

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](mailto: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:

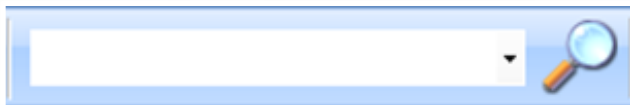
Name	Phone	Mobile	Activity
<b>Kantine</b>	4908		Active
<b>Keld G. Hansen (KGH)</b> CEO, Scantalk ApS	4902	20248490 48104902	Active
<b>Lars Steen-Jørgensen (LSJ)</b> Sales Manager, Scantalk ApS	4904	28193373 48104904	Active
<b>Michael Fynbo Jensen (MFJ)</b> Support Technican, Scantalk ApS	4905	20248486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

At the bottom right, it indicates "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.



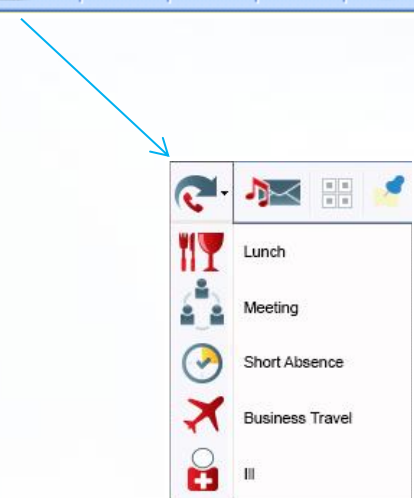
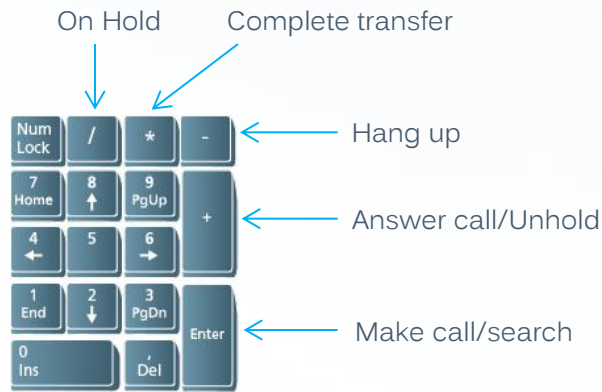
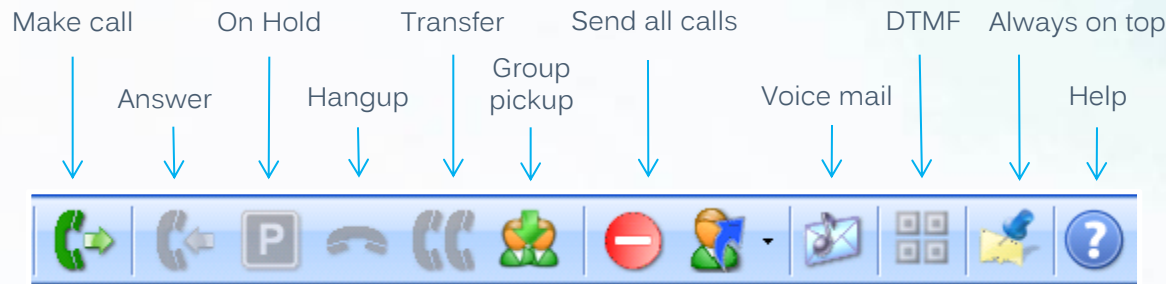
## Searchable data

### Organizational

### Contact related

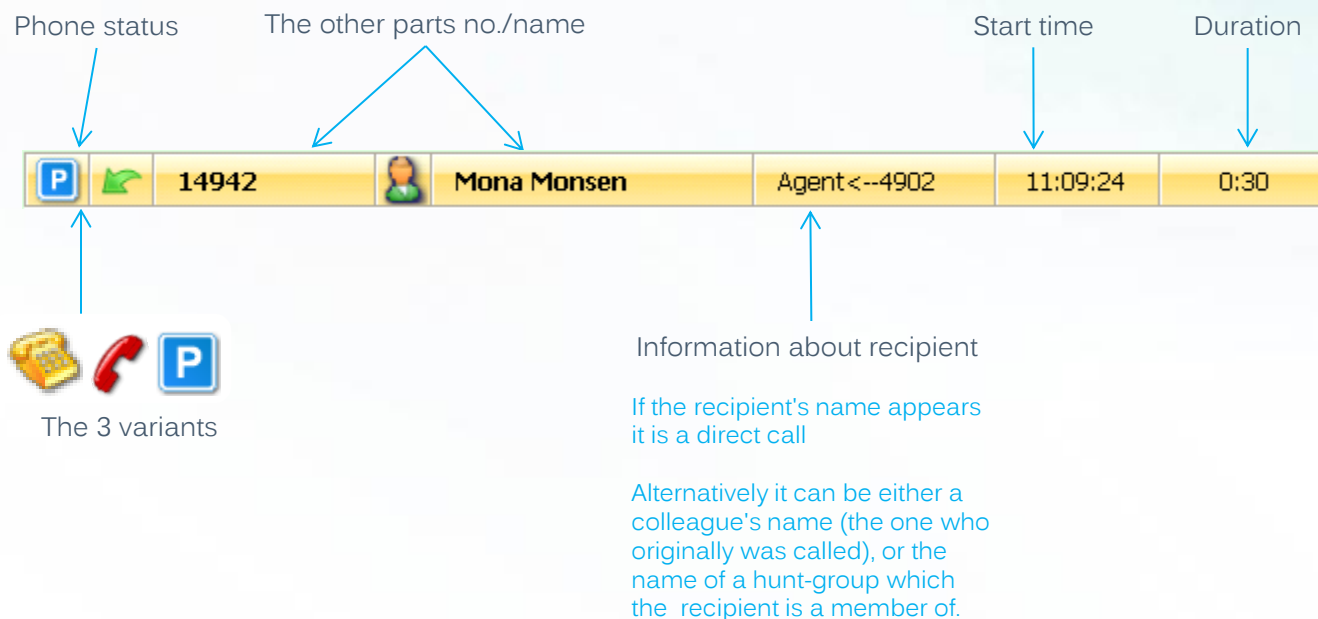
# Telephony functions

- 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.



# 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 view is displayed with a time axis from 10:00 to 20:00. A blue appointment bar is visible between 16:00 and 17:00. To the right of the calendar are icons for agent status (a snowman and a person) and phone status/absence code (a person icon). A tooltip titled 'Calendar info' is shown over the appointment bar, displaying '16:00 - 17:00 Møde'. Annotations with arrows point to various elements: 'Title and department' points to the contact name and title; 'Further information about the employee is displayed by right click.' points to the contact card; 'Agent status' points to the snowman icon; 'Phone status/Absence code' points to the person icon; 'Today's calendar appointment(s). Reflects colors from Exchange/Notes.' points to the blue appointment bar; and 'Mouse over appointment displays details' points to the 'Calendar info' tooltip.

10:00 12:00 14:00 16:00 18:00 20:00

**Ole Larsen (OSL)**  
Business Development Manager, Sales

4903 20248483

Agent status

Phone status/  
Absence code




























Calendar info  
16:00 - 17:00 Møde

Mouse over appointment displays details

Title and department  
Further information about the employee is displayed by right click.

# 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.

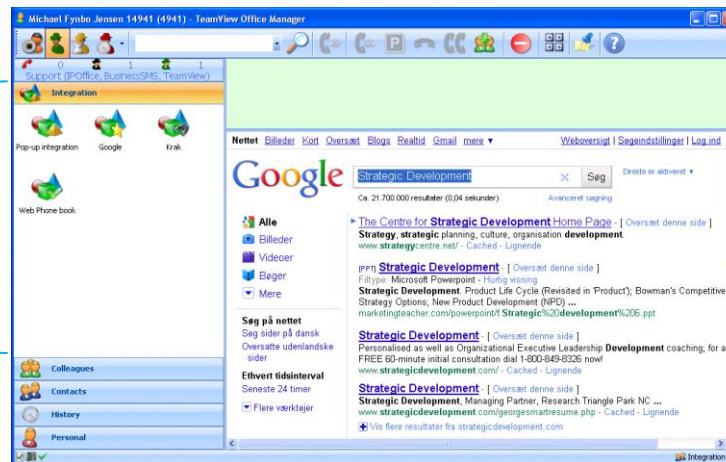
<b>Phone</b>	 Free	 Busy	 Logout	 Unknown	 Send All Calls	 Forwarded	 Forwarded VM)	 Ext. Contact
<b>Absence</b>	 Maternity leave	 Vacation	 Ill	 Meeting	 Gone for today	 Lunch	 Short absence	 Other
<b>Mobile</b>	 Free	 Busy	 Logout	 Unknown				
<b>In/Out</b>	 Present	 Not present	 Not attached					
<b>PC</b>	 Logon	 Screen save	 Logout	 Not attached				

# 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





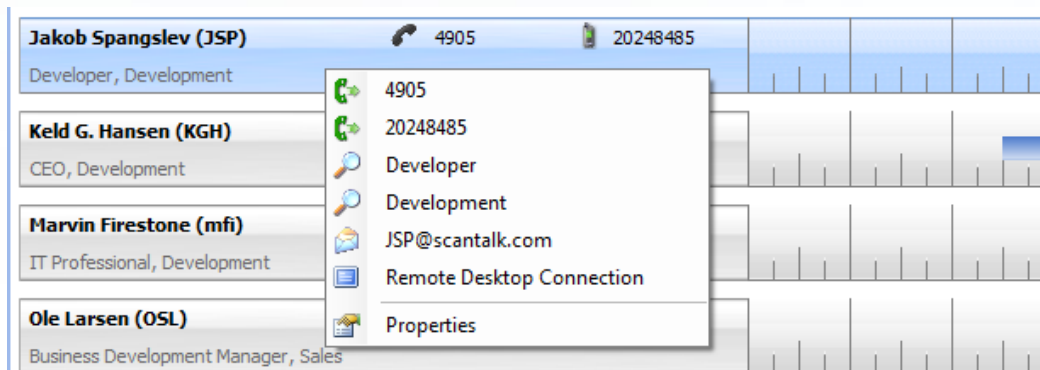
# Colleagues



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)

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Extension: 4921 Fax: 20248485  
Mobile: 20248485 Backup: 48104905  
Direct: 48104905 Home:  
E-mail: [JSP@scantalk.com](mailto:JSP@scantalk.com)

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

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Description: Software Expert

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Comment: Rejsten til Saturn

Close

4921 - Jakob Spangselev (JSP)

General Details Presence Command

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Office: Allerød  
Business unit: RQ

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

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


Close


4921 - Jakob Spangselev (JSP)


General Details Presence Command


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Presence:  Status

Mobile:  Status

PunchClock:  Status

Computer:  Status

Call forward:  Available

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Appointments:

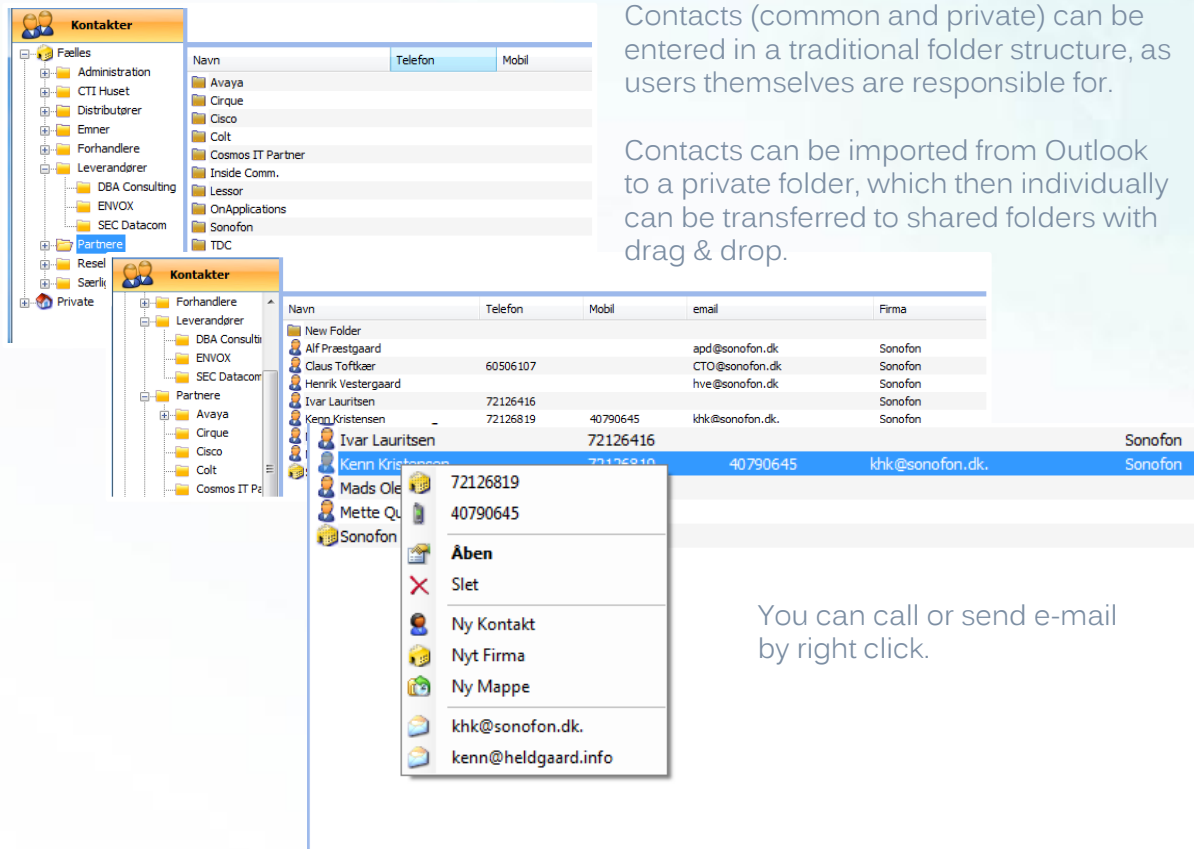
08:00 - 10:00	23-10-2008	BUSY TEST (Optaget)
11:00 - 13:00	23-10-2008	Møde (ikke til stede)
15:30 - 16:30	23-10-2008	Test møde (foreløbig)
18:00 - 20:00	23-10-2008	Møde (ikke til stede)
21:00 - 22:00	23-10-2008	Test møde (foreløbig)
22:30 - 23:30	23-10-2008	Test møde (foreløbig)
10:00 - 11:00	27-10-2008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



Navn	Telefon	Mobil	email	Firma
New Folder				
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			
Sonofon				

**Åben**  
Slet  
Ny Kontakt  
Nyt Firma  
Ny Mappe  
khk@sonofon.dk.  
kenn@heldgaard.info

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

# 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.