



A MITEL
PRODUCT
GUIDE

Mitel InAttend

InAttend User Guide

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In Attend is a powerful, user-friendly attendant application designed for handling high volumes of internal and external calls in an efficient way. Call and activity handling, presence, and availability with the line status information are all integrated into a single application.

Main features of InAttend include:

- 1. Queues with announcements:** Incoming calls to the attendant client are automatically put into separate queues per the call type (e.g. internal or external) or the previous course of the call (e.g. recalled and parked calls).
- 2. Queue scheduling:** Every queue can have its opening hours scheduled by common / custom holidays, by date, and by weekday as well. Queue scheduling is configured in the Telephony Configuration Application by the System Administrator.
- 3. Personal Greeting functionality:** A predefined personal greeting can be specified for each attendant. This “whisper” functionality is meant to save the attendant’s voice from repetitive salutations.
- 4. Call information:** For each incoming call, the contact information is searched based on the originating telephone number in the linked directory. If successful, the caller data (name, company, etc.) is shown on the display. A dynamic display shows all waiting calls and information to assist the attendant in deciding which call to answer next.
- 5. Directory:** this feature searches for name, department or first digits of the phone number. The ‘search result’ lists the status information (idle, busy, and call forwarding) of the extension. The attendant can transfer calls directly from this list. If users are busy, other co- workers from the same department can be shown.
- 6. Comfort functions:** The graphic user interface can be accessed with both keypad and mouse. All the important telephony and switching functions can be allocated to customizable shortcuts. A configurable Busy Lamp Field (BLF) with status information (for internal extensions only) is available for frequently used telephone numbers. E-mail or SMS messages may be sent to parties that cannot be reached by telephone. Access to calendar information helps the attendant to provide the caller with precise information on availability e.g. of absent parties.
- 7. Call recording:** Attendant calls can be recorded either for all calls or on demand (per call decision).
- 8. One-Click Dialing:** To increase efficiency, enable one-click dialing option. This reduces the number of keystrokes required to make and transfer calls from the search area, BLF, etc.
- 9. One-click dialing and transfer:** To increase efficiency there is an option to enable one- click dialing and transfer. This reduces the number of keystrokes required to make and transfer calls from the search area, BLF, and so on.

For more information about the InAttend system, refer to InAttend System Overview.

This chapter contains the following sections:

- [START AND LOG IN TO INATTEND](#)
- [OPEN THE INATTEND CLIENT TO HANDLE CALLS](#)
- [EXIT INATTEND](#)

This chapter includes information on how to start and exit the InAttend client, and how to open it to be able to handle calls. There is also an overview of the different panels, buttons and menu items in the InAttend client.

2.1 START AND LOG IN TO INATTEND

Launch InAttend from the Windows Start menu by selecting: Mitel → InAttend or by double clicking on the InAttend desktop icon.

Then login with your user name and password.

Note:



The password that you enter can contain a maximum of 20 characters. An error message is displayed if you enter a password containing more than 20 characters.

If CMG advanced security is enabled, the attendant prompts to change the password at regular intervals (default is 60 days).

Note:

The administrator must enable this feature under System Parameters in CMG Configuration Manager (CMG CM), on the server.

2.2 OPEN THE INATTEND CLIENT TO HANDLE CALLS

Click the  button in the upper part of the InAttend client or press Ctrl+F12. When the client is open, the button changes color to green: .

2.3 EXIT INATTEND

To exit InAttend, click the **Menu** tab and select **Exit** from the menu. You can also press the **Alt+X** to close the InAttend application.

INATTEND CLIENT USER INTERFACE

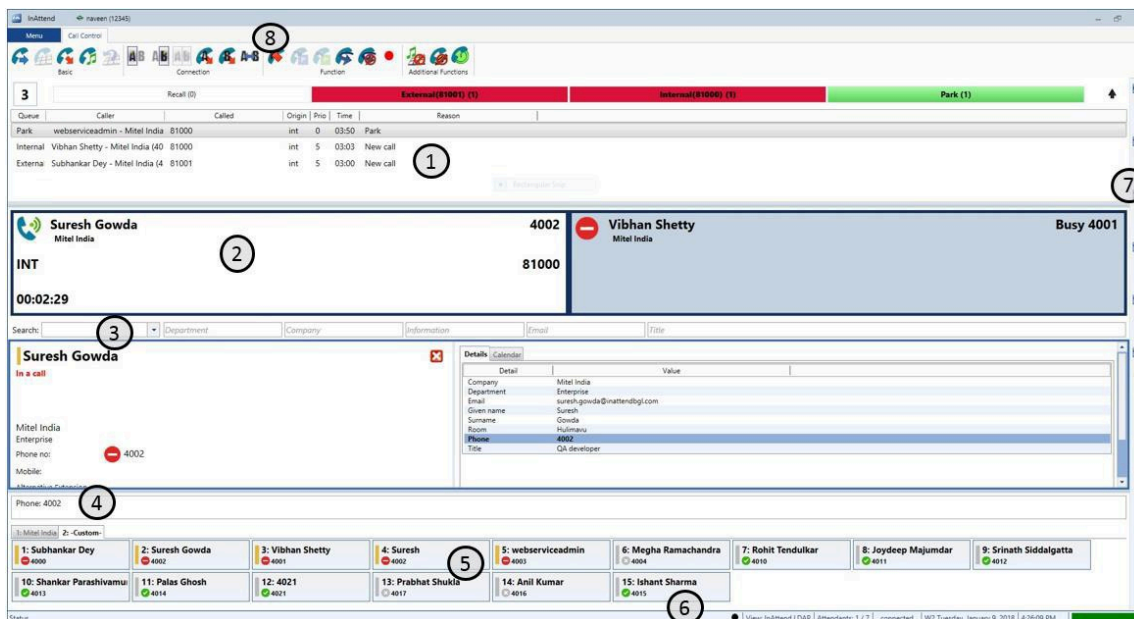
3

This chapter contains the following sections:

- PANELS
- CALL CONTROL BUTTONS
- MENU
- IMPROVED USABILITY FOR MANAGING DIVERSION
- USABILITY FOR CHANGE OF DATE HANDLING ACTIVITIES

The InAttend client contains several panels, call control buttons and a menu. There may be variations between different system setups. The figure below shows an example of an InAttend client user interface:

Figure 1: The InAttend Client User Interface







3.1 PANELS

The Queue, Connections and Search panels are always included in InAttend, while the other panels are optional and added by the administrator.

The following panels are available:


1. The **Queue** panel (1) shows the telephone queues. It shows the number of calls in each queue and the total number of calls in all queues. See section 4.1.1 for more information.
2. The **Connections** panel (2) have two connections fields: A and B. See section 4.1.2 for more information.

3. The **Search** panel  allows searching for users, either by using a standard search field, or up to five configurable search fields. See section 4.1.3 for more information.
4. The **Information** panel  displays information for a selected user. See section 4.1.4 for more information.
5. The **Details** panel can be opened for a selected entry in the Search result list. It shows detailed information about the user. Messages and activities/calendar entries can be viewed by choosing the appropriate tab. See section 4.1.3.4 for more information.
6. The **Busy Lamp Field** panel  can be filled with speed dial entries. See section 4.1.5 for more information.
7. The **Status** area at the bottom of the window  shows the number of attendants logged on (including yourself), the current date and time, recording status, and the connection status (connected or disconnected).

Some panels are docked in the right-side bar  and can be opened by clicking:

1. The **Message** panel makes it possible to send messages to a selected user in the search result. See chapter 6 for more information.
2. The **Appointment** panel makes it possible to create an activity for a selected user in the Search result list. See chapter 5 for more information.
3. The **Chat** panel allows you to chat with another attendant in the same operator group. See section 4.1.6 for more information.
4. In the **Web** panel, any web page may be displayed. See section 4.1.8 for more information.
5. The **Bulletin Board** panel collects important information from the application. On serious errors the panel will drive out and blink until the message is read.



In addition to the panels, there is a “connection” button  next to the name of the logged-in attendant:

The Client is open and can handle the calls.

The Client is closed and cannot handle the calls.

3.1.1 QUEUE PANEL

The Queue panel shows all calls in all queues.

3

Recall (0)

Internal (1)

Park (1)

External (1)

Queue	Caller	Called	Origin	Prio	Time	Reason
External	01031305	05901	ext	3	00:26	New call
Internal	Eva Bart - Support (11301)	05900	int	5	00:23	New call
Park	11303 (11303)	05900	int	4	00:37	Park

The Queue panel

The first call in the list is automatically assigned to an attendant but it is possible to pick another call from any queue:

- by clicking on one of the queues. The first queue call is automatically answered.
- by double-clicking a call in the queue.
- by pressing Ctrl+Q the focus will move to the queue list where the attendant can choose to answer any call with the arrow keys and Num Enter.

See section 9.1 for examples on how to answer calls from the queues.


Queues


There are buttons for the following queues:

- **Recall queue** - Calls transferred by the attendant will automatically return to the Recall queue if the user does not answer.
- **Internal queue** - Internal calls waiting to be handled.
- **External queue** - External calls waiting to be handled.
- **Park queue** - Calls that have been parked by the attendant.

The queue buttons show the number of calls in each queue. After a waiting time configured by the administrator, the color of a call in the queue is changed from green to orange to red signifying the urgency to answer calls.

The calls are displayed in the queues until they are answered.

The number in the square box  indicates total number of calls waiting in the queues. This number is also displayed in the Windows task bar.

Use the  arrow to get more detailed info about the caller and called party.

Queue list

The queue list shows information such as name and phone number of both caller and called party (if possible), type of call (internal/external), and the waiting time for the call since it entered the queue.

This is a description of the columns:

- The **Queue** where the call is waiting.
- The **Caller identification**: displays information about the calling number.

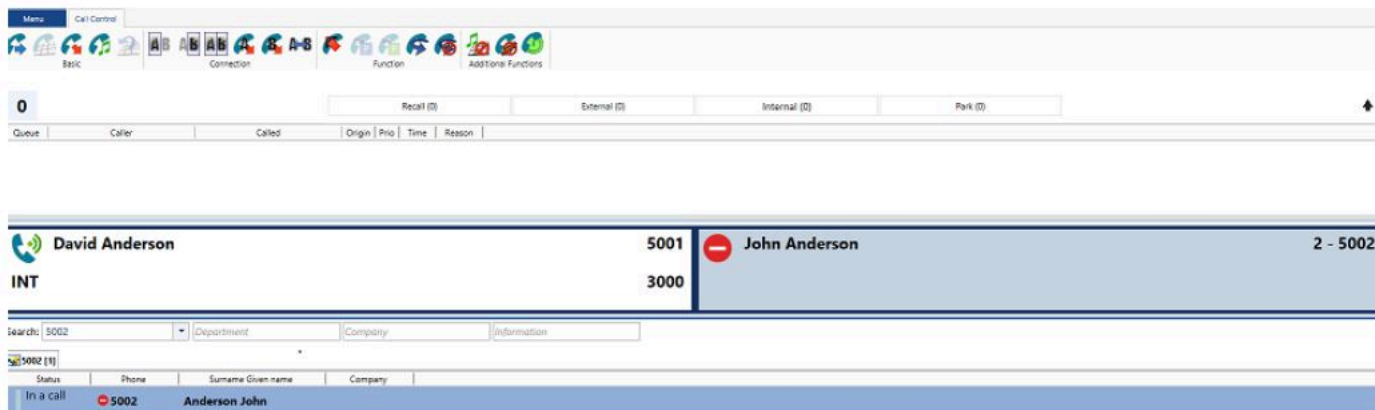
- The **Called number**. If possible, the full name is shown.
- **Called** indicates which site / customer / exchange was called.
- **Origin** displays: internal or external call.
- **Prio** is the queue priority of the call.
- **Time** elapsed since entering the queue.
- **Reason** shows how the call (new call, forwarded, or parked) entered the queue.

It is possible to adjust column width by dragging the line between the two columns.

Call Queues

Call queues lists the information of the total number of call in the queue.

The operator is informed about the total number of calls queued to an extension before the attendant transfers a call to an internal user.



3.1.2 CONNECTIONS PANEL

The Connections panel has two fields: A and B.

- When making an outgoing call when idle, the call is displayed in the A-field.
- When answering an incoming call, it is displayed in the A-field.
- If there is an on-going call in the A-field, the B-field is used for outgoing calls and transfers.
- When you have two calls, it is possible to switch between the two calls with the **Toggle active party** button. To connect the parties, click the **Answer/Transfer** button.
- When a call is active in A-field or B-field for incoming or an outgoing call, a timer is displayed. The timer starts from zero in hr:mm:ss format and registers the call duration. After the call is disconnected the timer does not retain the previous value. The timer sets as zero for Disconnected, Transferred and Parked call.

The background color of the fields will change to light red when the call is muted, or yellow when tone signaling (DTMF) is enabled.



Connections can be controlled by call control buttons or keyboard shortcuts. The following icons may be displayed in a field in the Connections panel:

Incoming call

Ringing

Outgoing call

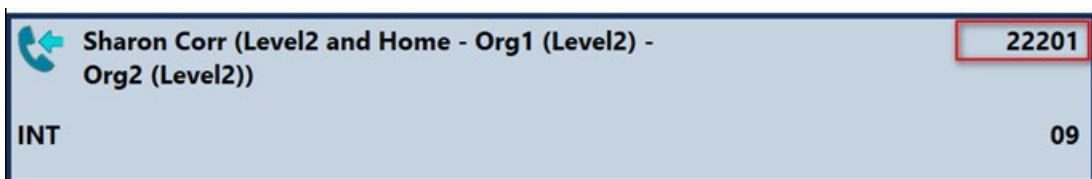
Connected

Hidden Numbers



If hidden numbers have been configured by the InAttend administrator, the number is replaced with “no number” in the Connections Panel, example:

If not hidden, the number is shown:



3.1.3 SEARCH PANEL

The search panel is divided into two parts, Search fields and Search result list.

Search Fields

The following is an example of available search fields:

- **Global** - Search for users in the directory. The names can be typed in any order when not using CMG. When searching in a CMG database the syntax for the search is fixed to be “<last name> space <first name>”, if you would like to search only on first name the syntax is “space <first name>”. To search in a specific data source or view, other than currently selected, the character ‘<’ is used after the search string, followed by the name of the data source or view to search in. Only the first unique letter(s) of the data source or view name must be entered.

- **Department** - Search for users in a specific department. Search a person and press F10 key to show all other persons in the same department.
- **Company** - Search for users from a specific company.
- **Information** - Search for specific user information.

Search Result List

Directory search results is displayed in the search result list. The following is an example of a search results' available columns:

- **Status** - Shows the presence information of a user using a symbolic icon.
- **Last name** - displays the last name of the user
- **First name** - displays the first name of the user
- **Phone** - Line state is displayed next to the user phone number. This setting is managed in the search panel part of the "Options" dialog. See section 10.3.2 for more information.
- **Company** - displays the company information of the user

Display of MX-ONE Alpha Tagging Information

In case of Inbound call to the attendant, the Directory lookup is performed in InAttend client. If the directory search fetches a search result, then the client ignores the MX- ONE Alpha tagging caller information and displays caller information from the CMG or Standalone database.

If the Directory lookup search does not fetch any result, then the client displays only theAlpha tagging caller information.

Details Panel

To view the Details panel, select a search entry and press Enter.



The Details panel includes the following tabs:

- **Activities** - Described in chapter 6. When selecting a field in the Activities tab, the information panel (described in section 4.1.4) will show the same contents.
- **Messages** - Described in chapter 7.
- **Details** - Detailed information about the user.

In addition to the detailed information for a user, there might be calendar information.

- By pressing **Enter** again it is possible to toggle through the different information tabs on the right side of the panel.

- By pressing **Esc** the Details panel is collapsed and the Search result list is visible again.

3.1.4 INFORMATION PANEL

If there is additional information available for a user, it is displayed in the Information panel when selecting the user in the Search result list.

The screenshot shows a search interface with a search bar containing 'eva' and buttons for 'Go', 'Team 1', 'Room', 'TelNo', 'Dep1', and 'Company'. Below the search bar is a table with columns: Status, Last name, First name, Phone, and Company. The table contains one entry: Bart, Eva, 11301, Mitel/Support. A status icon (green checkmark) is next to the phone number. At the bottom, it says '1 entry found'.

Status	Last name	First name	Phone	Company
	Bart	Eva	11301	Mitel/Support

1 entry found

Search result panel

When selecting a field in the Activities tab (described in section 3.1.3.2), the Information panel will show the same contents as in the selected field.

Information Field

The information panel displays two lines of information by default.

3.1.5 BUSY LAMP FIELD PANEL (BLF)

The Busy Lamp Field panel can be filled with speed dial entries. This is useful both for quick searches and to easily get line state information.

Each speed dial entry is connected to a “speed dial button” that can be organized in different tabs. Here is an example of how the panel might look:

The screenshot shows a Busy Lamp Field panel with three tabs: '1: Custom', '2: Support', and '...'. Below the tabs are three speed dial entries:

- 1: Eva Bart (Red lamp icon, 11301)
- 2: Therese Karlsson (Green checkmark icon, 11302)
- 3: Katarina Gu (Red lamp icon, 11309)

Busy Lamp Field panel (BLF)

A Busy Lamp Field can be created either manually or dynamically.

Manual Busy Lamp Field

Create a new entry by right-clicking in the Busy Lamp Field panel. In the Context menu add a new entry. Type the name of the tab. In the Context menu dialog box, enter the number and description of the entry.

You can also add new entries from directory search. First selected an entry in the Search result list. Then press the function key (default Ctrl+B). It is also possible to left-click and drag-and-drop the entry to the Busy Lamp Field panel.

Dynamic Busy Lamp Field

For small organizations, it may be suitable to dynamically add all Busy Lamp Field entries. This is done from the **Busy Lamp Field Panel (BLF)** part of Options dialog, see section **10.3.3**.



Note:

Maximum 100 of manual BLF entries are supported.

Dial a Number from the Busy Lamp Field panel

Dial a number by clicking on the appropriate entry or by using the defined keyboard shortcut for the first ten buttons.

3.1.6 CHAT PANEL

When more than one attendant is assigned to an attendant queue, it is a possible to chat with the other logged on attendant.

Click on the **Chat** panel on the right side of the InAttend client to begin a chat.



Chat




Select a chat partner, compose a message and click **Send**.

3.1.7 JOURNAL PANEL

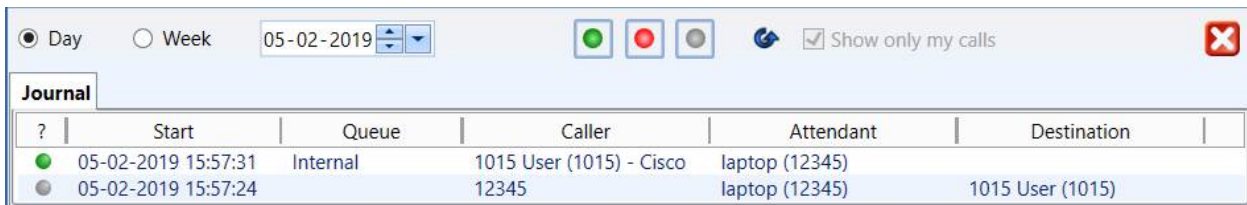


Journal

Click the **Journal** panel on the right side of the InAttend client to view call log history.

Click an icon    to hide/view: answered and transferred, missed and outgoing calls in the list.

You can use hotkeys to change the dates. For more details, see section 3.5.



?	Start	Queue	Caller	Attendant	Destination
●	05-02-2019 15:57:31	Internal	1015 User (1015) - Cisco	laptop (12345)	
●	05-02-2019 15:57:24		12345	laptop (12345)	1015 User (1015)

Note: The **Show only my calls** check box in the journal panel is selected and disabled when the **Lock-Show only my calls** parameter is enabled in the WebAdmin.

3.1.8 WEB PANEL



Web

Click the **Web** panel on the right side of the InAttend client to launch a web page.

In the Web panel, any web page may be displayed.

Users can choose a customized homepage and set three different web pages as shortcuts.

This setting is available from **Menu > Options > Panels > Web Panel**.

After setting the web pages for shortcuts, the user must assign keyboard shortcuts to the web pages using **Menu > Keyboard Shortcuts > Direct URL 1, Direct URL 2, Direct URL 3**.

The user can append the Direct URL with a field associated to a post in the search result.

For example, to enable a location search using google maps, a user configures **Direct URL 1:** <https://www.google.se/maps/place/##Misc1##>

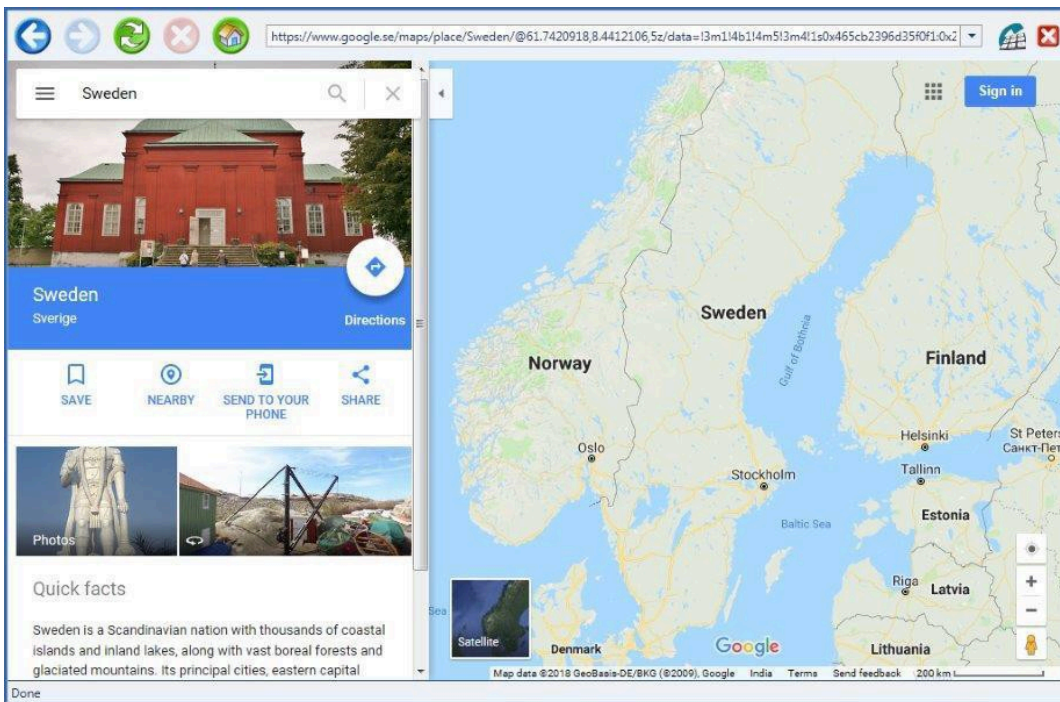
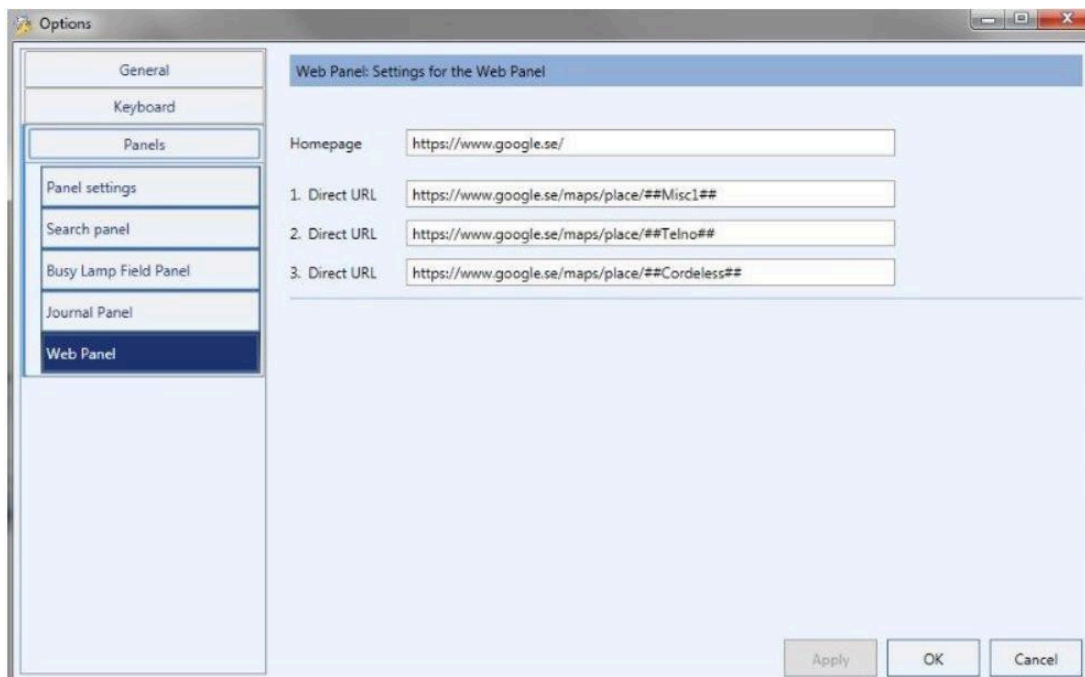
if the user searches with Misc1=Sweden and presses Shortcut or the menu option for **Direct URL 1** the page <https://www.google.se/maps/place/Sweden> will open.



Note:

Ensure that the field you have mentioned is case sensitive for example

##Misc1##, ##Cordless##, ##Telno## and so on.










For CMG customers, it is recommended to use this for CMG's external directory (Quick Info).











3.2 CALL CONTROL BUTTONS










Calls in InAttend are handled by using the call control buttons or by using keyboard shortcuts. Hover over a button to see the assigned keyboard shortcut as a tooltip.

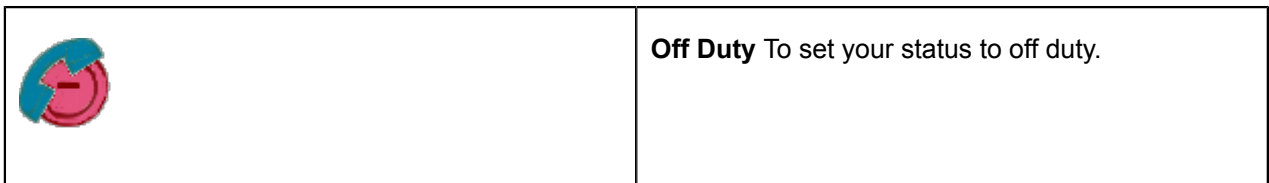
Only the functions supported by the call manager are available. Some functions may not be visible in the InAttend client.

The following buttons are available:

	<p>Answer - To accept an incoming call.</p> <p>When a call has been answered, the button is replaced by the Transfer button and the call is displayed in the A field.</p> <p>If there is no incoming call, but there are calls in the queue list. The top entry is placed as an incoming call.</p>
	<p>Transfer - To transfer a call in the A field, click this button, then press Num Enter to transfer the call. A call can be transferred in different ways. See Section 7.4 for more information.</p>
	<p>Dial - To initiate a call to the number that “has focus”, (i.e., the number entered in the Search field or the number selected in the Search result list), click this button and press Num Del.</p> <p>If ambiguous numbers exist, a selection dialog is opened. If no number is selected, an input dialog is opened.</p>
	<p>Disconnect All - Disconnect both A and B.</p>
	<p>Mute - Mutes the attendant’s microphone.</p>
	<p>Redial- Redials the last dialed number.</p>
	<p>Select A- Dials the number in the A field.</p>

	Select B - Dials the number in the B field.
	3-Party Call - Connect A-field, B-field and Attendant.
	Disconnect A - Disconnects the call displayed in the A field.
	Disconnect B - Disconnects the call displayed in the B field.
	Toggle active party - Alternates between calls in the A and B fields.
	Breakthrough - Breaks through a forwarded extension. See Section 7.7 for an example how to break through into a call.
	Connect Parked call - Icon used to connect an incoming caller with a parked call
	Intrusion – Intrudes into an established call if an urgent call is waiting. The Intrusion button is enabled by the InAttend administrator. See Section 7.6 for an example how to intrude into a call.
	Park - To enable a user to hold a call (e.g., if the requested target is unavailable). Parked calls must be picked up again manually from the Park queue.
	Retrieve parked call - To retrieve a parked call from the park queue.

	Tone signaling - To send DTMF tones.
	Redirect - Forwards a call. If more than one phone number is available, then a dialog with all relevant numbers is displayed and the user must select one number.
	Remove redirect – Removes an existing Redirect/Follow me .
	Recording - Records a call when in Record on Demand mode
	Auto answer on - To activate automatic answering of calls.
	Auto answer off - To deactivate automatic answering of calls.
	Temporarily Away ON - To indicate that the operator is temporarily away for a short break.
	Temporarily Away OFF - To indicate that the operator is back from break and available to take the calls.
	On Duty - To set your status to on duty.



3.3 MENU

The InAttend menu is opened by clicking the **Menu** tab.

3.3.1 VIEW

Opens a panel in the right-side bar. You can also right-click on a button in the side- bar.

3.3.2 COMMANDS

Menu with different commands for call handling, activities and searching.

3.3.3 OPTIONS

Use this menu to open the **Options** dialog which is further described in chapter **10.1**.

3.3.4 ABOUT INATTEND

Contains info about InAttend version and release date.

3.3.5 EXIT

Close application.

3.4 IMPROVED USABILITY FOR MANAGING DIVERSION

In InAttend, while adding the **To and From** Time of the diversion, the hour / minute time string can now be selected and set in a single click.

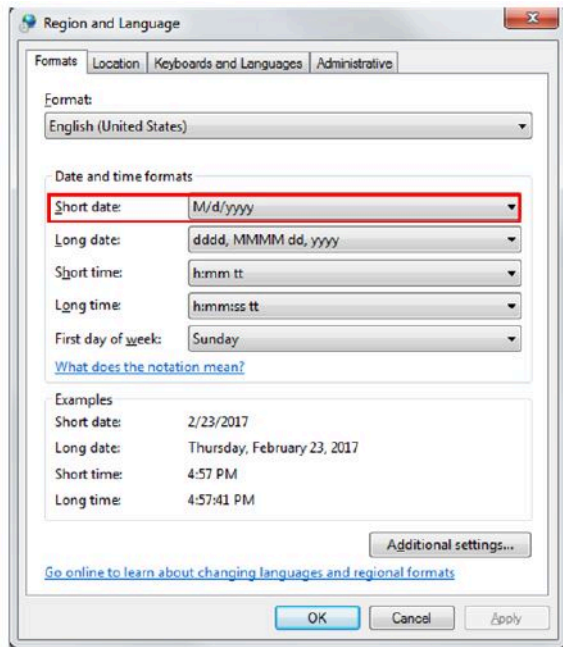
Click **Save** to save the settings.

3.5 USABILITY FOR CHANGE OF DATE HANDLING ACTIVITIES

In the Search panel, when the user wants to create an activity or an appointment, the user can click the Appointments tab and get the Activity screen.

The Activity screen has a **From date** and **To date**.

This feature now allows to set the **Date** format from the local machine windows culture setting. (As in, the application takes the date format set in the local machine.)



You can change the dates using hotkeys, these hotkeys are enabled in the Journal Panel, Activity, and Appointment page.

1. **CTRL+UP** adds a day up to the set date
2. **CTRL+SHIFT+UP** adds a week up to the set week
3. **CTRL+DOWN** reduces a day from the set date
4. **CTRL+SHIFT+DOWN** reduces a week from the set week
5. **CTRL+LEFT** toggles from week field to Day field
6. **CTRL+RIGHT** toggles from Day field to week field

Note!

i Note:

- The hotkeys are only valid if the switchboard operator opened the calendar of a user with InAttend.
- The hotkeys configured for InAttend Client performs the configured functions; and not the default Windows keyboard functions.

This chapter contains the following sections:

- [SEARCH FOR A USER](#)
- [VIEW SEARCH RESULTS](#)

This section explains how to search for users and how to use the search results for other functionality, like connecting calls and managing activities.

4.1 SEARCH FOR A USER

See section [3.1.3](#) for information about the Search panel and its capabilities.

4.1.1 SEARCH FIELDS

There is a Global search field and up to five additional search fields. When typing in a field the search begins after a certain number of characters.

If typing fewer characters, the **Enter** key is pressed to start the search. The search is performed across several fields simultaneously.

Global Search field

Enter a search term and/or a telephone number in the Global search field. User last name is the default search field. To search for both first and last name, separate the names with a space.

Note:

There is a difference in how different directory databases search for a specific name. Ask the InAttend administrator for more information.

Use the history list, accessed from the drop-down list, to reuse previous searches.

Press the **Enter** key to start the search. If a **Go** button is available, click the button to start the search. To stop the search, press the **ESC** key.

Additional Search fields

There are additional search fields that can be used when searching for people in a specific department or company. It is possible to search in several fields simultaneously and when all search items match, a result is displayed.

4.1.2 CLICKABLE LINKS IN INATTEND

The web links in InAttend are clickable regardless of the field used. The features are:

- The links in the Detail panel and Information panel are clickable.
- The text can be clicked by placing the Hand Cursor on the link.

Note:

Dark blue text color is preferable instead of black.

- Text field in the Details tab (right side) and the Information field (bottom) is clickable only if the text starts with “http://” or “https://” or **www**.
- The links can be in any (and many) of the text fields in the details list.
- These links must be opened with the default web browser on the PC instead of a built-in web browser.

Search:

Ramanathan, Ganesh

Phone no:

Mobile:

Alternative Extension

Information:

Field1: <http://www.mitel.com>

Detail	
First name	Ganesh
Last name	Ramanathan
Field1	http://www.mitel.com
Room	23
Phone	6004
Title	Engineer

Clickable Links (example)

4.2 VIEW SEARCH RESULTS

The search results are shown in the Search result list. The first hit in the list is selected.

Status	Phone	Last name	First name	Company
	✓ 11301	Bart	Eva	Mitel/Support
	✗ 11302	Karlsson	Therese	
In a call	✗ 11309	Gu	Katarina	CSU/Sweden

It is possible to initiate a number of activities from the Search result list. An InAttend attendant can:

An InAttend attendant can:

- Call a user
- Manage activities for a user - An activity can be added to a selected user by pressing the F6 key. See chapter 5 for a few examples.
- Send message to a user - A message can be sent to a selected user by pressing the F8 key. See chapter 6 for an example.
- View details
 - To get more details about a user, select a search entry in the Search result list and press **Enter** or the **F9** key.
 - To see activities for a user, press the F5 key.
 - To see messages for a user, press the F7 key.
- Make a team search
 - A team search can be initiated based on the information for a selected user. For this to work, predefined team search alternatives must have been defined by the administrator. Shortcut keys: F10 for organization, Ctrl+R for room/misc 18 or Ctrl+T for the same extension.
 - To make a team search, right-click a selected entry in the Search result list and select one of the Team Search options.
 - A new result list is shown, including all people, for example, working at the same company or department as the selected person in the search list.

4.2.1 Call a user

1. Manage activities for a user - An activity can be added to a selected user by pressing the F6 key. See chapter 5 for a few examples.
2. Send message to a user - A message can be sent to a selected user by pressing the F8 key. See chapter 6 for an example.

4.2.2 View details

1. To get more details about a user, select a search entry in the Search result list and press Enter or the F9 key.
2. To see activities for a user, press the F5 key.
3. To see messages for a user, press the F7 key.

4.2.3 Make a team search

1. A team search can be initiated based on the information for a selected user. For this to work, predefined team search alternatives must have been defined by the administrator. Shortcut keys: F10 for organisation, Ctrl+R for room/misc 18 or Ctrl+T for the same extension.
2. To make a team search, right-click a selected entry in the Search result list and select one of the Team Search options.
3. A new result list is shown, including all people, for example, working at the same company or department as the selected person in the search list.





This chapter contains the following sections:

- [DISPLAY ACTIVITIES](#)
- [ADD AN ACTIVITY](#)
- [DELETE OR MODIFYAN ACTIVITY](#)
- [ADJUSTING AN ACTIVITY TO 'NO-RETURN-TIME'](#)
- [SAVING AN ACTIVITY](#)
- [REMAIN FOCUS ON SELECTED SEARCHED ITEM AFTER SAVING AN ACTIVITY](#)




This section explains how to view a user's activities, as well as how to add, change and delete a user's activities.

5.1 DISPLAY ACTIVITIES

To see a user's activity, select the entry in the Search result list and press **Enter**. To see outdated activities (not yet deleted) and recurring activity schemas, in the Details panel press **F4** key. To hide, press **F4** key again.

Activities Messages Details						
<input checked="" type="radio"/> All <input type="radio"/> Day <input type="radio"/> Week <input checked="" type="radio"/> List view <input type="radio"/> Calendar view						
	Activity	Start	End	Information	Signature	Forward To
	LUNCH BREAK	10:20 AM	11:20 AM		BSW	9
	BACK SOON	10:20 AM	10:35 AM		BSW	
	Left for the day	4:30 PM	4/4/2016 8:00 AM		BSW (Schedule)	9
	Left for the day	4:30 PM	4/4/2016 8:00 AM		BSW	9

The activity list also displays these icons to illustrate the status of each activity:

	The user has an active activity with forwarding set.
	The user has an active activity but no forwarding set.
	The activity is a recurring activity schema.

To see a graphical display of the activities, select **Calendar view**.

When date is displayed, the name of the day is also displayed in the following format, for ex: "Wed 5/25/2017 4:20 PM".

You can use hotkeys to change the dates. For more details, see section 3.6 Usability for Change of Date Handling Activities.

Activity	Start	End	Information	Signat
LUNCH BREAK	Thu 7/13/2017 8:00	Thu 8/3/2017 1:50		nishant
Lunch break	3:00 PM	4:00 PM	daily act	niceadmin

The Details tab next to the Activities tab also displays the return time as the rules mentioned in the above section.

User1,

Returns: Wed 6/15/2016 7:50 PM

→

Phone no: 6001

Mobile: 91231

Return time for details panel

5.2 ADD AN ACTIVITY

A new activity for the selected users can be added by pressing the **F6** key or by clicking the docked **Appointment** panel on the right side of the InAttend client.

For example:

1. When setting the return date/time and using 'T' or '-' in the To date/time, an open return time is suggested by the system.
2. An empty 'To Date/Time' for an activity indicates that it must continue until further notice, and it will not have a defined end time.
3. When the input focus is not on the 'To Date' field and the user presses "T" or "-", the To Date and To Time fields are cleared.
4. You can use hotkeys to change the dates. For more details, see section 3.5 Usability for Change of Date Handling Activities.

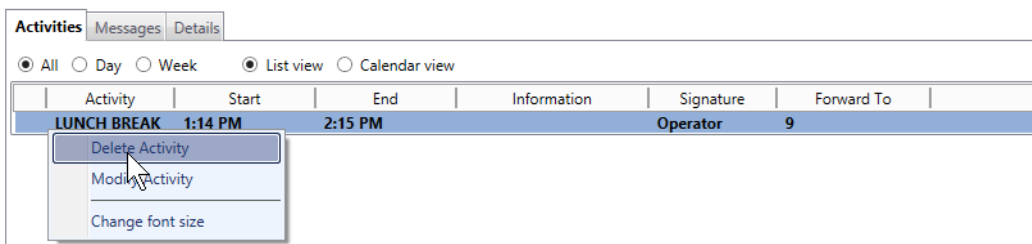
Add a new activity for a selected user

Note:

If the user is not connected to a CMG system, it is not possible to add an activity.

5.3 DELETE OR MODIFY AN ACTIVITY

To delete or modify an activity, right-click on the selected activity or press F12.



Options menu for the activities

When the activity has changed, the activity panel is opened with the activity.

5.4 ADJUSTING AN ACTIVITY TO 'NO-RETURN-TIME'

When the operator opens a new activity through the Appointments tab or presses F6 for a new activity and wants to change it to 'no return time', the operator can click on **TAB** six times and erase the return date with two **Delete** key strokes to erase the return date/time and get **Until Further notice (UFN)**.

- In the panel where activities are added in InAttend:
 - When setting the return date/time and using 'T' or '-', in the TO date/time gives an open return time.

5.5 SAVING AN ACTIVITY



In the Search panel, when an Operator search for an item and select the desired activity and save it. Saved activity of the item can be viewed by pressing **F5** shortcut key.

This is applicable for both Single user and Multiple user selection.

This selection can be saved by clicking the Appointments tab on the right side of the screen.

Status	First name	Last name	Last name First name	Phone	Email	Dep1	Company	Keywords	Organization
	Bill	Atkinson	Atkinson Bill	6002	2		Operation		Operation
Returns: 4:30 PM	Mary	Atkinson	Atkinson Mary	2003	1011				
Returns: 4:30 PM	Josh	Butler	Butler Josh	5012	10		Human Resou		Human Resou
	Member1	Group	Group Member1	7002	4				
Returns: 4:30 PM	Member2	Group	Group Member2	7002	5		Finance		Finance
Returns: 4:30 PM	Member3	Group	Group Member3	7002	9		Human Resourc		Human Resourc
Returns: Until fu	Virat	Kohli	Kohli Virat	2004	11				
Returns: 4:30 PM	Roger	Peterson	Peterson Roger	6001	1				

5.6 REMAIN FOCUS ON SELECTED SEARCHED ITEM AFTER SAVING AN ACTIVITY

This feature allows a search item to stay in focus even after **Save/Modify/Deletion** of the activity. In the Search panel, you can add multiple users to an activity group by selecting an activity from the **Activity** drop-down list. When multiple users are selected for setting an activity, the multiple selection must be retained once the activity is saved

This is applicable for both Single user selection and Multiple user selection.



0		Recall (0)				Internal (0)	
Queue	Caller	Called	Origin	Prio	Time	Reason	

Search: 500 Keyword Organization Field3

500 [6]							
Status	Phone	Last name First name		Organization	Org 1		
	✓ 5001	Anderson David		Support			
	✓ 5002	Anderson John		Sales			
	✓ 5003	Thomas Anderson		Management			
	✗ 5004	Anderson John					
	✗ 5005	calendaruser					
	✓ 5006	Warner David					

Note:

The focus must on searched item even after modification and deletion of the activity.



Messages

A message can be sent to selected users by pressing the F8 key, or using the right-click menu or by clicking on the docked **Messages** panel on the right side of the InAttend client:

The following dialog is displayed:

The screenshot shows a dialog box titled "Messages". It has three main sections: "Recipient", "Templates", and "Message". The "Recipient" section has a text box containing "Thomson, Ken (CMG/E-Mail:ken.thomson@mitel.com)". The "Templates" section has a dropdown menu showing "Message from attendant at 02-Jan-18, 12:15 PM". The "Message" section has a large text box containing "Message from InAttend". At the bottom right are "Cancel" and "Send" buttons. At the bottom left, it says "479 characters left".

Send a message to a selected user

Several message channels are available: e-mail address, cell phone number, CMG Server user ID, etc.

There are up to 25 message templates that can be used.

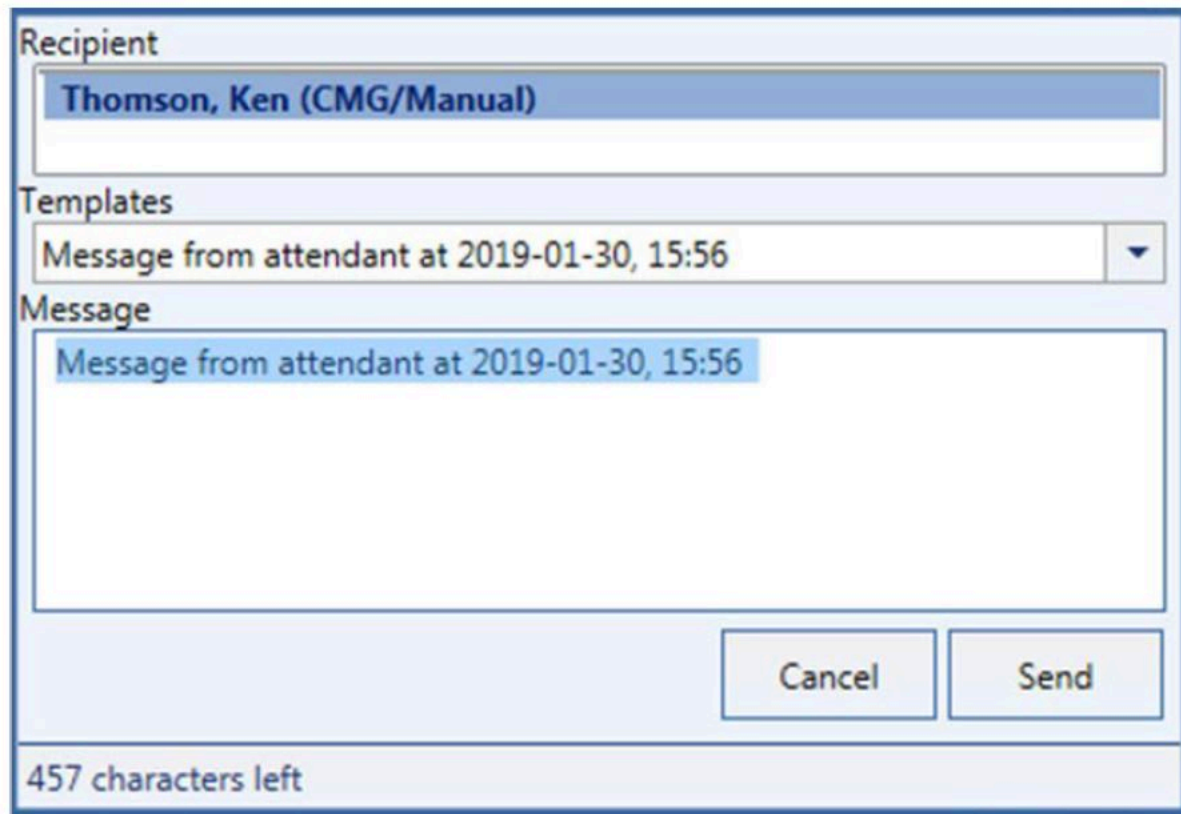
The message is entered in the Message text box below the user message system.

For some of the message channels, you can set a limit for the text character count. If you set a limit, the maximum character count is displayed in the status bar, below the text box. If the character limit is exceeded, the status bar starts displaying the count of the characters in negative value. These characters are ignored by the system and not included in the message.

The number of the caller and the date/time information is automatically included in the message.

To enter multi-line messages (including line breaks) press the **Shift+Enter** key. To send the message, click the **Send** button.

When there is no message address defined for a user in InAttend with CMG, then the system stores the message as CMG Server message **Manual** and set the message wait option on the extension.

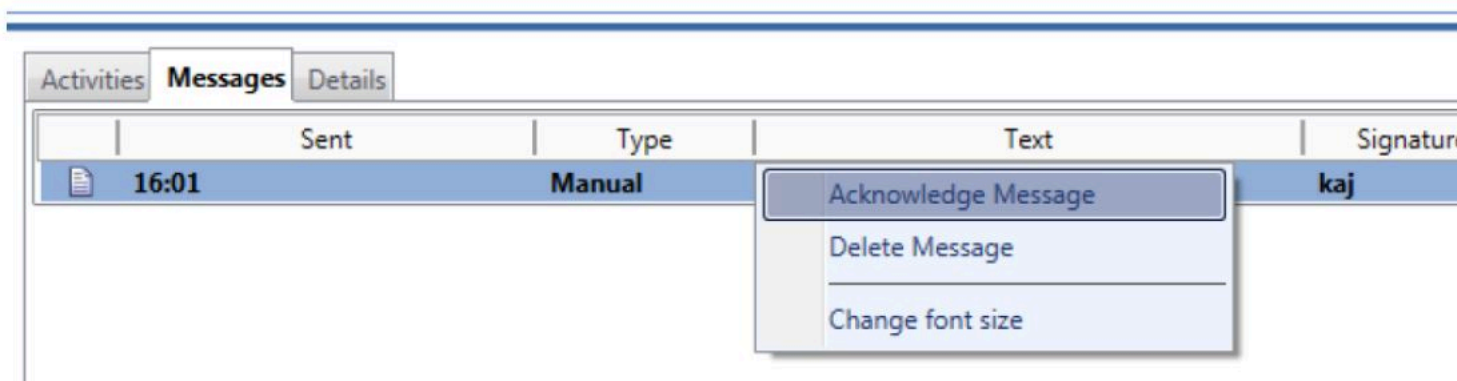



The screenshot shows a message composition window with the following fields:

- Recipient:** Thomson, Ken (CMG/Manual)
- Templates:** Message from attendant at 2019-01-30, 15:56
- Message:** Message from attendant at 2019-01-30, 15:56

At the bottom right, there are two buttons: **Cancel** and **Send**. At the bottom left, it says **457 characters left**.

The message wait option can be canceled by the operator by using **Acknowledge Message** button as shown below:



	Sent	Type	Text	Signature
 16:01		Manual		kaj

Acknowledge Message

Delete Message

Change font size

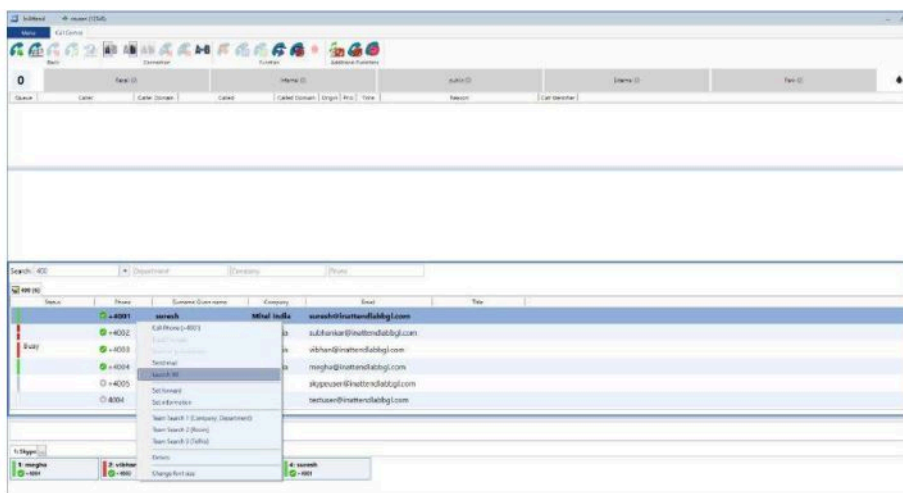
7

The InAttend operator can enter a chat session by launching the InAttend operator can enter a chat session by launching the Instant Messaging from the InAttend Client. The Skype for Business window is launched for a searched user and operator can establish an IM session. The following are pre-requisites for launching the IM functionality:

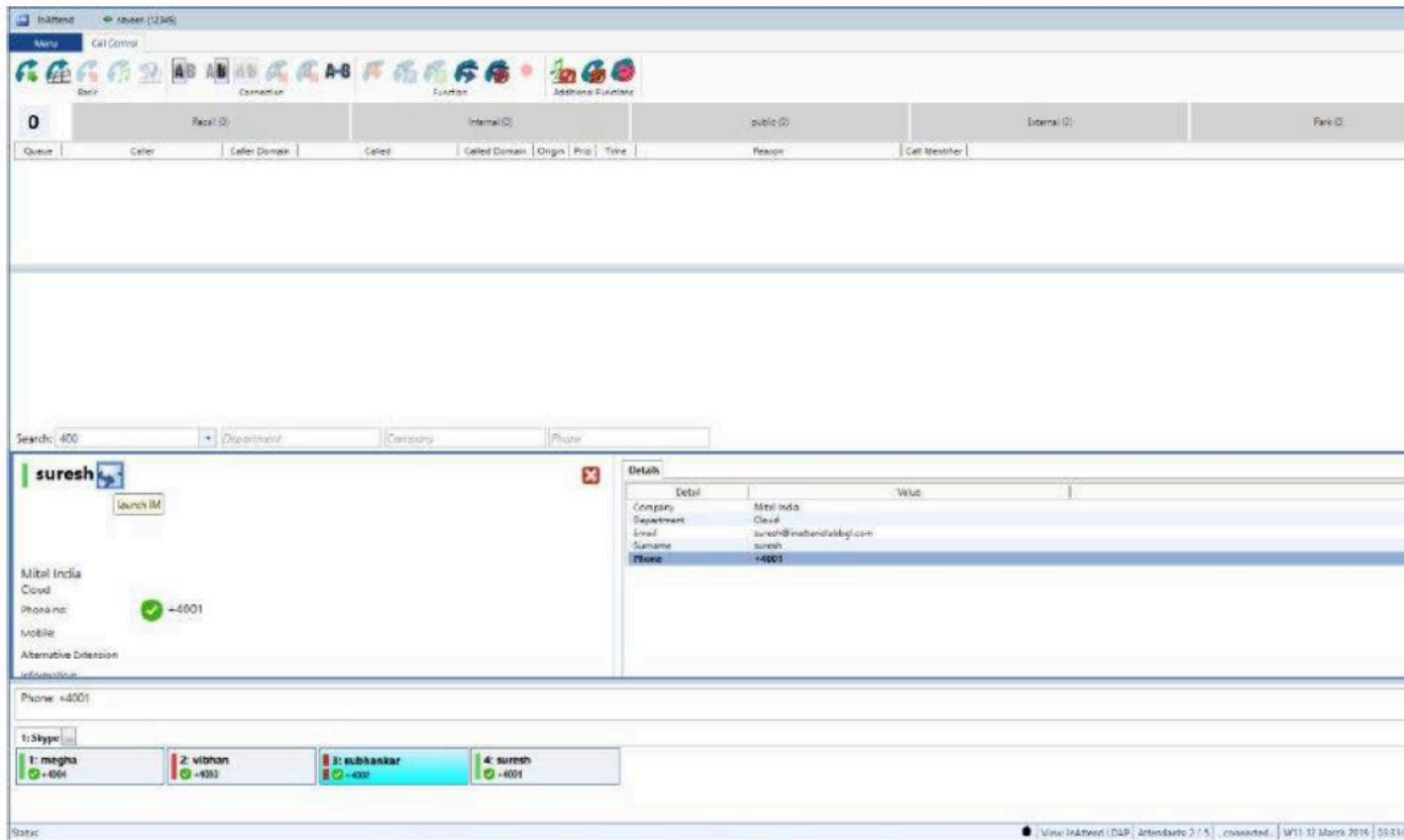
- The Skype for Business client must be installed in the operator system and the operator must have a valid login credentials.
- The default IM application must be Skype for Business on the operator system.
- The launching of IM must be based on the email configured for the user.

The IM can be launched in three ways:

- 1. Go to the Search result menu item and click **Launch IM****

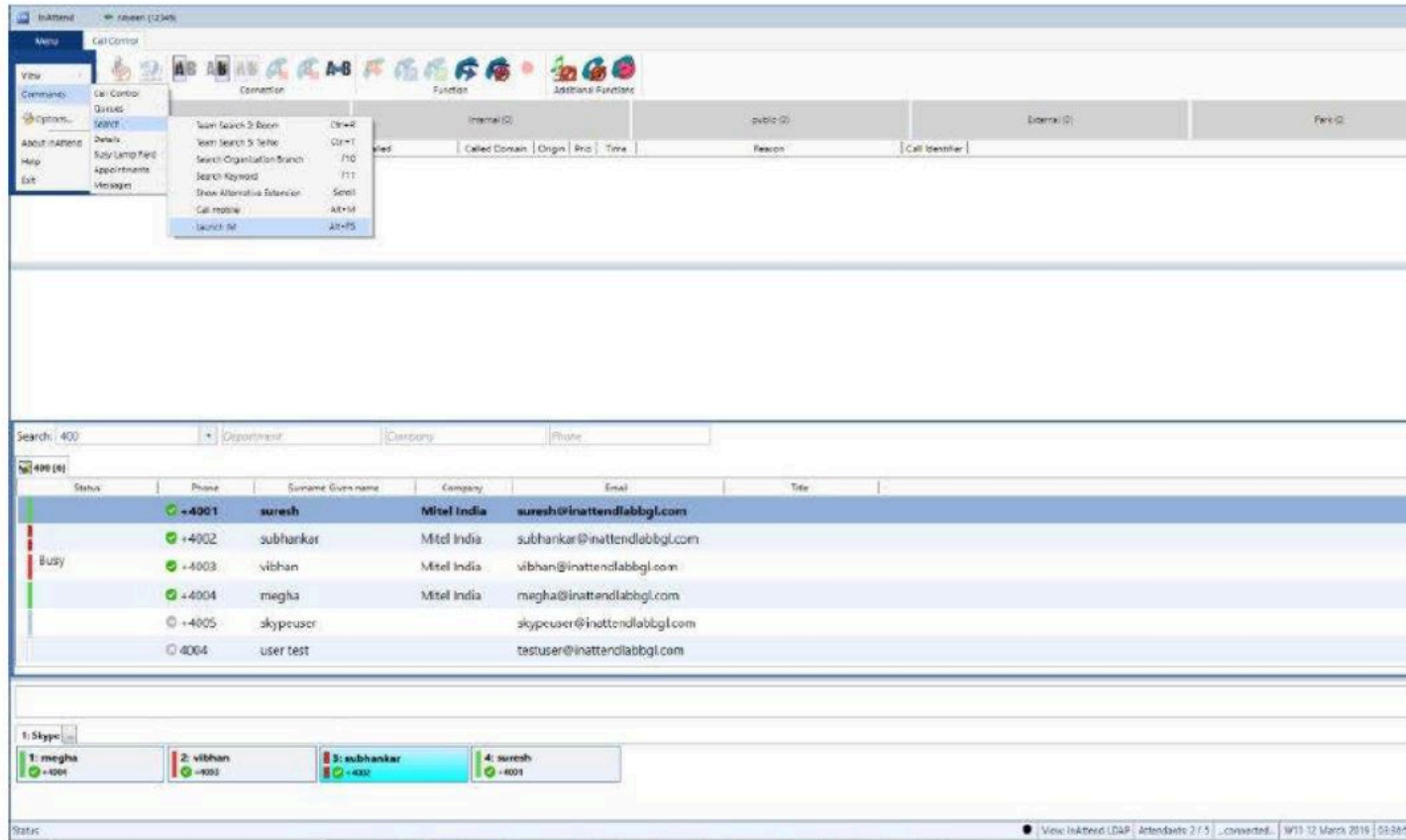


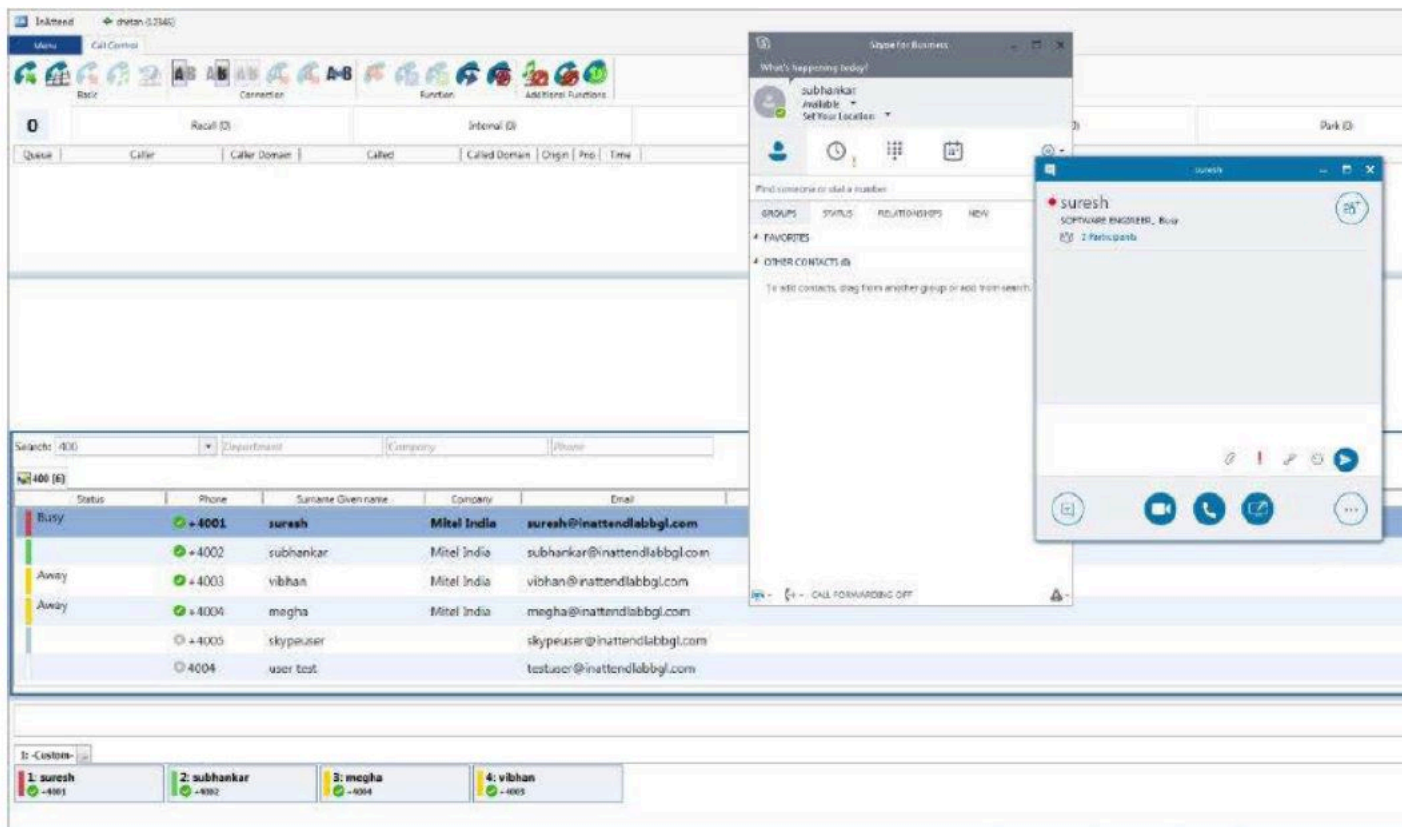
2. From the **Launch IM** icon in the search results panel.



3. From the **Launch IM** configurable shortcut key

4. Go to, Menu> Commands> Search> Launch IM





Note:

The IM functionality is enabled only when the **Use SFB Chat** check box is selected in the InAttend Server in WebAdmin.

CALL CONTROL

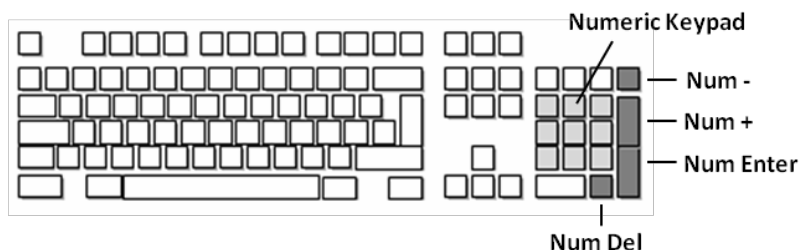
8

This chapter contains the following sections:

- ANSWER AN INCOMING CALL
- MAKE A CALL
- CALL HANDLING IN BLF
- TRANSFER A CALL
- END A CALL
- CONNECT PARKED CALL
- INTRUDE INTO A CALL
- BREAKTHROUGH A CALL
- TRANSFER TO VOICE MAIL
- RETAKE EXTENDED CALL BEFORE ANSWER
- THIRD-PARTY CONFERENCE CALL
- ALERT WHILE IN A CALL FOR EMERGENCY CALLS
- QUEUE OVERFLOW ON NO ANSWER
- CLICK-TO-DIAL FROM QUICK INFO DIRECTORY
- ACQUIRE FOCUS FOR INCOMING CALL IN INATTEND
- RECORDING PROMPT
- CLERICAL TIME
- TEMPORARILY AWAY
- CREATE 3-PARTY CALL WHILE B-PARTY IS STILL RINGING
- SET ECF FOR EXTENSIONS WITHOUT RIGHT FOR ECF
- PRIVATE QUEUE NUMBER FOR INDIVIDUAL ATTENDANTS

This section introduces the call handling in InAttend. If you prefer to use the call control buttons instead, refer to section 0 for more information.

The following keys are used in the examples:



8.1 ANSWER AN INCOMING CALL

The Queue panel shows a dynamic list of all incoming calls. All calls are assigned to an attendant as per the priority of the queues.

Incoming calls can be assigned in two different ways:

1. Each incoming call shown in the queue list is assigned to an attendant. The call stays in the queue until it has been answered.
2. Each incoming call is simultaneously displayed for all attendants, but each displayed call can only be picked by one attendant.
3. To answer the first call in the queue, press **Num Enter**.
4. To answer a call, pick a call from the queue by double-clicking on it.
5. The call is automatically displayed in the A field in the Connections panel and removed from the queue.
6. The InAttend client can be configured to be put on top of all other application when dialing and receiving a call.
7. Personal Greetings on incoming calls can be configured.

Note:

The above 6 and 7 settings are activated and configured by the administrator accordingly.

8.2 MAKE A CALL

You can dial users in several ways. Each method is controlled by the “calling behavior” setting selected in the general settings section (preview dialing, one-click dialing, and one-click dialing and transfer) and key stroke combinations:

1. Dial the number on the numeric keypad. The “Dial number” window appears as soon as you have dialed the first digit.
2. From a stored number in the Windows clipboard, press **Num Lock** and the number is dialed (placed in A panel).
3. Select the user from the Search result list.
4. Selecting numbers in the details view for a user in the Search result list.
5. Dial from the BLF
6. Search phone number in Quick Info Directory (web panel), and make a call. See chapter 7.13

8.3 CALL HANDLING IN BLF

You can dial the first nine BLF numbers with the accelerator key combination of: **Ctrl+Num 1.....Ctrl+Num 9**.

A single click on BLF will immediately initiate a call, once the call is presented in the connections panel, a second click will dial the number.

8.3.1 Ctrl+Num 1...Ctrl+Num 9

A single click on BLF will immediately initiate a call, once the call is presented in the connections panel, a second click will dial the number.

8.4 TRANSFER A CALL

A call can be transferred in different ways:

1. As a **Camp-on call** – Transfer the call when the B party is busy or does not answer to follow the routing options set in the call manager (i.e. blind transfer).
2. As a **Consultation call** - To talk to and consult with the B party before transferring the call.
3. As a **Transfer before answer call** - To transfer a Consultation call before the call is answered (i.e. early transfer).

If the transferred call is not answered, the call is returned to you in the recall queue.

8.4.1 CAMP-ON WHEN BUSY OR NO ANSWER

If 'preview dialing' is selected, camp-on calls are available. To transfer as a camp-on call, do the following:

1. Search the user and mark the user in the search result list or dial the extension on the numeric keypad.
2. Press **Num Enter** and the call is displayed in the B field.
3. Press **Num Enter** again to transfer the call (i.e. blind transfer).
4. The call is transferred and then removed from the Connection panel.

8.4.2 CONSULTATION CALL

If 'preview dialing' or 'one-click dialing' is selected, consult calls are available. To transfer as a consultation call, do the following:

1. Search the user and mark the user in the search result list or dial the extension on the numeric keypad.
2. Press **Num Enter** and the call is displayed in the B field.
3. Press **Num Del** to call and consult the B party before transferring the call:
 - When the B party answers, you can discuss the call waiting to be transferred. You can also toggle back and forth between the A and B parties.
 - If you cannot wait until the B party answers, proceed to the next step.
4. Press **Num Enter** to transfer the call.
5. The call is transferred and then removed from the Connection panel.

8.4.3 DIVERSION INFORMATION

For MiVoice MX-ONE customers, if the B party has diverted the extension, that information is displayed. The following diversion reasons are possible:

- CFA from All calls are forwarded
- CFB Calls are forwarded when the B party is busy
- CFNA Calls are forwarded when the B party does not answer



Example where the B party has diversion for all calls to extension 27022

8.5 END A CALL

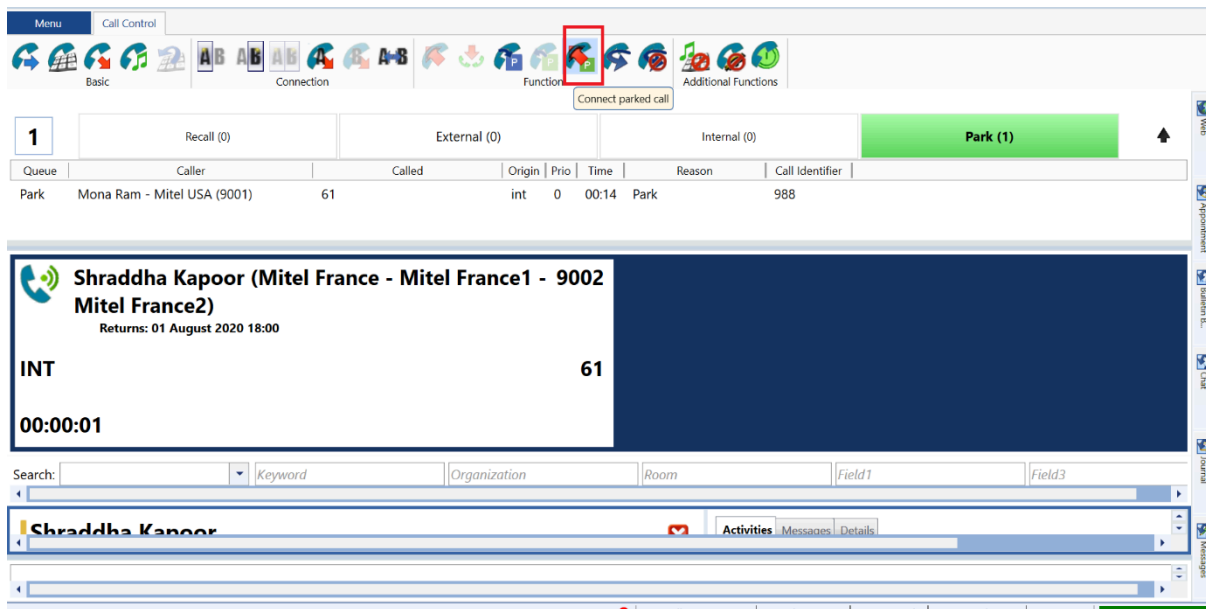
A call can be disconnected in different ways:

1. To end a call in the A field, press **Num -**.
2. To only disconnect the call in the B field press **Num+**.

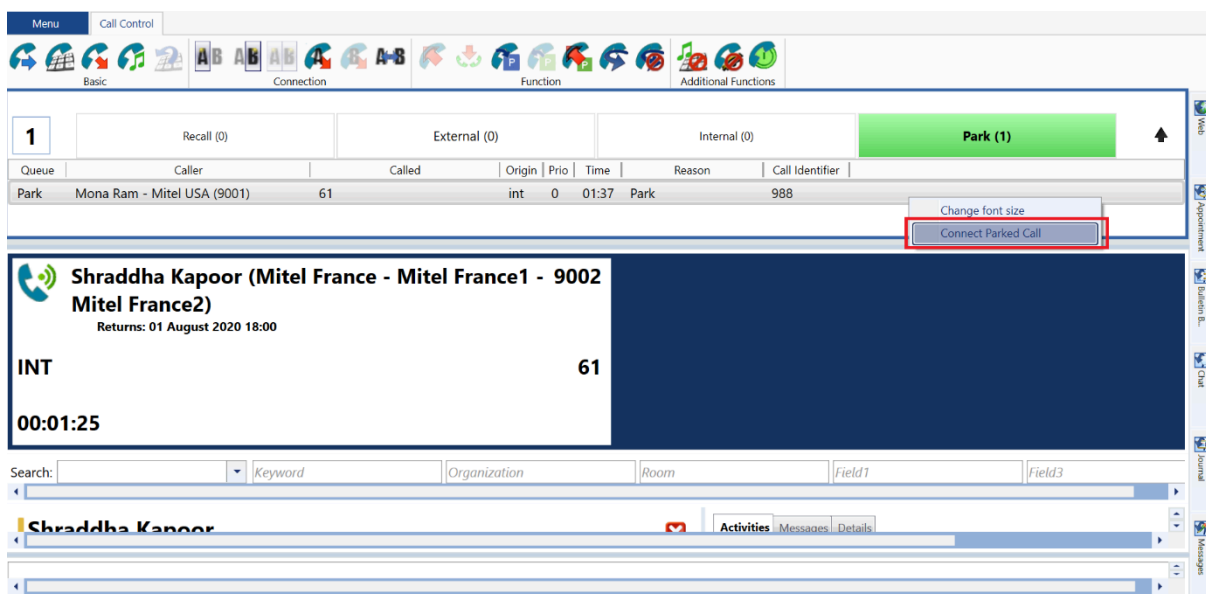
If you have two calls, for A and B, and you want to disconnect both, press **Num -**.

8.6 CONNECT PARKED CALL

You can connect the caller on an incoming call with the caller on a parked call by clicking the Connect parked call icon as shown in the following screenshot. This connects the caller in the A panel of InAttend client with the caller on the parked call. If there are multiple calls in the Queue panel, the first caller will be connected to the caller in the A panel.



Alternately, you can achieve the same by right-clicking the parked call from the Queue panel and then clicking Connect Parked Call as shown in the following screenshot. If there are multiple calls in the Queue panel, the selected caller will be connected to the caller in the A panel.




8.7 INTRUDE INTO A CALL

Note:

This feature is activated by the administrator on the server.

For MiVoice MX-ONE customers, there is a feature allowing you to intrude (i.e. break- in) into an on-going conversation.

This example is when there is an ongoing call with the attendant in the A field that urgently needs to speak with someone in the company that is busy on the phone.

Bring up the busy party in the B field and click on the Intrude button . This will put the A party on hold and creates a conference call with the attendant joining the other ongoing call. All parties of this call will hear an intrusion tone, indicating that a third party joined the call.

If the person in the B field will accept the call, transfer the call on hold to them with the **Enter** key. This will release the opposite party and attendant from the conference.

Note:

If the busy party does not want to accept the incoming call, the attendant can toggle back to the calling party to inform them of the situation while the others continue their conversation. Intrusion is supported by MiVoice MX-ONE only.

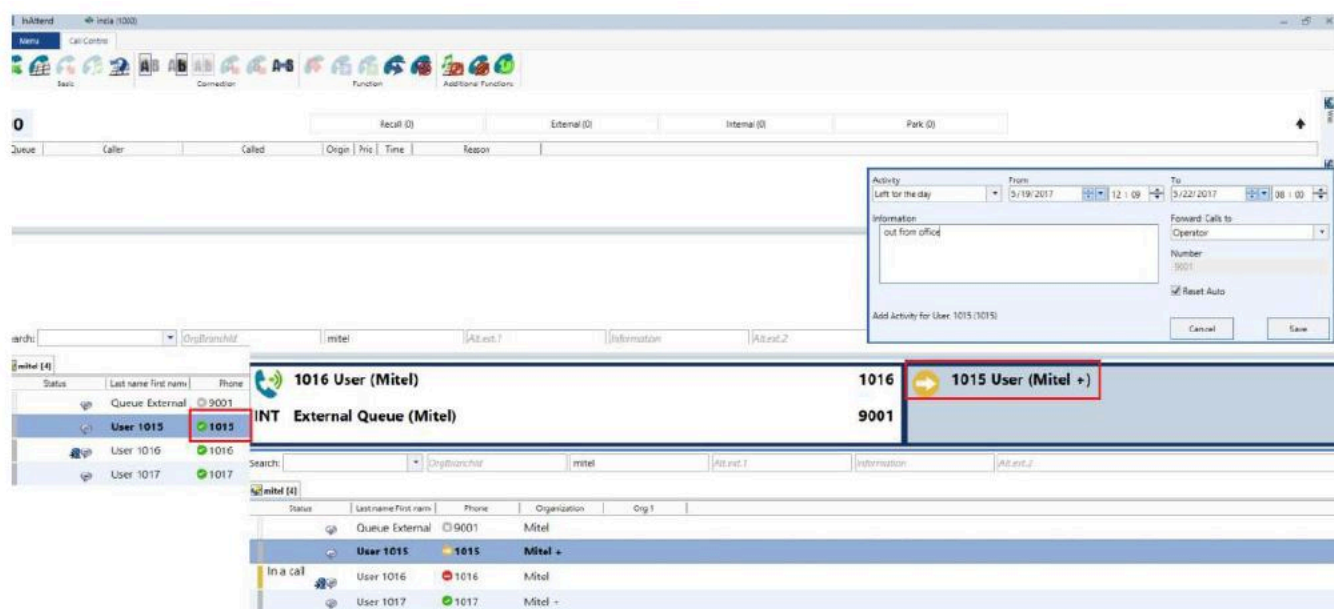
8.8 BREAKTHROUGH A CALL

This feature helps InAttend customers to establish connection with its users even though a user is busy in an **Activity**. Using the **Breakthrough** call option, you can connect to your user at any point of time in a day regardless of your user's busy schedule.

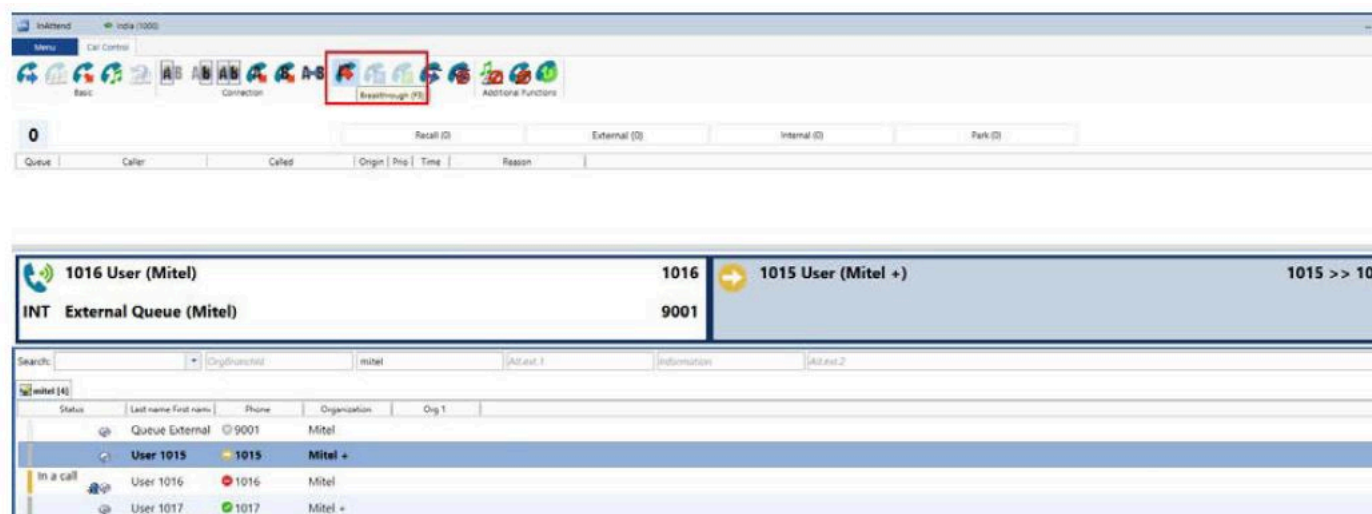
If the user is busy and is not able to attend the call, the call either gets forwarded to the Operator or to the User's mobile or you can send message through Interactive Voice Message (IVR).

For example, when you make a call from **InAttend client** (Party A) and wants to communicate with Party B, and if the Party B (User) status shows occupied with any activity; then, you can forward your call to the Operator or to User's mobile or can leave a message through IVR regarding your call.

After making a call from the **InAttend client**, when you save the user's activity details after clicking **Enter**, the call status gets changed from green color to light yellow color (Forward Call) as shown in the below screen.



When you click **F3** to make a Breakthrough call, the call goes to the intended person. As shown in the below screen, the Call **1015** has made a breakthrough call with **1017**.



Breakthrough can be performed using One-Click Dialing/ One-Click Dialing and Transfer option enabled from the Search panel/BLF panel/Detail panel of client.

Note:

- **Breakthrough** is supported by MiVoice MX-ONE, Cisco, MiVoice 5000, Avaya, and Alcatel (PBX that are supported by CMG). It does not work with Skype for Business 2015.
- The shortcut key for **Breakthrough (F3)** becomes inoperative, when **One-Click Dialing/One-Click Dialing** and **Transfer** option is enabled.

8.9 TRANSFER TO VOICE MAIL

The feature to transfer a call to voice mail can be assigned a shortcut key in the InAttend Options dialog.

When the function is initiated using the shortcut, it will perform a direct drop of the call in the A-field to the voice mail for the number in the B-field. If the B-field is empty, the voice mail for the currently selected search result is used instead.

8.10 RETAKE EXTENDED CALL BEFOREANSWER

The feature retake extended call can be assigned a shortcut key in the InAttend Options dialog.

When the function is initiated using the shortcut, the call is transferred back to the attendant if it has not been answered. If the call is still in the camp-on queue the call is recalled and appear in InAttend.

Note:

Normally a recall is done automatically after a timeout.

8.11 THIRD-PARTY CONFERENCE CALL

The feature 3-party conference call can be assigned a shortcut key in the InAttend Options dialog.

When the function is initiated using **Ctrl+Num Del** or pressing the icon in GUI, a call with A-field, B-field, and attendant is created.

The normal call scenario has an incoming call to the attendant in the A-field, the attendant makes an outgoing call in the B-field to get assistance in how to handle the original call so a conference for all three parties is formed.

Conference tone (entry/exit) will be played in 3-party conference (caller A, B, and attendant) for the following scenarios.

1. Attendant enters a 3-way call (talking to A and B at the same time)
2. Operator dropping call on B-Panel
3. User A leaving the conference
4. User B leaving the conference

Note:

This feature is not for creating ad hoc conferences for people.

- For upgraded clients the shortcut key must be configured manually in the InAttend Options dialog. For new installations, the shortcut key is pre-defined.
- Conference tone will play only if it configured in TCA.

8.12 ALERT WHILE IN A CALL FOR EMERGENCY CALLS

The alerting of calls (play ring tone) for a “super prio queue” is the same as for standard calls (ring signal played as normally configured) but with the difference that the calls are alerted also when the attendant is in an active call and the queue is flagged red as well.

The high priority ring signal is configured in the Attendant System Configuration. If not set, the regular ring signal is used. To avoid any signal being played to the attendant, configure the ring signal to be a .wav file containing silence.

Note:

The administrator must enable this feature by configuring a queue priority value of 100 or higher in the Telephony Configuration Application (TCA), on the server.

8.13 QUEUE OVERFLOW ON NOANSWER

Note:

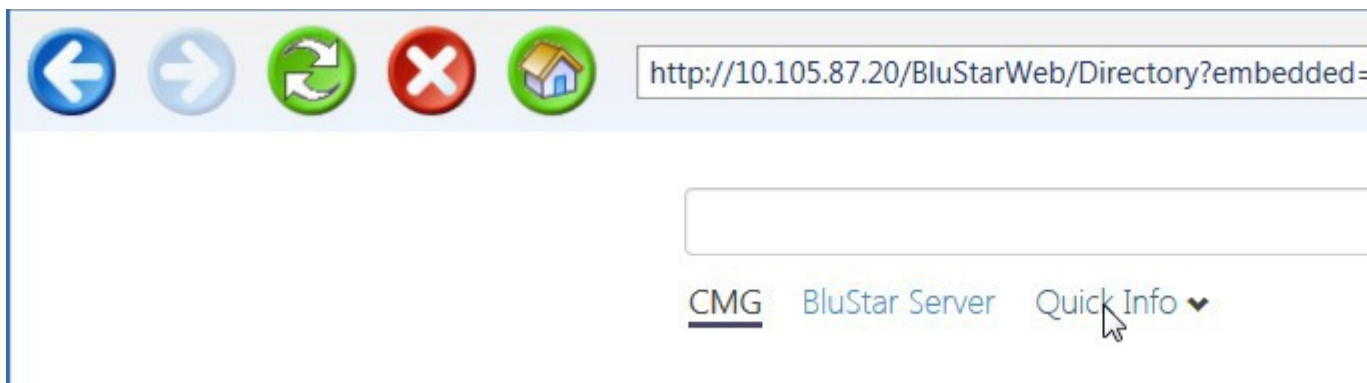
This feature is activated by the administrator on the server in TCA.

If the calls go to different queues for attendants sitting in different geographical locations, the customer must configure overflow in TCA, so calls are forwarded when they are not answered. This feature assists you to achieve your response time goals.

8.14 CLICK-TO-DIAL FROM QUICK INFO DIRECTORY

Click-to-dial from Quick Info Directory can also be used:

1. Create a direct URL to the Quick Info Directory in Web Panel options. See chapter **10.3.4**.
2. Open the Quick Info web page. Click on the Quick Info header and choose a directory (the settings are saved for the next time the operator uses Quick Info).



3. Make a search, and click on the number to be dialed.



4. A new window pops up, then click on Direct Call button and the number is transferred to the Dial field in the InAttend client:

- Pop-up window



- InAttend Client

Note:

The Quick Info Directory may contain phone numbers to: taxi, hotels, restaurants, etc. which are not part of the CMG database.

8.15 ACQUIRE FOCUS FOR INCOMING CALL IN INATTEND

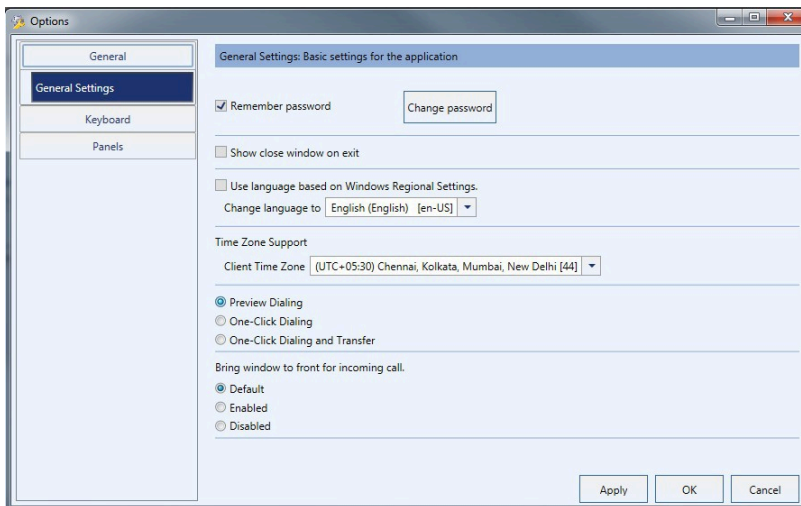
The “Acquire focus for incoming call” feature in InAttend is configurable individually. In WebAdmin (**PBX Profile > Settings > Acquire focus for incoming call**) can be changed in the Options dialog in InAttend. During an incoming call, the “Incoming call” pop-up window is displayed above all the other screens on the monitor.

These are 3 settings in the options dialog to “Bring window on top for incoming call”:

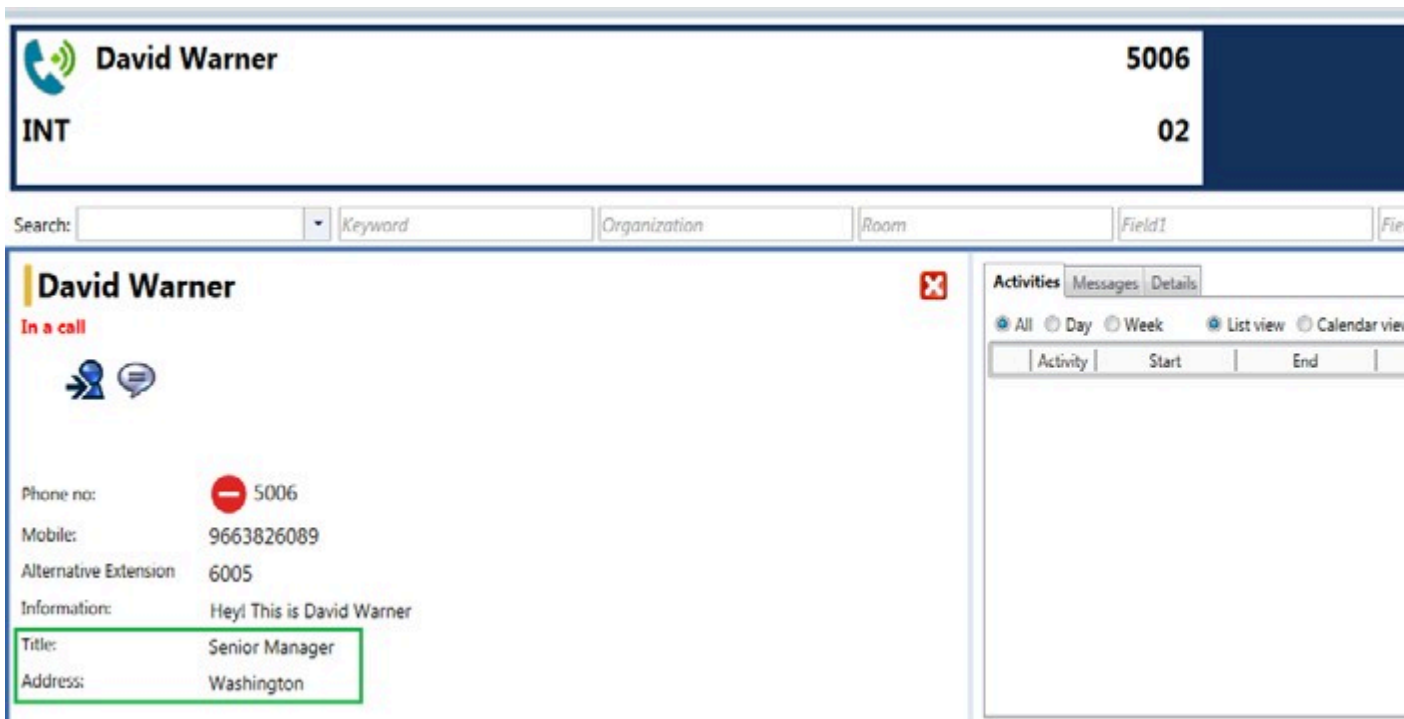
- **Default:** When “Acquire focus for incoming call” check box is checked in webadmin and the “Default” option is selected in General settings, the “Incoming call” window is displayed above all the other screens opened on the monitor. (This uses the profile settings from WebAdmin.)

When the “Acquire focus for incoming call” check box is not checked in the webadmin and the “Default” option is selected in General settings, the Incoming call window is not displayed on the screen but the notification flashes on the menu bar.

- **Enabled:** When the “Enabled” option is selected, the Incoming call window is displayed on the screen by default. (It overrides WebAdmin configuration.)
- **Disabled:** When the “Disabled” option is selected, the Incoming call window is not displayed on the screen; but the notification flashes on the menu bar.



Whenever a call arrives, you get a flash of the call. It provides details about the person who has called you, such as **Phone Number, Mobile, Alternative Extension, Information, Title, and Address** location as shown in the below picture.



8.15.1 FLASH ON INCOMING CALLS BASED ON MOBILE NUMBER WITH LDAP

This feature fetches the Caller information from the LDAP. Whenever a call arrives from any mobile number, you get a flash of the call and provides details about the Caller who has done the call.

If the Caller details is available in LDAP, then it displays the Caller's **Phone Number, Mobile, Alternative Extension, Information, Title, and Address** location.

Otherwise, it shows only the Caller mobile number and extension from where the call is done.

8.16 RECORDING PROMPT

This feature plays a prompt to the caller or called (external party) indicating that the call is being recorded. If it is not configured, that is, if the option is left blank, no prompt is played but the call may be recorded.

The call can be recorded on demand or by default all calls are recorded. This prompt is configured based on operator group from TCA. You must click Add and choose the .wav file that will be played to the external caller.

The screenshot displays the 'Telephony Configuration Application' interface. On the left, a tree view shows the hierarchy: Site: My_Site, Private Networks, Public Queues, Operator Groups, My_Operators (selected), test_operator, and Voice Systems. The main panel is titled 'Operator Group - My_Operators' and contains a 'Settings' section. The 'Queue Manager Cluster' is set to 'My_QueueManager'. The 'ACD' section has radio buttons for 'Answer timeout (s)' and 'Solidus eCare'. The 'Open Media URL' field is empty. The 'Username' and 'Password' fields are empty. The 'Tenant ID' field contains '-1'. The 'Type of Session' field contains '0'. The 'None' radio button is selected. The 'Intrusion allowed' checkbox is checked, with a note: 'Note: Only works with MX-One v5.0 SP3 and newer.' The 'Initialize timeout (s)' field contains '10'. The 'Connect timeout (s)' field contains '3'. The 'Clerical timeout (s)' field contains '0'. The 'Enable Conference Tone' checkbox is checked. The 'Recording Prompt' section is highlighted with a green box, showing a 'Filename' field and an 'Add' button. An 'Update' button is located at the bottom right of the settings panel.

8.17 CLERICAL TIME

Clerical time is the time duration that allows the operators to complete off duty work after they finish the call with customer.

The Clerical time feature is configurable per operator group in TCA. The operator can actively "get out" of the clerical time by manually picking a specific call (first call) from the queue list.

During Clerical time, the user is not given a preview of next call or allocation of calls to attendants in an ACD operator group.





Note:

This feature is applicable for outbound calls and camp on calls as well.

8.18 TEMPORARILY AWAY

Temporarily Away is the feature that the operators can use to go away for a short break or to attend an offline customer without logging off the duty. The calls are not presented to the operator during the Temporarily Away mode. This feature also ensures that the operator does not get blacklisted for not attending the calls in case ACD is active and the operator is the only active operator in the group.

Steps to turn ON/OFF the Temporarily Away mode:

-  Click  icon to turn ON the temporarily away mode when the operator is away for a break.
-  Click  icon to turn OFF the temporarily away mode once the operator returns from break.
- Press **CTRL + F11** hotkey to turn ON/OFF the temporarily away mode.

8.19 CREATE 3-PARTY CALL WHILE B-PARTY IS STILL RINGING

When a user “A” calls the operator, the operator can put the User “B” in conference, even while the user “B” is still ringing.

Figure 2: Before conference while ringing

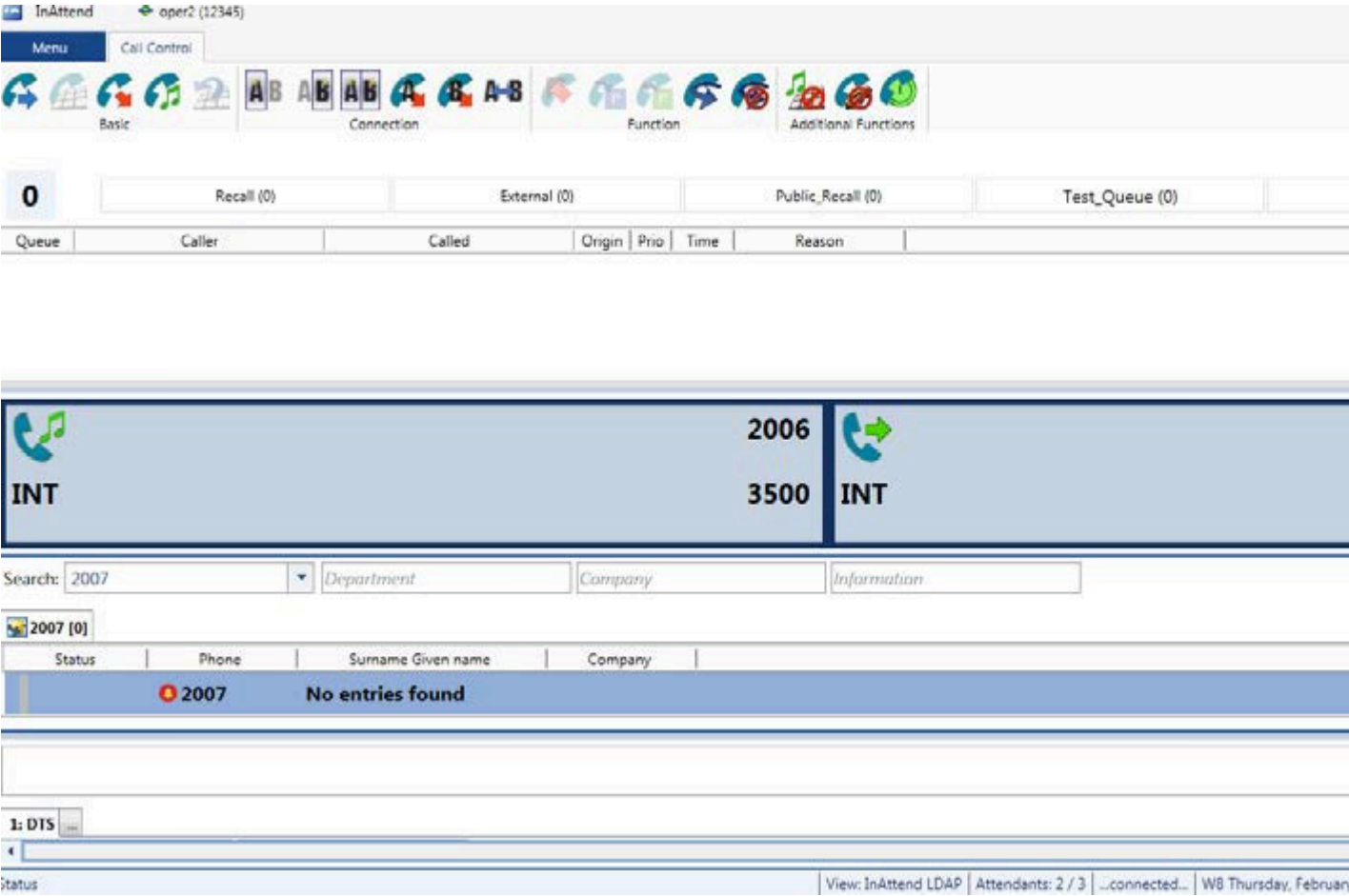
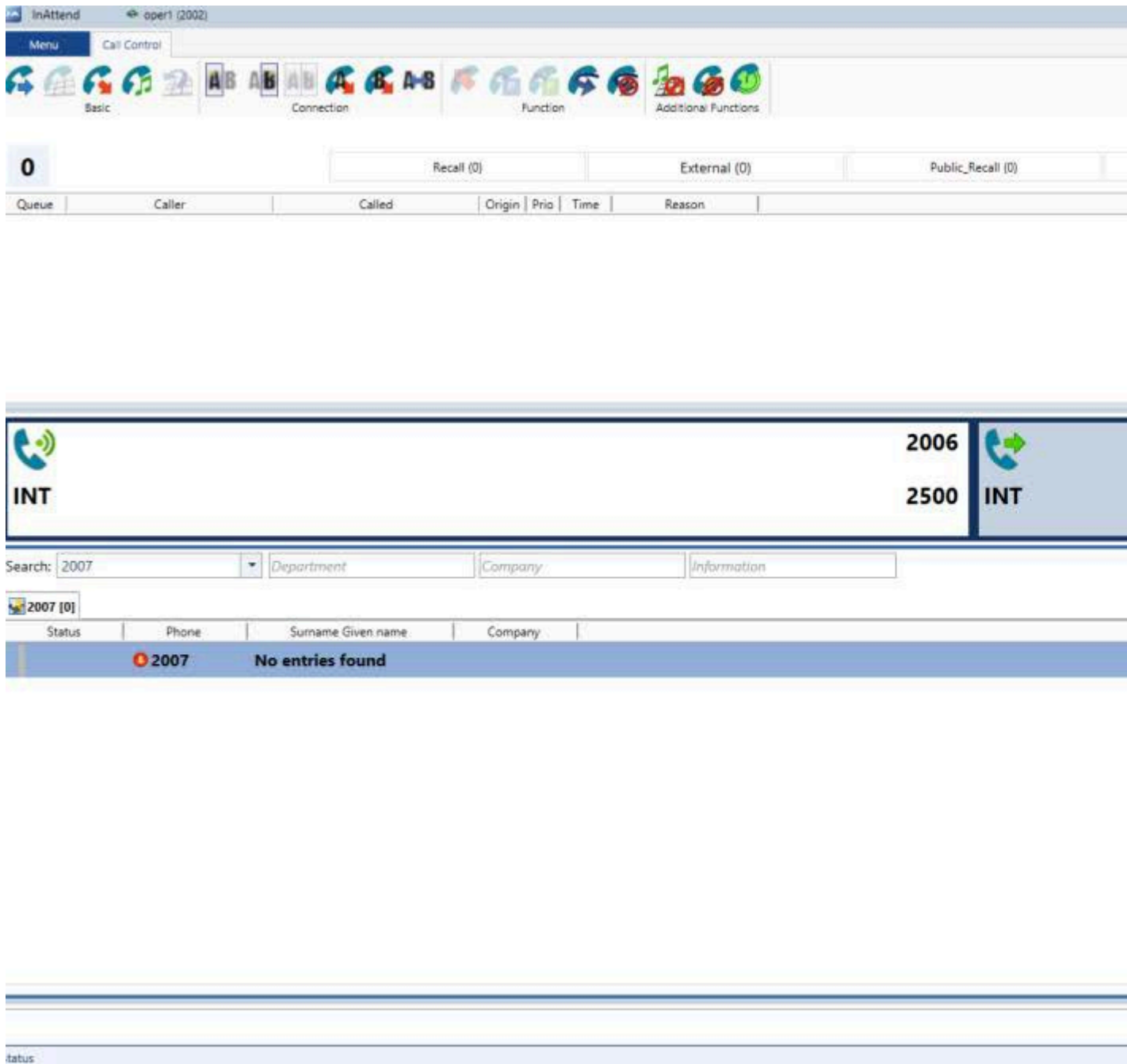


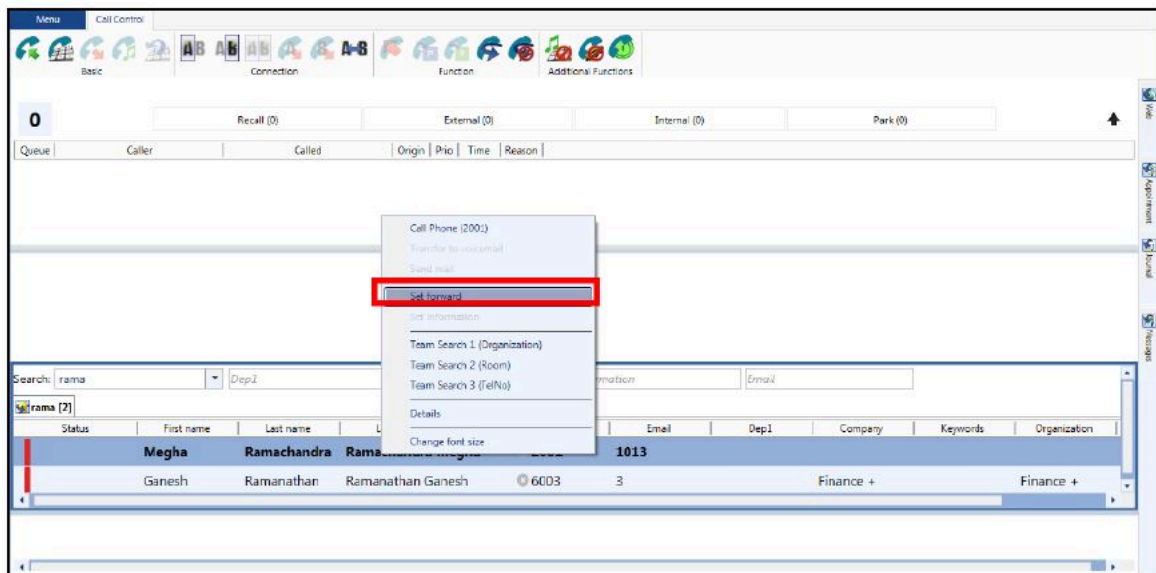
Figure 3: After conference while ringing



8.20 SET ECF FOR EXTENSIONS WITHOUT RIGHT FOR ECF

External Call Forward (ECF)

During an incoming call the operator can forward the call to a set external number, this external number can be set by the operator.



8.21 PRIVATE QUEUE NUMBER FOR INDIVIDUAL ATTENDANTS

Private queue allows the operators to have their own personalized number to contact the operator directly.

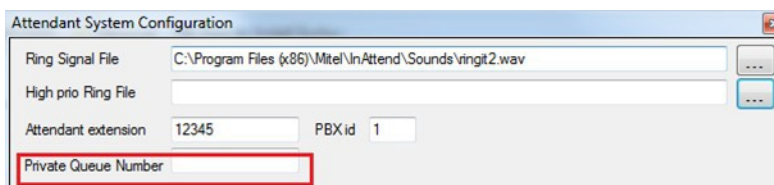
The administrator can define the queue access number for the “private queue” as done for the public queues. Queue Entry number can also be configured as attendant's extension number.

The attendant is responsible to maintain unique number for each attendant.

Note:

The route for private queue access number is created by the call manager to ACS.

You can configure Private Queue Number in the Attendant System Configuration screen as displayed in the following screen.



This chapter contains the following sections:

- [GENERAL SETTINGS](#)
- [KEYBOARD](#)
- [PANELS](#)
- [CHANGE FONT AND BUTTON SIZE](#)
- [PERSONAL GREETING](#)

InAttend configuration settings are normally set by an administrator. However, there are some settings that can be changed by the attendant. These settings are found in the Menu (top left of the application).

9.1 GENERAL SETTINGS

The **General** section contains the following options:

- Remember password
- Change password
- Show Close window on exit: Shows a control dialog asking if you want to exit InAttend when clicking Exit.
- Use language based on Windows regional settings: InAttend follows the Windows regional settings of your computer. This setting allows you to choose / change the language as per requirement.

The Online help displays in English for the following cultural languages: European Portuguese, Chinese, Russian, and French.

- Time zone support: Select the correct time zone for the client.

- Calling behavior: There are three options that define outgoing call behavior:
 - Preview dialing: This is a default behavior of the application. The information is presented in the A or B fields before dialing out. This allows you to choose between a camp-on call and a consultation call when dialing out.
 - One-Click Dialing: The number is automatically dialed in A or B fields initiating a “consultation call”.
 - One-click dialing and transfer: The party in the A field is extended immediately to the opposite party, through a “blind transfer”.
- Bring window to front for incoming calls: Displays the “Incoming call” pop-up window above all the other screens.

Note:

The Time Zone does not display for the InAttend Standalone case. But, it displays for InAttend integrated CMG if the Time Zone is enabled in CMG Configuration Manager.

9.2 KEYBOARD

In the Keyboard section, you can configure shortcut keys and menu commands.

Function	Shortcut	Panel	Show in Menu
Dial	NumLock	Call Control	<input checked="" type="checkbox"/>
Dial Source		Call Control	<input type="checkbox"/>
DialHash	Num /	Call Control	<input type="checkbox"/>
DialStar	Num *	Call Control	<input type="checkbox"/>
DialWithNumberlist	Alt+NumLock	Call Control	<input checked="" type="checkbox"/>
Direct URL 1	Pause	Web	<input type="checkbox"/>
Direct URL 2		Web	<input type="checkbox"/>
Direct URL 3		Web	<input type="checkbox"/>
Disconnect A	Num -	Call Control	<input checked="" type="checkbox"/>
Disconnect All		Call Control	<input type="checkbox"/>
Disconnect B	Num +	Call Control	<input checked="" type="checkbox"/>

Be aware that some keys are used by the operating system (for example Print Screen and cursor keys), and cannot be used as function keys.

For convenience, each panel can be chosen by the shortcut panel filter to display only the provided functions. To assign a shortcut key, do the following:

1. Select a function in the **Function** column.
2. In the **Press Keyboard Shortcut Keys** text field press the key(s) to assign for this function. The key combination appears in the text field.
3. To create a menu entry for the shortcut, as described in section 3.3.2, select the **Show in Menu** check box.
4. Click **Assign** and then **OK**.

Note:

If the key combination is already in use, it is indicated in the Shortcut Currently Used by field. The combination that is currently used can only be overwritten if the old function is reassigned.

To remove a function from an existing shortcut key, do the following:

1. Delete all text in the text field for the shortcut key, and click **Assign** and then **OK**.
2. For easy setup, some predefined shortcut combinations are already included and can be selected from the **Layout** drop down menu.

3. There are two different options for the predefined keyboard layout.

- a. Either the keyboard layout of the NOW client or
- b. The settings from the PM Operator can be used.

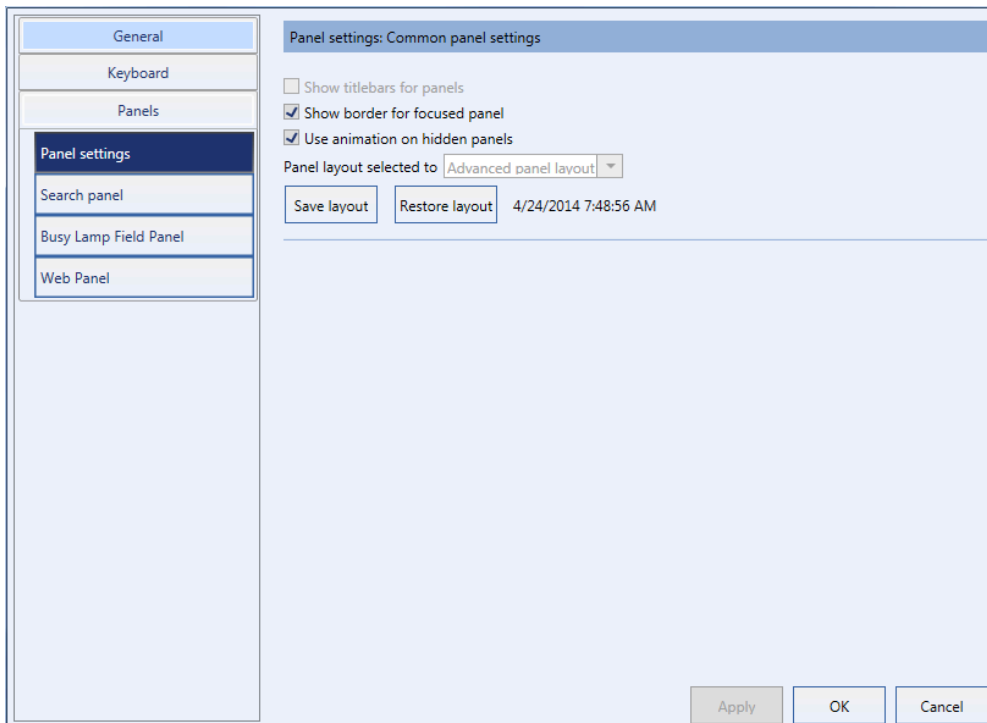
For information about the NOW client or PM Operator settings, see chapter 11.

9.3 PANELS

In the **Panel** section the following can be configured:

- 1. Panel settings
- 2. Search panel
- 3. Busy Lamp Field Panel (BLF)
- 4. Web Panel

9.3.1 PANEL SETTINGS



- Show border for focused panel
Select the currently active panel.
- Use animation on hidden panels
Select this to animate the docked panels when they appear or disappear.

- Panel layout selected to

Information about what layout type is used for InAttend.

9.3.2 SEARCH PANEL

See section 3.1.3 for a description of the Search panel. The following is a list of available search parameters and display options:

- **Show Go button for starting the search:** displays a button between the global and additional search fields in the search panel. When there is a Go button in the search panel, it can be used to initiate a search.
- **Search in:** select which directories to be searched.
- **Show Status Bar on search result:** displays a status bar with number of search hits.
- **Show line state for directory number on search result:** show the line state symbols of the phone next to the number.
- **Show the line state left from the directory number:** show the line state symbols to the left of the number.
- Delay in milliseconds (0-5000) before automatic search starts
- **Minimum number of characters:** minimum number of characters that must be entered for search.
- **Timeout in seconds before search cache expires:** how long the cache is kept.
- **Depth of the search cache:** number of entries kept in cache.

Search panel: Settings for the Search Panel

Search options

☒ Show "Go" button for starting the search

Search in:

☒ all Tobbles Demo

☒ Aastra

☒ Netwise

☒ Joint Views

☒ Temp

☐ Show StatusBar on search result

☒ Show line state for directory number on search result

☒ Show the line state left from the directory number

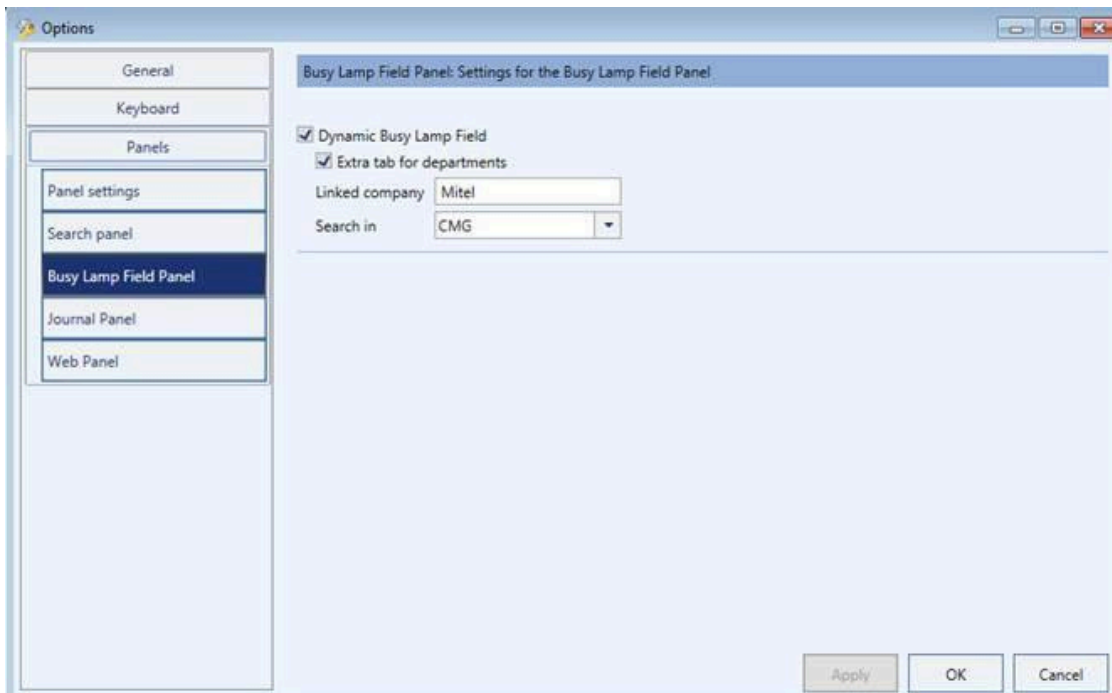
Delay in milliseconds (0-5000) before automatic search starts Minimum number of characters

Timeout in seconds before search cache expires Depth of the search cache

Apply OK Cancel

9.3.3 BUSY LAMP FIELD (BLF)

See section 4.1.5 for a description of the Busy Lamp Field panel.

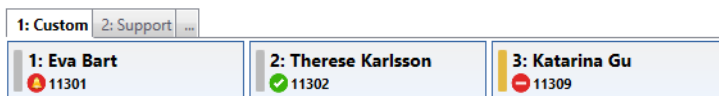


Note:
When activating Dynamic BLF Field, manually added fields are cleared.

Note:
The maximum number of dynamic BLF entries that can be created is limited to 100.

To create a Dynamic Busy Lamp Field, select **Dynamic Busy Lamp Field**.

Select the **Extra tab for departments** if separate tabs must be created for the departments, as in the following example:



Example of dynamic BLF field with department tabs

The first tab displays all users that do not have a department assigned; all other tabs collect the users from that specific department.

Note:

A maximum of 10 tabs are allowed, that is, for the company and the first nine departments found.

It is important to enter the sub organization in the Linked company field to display users in that specific organization. Select a directory from the Search in list.

9.3.4 WEB PANEL

In the **Options** dialog for the Web Panel, you can define the homepage and up to three direct URLs.

You can also define keyboard shortcuts to the three Direct URLs in the Keyboard part of the **Options** dialog.

The screenshot shows the 'Web Panel: Settings for the Web Panel' dialog box. On the left, a sidebar contains a tree view with the following items: 'General', 'Keyboard', 'Panels', 'Panel settings', 'Search panel', 'Busy Lamp Field Panel', and 'Web Panel' (which is selected). The main area of the dialog has a title bar 'Web Panel: Settings for the Web Panel'. Below the title bar, there is a 'Homepage' label followed by a text box containing the URL 'http://10.105.72.134/CMGOffice/nowstartqi.as'. Below this, there are three 'Direct URL' labels, each followed by an empty text box. At the bottom right of the dialog, there are three buttons: 'Apply', 'OK', and 'Cancel'.

For Click-to-Dial from Quick Info Directory, create a Direct URL to:

<http://servername/BluStarWeb/Directory?embedded=1&isoperator=1>

9.4 CHANGE FONT AND BUTTON SIZE

Throughout the application, you can adjust the size of the font or buttons in a panel by right-clicking on an empty space and selecting the Change font size option from the menu. Move the slide bar to the left or right to make the font smaller or larger.

The font and button size may be changed for each panel independently from the other panels.

9.5 PERSONAL GREETING

To save your voice during the day, you can record a personal greeting that will be played for each incoming call (calls answered from the internal and external queue but not when handling recalled or parked calls).

When you answer the call, your personal greeting is played. You can hear your own personal greeting in its entirety to ensure that it was properly played.

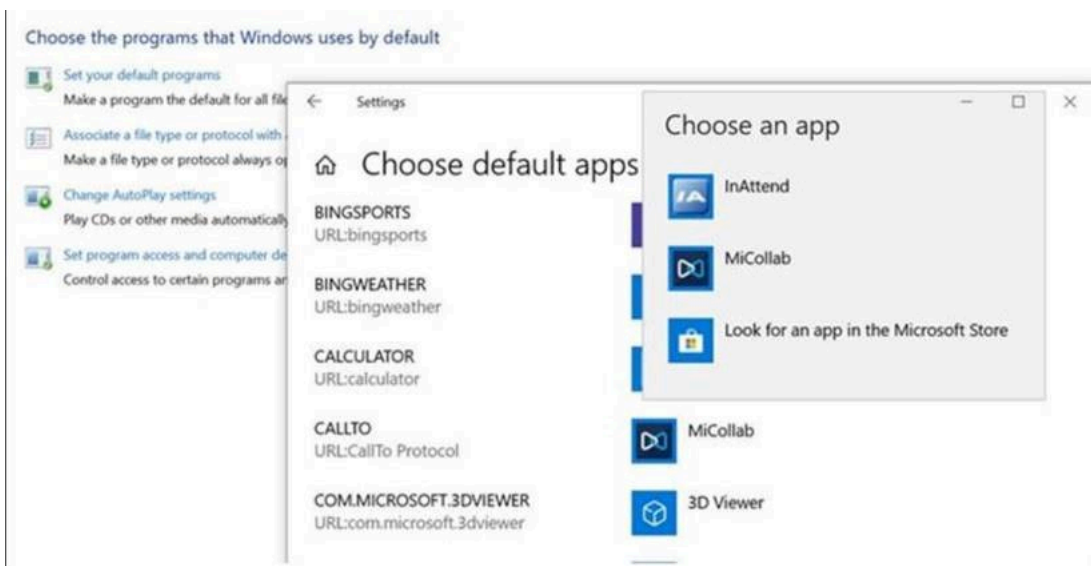


OPTION TO SET INATTEND AS DEFAULT SOFTPHONE IN WINDOWS

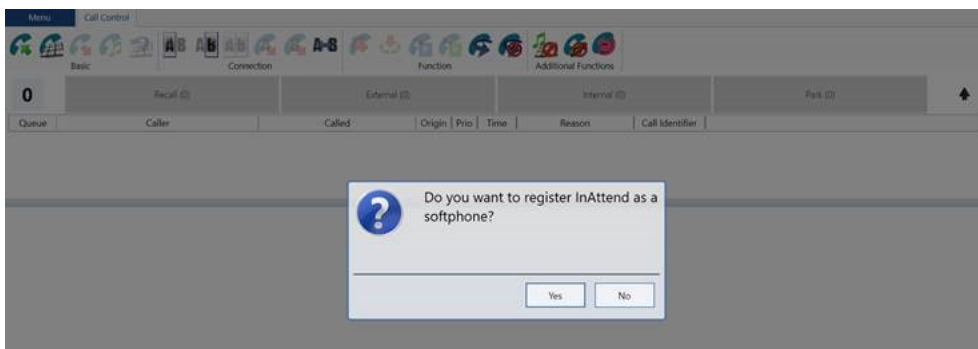
10

In the Windows client machine, if a call to a number is initiated from office applications, for example, from MS Outlook, Word, or Excel, InAttend has the ability to handle it as a softphone. When the callto:extension is clicked in an MS Word document, the InAttend application Dial window opens.

With Windows 10, the user can choose a default softphone. This is available as a selection for mapping the **CALLTO** protocol in the control panel under the default programs. If the user has registered InAttend as a softphone, it will appear on the **CALLTO** list. See the following screenshot.



During the installation of InAttend, the installer provides an option to register InAttend as a softphone. If the user did not choose to register InAttend as softphone during installation, the user will then be prompted to register InAttend as a softphone after the user logs in to the InAttend client. See the following screenshot.



STATUS AND AVAILABILITY SYMBOLS 11

This chapter contains the following sections:





- [LINE STATE INFORMATION](#)
- [ACTIVITY INFORMATION](#)
- [CMG VISIT INFORMATION](#)
- [BLUSTAR PRESENCE INFORMATION](#)
- [MICOLLAB CLIENT PRESENCE INFORMATION](#)
- [MICROSOFT SKYPE FOR BUSINESS PRESENCE INFORMATION](#)
- [CISCO PRESENCE INFORMATION](#)
- [MS TEAMS PRESENCE INFORMATION](#)

In InAttend, there are different symbols showing the status of an extension.






11.1 LINE STATE INFORMATION

This section provides a summary of the line state symbols that can be displayed in the different fields of InAttend.

11.1.1 DISPLAYED IN A AND B FIELDS



Line State	Comment
	The attendant is in a call.
	The attendant is currently dialing out.
	The call is muted.
	The attendant is currently receiving an incoming call.










11.1.2 DISPLAYED IN A AND B FIELDS, BUSY LAMP FIELD AND SEARCH RESULT LIST

Line State	Comment
	The extension is available.
	The extension has been forwarded.
	The extension is busy.
	It is currently ringing on the extension.
	It is not possible to get line state information for the extension.

11.1.3 SPECIFIC ICONS WHEN USED TOGETHER WITH CMG SERVER

In addition to the line state symbols described earlier, the following icons can be displayed if CMG Server is used as a directory:

Info icons	Comment
	The user has an info message.
	An acknowledged message.


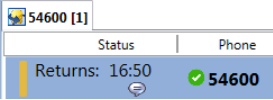

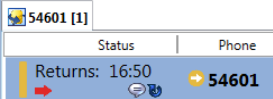

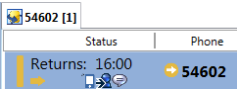

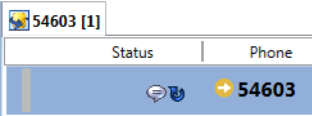
	A message that has not yet been sent.
	The user has an SMS Channel specified.
	The user has an active activity with forwarding set.
	The user has an active activity but no forwarding set.
	The user has recurring activities.
	The user has an active activity and the extension has been diverted (typical to IVR or Attendant).
	The user has an active activity and the extension has been forwarded to an extension (or MX-ONE Personal Number).
	The user has an alternative number specified.
	The user has voice mail activated.

11.2 ACTIVITY INFORMATION



MX-ONE respective Cisco Call Manager activity symbols displayed in InAttend:

MX-ONE	Cisco	Comment

STATUS AND AVAILABILITY SYMBOLS






		The user has set an activity without diversion/forwarding.
		The user has set an activity with diversion to Voice or Operator.
		The user has set an activity with forwarding to an extension (or MX-ONE Personal Number).
		The user has not set any activity but forwarded his extension.

11.3 CMG VISIT INFORMATION

Icon	Comment
	Expected visitor and arrived visitor.
	Checked out visitor.
	Checked in visitor.

11.4 BLUSTAR PRESENCE INFORMATION



The following is a summary of the different presence symbols that can be shown for an extension:

Presence	Comment
	The user is available. This status can only be shown if the user is registered and has logged in to a presence system.
	The user is busy. This status can be shown for all users.
	The user is not present. This status can be shown for all users.
	The user is offline. This status can only be shown if the user is registered in a presence system and if the user has not logged in to the client.
	The user is unknown. The user is not registered in a presence system.






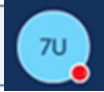
11.5 MICOLLAB CLIENT PRESENCE INFORMATION

If the InAttend system is connected to the MiCollab Client presence server, the MiCollab Client presence information is displayed in the InAttend Client. The color-coding that indicates the status of the user and the dynamic status text set in MiCollab Client are reflected in InAttend Client.

For the status of the user in the InAttend Client:

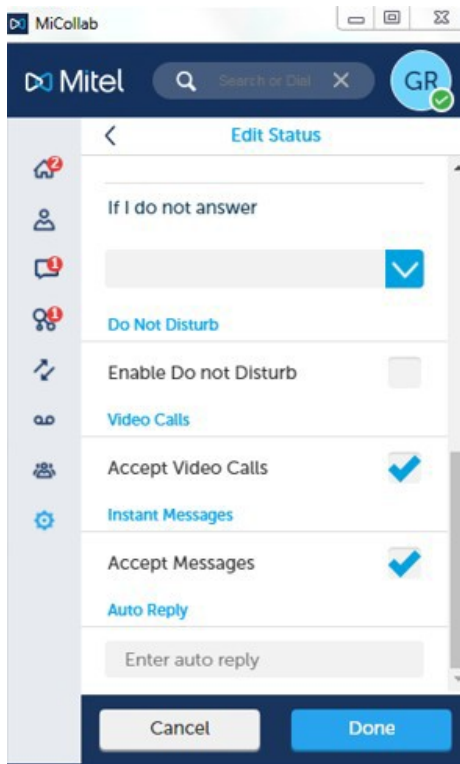
InAttend Client	MiCollab Client	Comment
		Green colour is displayed in the InAttend Client, if the user is set to Available in the MiCollab Client.

STATUS AND AVAILABILITY SYMBOLS

		<p>Red colour is displayed in the InAttend Client if the user is set to DND in MiCollab Client.</p>
		<p>Yellow colour is displayed in the InAttend Client if the user is set to Away in MiCollab Client.</p>
		<p>Yellow colour is displayed with a BUSY icon in the InAttend Client if the user is in a call in MiCollab Client.</p>

Note:

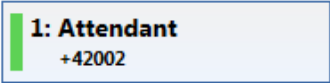

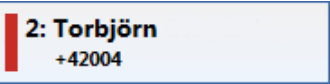
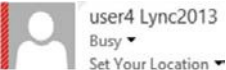
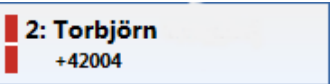
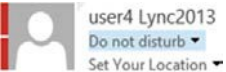
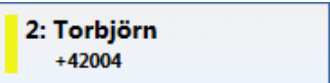
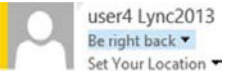
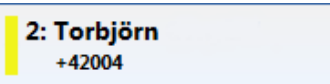
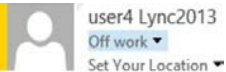
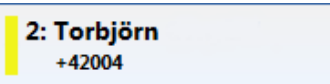
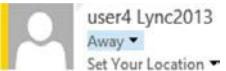
The InAttend Client displays the Instant Message status of MiCollab only when Accept Messages checkbox is selected in MiCollab Client for the user.



To enable this, go to Settings > Manage Status click on a particular status and select Accept Messages check box.

11.6 MICROSOFT SKYPE FOR BUSINESS PRESENCE INFORMATION

If the InAttend system is connected to a Skype for Business (S4B) presence server, the S4B presence information is mapped for InAttend. The following table describes how S4B presence information is displayed in InAttend:




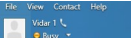





InAttend Client	S4B Client	Comment
		The user has been set to “Available” in the S4B client. A green status bar is displayed in InAttend.
		The user has been set to “Busy” in the S4B client. A red status bar is displayed in InAttend.
		The user has been set to “Do not disturb” in the S4B client. A red status bar with a break is displayed in InAttend.
		The user has been set to “Be right back” in the S4B client.
		The user has been set to “Off work” in the S4B client. A yellow status bar is displayed in InAttend.
		The user has been set to “Away” in the S4B client. A yellow status bar is displayed in InAttend.

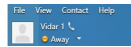
 <p>1: Attendant +42002</p>	 <p>Message user4 Lync2013 Available Set Your Location</p>	A message has been set in the S4B client. This message will overwrite any of the other status messages displayed in InAttend.
 <p>2: Torbjörn +42004</p>	 <p>user4 Lync2013 In a call Set Your Location</p>	The user is in a call. A red status bar is displayed in InAttend.

11.7 CISCO PRESENCE INFORMATION

If the InAttend system is connected to a Cisco Unified Presence Server (CUPS), the CUPS presence information is mapped for InAttend. The following tables describe how CUPS presence information is displayed in InAttend.

11.7.1 GENERAL STATUS

InAttend Client	CUPS Client	Comment
 <p>54617</p>	 <p>File View Contact Help Vida 1 Available</p>	The user has been set to “Available” in the CUPS client. A green status bar is displayed in InAttend.
 <p>Busy 54617</p>	 <p>File View Contact Help Vida 1 Busy</p>	The user has been set to “Busy” in the CUPS client. “Busy” is displayed together with a yellow status bar in InAttend.
 <p>54617</p>	 <p>File View Contact Help Vida 1 Do Not Disturb</p>	The user has been set to “Do not disturb” in the CUPS client. A red status bar is displayed in InAttend.
 <p>In a call 54617</p>	 <p>File View Contact Help Vida 1 On the phone</p>	The user is in a call. “In a call” is displayed together with a yellow status bar in InAttend and the line state shows 



The user has been set to “Away” in the CUPS client. “Away” is displayed together with a yellow status bar in InAttend.

11.7.2 PERSONAL STATUS, EXAMPLES

InAttend Client	CUPS Client	Comment
		The user has been set to “Lunch” in the CUPS client. “Lunch” is displayed together with a yellow status bar in InAttend.
		The user has been set to “Meeting” in the CUPS client. “Meeting” is displayed together with a yellow status bar in InAttend.
		The user has been set to “DND” in the CUPS client. “DND” is displayed together with a red status bar in InAttend.

11.8 MS TEAMS PRESENCE INFORMATION

If the InAttend system is connected to a MS Teams presence server, the MS Teams presence information is mapped for InAttend. The following table describes how MS Teams presence information is displayed in InAttend:

InAttend Client	MS Teams Client	Comment
		When a user sets the status as Available in the MS Teams client, a green status bar is displayed in InAttend.

InAttend Client	MS Teams Client	Comment
		When a user sets the status as Busy in the MS Teams client, a red status bar is displayed in InAttend.
		When a user sets the status as Do not disturb in the MS Teams client, a red status bar is displayed in InAttend.
		When a user sets the status as Be right back in the MS Teams client, a yellow status bar is displayed in InAttend.
		When a user sets the status as Away in the MS Teams client, a yellow status bar is displayed in InAttend.
		When a user sets the status as Offline in the MS Teams client, a yellow status bar is displayed in InAttend.
		When a user sets the status as In a call in MS Teams client, a yellow status bar is displayed in InAttend.



Note:

InAttend client displays both activity and presence note only when activity is set in CMG and the presence note is set in MS Teams.

ATTENDANT SYSTEM CONFIGURATION TOOL

12

This chapter contains the following sections:

- [RECORDING MODE](#)
- [DEVICE MODE \(DESK PHONE OR PC HEADSET\)](#)

The main features of this tool provide access to, are:

1. Recording mode.
2. Device mode.
3. High priority ring signal for emergency queue.
4. SRTP – Check this check-box to setup a secure media between InAttend Client and InAttend Server.
5. The Busy Sound File option can be configured to play an audio file, which helps visually challenged attendants. If the Busy Sound File option is selected, then the corresponding WAV file will be played for an outbound call to busy extension. If this option is not selected, then the WAV file will not be played.

The tool is in the Windows start menu > All Programs\Mitel\InAttend\System Configuration.

12.1 RECORDING MODE

A setting in Attendant System Config determines if calls get recorded or not.

Attendant System Configuration

Ring Signal File ...

High prio Ring File ...

Busy Sound File ☐ ...

Attendant extension PBX id

Private Queue Number

Recording mode

☒ Off

☐ On demand

☐ All

Device mode

☒ Softphone

☐ Hardphone (Call per session)

Voice mic v

Voice playback v

Ring device v

RTP interface port range -

RTP codecs allowed

☒ SRTP

Log


Level v Max file size (MB) v Days to keep v

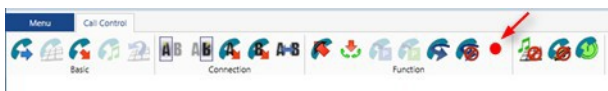
Folder ...

Note:

If E-164 number format is enabled, prefix can be used (for example, +09) in the Attendant extension field of the Attendant System Configuration tool.

Recording modes:

1. Off - There is no possibility to record calls.
2. All - All incoming and outgoing calls are recorded and saved.
3. On demand - A recording icon is visible. The call is recorded (outgoing or incoming) and saved if the attendant presses Alt+R or the recording icon  at any time during the call (the entire call is saved).



Record icon appears if “On demand” is chosen



When the attendant has pressed the recording icon, a recording indicator at the bottom is shown during the whole recording. When not recording the indicator is black.

12.2 DEVICE MODE (DESK PHONE OR PC HEADSET)

The built-in softphone or a standard desk phone (hard phone) can be used in combination with the InAttend client.

This is configured by the InAttend administrator and there are two alternatives:

1. **Soft phone** - If using this setting, no external device is used to handle calls. Simply use a headset
2. **Hard Phone (Call per Session)** - If using this setting, the desk phone will ring after logging in and opening the client to handle calls. You only need to go off-hook once on the phone and each time there is a new incoming call, the call can be handled from the phone.

With this setting, a call can be automatically forwarded to the desk phone if **auto answer** has been set in the client. If **auto answer** is not used, each call is manually received from the client.

i Note:

If going on-hook from on the desk phone during a session, the system will automatically call back and you must go off-hook again. If a call is rejected twice, the InAttend client will enter “night mode” and you must log in again to use InAttend.

KEYBOARD LAYOUT

13

This chapter contains the following sections:

- [NOW](#)
- [PM OPERATOR](#)

There are two predefined keyboard layouts to help attendants to migrate to InAttend. The layout can be changed from the Options menu.

The NOW layout is the default value.

FUNCTION	SHORTCUT
3-Party Conference Call:	Ctrl+Decimal
Activity - Add:	F6
Activity - Delete selected:	Delete
Activity - View/hide outdated, not yet deleted: Activity - View/hide recurring schemas:	F4 (Details panel)
Add Speed Dial Entry (BLF):	Ctrl+B
Answer or Transfer:	Num Enter
Call Mobile:	Alt+M
Callback	Ctrl+F7
Close Panel:	Esc
Connect call:	Num Lock
Dial or Toggle Active Party:	Num Del
Dial Hash (#):	Num /

FUNCTION	SHORTCUT
Dial Star (*):	Num *
Dial With Number List:	Alt+Num Lock
Disconnect A party:	Num –
Disconnect B party:	Num +
For selected user – Display activities:	F5 (only for list view)
For selected user – Display messages:	F7
For selected user – Display detailed info:	F9
Fetch Parked Call	Ctrl+End
Messages – Acknowledge:	Ctrl+K
Messages – Deleted Selected:	Delete
Messages – Get Unacknowledged:	Ctrl+A
Modify Activity	F12
Mute:	Print screen
Park:	End
Redial:	Shift+Num Lock
Redirect Extension	Ctrl+F6
Remove Redirect Extension	Shift+Ctrl+F6

FUNCTION	SHORTCUT
Search for same keyword:	F11

FUNCTION	SHORTCUT
Search in search field 1:	Alt+1
Search in search field 2:	Alt+2
Search in search field 3:	Alt+3
Search in search field 4:	Alt+4
Search in search field 5:	Alt+5
Search in search field 6:	Alt+6
Select Panel 1:	Alt+Num 1
Select Panel 2:	Alt+Num 2
Select Panel 3:	Alt+Num 3
Select Panel 4:	Alt+Num 4
Select Panel 5:	Alt+Num 5
Select Panel 6:	Alt+Num 6
Select Panel 7:	Alt+Num 7
Select Panel 8:	Alt+Num 8
Select Panel 9:	Alt+Num 9

FUNCTION	SHORTCUT
Send Message:	F8
Shortcut function change panel:	Ctrl+Tab
Shortcut function Help	F1
Speed Dial 1:	Ctrl+Num 1
Speed Dial 2:	Ctrl+Num 2
Speed Dial 3:	Ctrl+Num 3
Speed Dial 4:	Ctrl+Num 4
Speed Dial 5:	Ctrl+Num 5
Speed Dial 6:	Ctrl+Num 6
Speed Dial 7:	Ctrl+Num 7
Speed Dial 8:	Ctrl+Num 8
Speed Dial 9:	Ctrl+Num 9
Start Recording:	Alt+R
Switch data source or customer group:	Alt+F2
Team Search 1 (default: same org):	F10
Team Search 2 (default: same room/ misc 18):	Ctrl+R
Team Search 3 (default: same extension):	Ctrl+T

FUNCTION	SHORTCUT
Toggle Active Party:	Num Del
Toggle Duty:	Ctrl+F12
Exit InAttend Application	Alt+X

PM OPERATOR

For the PM Operator layout the followings keys are defined:

FUNCTION	SHORTCUT
Add Speed Dial Entry (BLF):	Ctrl+B
Answer or Transfer:	Num *
Answer Queue 1:	F5
Answer Queue 2:	F6
Answer Queue 3:	F7
Answer Queue 4:	F8
Answer Queue 5:	F9
Answer Queue 6:	F10
Answer Queue 7:	F11
Answer Queue 8:	F12
Blind Transfer 1:	Ctrl+Alt+Num 1
Blind Transfer 2:	Ctrl+Alt+Num 2

FUNCTION	SHORTCUT
Blind Transfer 3:	Ctrl+Alt+Num 3
Blind Transfer 4:	Ctrl+Alt+Num 4
Blind Transfer 5:	Ctrl+Alt+Num 5
Blind Transfer 6:	Ctrl+Alt+Num 6
Blind Transfer 7:	Ctrl+Alt+Num 7
Blind Transfer 8:	Ctrl+Alt+Num 8
Blind Transfer 9:	Ctrl+Alt+Num 9
Close Panel:	Esc
Dial:	Num +
Disconnect A:	Num –
Park:	Ctrl+P
Select Panel 1:	Alt+Num 1
Select Panel 2:	Alt+Num 2
Select Panel 3:	Alt+Num 3
Select Panel 4:	Alt+Num 4
Select Panel 5:	Alt+Num 5
Select Panel 6:	Alt+Num 6

FUNCTION	SHORTCUT
Select Panel 7:	Alt+Num 7
Select Panel 8:	Alt+Num 8
Select Panel 9:	Alt+Num 9
Send Message:user	Ctrl+M
Change Panel:	Ctrl+Tab
Help:	F1
Speed Dial 1:	Ctrl+Num 1
Speed Dial 2:	Ctrl+Num 2
Speed Dial 3:	Ctrl+Num 3
Speed Dial 4:	Ctrl+Num 4
Speed Dial 5:	Ctrl+Num 5
Speed Dial 6:	Ctrl+Num 6
Speed Dial 7:	Ctrl+Num 7
Speed Dial 8:	Ctrl+Num 8
Speed Dial 9:	Ctrl+Num 9
Team Search 1:	Ctrl+F
Toggle Active Party:	Num Del

FUNCTION	SHORTCUT
Toggle Duty:	Ctrl+F12

13.1 NOW

For the NOW layout, the followings keys are defined:

FUNCTION	SHORTCUT
3-Party Conference Call:	Alt+Num Del
Activity - Add:	F6
Activity - Delete selected:	Delete
Activity - View/hide outdated, not yet deleted: Activity - View/hide recurring schemas:	F4 (Details panel)
Add Speed Dial Entry (BLF):	Ctrl+B
Answer or Transfer:	Num Enter
Call Mobile:	Alt+M
Callback	Ctrl+F7
Close Panel:	Esc
Connect call:	Num Lock
Dial or Toggle Active Party:	Num Del
Dial Hash (#):	Num /

KEYBOARD LAYOUT

Dial Star (*):	Num *
Dial With Number List:	Alt+Num Lock
Disconnect A party:	Num –
Disconnect B party:	Num +
For selected user – Display activities:	F5 (only for list view)
For selected user – Display messages:	F7
For selected user – Display detailed info:	F9
Fetch Parked Call	Ctrl+End
Messages – Acknowledge:	Ctrl+K
Messages – Deleted Selected:	Delete
Messages – Get Unacknowledged:	Ctrl+A
Modify Activity	F12
Mute:	Print screen
Park:	End
Redial:	Shift+Num Lock
Redirect Extension	Ctrl+F6
Remove Redirect Extension	Shift+Ctrl+F6

Search for same keyword:

F11

FUNCTION	SHORTCUT
Search in search field 1:	Alt+1
Search in search field 2:	Alt+2
Search in search field 3:	Alt+3
Search in search field 4:	Alt+4
Search in search field 5:	Alt+5
Search in search field 6:	Alt+6
Select Panel 1:	Alt+Num 1
Select Panel 2:	Alt+Num 2
Select Panel 3:	Alt+Num 3
Select Panel 4:	Alt+Num 4
Select Panel 5:	Alt+Num 5
Select Panel 6:	Alt+Num 6
Select Panel 7:	Alt+Num 7
Select Panel 8:	Alt+Num 8
Select Panel 9:	Alt+Num 9

Send Message:	F8
Shortcut function change panel:	Ctrl+Tab
Shortcut function Help:	F1
Speed Dial 1:	Ctrl+Num 1
Speed Dial 2:	Ctrl+Num 2
Speed Dial 3:	Ctrl+Num 3
Speed Dial 4:	Ctrl+Num 4
Speed Dial 5:	Ctrl+Num 5
Speed Dial 6:	Ctrl+Num 6
Speed Dial 7:	Ctrl+Num 7
Speed Dial 8:	Ctrl+Num 8
Speed Dial 9:	Ctrl+Num 9
Start Recording:	Alt+R
Switch data source or customer group:	Alt+F2
Team Search 1 (default: same org):	F10
Team Search 2 (default: same room/ misc 18):	Ctrl+R
Team Search 3 (default: same extension):	Ctrl+T

Toggle Active Party:	Num Del
Toggle Duty:	Ctrl+F12
Exit InAttend Application	Alt+X

13.2 PM OPERATOR

For the PM Operator layout the followings keys are defined:

FUNCTION	SHORTCUT
Add Speed Dial Entry (BLF):	Ctrl+B
Answer or Transfer:	Num *
Answer Queue 1:	F5
Answer Queue 2:	F6
Answer Queue 3:	F7
Answer Queue 4:	F8
Answer Queue 5:	F9
Answer Queue 6:	F10
Answer Queue 7:	F11
Answer Queue 8:	F12
Blind Transfer 1:	Ctrl+Alt+Num 1

Blind Transfer 2:	Ctrl+Alt+Num 2
Blind Transfer 3:	Ctrl+Alt+Num 3
Blind Transfer 4:	Ctrl+Alt+Num 4
Blind Transfer 5:	Ctrl+Alt+Num 5
Blind Transfer 6:	Ctrl+Alt+Num 6
Blind Transfer 7:	Ctrl+Alt+Num 7
Blind Transfer 8:	Ctrl+Alt+Num 8
Blind Transfer 9:	Ctrl+Alt+Num 9
Close Panel:	Esc
Dial:	Num +
Disconnect A:	Num –
Park:	Ctrl+P
Select Panel 1:	Alt+Num 1
Select Panel 2:	Alt+Num 2
Select Panel 3:	Alt+Num 3
Select Panel 4:	Alt+Num 4
Select Panel 5:	Alt+Num 5

Select Panel 6:	Alt+Num 6
Select Panel 7:	Alt+Num 7
Select Panel 8:	Alt+Num 8
Select Panel 9:	Alt+Num 9
Send Message:user	Ctrl+M
Change Panel:	Ctrl+Tab
Help:	F1
Speed Dial 1:	Ctrl+Num 1
Speed Dial 2:	Ctrl+Num 2

FUNCTION	SHORTCUT
Speed Dial 3:	Ctrl+Num 3
Speed Dial 4:	Ctrl+Num 4
Speed Dial 5:	Ctrl+Num 5
Speed Dial 6:	Ctrl+Num 6
Speed Dial 7:	Ctrl+Num 7
Speed Dial 8:	Ctrl+Num 8
Speed Dial 9:	Ctrl+Num 9

Team Search 1:	Ctrl+F
Toggle Active Party:	Num Del
Toggle Duty:	Ctrl+F12

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