

The background of the slide is a light blue gradient with abstract, flowing water-like patterns and a central butterfly with blue and green wings. The butterfly is positioned in the middle of the slide, facing right.

# Office Manager

[Get Started](#)

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# TeamView® Office Manager - Get started



The screenshot displays the TeamView Office Manager interface. At the top, there is a toolbar with various icons for navigation and actions. Below the toolbar, a call log table shows active calls. To the left, a 'Departments' tree view shows a hierarchy including GB, US, and Allshare. At the bottom, a calendar view shows a weekly schedule with a tooltip for a meeting on 2012-07-17.

Call ID	Agent	Call Type	Start Time	Duration
4941	Clarissa Clarkson	Agent 14942 ← Clarissa	10:00:52	0:22
4902	Bobby Bell	Agent 14942 ← 4902	10:01:07	0:02

**Departments Tree:**

- <Unknown>
- GB
  - Allshare
    - Administration
    - Logistics
- US
  - Allshare
    - Accounting
    - Sale

**Calendar Info:**

- 14.00-16.00 Meeting
- 2012-07-17 13.00-15.00 Mee
- 2012-07-18 11.00-12.00 Con

# This introduction is divided into 2 sections

## Every day functions and features

- Telephony and agent functions
- Colleagues
- Call window and call log
- Practical examples
- Queue bar and queue notifying
- Integration
- Contacts

## Configuration

- Phone
- Options
- Integration
- Agent

The screenshot displays a call center software interface. At the top, there is a toolbar with various icons for call management. Below the toolbar, a table shows active calls:

Call ID	Agent	Agent ID	Start Time	End Time
4941	Clarissa Clarkson	Agent 14942 ← Clarissa	10:00:52	0:22
4902	Bobby Bell	Agent 14942 ← 4902	10:01:07	0:02

Below the call log is a calendar view showing agent availability for various groups:

- Accounting (Group)**: 4946, 215 717 7346
- Allan Anderson (AA)**: 4942, 215 717 4942
- Bobby Bell (BB)**: 4902, 215 717 4902
- Frances Fullham (FF)**: 4914, 215 717 4914
- Grace Gunson (GG)**: 1307, 215 717 1307

The interface also includes a left-hand navigation pane with sections for Colleagues, Departments, Favorites, Contacts, Skill Groups, History, and Personal. A calendar info popup is visible in the bottom right corner, showing meeting times for 14-00-16.00, 2012-07-17, 13.00-15.00, and 2012-07-18, 11.00-12.00.

# Every day – functions and features

- Telephony and agent functions
- Colleagues
- Call window and call log
- Practical examples
- Queue bar and skill groups
- Integration
- Contacts

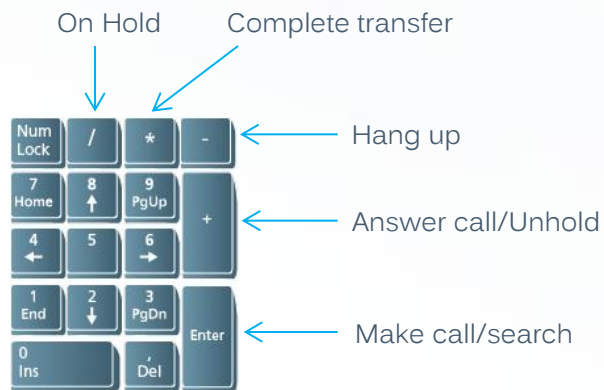
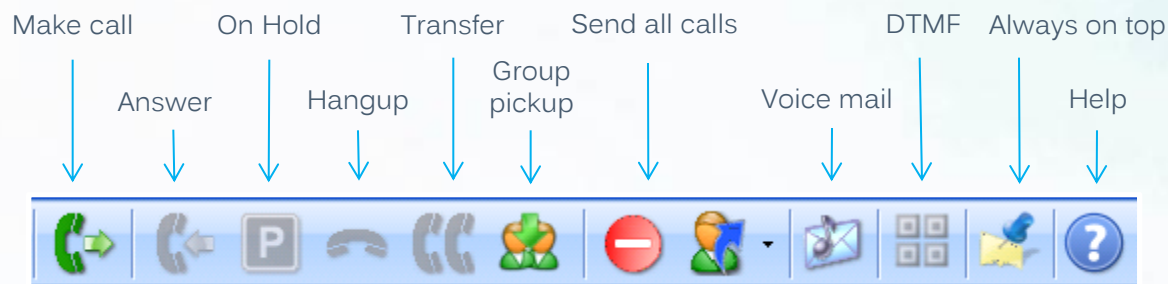
The screenshot displays a call center software interface. At the top, there is a toolbar with various icons for call management. Below the toolbar is a queue bar showing two active agents: Clarissa Clarkson (Agent 14942) and Bobby Bell (Agent 14942). The queue bar also shows call times and durations. Below the queue bar is a calendar view showing agent availability for different skill groups. The calendar view includes a grid with time slots (9:00, 11:00, 13:00, 15:00, 17:00, 19:00) and columns for different skill groups. The skill groups listed are Accounting (Group), Allan Anderson (AA), Bobby Bell (BB), Frances Fullham (FF), and Grace Gunson (GG). The interface also shows a sidebar with navigation options like Departments, Colleagues, Contacts, Skill Groups, History, and Personal. A calendar info popup is visible in the bottom right corner, showing meeting details for 2012-07-17 and 2012-07-18.

Agent	Agent ID	Agent Name	Agent Role	Call Time	Call Duration
Clarissa Clarkson	14942	Clarissa Clarkson	Agent 14942	← Clarissa	10:00:52 0:22
Bobby Bell	14942	Bobby Bell	Agent 14942	← 4902	10:01:07 0:02

Agent	Agent ID	Agent Name	Agent Role	Phone Number	Phone Number
Accounting (Group)	4946	Accounting (Group)	Group, Accounting	215 717 7346	215 717 7346
Allan Anderson (AA)	4942	Allan Anderson (AA)	Controller, Accounting	215 717 4942	215 717 7345
Bobby Bell (BB)	4902	Bobby Bell (BB)	Assisten controller, Accounting	215 717 4902	215 717 7346
Frances Fullham (FF)	4914	Frances Fullham (FF)	Invoice controller, Accounting	215 717 4914	215 717 7346
Grace Gunson (GG)	1307	Grace Gunson (GG)	Debet controller, Accounting	215 717 1307	215 717 7346

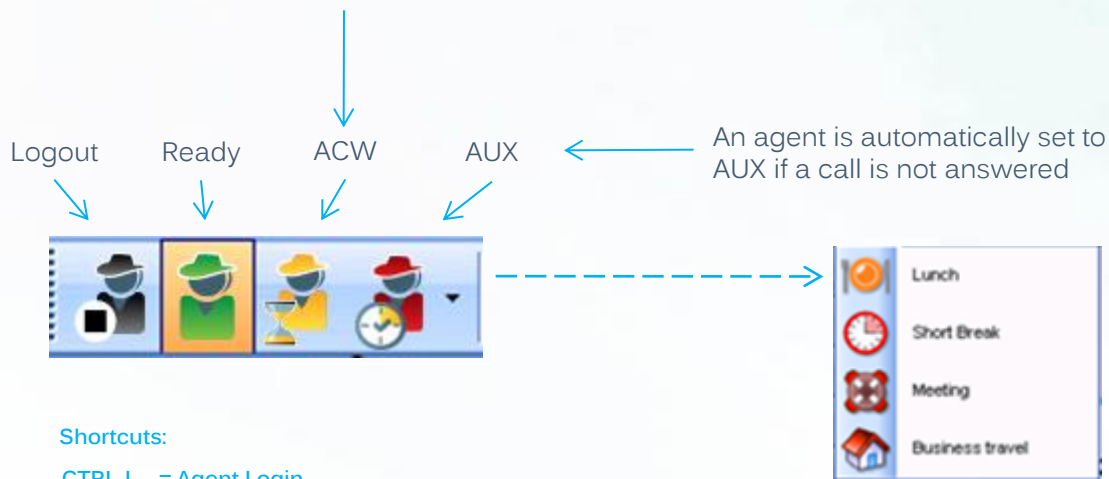
# Telephony functions

- 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.



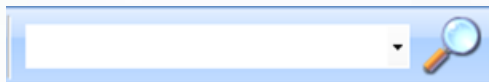
# Agent functions

ACW duration can alternatively be configured centrally at Avaya CM. This implies that all agents operate with fixed ACW duration.



# Colleagues - search

Search colleague will usually take place in this way.



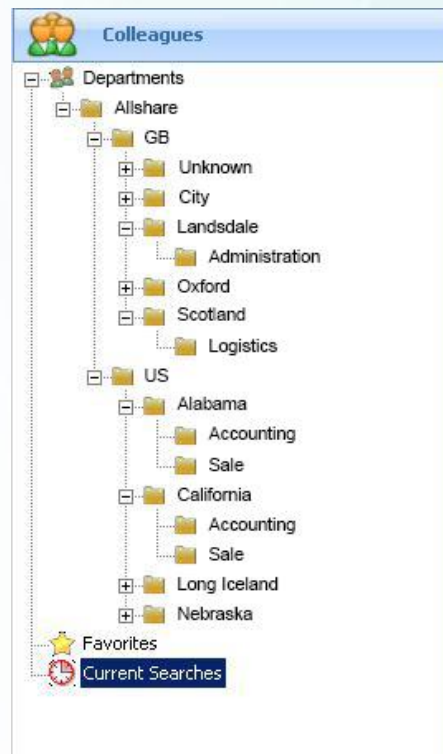
Search is supported by phonetics, and can be applied with word elements or free text format.

## Searchable data

### Organizational

### Contact related

Alternatively colleagues can be identified through the tab Colleagues, where they are presented according to the organizational structure.



# 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.

Agent status

Phone status/  
Absence code

Calendar info  
16:00 - 17:00 Møde

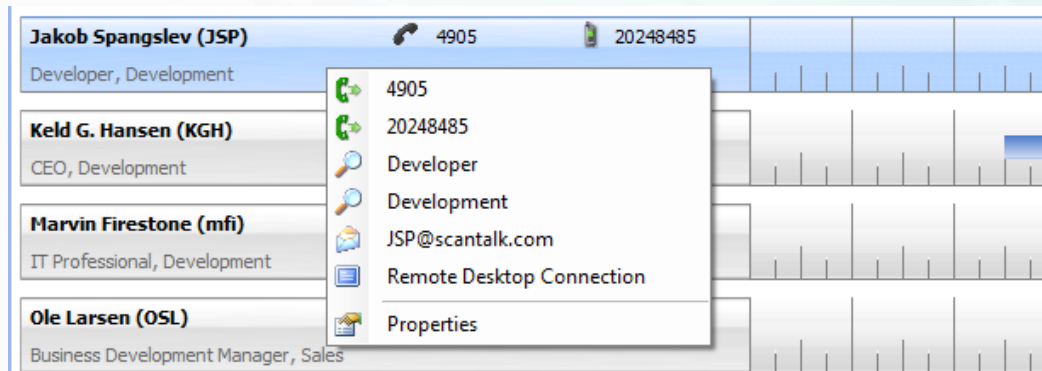
Mouse over appointment  
displays details

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



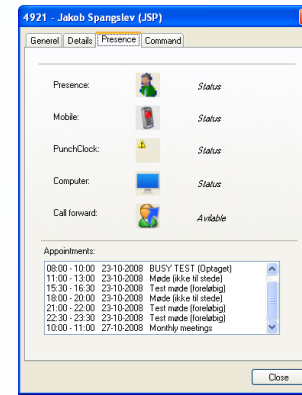
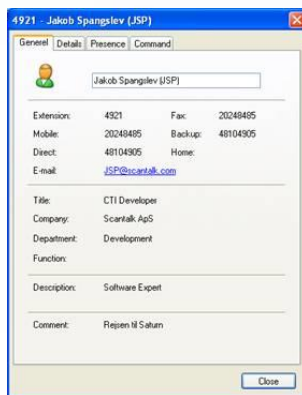
# Colleagues - details

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.

## Properties



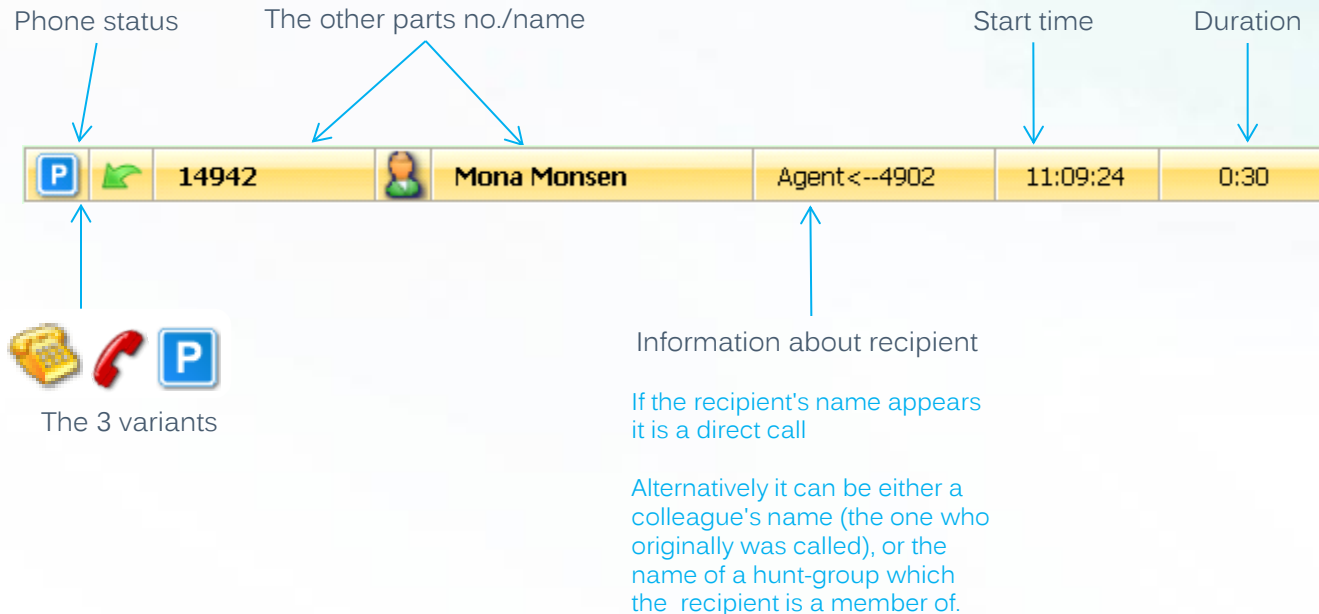
# Status icons

- 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	 Maternity leave	 Vacation	 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	 Logon	 Screen save	 Logout	 Not attached				

# 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.



# Call-log

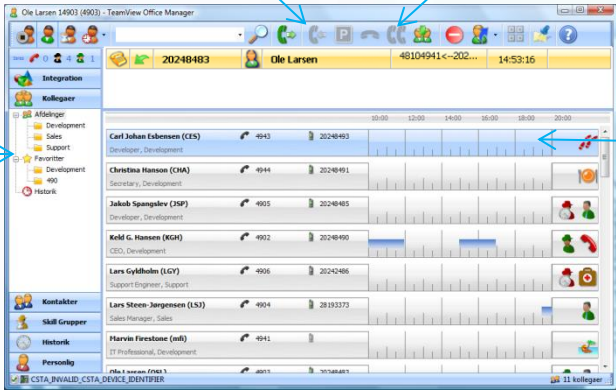
Date Time	From	To	Via	Duration	Description
2010-11-10 15:54:19	4941	4902		0:04	Agent-->4902
2010-11-10 13:57:53	***	4902		0:06	??(MFJ)>KGH
2010-11-10 13:55:56	***	4910		2:03	??(Sales)>CTI Huset
2010-11-10 13:55:38	4905			0:05	
2010-11-10 13:55:37	***	4911		0:01	
2010-11-10 13:50:53	***			0:00	
2010-11-10 13:50:53	4905			0:01	
2010-11-10 13:40:23	***			0:00	
2010-11-10 13:40:18	63159190	4910		0:03	63159190(Sales)>CTI
2010-11-10 13:10:23	4905			0:04	
2010-11-10 13:10:12	4905			0:01	
2010-11-10 12:57:32	29277660	4999		0:10	29277660>CTI Huset
2010-11-10 12:27:57	44882957	4911		0:11	44882957>Support
2010-11-10 11:50:07	28997791	4903		0:33	28997791(MFJ)>OSL
2010-11-10 11:49:15	***			0:00	
2010-11-10 11:01:48	4905			0:00	
2010-11-10 11:01:26	4905			0:00	
2010-11-10 10:40:58	44517610	4911		0:04	44517610>Support
2010-11-10 10:26:04	44500256	4911		0:11	44500256>Support
2010-11-10 10:15:44	0046515761206	4910		0:05	0046515761206(Sales)
2010-11-10 09:38:13	4905			0:02	
2010-11-09 15:13:45	44517610	4911		7:55	44517610>Support
2010-11-09 14:49:46	4905			0:04	
2010-11-09 14:19:44	79420122	4905		0:07	79420122>MFJ
2010-11-09 13:00:16	4905	4906		0:04	
2010-11-09 12:24:32	44517610	4911		1:03	44517610>Support
2010-11-09 12:08:51	4905	70302020		10:16	
2010-11-09 12:06:37	***			0:00	

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.

# Practical examples

- Consulted transfer to colleague

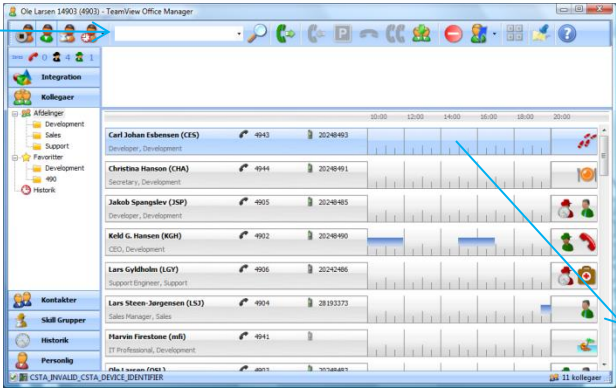


Answer call 1 4 Complete

Search 2

3 Double click on employee

The screenshot shows the TeamView Office Manager interface. At the top, a call log displays 'Ole Larsen' with a call ID of 48104941 and a time of 14:53:16. Below this is a list of employees with their names, titles, and phone numbers. A mouse cursor is positioned over the entry for Carl Johan Ebbensen (CES), and a double-click action is indicated by a red arrow and the number 3. The interface includes a search bar on the left and various icons at the top.



2 Search

5 Complete

1 Answer call

3

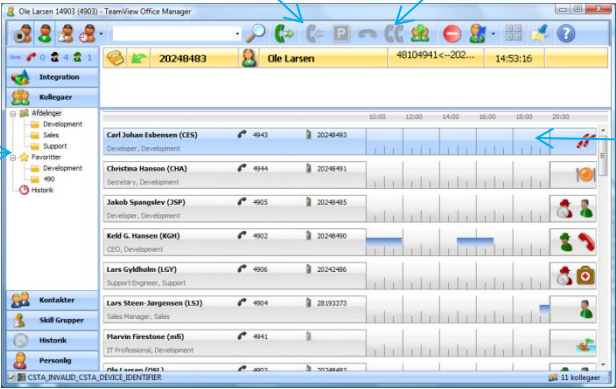
4 Make call

Move focus to employee

The screenshot shows the same TeamView Office Manager interface as above, but with keyboard focus. A blue arrow points from the search bar to the employee list, labeled with the number 2. A keyboard diagram is shown to the right, with arrows indicating the sequence of key presses: the down arrow key (3) to move focus to the employee list, the right arrow key (4) to move focus to the 'Enter' key, the '+' key (1) to answer the call, and the '\*' key (5) to complete the call. The call log at the top shows the call status as 'Complete'.

# Practical examples

- Direct transfer to colleague



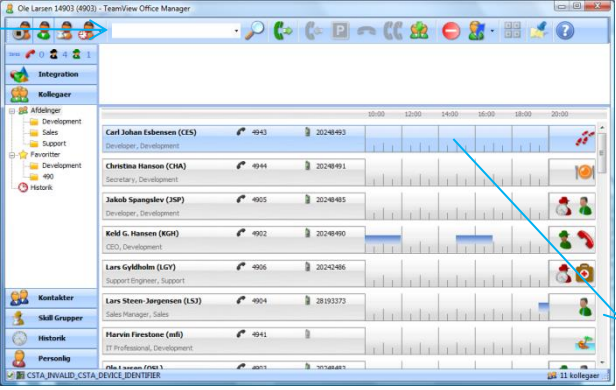
Answer call 1

4 Complete

Search 2

3 Click on employee

The screenshot shows the TeamView Office Manager interface. A mouse cursor is positioned over the search bar (labeled '2'). The interface displays a list of employees with their names, roles, and phone numbers. A call control bar at the top shows a call in progress (labeled '1'). A blue arrow points from the call control bar to the employee list (labeled '3'). Another blue arrow points from the employee list to the 'Complete' button in the call control bar (labeled '4').



2

Search

4 Complete

1 Answer call

3

Move focus to employee

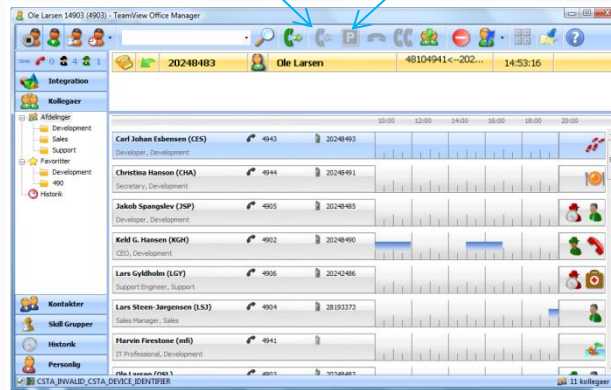
The screenshot shows the same TeamView Office Manager interface, but with keyboard focus. A keyboard icon is shown to the left. The search bar is highlighted (labeled '2'). The call control bar shows the 'Answer call' button highlighted (labeled '1'). A blue arrow points from the keyboard to the employee list (labeled '3'). Another blue arrow points from the employee list to the 'Complete' button in the call control bar (labeled '4').

# Practical examples

- Call park / unpark



Answer call/unpark 1 ← 2 Call park



2 Call park

1 Answer call/unpark

# Practical examples

- Make call, write to or lookup details on colleague/contact



Search 1

Name	Phone	Extension	Function
Carl Johan Ebbesen (CES)	+943	20248493	Developer, Development
Christina Hansson (CHA)	+944	20248491	Secretary, Development
Jakob Spanglev (JSP)	+905	20248485	Developer, Development
Keld G. Hansen (KGH)	+902	20248490	CEO, Development
Lars Gylkholm (LGY)	+906	20242486	Support Engineer, Support
Lars Steen-Jørgensen (LSJ)	+904	28193373	Sales Manager, Sales
Harvin Firestone (mf)	+941		IT Professional, Development
File:1 xxxxxx (F163)	+9011	30348481	

2

- 4905
- 20248485
- Developer
- Development
- JSP@scantalk.com
- Remote Desktop Connection
- Properties

Right click on employee

Click on desired function (no./e-mail).  
For more details select Properties



Search 1

Name	Phone	Extension	Function
Carl Johan Ebbesen (CES)	+943	20248493	Developer, Development
Christina Hansson (CHA)	+944	20248491	Secretary, Development
Jakob Spanglev (JSP)	+905	20248485	Developer, Development
Keld G. Hansen (KGH)	+902	20248490	CEO, Development
Lars Gylkholm (LGY)	+906	20242486	Support Engineer, Support
Lars Steen-Jørgensen (LSJ)	+904	28193373	Sales Manager, Sales
Harvin Firestone (mf)	+941		IT Professional, Development
File:1 xxxxxx (F163)	+9011	30348481	

2

3

- 4905
- 20248485
- Developer
- Development
- JSP@scantalk.com
- Remote Desktop Connection
- Properties

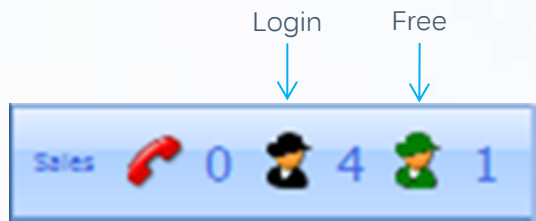
Right click on employee

Click on desired function (no./e-mail).  
For more details select Properties.

Move focus to employee



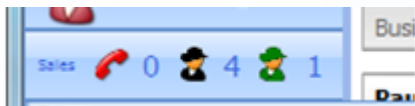
# Queue/bar for hunt-groups



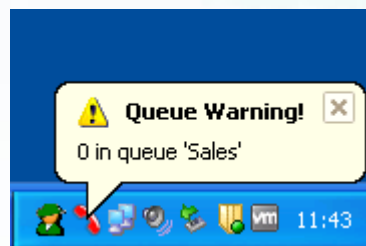
Calls in queue

If you are member of several hunt-grups 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.



You can insert limit values (2) for max. number of calls in queue. When a limit is exceeded you will be alerted.



The taskbar displays an Office Manager icon. The icon indicates the current agent status. Therefore you do not need to activate the Office Manager to check the current status.



# Contacts

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

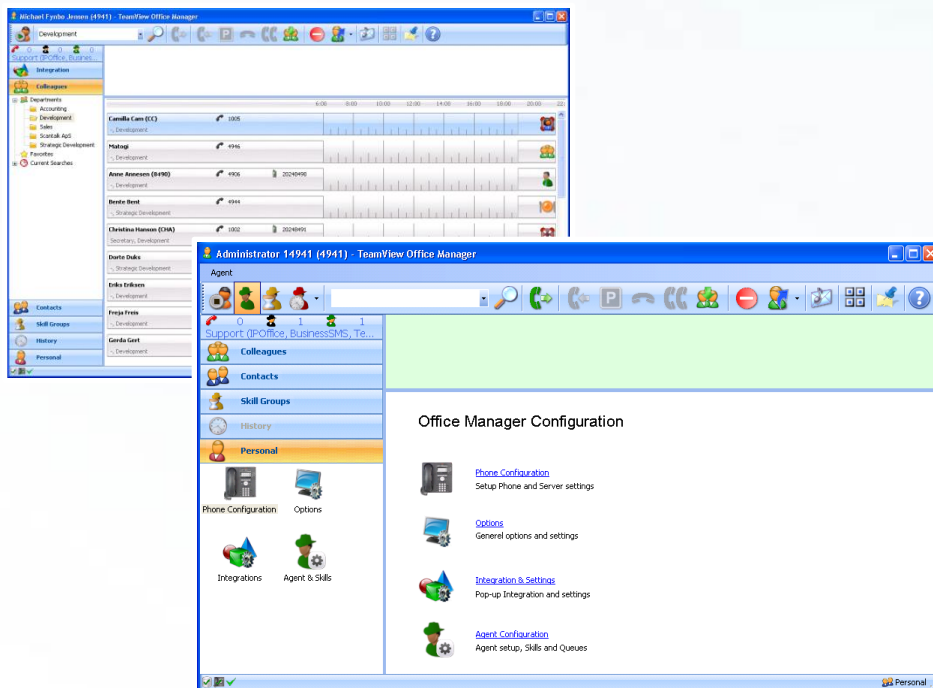
Contacts can be imported from Outlook to a private folder, which then individually can be transferred to shared folders with drag & drop.

The screenshot displays the Outlook Contacts application. On the left is a folder tree under 'Contacts', including 'Common' and 'Private' folders with various sub-folders like 'Administration', 'CTI Huset', 'OnApplications', 'Scantalk', 'Distributører', 'Euro Line', 'Emner', 'Forhandlere', 'Leverandører', 'Partnere', 'Resellers', 'Særlige', and 'Import'. The main pane shows a table of contacts:

Name	Phone	Mobile	email	Company	Title	Department	Address	Zip/City
Jane Doe	12345678	12378945	xx@hotmail.com	visiob	FindMe	LostAndFound	Found Road 10	
John Doe	123456678	12348765	x@hotmail.com	Your Office	FindLost	Lost person	Lost Road 1	

A context menu is open over a contact entry in the table, showing options: '22474400', '22474408', 'Open', 'Delete', 'New Contact', 'New Company', 'New Folder', 'xx@xxxx.com', and 'www.xxxx.com'. A text box to the right of the menu states: 'You can call or send e-mail by right click.'

# Personal Configuration

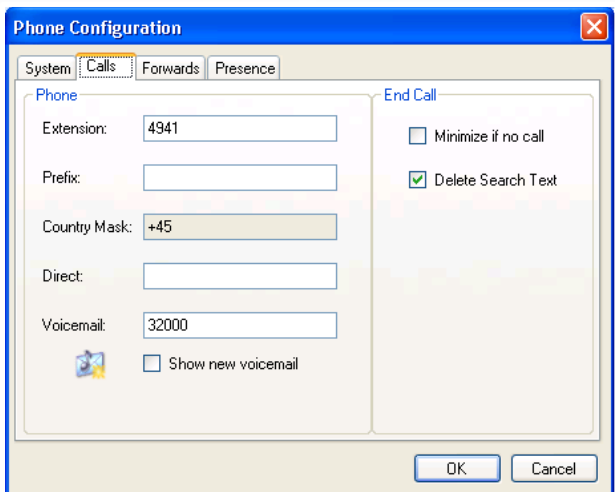


This section only deals with the issues as the individual user has influence on.

All other issues are handled centrally.

- Phone
- Options
- Integration
- Agent

# Phone (call & forward)



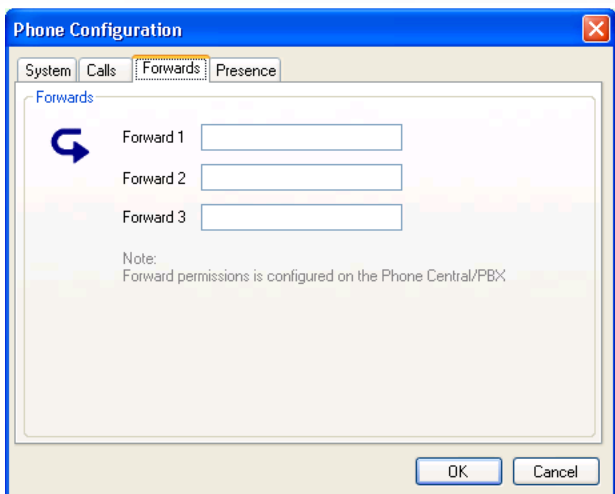
The 'Phone Configuration' dialog box is shown with the 'Phone' tab selected. It contains the following fields and options:

- Extension: 4941
- Prefix: (empty)
- Country Mask: +45
- Direct: (empty)
- Voicemail: 32000
- Show new voicemail:
- End Call options:
  - Minimize if no call:
  - Delete Search Text:

Buttons: OK, Cancel



- enter your extension, country mask (and direct number)
- checkmark for show new Voicemail (=highlight icon)
- automatic minimization of the application by end call
- erase search text field by end call



The 'Phone Configuration' dialog box is shown with the 'Forwards' tab selected. It contains the following fields and options:

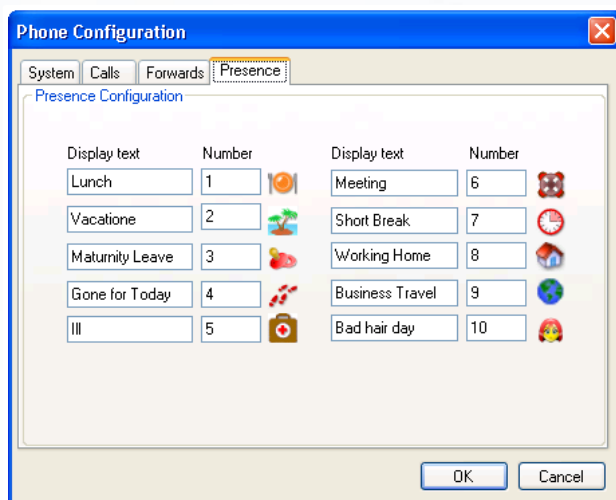
- Forward 1: (empty)
- Forward 2: (empty)
- Forward 3: (empty)
- Note: Forward permissions is configured on the Phone Central/PBX

Buttons: OK, Cancel



You can enter up to 3 numbers , which complements the absences messages (see next page). The numbers are presented together with the absences messages when the forwarding icon is activated.











# Phone (Presence)



Phone Configuration

System Calls Forwards Presence

Presence Configuration

Display text	Number	Icon	Display text	Number	Icon
Lunch	1		Meeting	6	
Vacatione	2		Short Break	7	
Maternity Leave	3		Working Home	8	
Gone for Today	4		Business Travel	9	
Ill	5		Bad hair day	10	

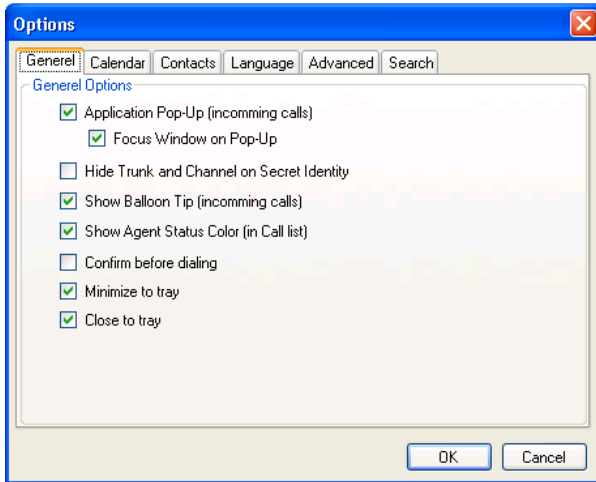
OK Cancel



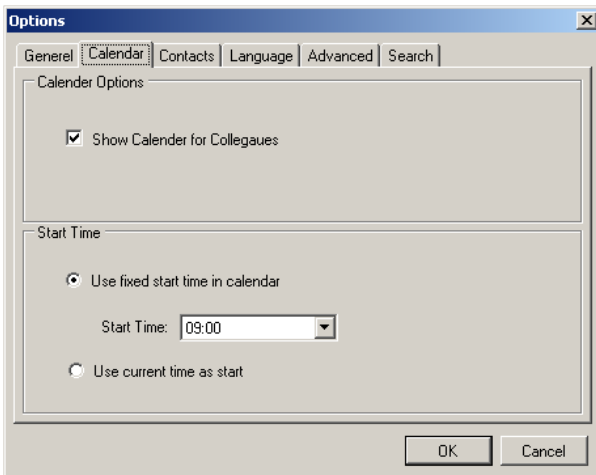
Up to 10 numbers (VDN) can be booked (centrally) for handling absence causes. When you forward your phone to one of these numbers (by click on an icon), the icon will show your phone status with your colleagues.

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

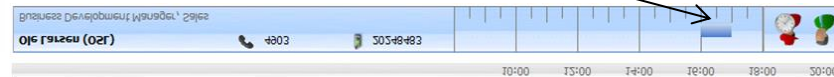
# Options (General & Calendar)



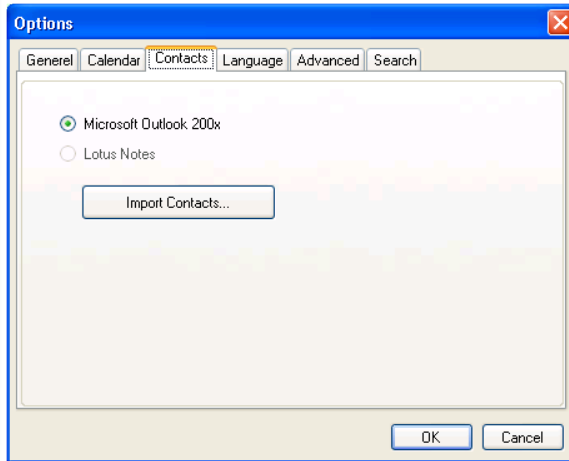
- Popup in front of all applications on incoming calls
- Hide caller (garbage-)information on secret identity
- Show balloon tip on incoming calls (alt. to automatic popup)
- Show Agent status color in call window (previously described)
- Confirm outbound call before dialling
- Minimize to systray (alternative to taskbar)
- Close to systray (alternatively exit the application)



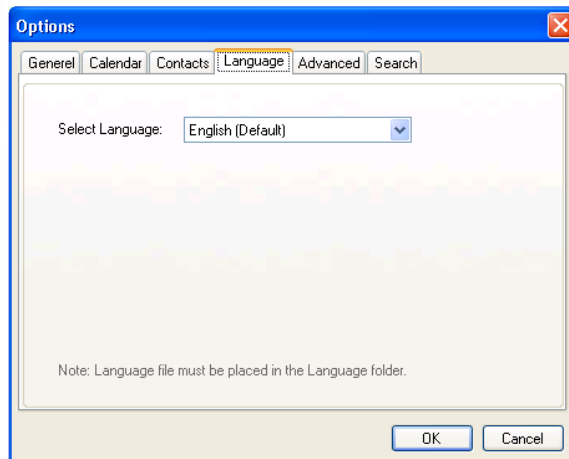
Show calendar appointments for colleagues  
Use either fixed or current time as start



# Options (Contacts & Language)



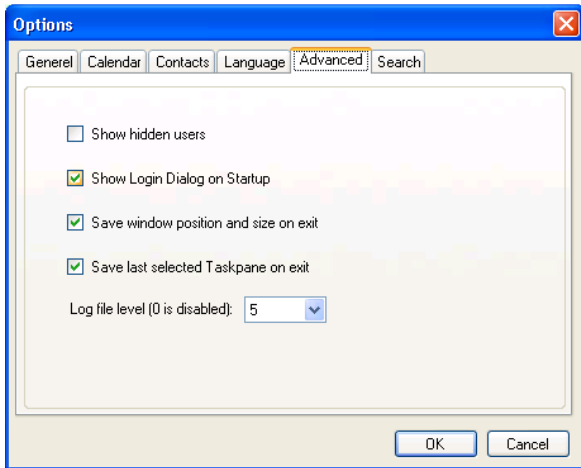
You can import contacts from MS Outlook. The contacts are placed in your private folder, from which you can transfer selected or all to common folder - with drag & drop.



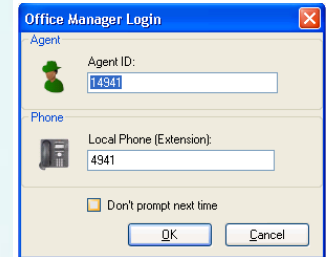
Here you have the option to select language.



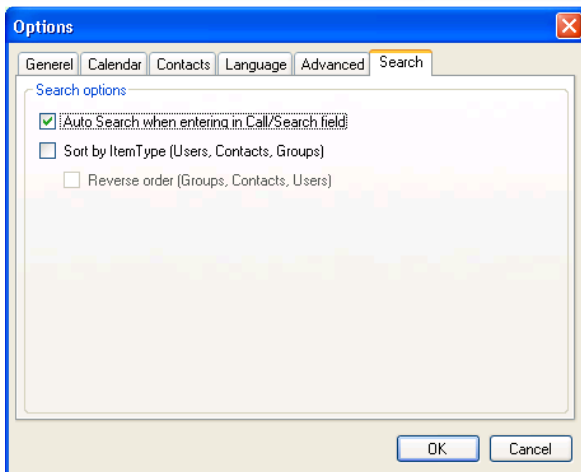
# Options (Advanced & Search)



- Show hidden users (eg. deleted)
- Show login dialog on startup
- Save window position and size on exit
- Save last selected task panel on exit



Eg. colleagues



Auto search is not supported (you have to enter search criteria and press Enter).

Sort by item type (the order in which data (colleagues/contacts) is presented when searching).

If no checkmark, data is presented in alphabetical order.



# Integration

- Automatic popup

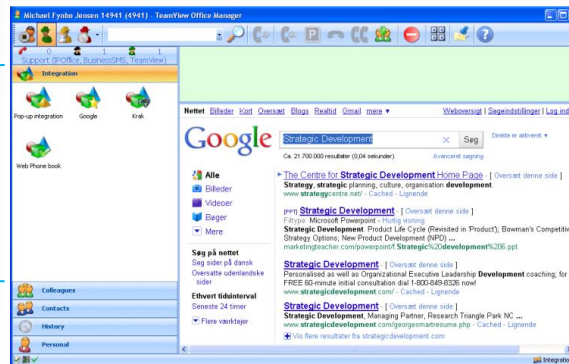
The system support automatic popup of inter-/intranet-pages and Windows applications (centrally defined).

Which system to popup depends on what B-number (hunt-group) is called, and the content is based on either A-number or input from an IVR system.

- Manual activation

Manual activation of internet/intranet-pages and Windows applications is possible (from the Favorites list). Which system to popup in a given situation depends on an organizational guidance, and the content is based on either A-number, input from an IVR system or based on manual input from the user (eg. policy number).

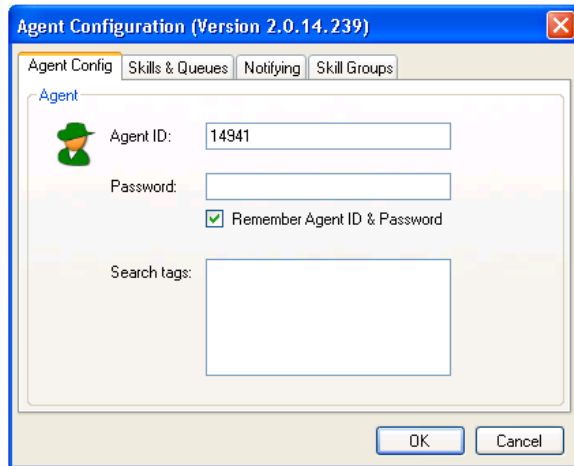
Favorites list



All configuration parameters related to the integration is carried out centrally.

It is also possible to make calls from Windows applications. This function must be supported by the individual application.

# Agent (configuration, Skills & Queues)



Agent Configuration (Version 2.0.14.239)

Agent Config Skills & Queues Notifying Skill Groups

Agent

Agent ID: 14941

Password:

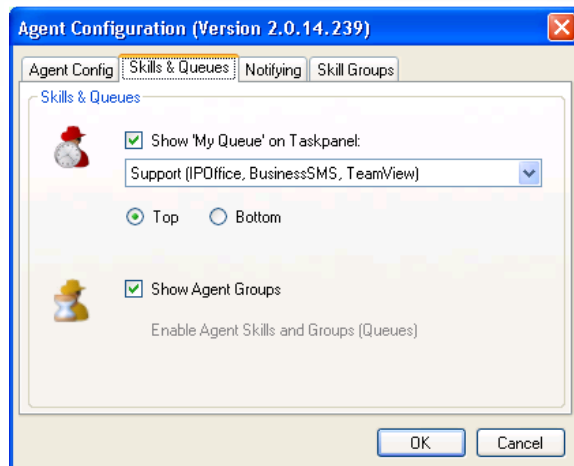
Remember Agent ID & Password

Search tags:

OK Cancel



Enter your Agent ID (and password)



Agent Configuration (Version 2.0.14.239)

Agent Config Skills & Queues Notifying Skill Groups

Skills & Queues

Show 'My Queue' on Taskpanel:  
Support (IPOffice, BusinessSMS, TeamView)

Top  Bottom


Show Agent Groups

Enable Agent Skills and Groups (Queues)

OK Cancel



Show Agent groups  
It is centrally defined which groups are relevant (see next page)

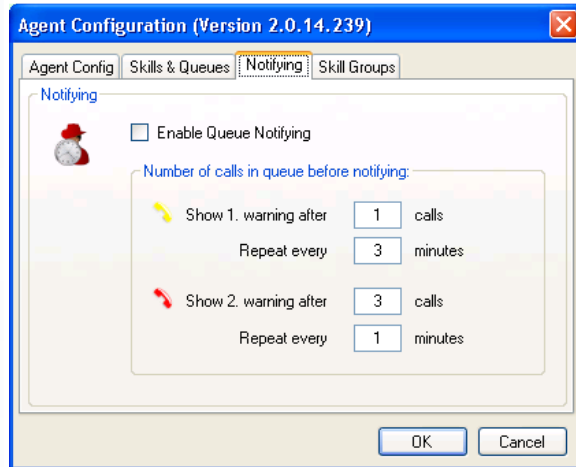


Skill Groups

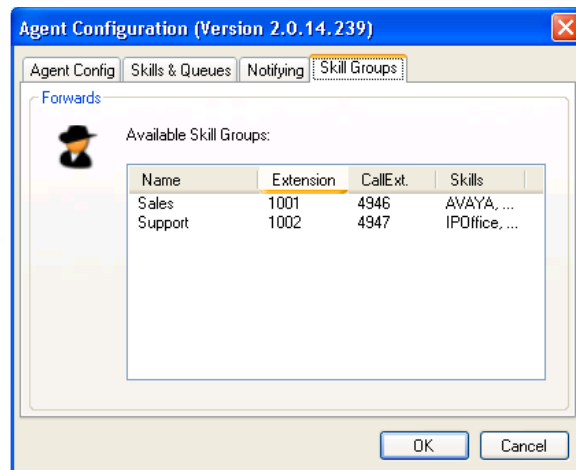
My Skills

	Queue	Logged in	Free
Sales (Group 1)	1001	AVAYA, CISCO	0 3 2
Support (Hunt group 2...)	1002	IPOffice, BusinessSMS, ...	0 3 2

# Agent (Queue notifying & Skill groups)



Enable queue notifying (2 levels)



Shows available (relevant) skill groups

