

Operator Panel Layout

This topic provides an overview of Operator Panel interface.

The screenshot displays the Operator Panel interface with several panels:

- Inbound & Internal Calls panel:** A table showing call details for Becky [1002] calling 1003 [1003]. Status: Talking. Time: 00:00:01. Details: Internal.
- Outbound Calls panel:** A table showing call details for Solo [4444] calling [1016]. Status: Talking. Time: 00:00:12. Details: External.
- Ring Group list:** 6300 Sales (4/9).
- Queue list:** 6400 Support (0/1).
- Parking Extension list:** 6000 Idle, 6001 Idle.
- Group Voicemail list:** 6300 Sales (1/1), 6400 Support (2/2).
- Extension List:** Favorites (1/2): 2000 Leo Ball (1/1), 2005 Dave Harris (2/2). Default_All_Extensions (7/9): 1000 Alex Webber (1/1), 1001 Betty Smith (2/2), 3333 Sunny (3/3), 4444 Solo (0/0), 1005 carol (0/0), 1006 1006 (0/0). Support (3/4): 1002 Becky (3/3), 1004.

Inbound & Internal Calls panel

Display the inbound and internal call information of your group member and you in real-time, including caller, callee, status, duration, and details.

The screenshot shows the Inbound & Internal Calls panel with the following data:

Caller	Callee	Status	Time	Details
John Snow [4444]	Tomas Morrison [1025]	Talking	01:43:28	Internal
James Blant [3333]	Becky3 [1007]	Talking	02:15:29	Internal

Outbound Calls panel

Display the outbound call information of your group members and you in real-time, including caller, callee, status, duration, and details.

The screenshot shows the Outbound Calls panel with the following data:

Caller	Callee	Status	Time	Details
Tomas Morrison [1025]	[2200]	Talking	00:00:02	External

Extension list

Display the extension information of your group and the group that is shared with you.

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Hover your mouse over an extension user, you can see the presence status and voicemail status of the user.

Note:





- The **Favorites** list is displayed only when you add extensions to favorites. For the users whom you communicate with most often, you can right click their extensions, then select **Add to Favorites**.
- The extension groups displayed on **Extension** list is defined by your system administrator.
- The unregistered extension is displayed on **Extension** list by default. You can disable **Show Unregistered Extensions** to hide the unregistered extensions: **Preferences > User > Status Views**

The screenshot displays two main sections: 'Favorites' and 'Extension list'. The 'Favorites' section is divided into 'Support (5/5)' and 'Sales (5/5)'. A tooltip is shown over the user '1000 Cora Rowland ...', displaying 'Presence : Off Work' and 'Voicemail : 0 (New)'. Annotations with dashed arrows point to specific elements: 'Favorites' points to the top of the Favorites list; 'Presence' points to the tooltip; 'The number of registered extensions/ total extensions' points to the '(5/5)' in the Support group; and 'The number of new voicemails/total voicemails' points to the '(0/0)' in the voicemail status.

user's presence

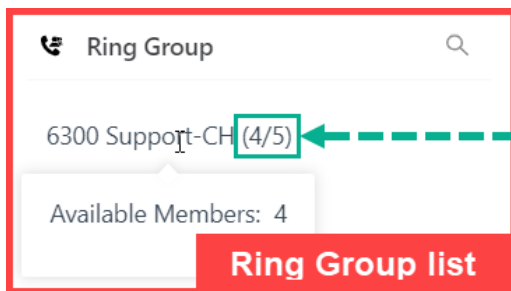
Icon	Presence	Description
	Unavailable	The user's extension is not registered.
	Busy	The user is in a call.
	Available	The user is online and ready to receive and handle calls.
	Away	The user is currently away from office.

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Icon	Presence	Description
	Business Trip	The user is currently on a business trip.
	Do Not Disturb	The user doesn't want to be disturbed, and he/she won't receive any calls.
	Lunch Break	The user is currently on lunch break.
	Off Work	The user is currently off work.

Ring Group list

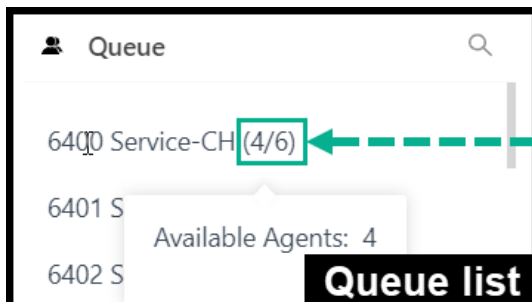
Display the status statistics of ring group members, including the number of available members and total members.



The number of available members/ total members

Queue list

Display the agent status statistics of each queue, including the number of available agents and total agents.



The number of available agents/ total agents

Parking Extension list

Display the status of each parking number(slot).

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The screenshot shows a 'Parking Extension' panel with a search bar and a list of items. Annotations include: 'Occupied' pointing to a red 'P' icon; 'Available' pointing to green checkmarks; 'Parking time' pointing to a timer '(00:00:03)'; and 'Parking list' pointing to the list area.

Status	Extension	Time
Occupied	6000 [2200]	(00:00:03)
Available	6001 Idle	
Available	6002 Idle	

Group Voicemail list

Display the status of each group voicemail.

- Broadcast messages to members: Only display group voicemail name and number.
- Shared messages by members: Display group voicemail name, number, and the number of new and total voicemail messages.

The screenshot shows a 'Group Voicemail' panel with a search bar and a list of items. Annotations include: 'Broadcast messages to members' pointing to '6100 Managers'; 'Shared messages by members' pointing to '6300 Sales (1/1)'; and 'The number of new/total voicemail messages' pointing to '(1/1)'.

Group Name	Number	New/Total Messages
6100 Managers		
6300 Sales		(1/1)