ESI eCloud
Web Attendant Console

This document covers how to use Attendant Console for ESI eCloud.

## Contents

Overview

Once the Attendant Console is enabled an **Attendant Console** link will appear in the upper right-hand area of the portal. When this link is clicked the Attendant Console will launch in a new window/tab.

The interface consists of 3 panels:

1. **Call Park** – Shows calls that are currently parked and call parks if dynamic call parking is disabled.
2. **Extensions** – By default this will show system users. However there are additional tabs to view queues, and auto attendants.
3. **Active Calls** – This allows the user to make new calls and manage incoming calls.
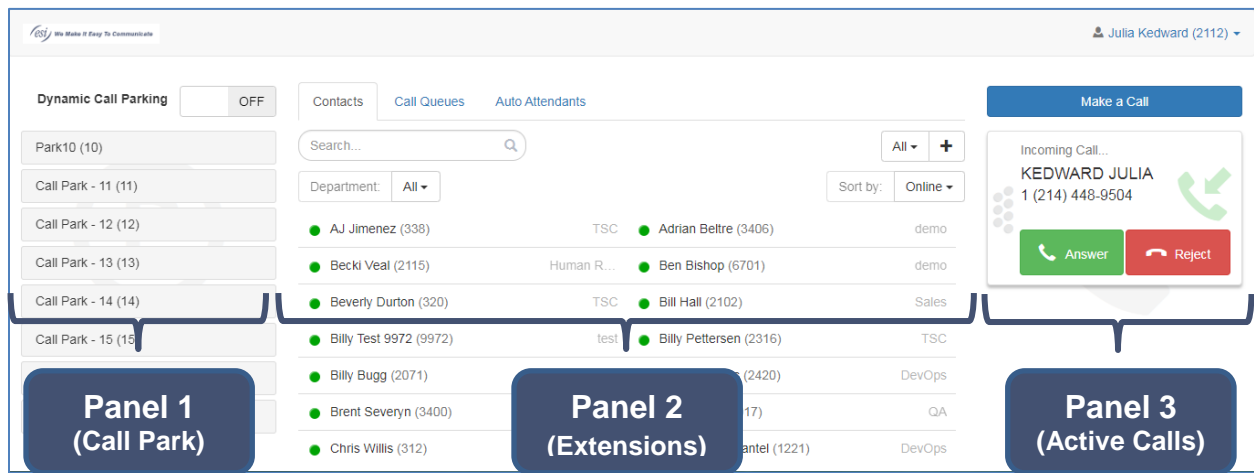
Note: The Attendant Console is designed with touchscreens in mind for use on desktop or tablet platforms.

Accessing Attendant Console

1. Login to eConsole - my.esihs.net.
2. Click the Attendant Console link in the left navigation panel.
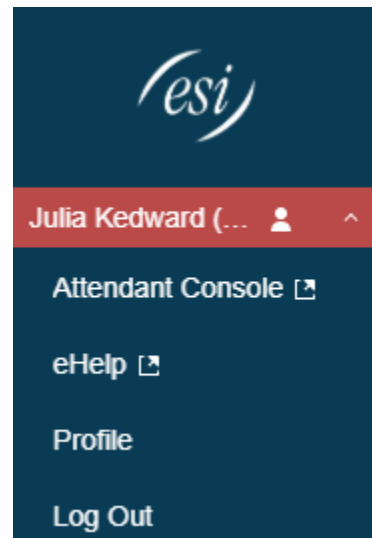
Incoming Calls

An incoming call the Attendant's extension will appear in the right panel in the form of a call card (shown below). More than one call card can appear in the right panel depending on how many calls are being sent to the Attendant's extension.

You'll have two choices on any incoming call – answer it or reject it. Rejecting the call will send the caller to the Attendant's voice mail box. When answering the call the card will change to provide call handling options – transfer, park, and end.
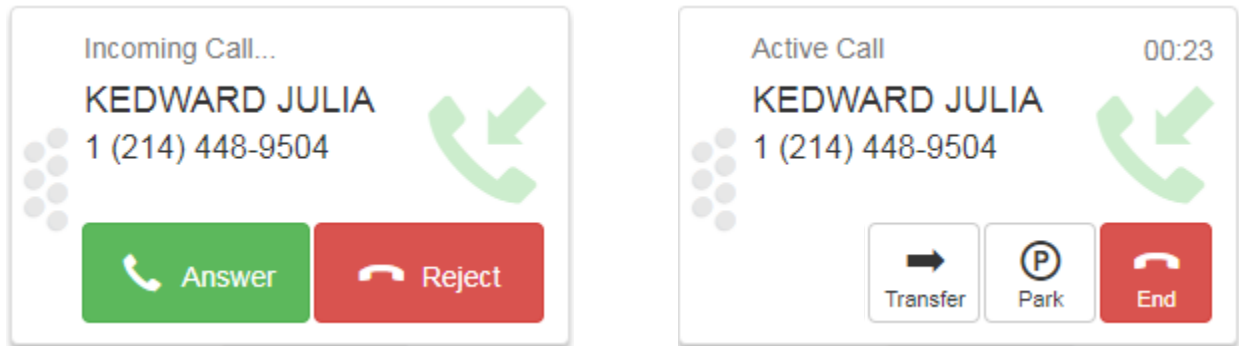
Also notice the card states the Caller ID Name and Number (when provided by the carrier), call duration, and a green inbound arrow (outbound calls show a blue outward arrow).
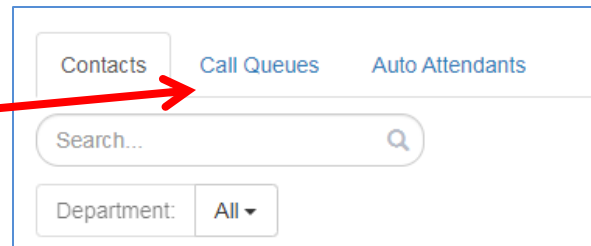
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Transferring a Call
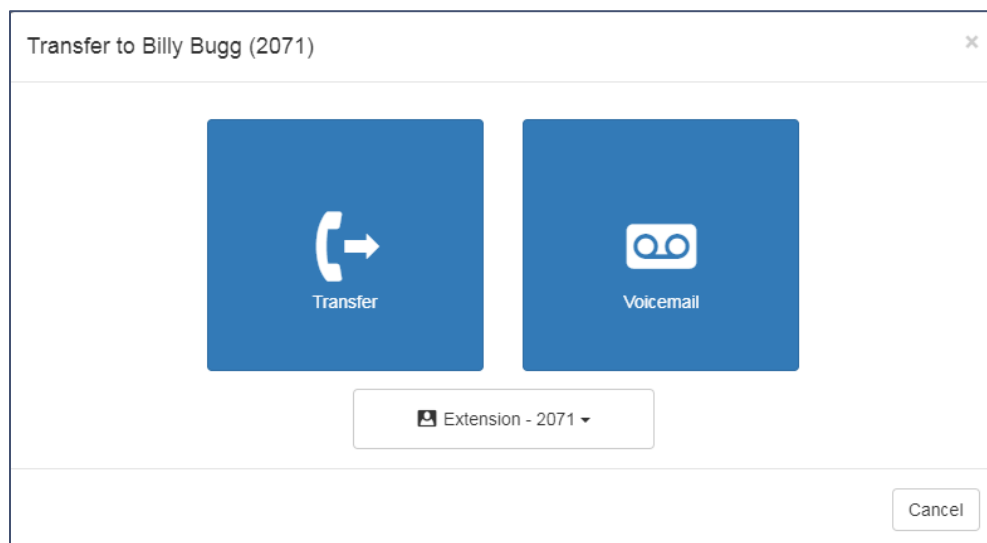
You can transfer a call at three different times.

1. Transfer the call after answering it. To do this click on the Transfer button or use the Drag-n-Drop method.
2. Transfer the call before answering it. To do so use the Drag-n-Drop method.
3. Transfer the call while it's parked. To do this click on the Transfer button or use the Drag-n-Drop method.

Notes:

- You can transfer a call to a Call Queue or Auto Attendant by selecting those tabs.

- Keep in mind that you can also press the Transfer key on your phone.

When you press the Transfer button or Drag-n-Drop to an extension the following screen will appear.

You have two choices – blind/unsupervised transfer or transfer directly to voice mail. Simply click on the appropriate blue button to make a choice. The action takes place immediately; sending the call to the destination and disconnecting from the Attendant's extension.

Note: Supervised/Attended transfer is not available at this time.

Parking a Call

You can park a call at two different times.

1. Park the call after answering it. To do this click on the Park button or use the Drag-n-Drop method.
2. Park the call before answering it. To do so use the Drag-n-Drop method.

Placing the call on park is similar to transferring a call except your dragging the call to a Park Queue opposed to an extension. See the How to *Drag and Drop Calls section* for directions on drag and drop.

Note: Keep in mind that you can also press the Park key on your phone.

When you press the Park button or Drag-n-Drop to the Park panel the call will appear as follows.

The Attendant will be able to see all parked calls for the domain. Therefore it's possible certain park queues will be occupied. The extension that placed the call on park is noted in the call card.
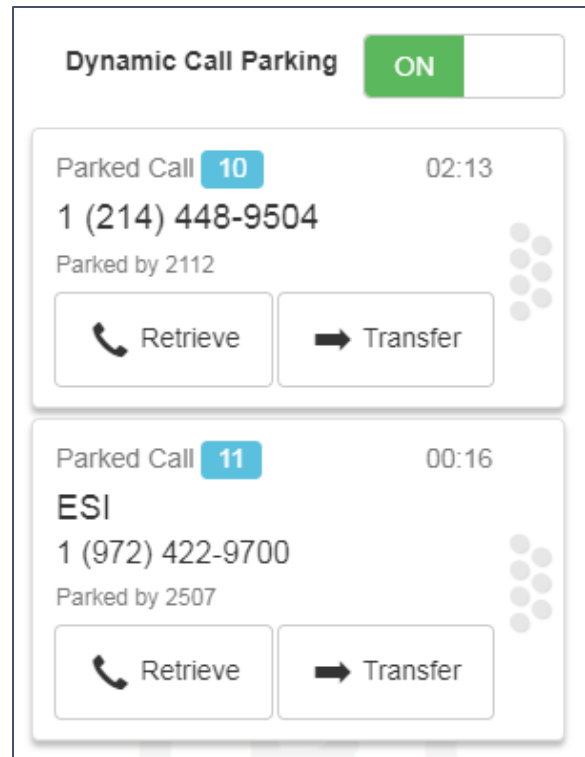

Dynamic vs Static Call Park

There are two types of park

1. Dynamic Park – The park queue number (i.e, 10, 11, 12) is chosen for you. This is the most common park type.
2. Static Park – You select which park queue number (i.e, 30, 31, 32) to use. These park queues must be defined in your system and start with queue number 30.

The picture above shows how the park panel appears when using dynamic parking. The picture bellows shows what it looks like when using static parking. The only difference in functionality is that with static park you'll see a list of possible park queues and then the Attendant can decide which park they want to use.
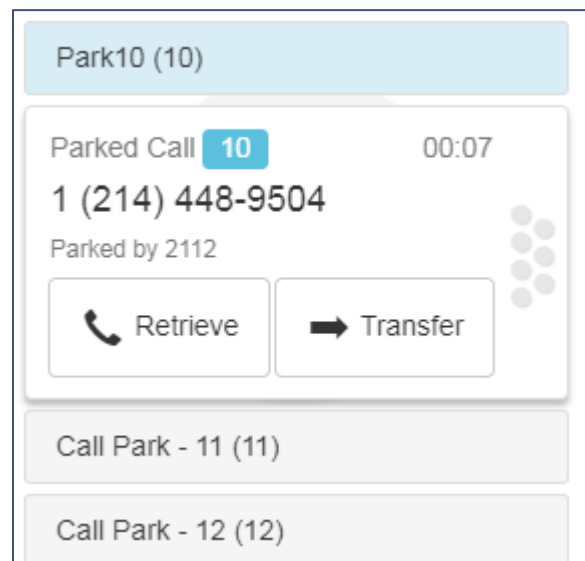
Handling a Parked Call

When a call is parked there are two possible functions

1. Retrieving – this is when you want to take the call off park. The attendant's phone will ring and the call card will move back to the Active Call panel.
2. Transfer – this works exactly like transfer for an active call. You do not have to take the call off park then transfer it. You can go from park directly to transfer.

Interactions with Your ESI SIP Phone

While Attendant Console allows you to Park and Transfer a call in the applicable you can also perform these tasks from your SIP phone. However it's important to know that what you do on the phone is not usually reflected in the Attendant Console application.

For example if you transfer a call using the phone's transfer key the call will be transferred however you will not see the transfer pop up window in the Attendant Console screen.

Call Park is slightly different. When you press the Call Park key on your phone the call will be parked but you will see in the park panel (far left panel) in Attendant Console. That's because Attendant Console shows all parked calls on the domain.

Outgoing Calls

You can make calls from Attendant Console in two ways.

1. Clicking Make a Call button in the right panel.
2. Double clicking an extension.

Make a Call Button

1. Click the Make a Call button, which will display a dial pad.
2. Type in the phone number or extension using your computer keyboard or click the digits in the dial pad using your mouse.
3. Click Call.
4. Your desk phone will ring, and then upon answering, the destination will be called.

Once connected to the called party you can treat the call card like you would for an incoming call. To minimize the dial pad when not needed simply click Make a Call again.
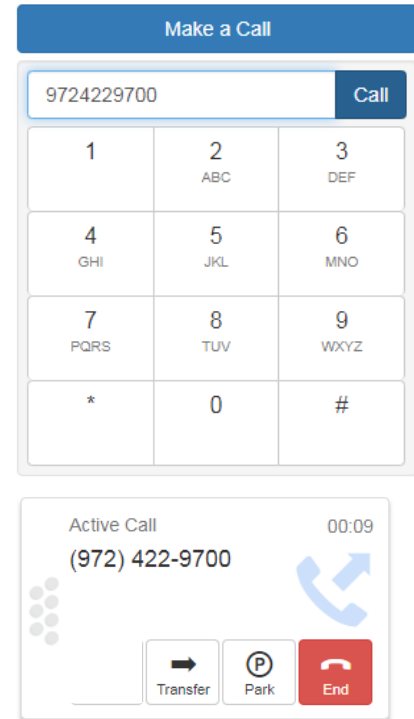
Extension List

1. Double click on a desired extension, which will present the following pop up window.
2. Choose to dial the extension or go directly to the extension's voice mail box by clicking on the applicable blue button.
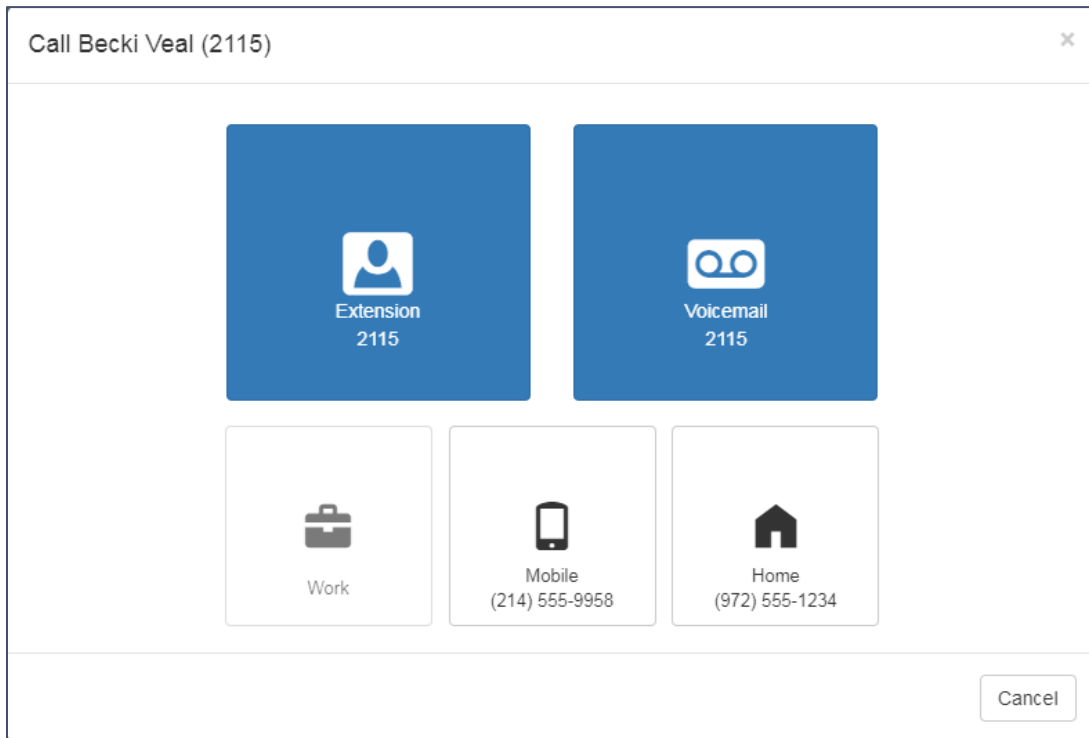

You can also click on Work, Mobile, and Home numbers if those numbers have been entered in the contact's profile. To do this

1. Go to the main eConsole view (not the Attendant Console view).
2. Click My Account in the left navigation panel then choose Contacts.
3. Locate the desired extension and click the edit button to the far right.
4. Add various phone numbers and an email address to the extension contact.
5. Go back to the Attendant Console window and refresh (F5).
6. Now the extension will show the numbers you added when clicking on that contact in the Attendant window.

How to Drag and Drop Calls

Dragging calls with Attendant Console is a quick and easy way to place calls on park or perform a transfer. The key to dragging a call is selecting the dots shown on the left side of the card with your PC's mouse.
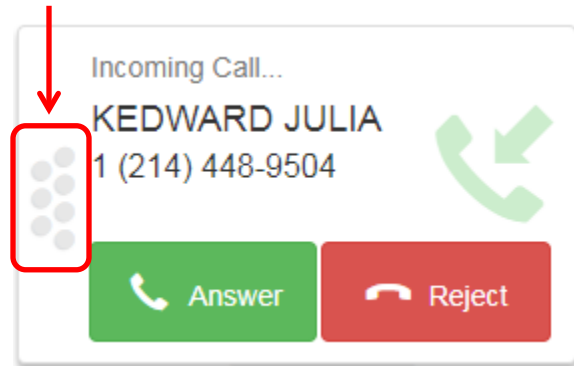
Keep pressing down on the mouse button while you drag the call card to the desired destination. As you drag the call card around the screen you'll see areas highlight in light green. This is telling you where you can drop the card. In the example below the user is dragging the call to Billy's extension.
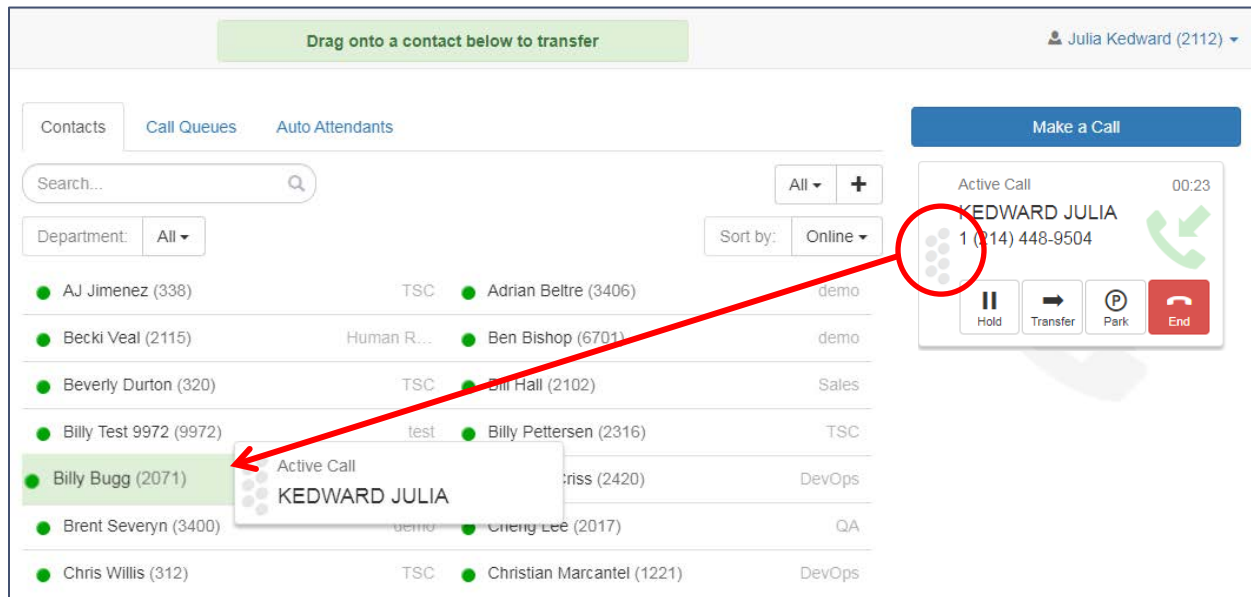
Once the card is hovering over the desired location let go of the mouse button (aka, drop the card). Once dropped the next action will take place depending on why you were dragging the card – park or transfer.

The same drag and drop process can performed to the numbers listed on the Call Queue and Auto Attendant tabs.

Cancelling a Drag and Drop

To cancel a dragged call, move the call card back to where you started. For example if the card was on a Park and you realize after you started dragging the card to an extension that you need to keep it on park, simply drag the card back to Park it was on. Once you've dropped the card (let go of the mouse) a cancel

cannot be performed.

Sorting & Filtering the Extension List

The middle panel displays the extensions in the domain along with information related to the type of extension. Depending on the number of extensions presented it can be overwhelming for an Attendant who needs to find an extension quickly. To that end various filtering is available. When a filter is applied the visible list of extensions is minimized making it easier to find users.

1. Search – type in the name or extension you're looking for.
2. Departments – select from a list of departments. These departments are created upon activation of the eCloud system. Contact your System Administrator for more information.
3. Groups
   a. Favorites are a default group.
   b. You can also create your own groups, which allows you to present extensions together the way you prefer.

Call Queues and Auto Attendant tabs can be searched and sorted as well.

4. Any contacts view can be sorted.

Creating Groups and Favorites

1. To create a new group click on the plus icon (+).
2. Name the group and choose members from the list provided.
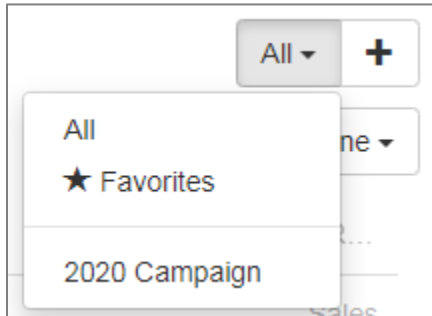
3. To edit a group or favorites click the pencil icon and add or remove members from the list provided.