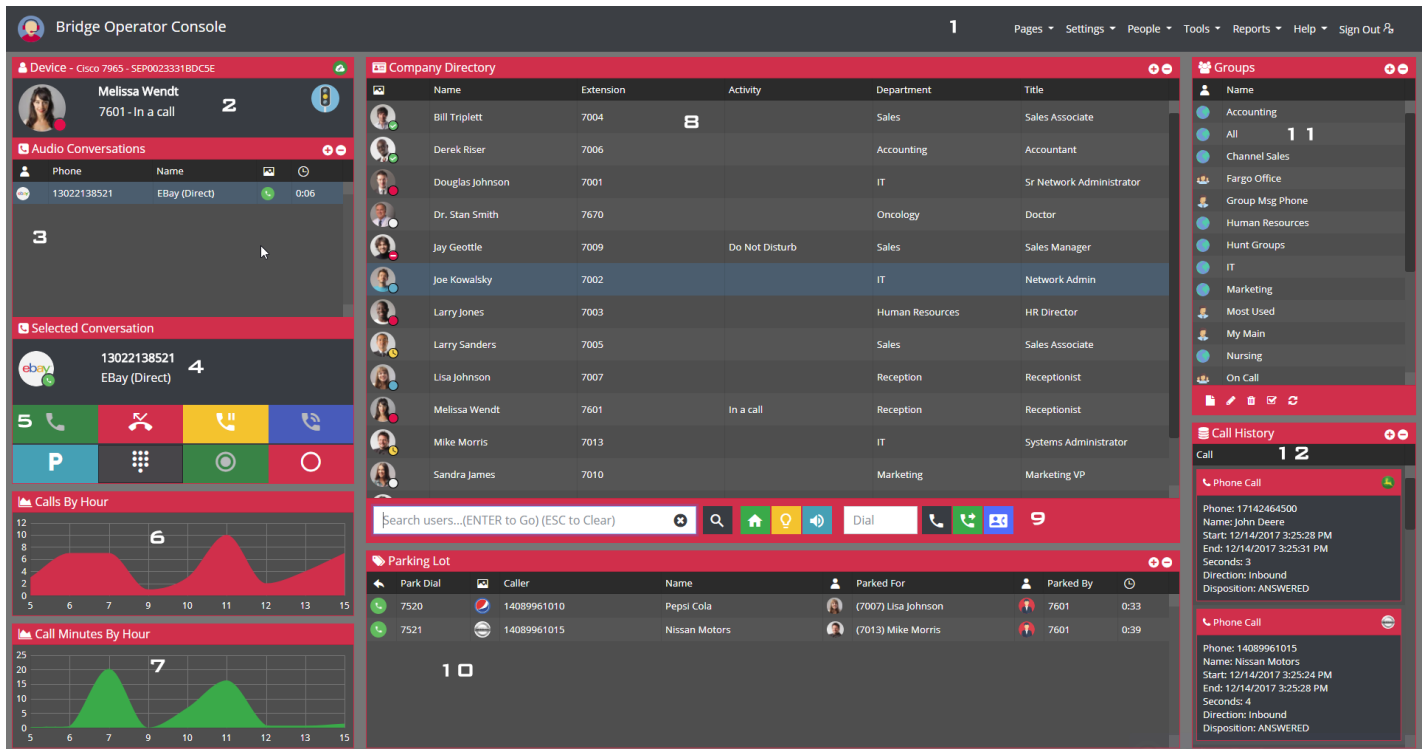


# Bridge Operator Console for Cisco Call Manager



## 1 - Ribbon

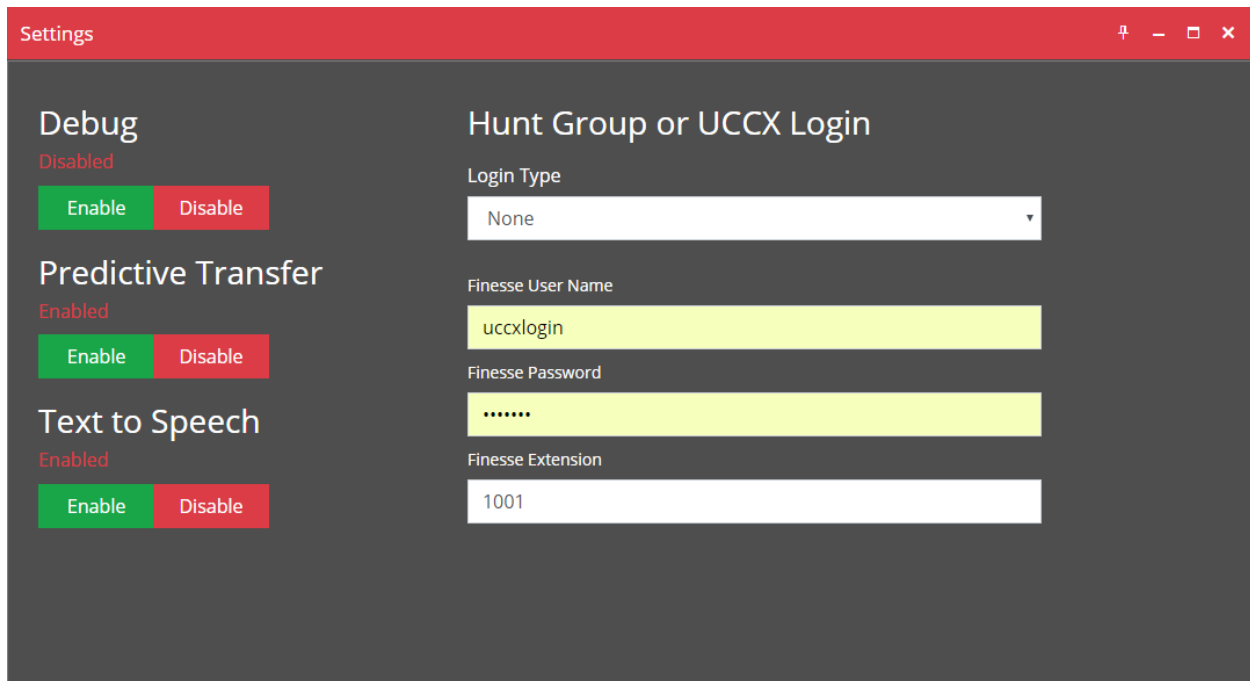
The ribbon contains the pages, settings, tools, reports, help, and sign out controls, and is located at the top of the window.

## Pages

The pages tab contains the Home Page, Bridge Supervisor Reports and Dashboard, and Bridge Group Member Manager. Selecting any of these pages with a drop-down arrow next to them will open sub windows, detailed below.

## Settings

The settings tab contains the general settings option. The general settings option allows you to configure your console to match preferences you may have. You can toggle the debug tool, enable or disable the predictive transfer feature, and enable or disable the text to speech tool. These can be changed at any time. The hunt group or UCCX allows you to sign into your existing or created groups to assist call management.



## Tools

The tools tab contains the DTMF Keypad under the call tools subsection. The Phone System Utils section contains the Cisco Hunt Groups and the Cisco Finesse tools. Selecting the DTMF Keypad will open a window allowing you to utilize a virtual keypad.

## Reports

The Reports Tab contains the User Reports and Organization Reports subgroups. The User Reports contains Your Calls Answered Today, Your Call Minutes Today, Your Call Minutes This Week, Your Actions Today, Your Call History Today, Your Call History This Week, Your Call Timeline Today. The Organization Reports contains the Organization Calls Answered Today, the Organization Calls Minutes Today, the Organization Calls Minutes This Week, and the Organization Actions Today.

## People

The People tab contains the My Address Book, the Global Address Book, Location Objects, Outlook Contacts, Teams Groups, and the Patients option.

## Help

The Help Tab contains the Reference, User Feedback, and Technical Support subgroups. The Reference group contains the Icon Help Key, a chart detailing the icons in the program. User Feedback allows users to give us feedback. The Technical Support group contains the Open Trouble Ticket, Schedule Remote Support, Call BOC Support, and Email BOC Support.

## Sign Out

The sign out button allows you to sign the current account off, or switch accounts.

## **2 - User**

The User Window display the user's photo, their name, their status, and their extension.

## **3 - Audio Conversations**

The Audio Conversations window displays the current active conversations, with the phone number and name. Selecting the desired conversation allows you to perform call control functions located in the Selected Conversation window.

## **4 - Selected Conversation**

The Selected Conversation window displays a photo, the Caller ID, and the Caller Name.

## **5 - Call Control Window**

The Call Control Window contains the Answer Call, Hang-up Call, Hold Call, Resume Call, Park a Call, DTMF Keypad, Sign in, and Sign out functions.

## **6 - Calls By Hour**

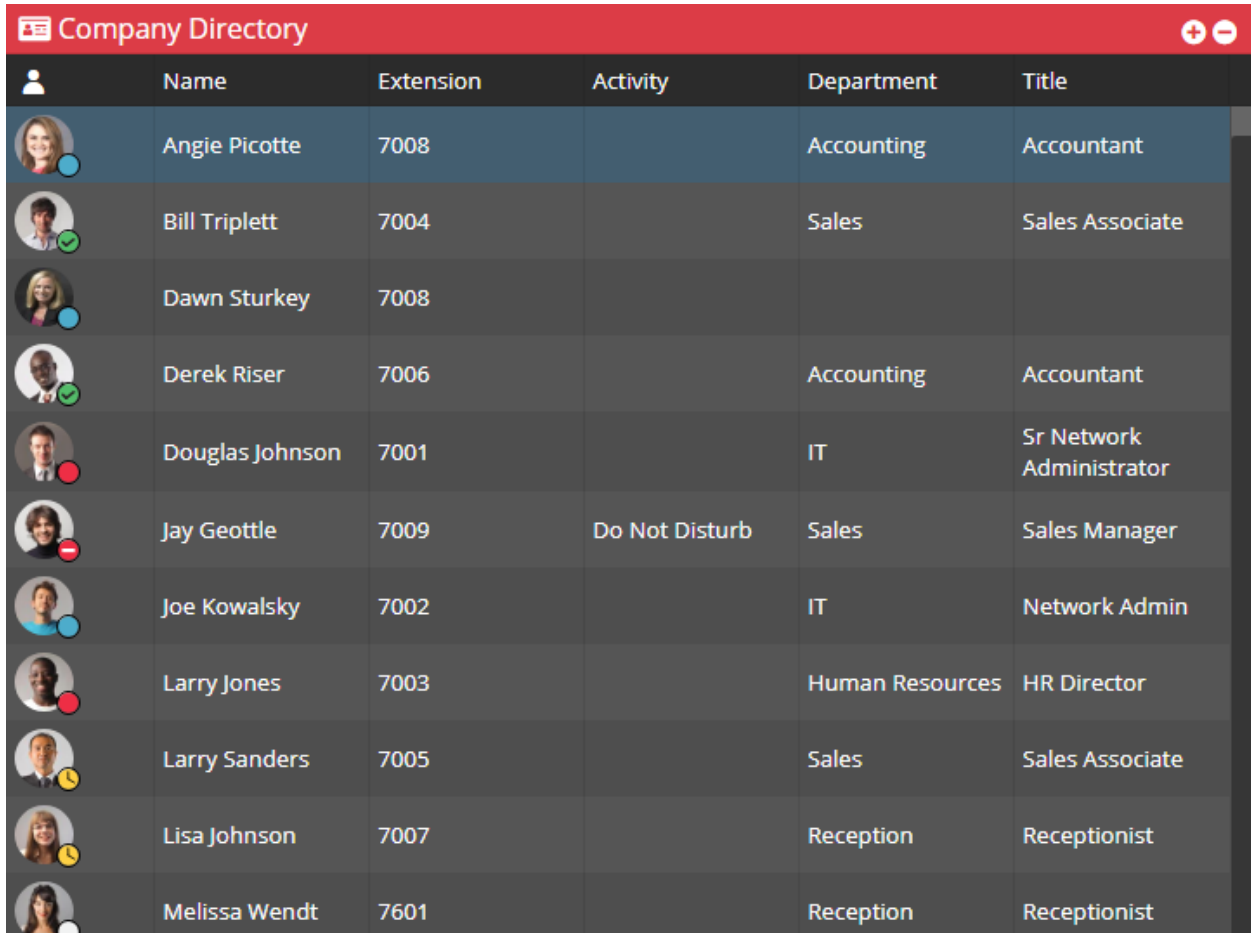
The Calls by Hour graph will display a basic visual representation of the user's Calls by Hour.

## **7 - Call Minutes By Hour**

The Call Minutes By Hour graph will display a basic visual representation of the user's Call Minutes By Hour.

## 8 - Company Directory

The largest window is the Company Directory window. It displays the users in your system. The Contact Photo, Name, Extension, Activity (status), Department, and Title. Clicking on a user expands the contact window, displaying additional information as well as allowing for several actions you can do directed at that contact.



	Name	Extension	Activity	Department	Title
	Angie Picotte	7008		Accounting	Accountant
	Bill Triplett	7004		Sales	Sales Associate
	Dawn Sturkey	7008			
	Derek Riser	7006		Accounting	Accountant
	Douglas Johnson	7001		IT	Sr Network Administrator
	Jay Geottle	7009	Do Not Disturb	Sales	Sales Manager
	Joe Kowalsky	7002		IT	Network Admin
	Larry Jones	7003		Human Resources	HR Director
	Larry Sanders	7005		Sales	Sales Associate
	Lisa Johnson	7007		Reception	Receptionist
	Melissa Wendt	7601		Reception	Receptionist

## 9 - Search

The Search Bar is located below the Company Directory. You can enter any part of a user's name, their title, or department, and the results will appear in the company directory. The search bar also allows you to go to your default group, enable or disable predictive transfer, chat with a group, and conference call with group.

## 10 – Parking Lot

The Parking Lot displays the calls that have been parked, showing the Park Dial, the Caller picture, the Name, the User Parked For, the User Parked By, and the time the call has been parked.

## 11 - Groups

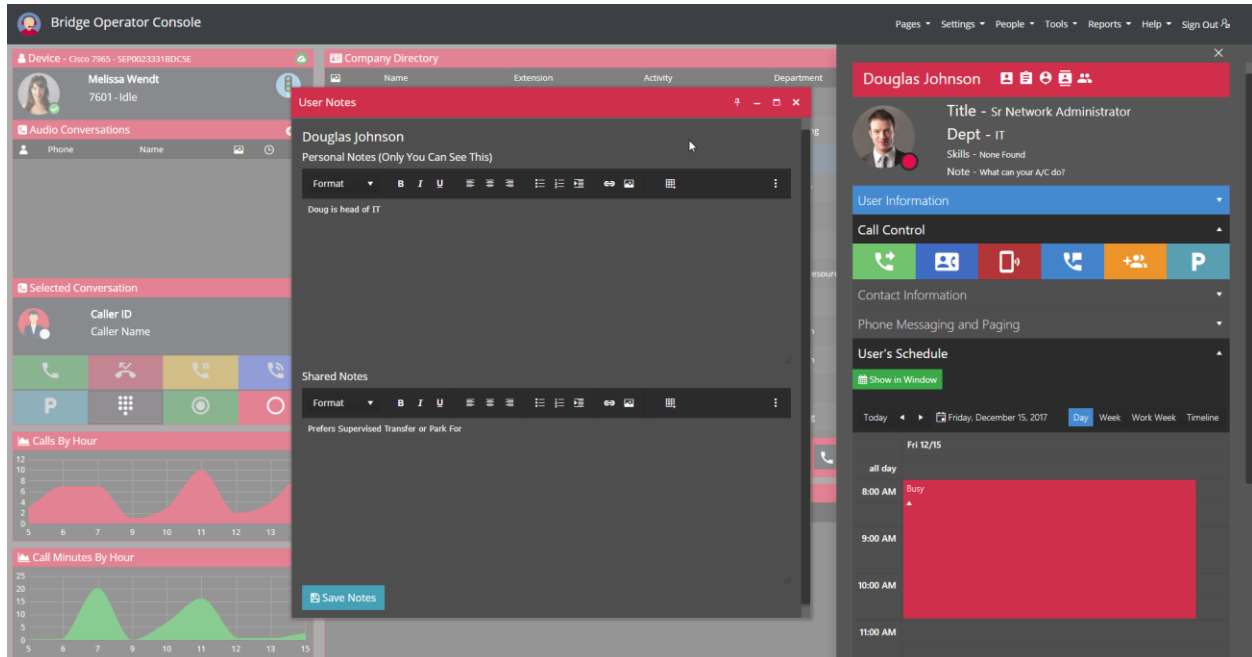
The Groups window displays the groups the user is a member of. Options to create a new group, edit a group, delete a group, set a new default group, or refresh groups.

## 12 - Call History

The Call History window displays call boxes with the phone number, caller name, start and end time, seconds, direction and disposition. This window is scrollable, allowing for fast call history searching.

### Expanded User Window

After selecting a user in the Company Directory, the Expanded User Window will open. The user's photo along with their status, title, department, skills, and note are displayed underneath the user's name. Tabs for User Information, Contact Information, Phone Messaging and Paging, User's Schedule, and Related People.



### User Information Tab

Below is the User information tab which can be expanded to reveal Status, Company, Office.

### Call Control Tab

Call Control tab with transfer, consult transfer, transfer mobile, transfer voicemail, add to call, and park call for user.

### Contact Information Tab

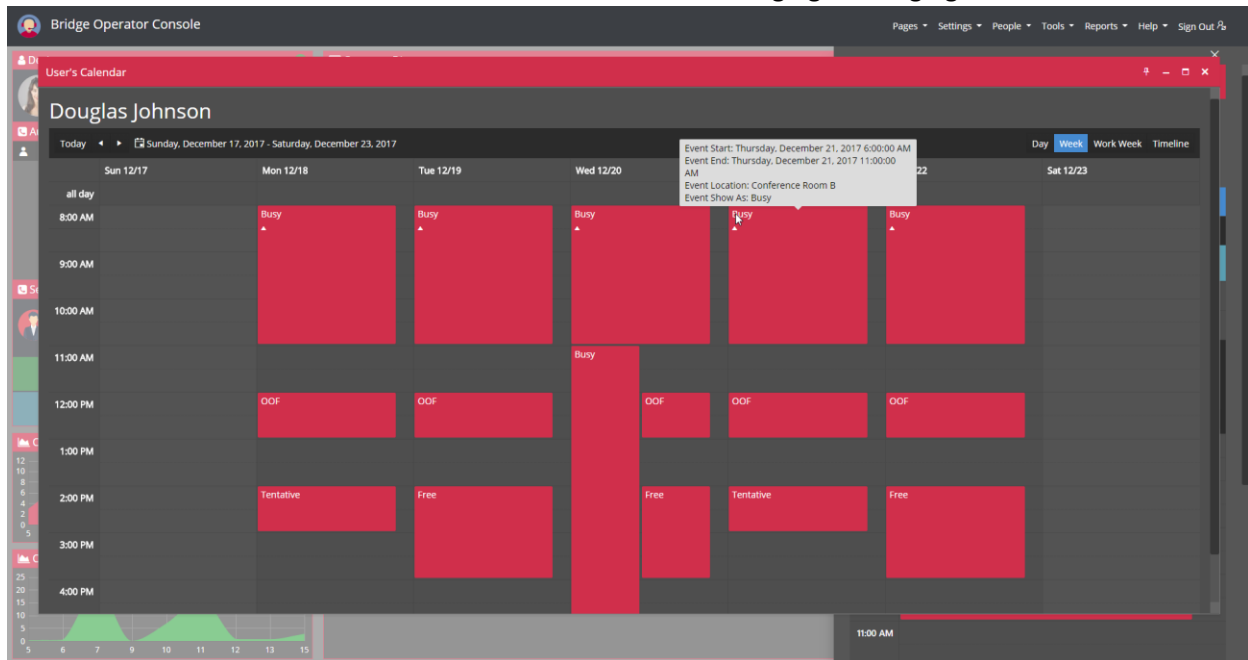
The Contact Information tab contains the user's Mobile Phone, Work Phone, Home Phone, and Email Address. Additionally, controls for Call, Chat With, Call Mobile, Send Email, and Call Work are located below.

### Phone Messaging Tab

The Phone Messaging and Paging tab allows phone messaging with the user, while the phone paging allows you to start and stop paging to the selected user.

## User's Schedule Tab

The User's Schedule tab is located underneath the Phone Messaging and Paging Tab.



## Related People Tab

Related People displays users sharing Managers, Direct Reports, and Departments.

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