information. The fields are organized into sections: 'Name', 'Address', 'Phone', 'Mobile', 'Email', and 'Department'. The 'Name' field is filled with 'Jakob Sponglev'. The 'Address' field is filled with 'Keld II, Harsen'. The 'Phone' field is filled with '4514'. The 'Mobile' field is filled with '2024805'. The 'Email' field is filled with 'jakob@scantak.com'. The 'Department' field is filled with 'Development'. The form also has a 'Save' button and a 'Cancel' button.

Create common contact  
Create employee  
Create common group



A screenshot of a directory application showing a list of contacts. The list is titled 'Directory' and contains the following data:

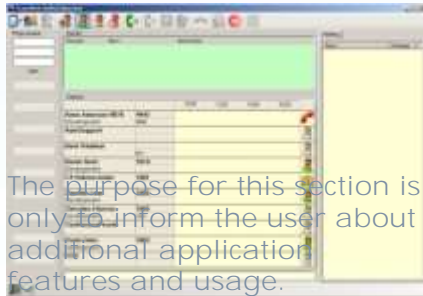
Name	Ext.	Mobile	E-Mail	Department
Jakob Sponglev	4514	2024805	jakob@scantak.com	Development
Keld II, Harsen	4524	2024806	keld@scantak.com	Development
Kolding	16508			
Lars Steen-Jørgen	4523	28153373	lars@scantak.com	Sales
Majlene Hansen	4515			sales
Ole O. Danjager	4513		OOD@scantak.com	Development
Ole S. Larsen	4521	2024803	Ole@scantak.com	Sales
Paul Day	4522	2024851	Paul@scantak.com	Consulting
Pleber Høsten	1085			
Sales	1020	12345678	gp@scantak.com	Sales
Reception	4517			
Gruppe 1	4585			
Support	1062			Development
TAXI	34542665	48104902		
Test Ingeniør		12345678		

# Pre installation information

Describes the various operations of use

- display and popup settings
- search modes and rules
- hunt-group creation

PS



The purpose for this section is only to inform the user about additional application features and usage.

# Creation of supervised hunt-groups

Presentation of Hunt-groups is a service function, which aims to inform the user of the current load on the displayed groups. 10 Hunt-groups can be monitored at a time.

The upper Hunt-group consist of three boxes, each presenting number of calls, number of employees logged in and number of free employees in the queue.

If there are more receptionists in the organization, this function gives a good overview workload and staffing.

The number of calls in queue, logged in/free employees) is displayed with a box per call/employee.

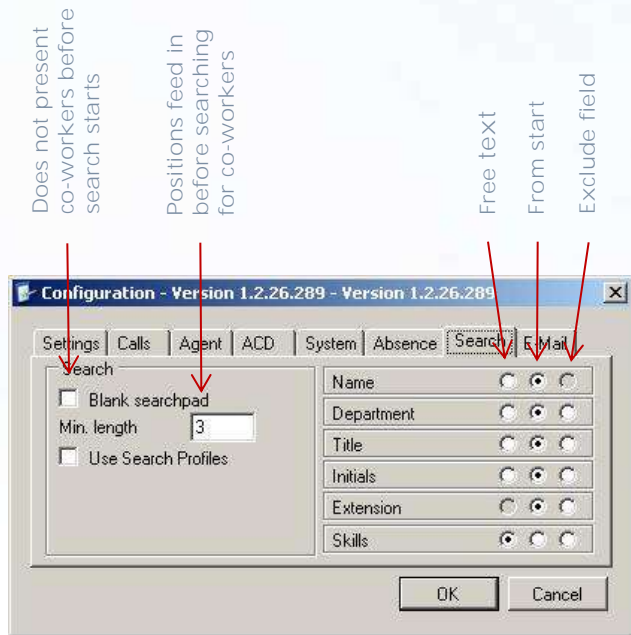


Subject to hunt-groups are created in the database (ref. "create common group"), click on the position (1-10) where the hunt-group should be established.



# Search

The individual user are free to choose how to search on selected fields and may be exclude one of the fields from the search. You can also state how many positions to be feed in before the search starts.



Does not present co-workers before search starts

Positions feed in before searching for co-workers

Free text

From start


Exclude field

Name and Extension can not be excluded in standard configuration. Function follows settings for Department

If there is a need to change the default setup for search, the following options are available during operation:

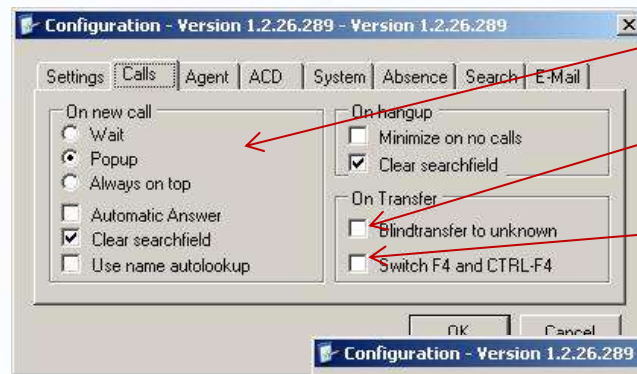


Click on loupe (alternative CTRL S, and the following options are presented:

- AB. (search only in name/initials)
- 12. (search only in local-/mobile number)
-  (return to standard-configuration)

# Other parameters

A variation of parameters which safeguards individual requirements and wishes

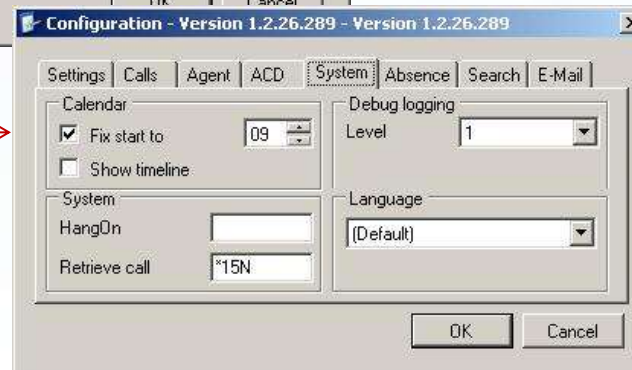


Here you can state how the application acts on incoming call

Here you can state whether transfer to unknown (not co-workers) always conducts by direct transfer

Here you can change about F4 and CTRL F4, if transfer to mobile always conducts by direct transfer

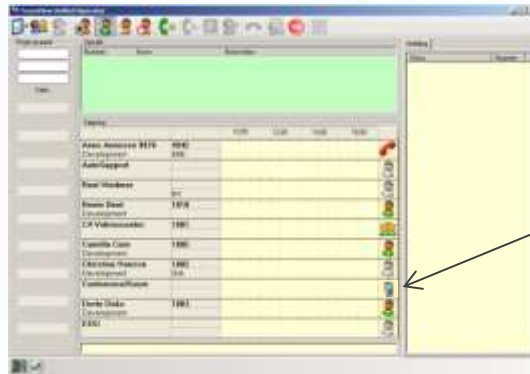
Here you can state if calendar-presentation has fixed start or follows the day.



# Mobile co-workers

As to mobile co-workers (co-workers with mobile phones) presentation of status icon can be done in two variations – normal users and users with support for EC500.

## EC500 users



If users with support for EC500 use only mobile phone in daily work the mobile icon can be shown in the summary list



Otherwise status is presented in "normal" way



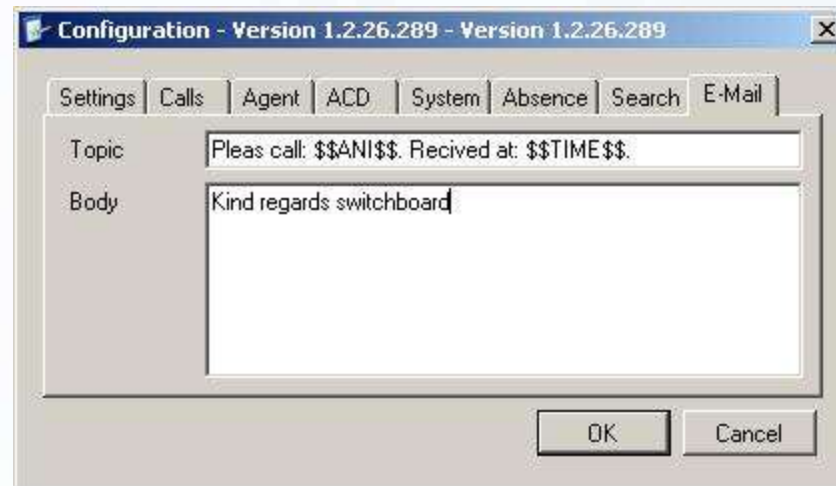
## Ordinary users



If you want to separate presentation of mobile status the application TeamView Mobile Status has to be installed.

In this way the mobile status is shown on the detailed presentation (that means when a co-worker has been selected).

# Standard text for e-mail and SMS



The image shows a software configuration window titled "Configuration - Version 1.2.26.289 - Version 1.2.26.289". The window has a menu bar with the following options: Settings, Calls, Agent, ACD, System, Absence, Search, and E-Mail. The "E-Mail" option is currently selected. Below the menu bar, there are two text input fields. The first field is labeled "Topic" and contains the text "Pleas call: \$\$ANI\$\$ Recived at: \$\$TIME\$\$". The second field is labeled "Body" and contains the text "Kind regards switchboard". At the bottom right of the window, there are two buttons: "OK" and "Cancel".

Here you can register a standard-text which automatically is inserted in all e-mails and SMS's.

The shown variables represents respectively A-number and date/time.

# Absence causes

Up to 10 numbers (VDN) can be booked for handling absence causes of staff. When an employee is forwarding his phone to one of these numbers, the associated icon shows the employee's status - in the TeamView® Unified Operator



For each VDN it is possible to attach voice messages - eg. one being played by internal calls and one covering the external calls.