Quick guide Softphone

"Attendant view" is the most popular and most used view offered in Soluno's Softphone.

Contact list to the left and active calls in progress to the right.

The search window is used to find contacts in your softphone. You can search for different variables, such as name, phone number, title or department. In the search box, you can also type or copy the phone numbers you want to call.

Different icons

🟢 - indicates free/available employee.

⛔ - indicates busy employee.

📞 - indicates employee engaged on telephone.

When you hold the mouse over a contact, a small arrow appears. Click it to open the contact card. Here you will find all the information connected to the contact, quick access to phone numbers, e-mail, company, title, department, special areas etc. At the bottom right you will see a star symbol. Click on it if you want to add the contact to your favorite list. To remove the contact in your favorite list, just click the star symbol again.
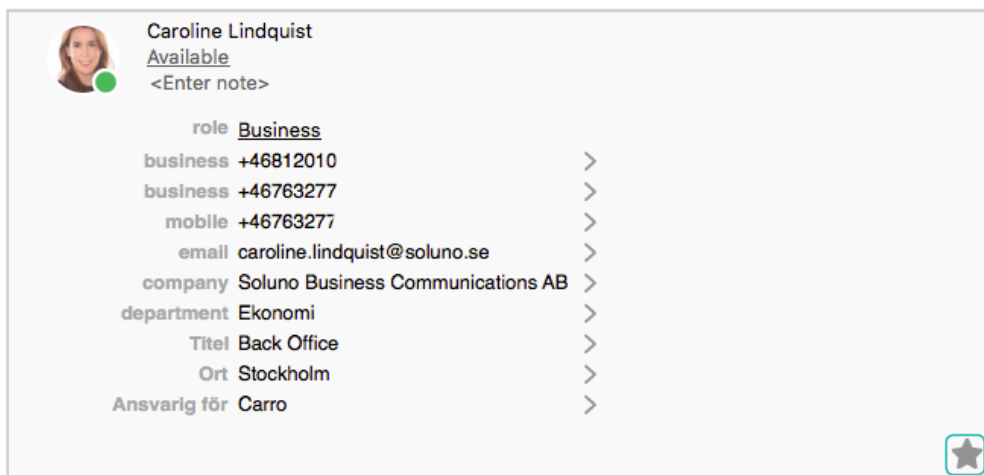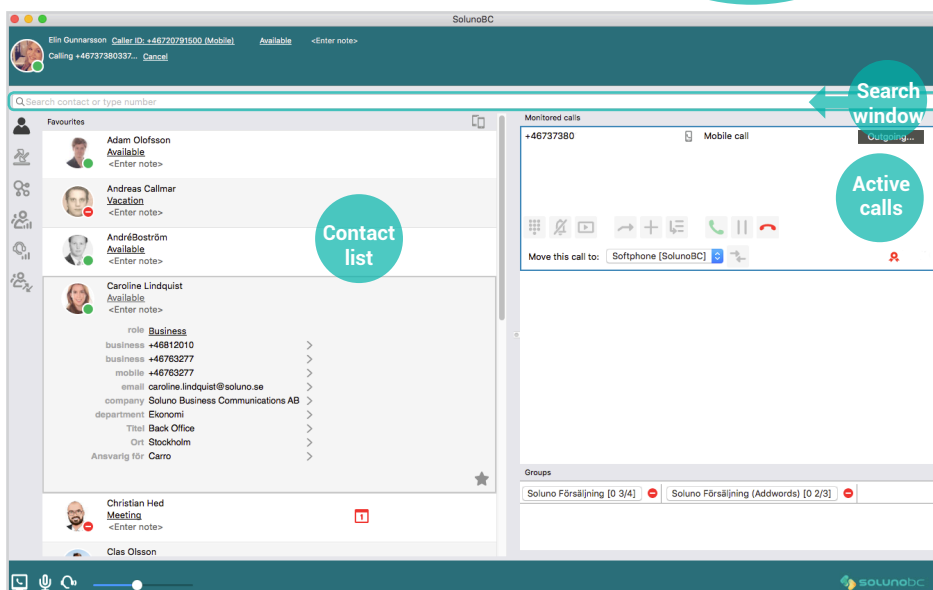
To forward a call in progress, place the mouse cursor within the frame of the active call and drag the call using the muse to the person you wish to connect to in the left-hand field, the contact list. Then release the button and the call connects automatically.

To announce the call before connecting, call the person you with to notify by clicking on the handset on the person's contact card. The existing call is put on hold automatically. When you have made the notification drag the call that is on hold down to the active "notified" call.

To send DTMF tones, e.g. when calling a bank or similar, press the horizontal keypad at the far left in the window for the previous call.
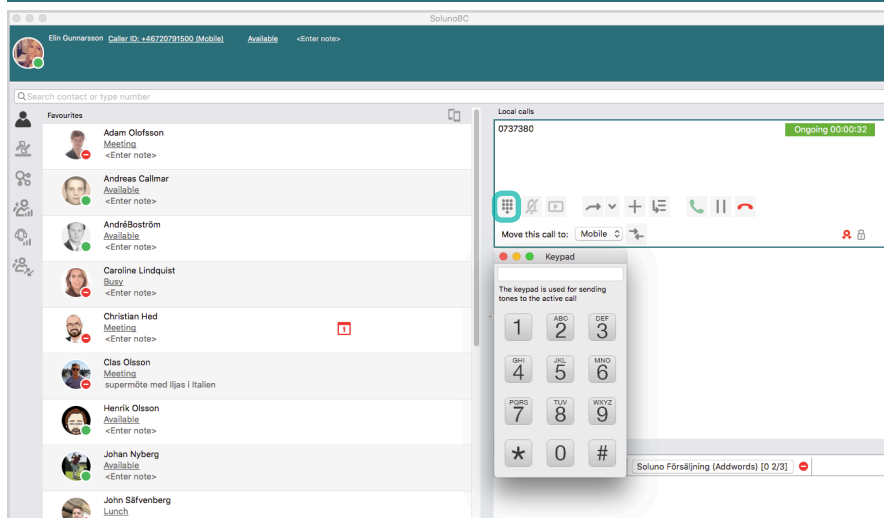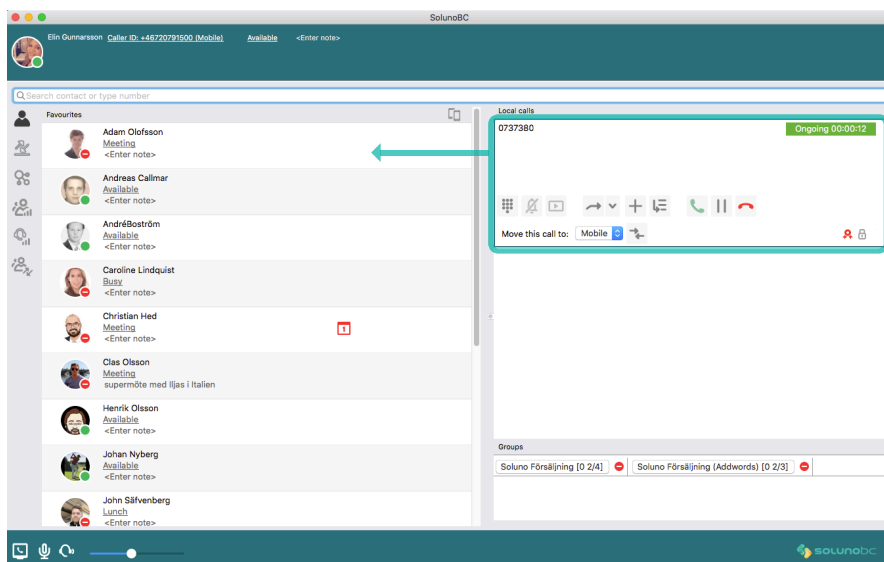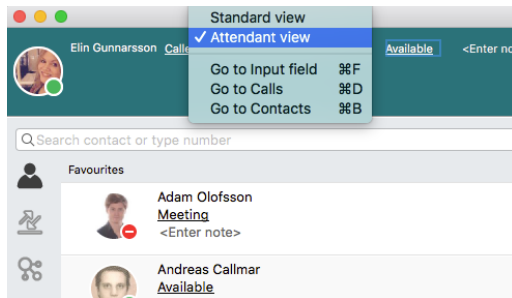
The reference system is used to set your presence to manage your connection. Standard control can be changed (to voicemail) if the customers wants alternative answer locations. E.g. the exchange, answering service or similar. You can create shortcuts yourself and set them as you wish, to do this press "Edit shortcuts".

Future presence is used to schedule future references. To create such a schedule, click on "Future presence". The future rprecence then controls the connection during the relevant activity, e.g. for meeting.
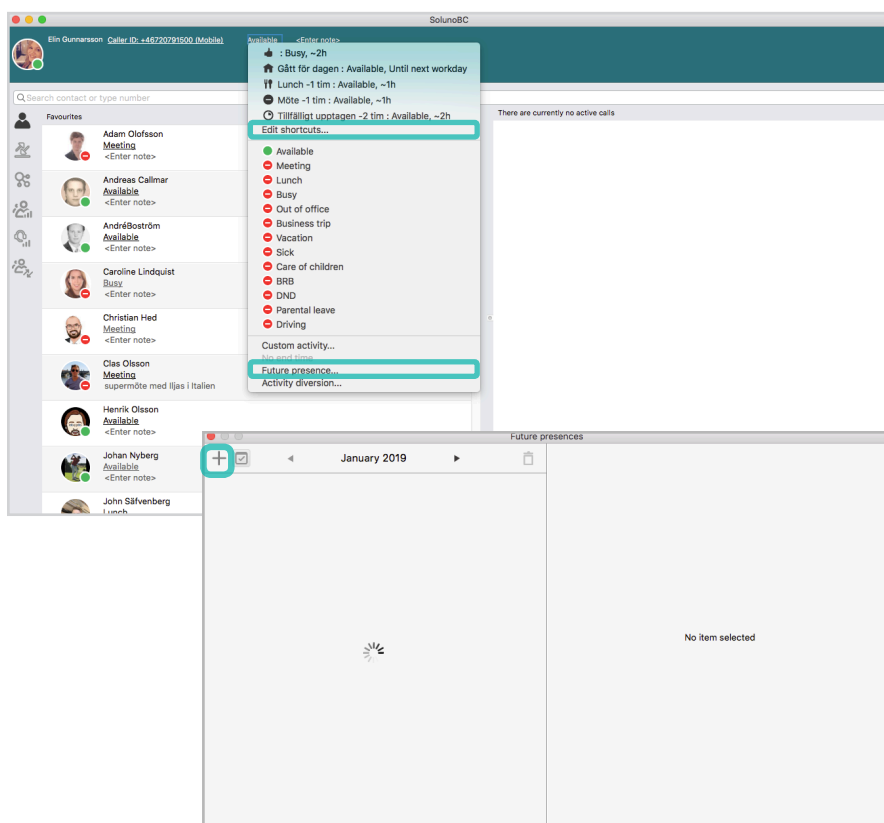
Softphone offers the user three different views, "ACD", "Standard view"and "Attendant view", these can be found under the menu bar and "View".

Logging in and out can be done from ACD/ ACD Light/Attendent- groups. Move the mouse cursor over the button to obtain information about the group, information about whether the user is logged in or not, calls waiting and status of administrators. **If the button is blue, the user is logged in.**
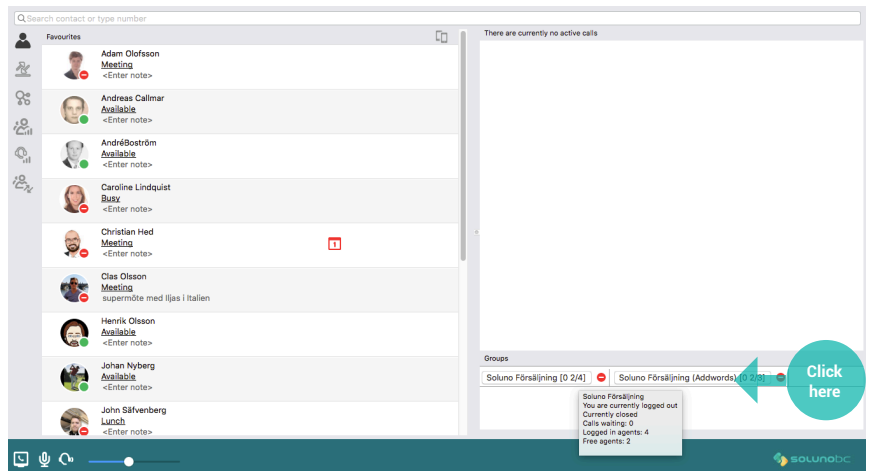
Contacts

Call log

MiTeam

Queue statistics

Agent-statistics

Group logg

The tabs in turn contain contact list for colleagues or other default contacts. A call log for all phone calls on extension. Do you have MiTeam, you will find it here too. Queue statistics on ACD/Attendent groups with login and logout function. Agent statistics for users in the response groups and ability to manage login and logout for colleagues. Group log provides overview of different response groups.

The "Queue statistics" and "Agent statistics" tabs require the supervisor function as well as group authorisation.

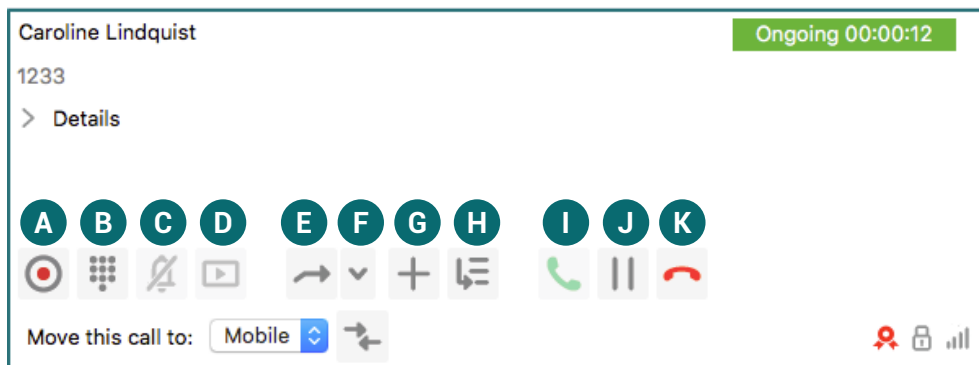When you are logged into an Attendant group and receive a call, you can e-mail and SMS during the course of the call. With this function you can notify that someone was calling one of your colleagues. **To send an e-mail/SMS about the call in progress, click on one of the two right icons on the contact card on the colleague being searched.** A predefined e-mail or SMS is created and you simply need to click "send".
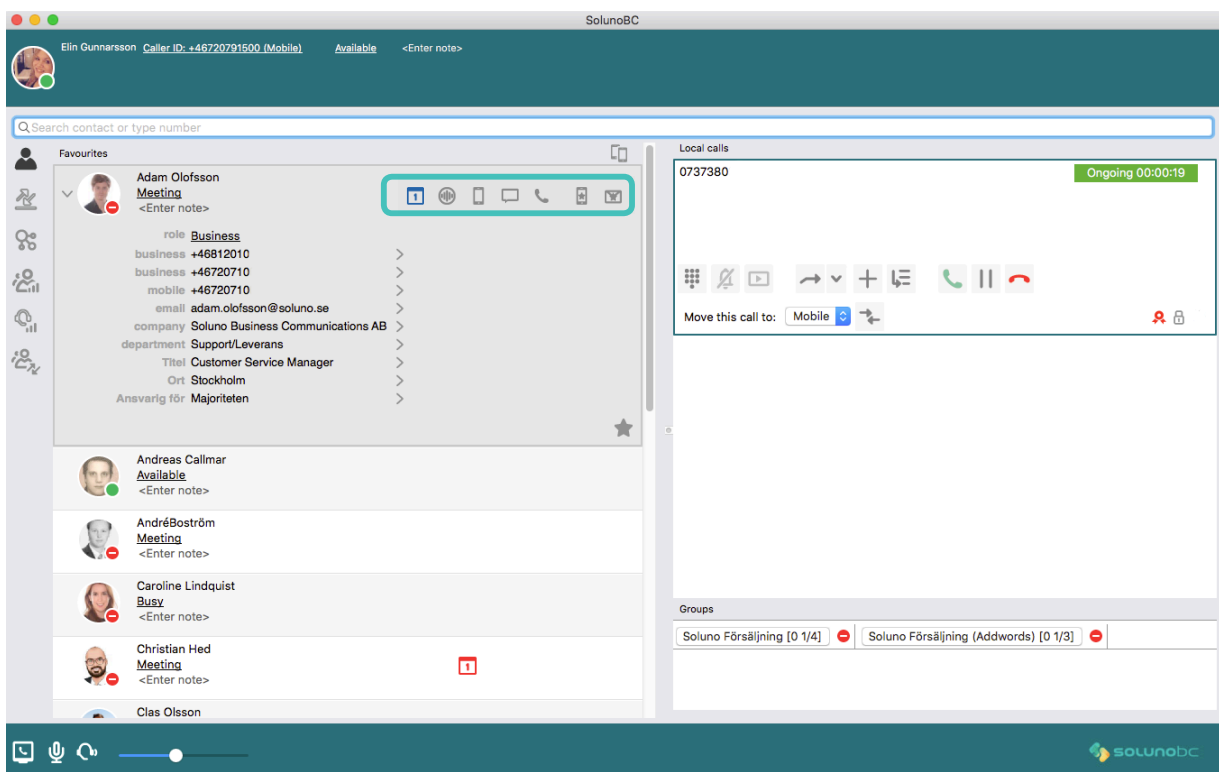
Icons - Telephony functions

A Start audio recording
B Keypad
C Mute
D Start Application
E Transfer
F Connection options
G Conference call
H Park call
I Answer call
J Put call on hold
K End call

Caroline Lindquist   Ongoing 00:00:12
1233
> Details

A B C D   E F G H   I J K

Move this call to: Mobile

Ikoner - Mediafunktioner

L Calendar/Outlook connection   P Dial primary number
M Interkom   Q Operator function, Send SMS (Template)
N Text   R Operator function, Send E-mail (Template)
O Chatt

L M N O P Q R
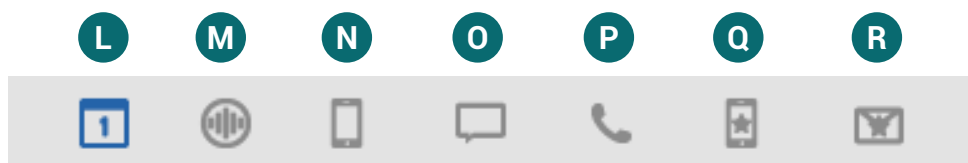
User tips
• Highlight a number on your computer, press F8 and softphone makes the call.
• Connect to Hitta.se. Contact Soluno's support for special configuration.
• Use link Callto: Write in chat box to link a telephone number that is sent to a colleague.

Add-on services
• Connect Soluno's CRM integration with your existing system. (e.g. sales support program)
• Recording of call traffic, Soluno Call recording.
• Make regular traffic measurements via Soluno Reports plus.
• Realize a full-fledged integration with Microsoft Exchange and Outlook for contacts and calendar management.
• Contact Soluno support or a dealer for more information.

Voicemail

Voicemail number.
There are several ways to access
your voicemail, the user can call
the VM number (card number
at Mex), exit the menu using
0 (Zero) and listen to any
messages. The user can also
order e-mail
or SMS notification via helpdesk
(cost). Voice messages can also
heard via the app under
"log" under the "Inbox" tab.

Voice menu help. It can be hard to remember the options available when calling voicemail. The tables below indicate which buttons you can use.

Main menu

2 Listen to saved messages
4 Listen to personal greeting
5 Record personal greeting
6 Delete personal greeting
0 Repeat this menu
* End call

When messages are being played

When messages are being played
1 Previous message
2 Repeat current message
3 Next message
7 Delete current message
0 To main menu
* End call

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