

The background of the slide is a light blue gradient with abstract, flowing lines in shades of blue and green. A central focus is a butterfly with iridescent blue and green wings, perched on a thin green line. The overall aesthetic is clean and modern.

# Office Manager

[Get Started](#)

Presented by  
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# TeamView® Office Manager - Get started



Agent

Allan Anderson 14942 (4942) - TeamView Office Manager

2 1 2

4941 Clarissa Clarkson Agent 14942 <-- Clarissa 10:00:52 0:22

4902 Bobby Bell Agent 14942 <-- 4902 10:01:07 0:02

Colleagues

Departments

- <Unknown>
- GB
  - Allshare
    - Administration
    - Logistics
- US
  - Allshare
    - Accounting
    - Sale

Favorites

Current Searches

Contacts

Skill Groups

History

Personal

9:00 11:00 13:00 15:00 17:00 19:00

<b>Accounting (Group)</b> Group, Accounting	4946	215 717 7346							
<b>Allan Anderson (AA)</b> Controller, Accounting	4942	215 717 4942 215 717 7345							
<b>Bobby Bell (BB)</b> Assisten controller, Accounting	4902	215 717 4902 215 717 7346							
<b>Frances Fullham (FF)</b> Invoice controller, Accounting	4914	215 717 4914 215 717 7346							
<b>Grace Gunson (GG)</b> Debet controller, Accounting	1307	215 717 1307 215 717 7346							

Calendar Info  
14.00-16.00 Meeting  
2012-07-17 13.00-15.00 Mee  
2012-07-18 11.00-12.00 Con

21 colleagues

# This introduction is divided into 2 sections

## Every day functions and features

- Telephony and agent functions
- Colleagues
- Call window and call log
- Practical examples
- Queue bar and queue notifying
- Integration
- Contacts

## Configuration

- Phone
- Options
- Integration
- Agent

The screenshot displays the TeamView Office Manager interface. At the top, the title bar reads "Allan Anderson 14942 (4942) - TeamView Office Manager". Below the title bar is a toolbar with various icons for navigation and actions. The main interface is divided into several sections:

- Agent Status:** A table showing the status of agents. The first row shows "Clarissa Clarkson" (Agent 14942) with a status of "← Clarissa" and a time of "10:00:52". The second row shows "Bobby Bell" (Agent 14942) with a status of "← 4902" and a time of "10:01:07".
- Colleagues:** A tree view on the left side showing a hierarchy of departments: "Departments" (with sub-items "<Unknown>", "GB", "US", "Favorites", and "Current Searches"), "Allshare", "Administration", "Logistics", "Accounting", and "Sale".
- Calendar:** A calendar view on the right side showing a timeline from 9:00 to 19:00. It displays several entries for different agents, including "Accounting (Group)", "Allan Anderson (AA)", "Bobby Bell (BB)", "Frances Fulham (FF)", and "Grace Gunson (GG)". Each entry includes a phone icon, a name, and a time range.
- Contacts:** A section at the bottom left with buttons for "Contacts", "Skill Groups", "History", and "Personal".

At the bottom right, there is a "Calendar Info" box showing a meeting on "2012-07-17 13:00-15:00" and another on "2012-07-18 11:00-12:00". The bottom status bar indicates "21 colleagues".

# Every day – functions and features

- Telephony and agent functions
- Colleagues
- Call window and call log
- Practical examples
- Queue bar and skill groups
- Integration
- Contacts

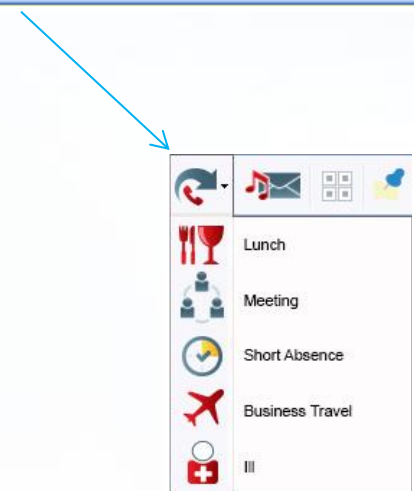
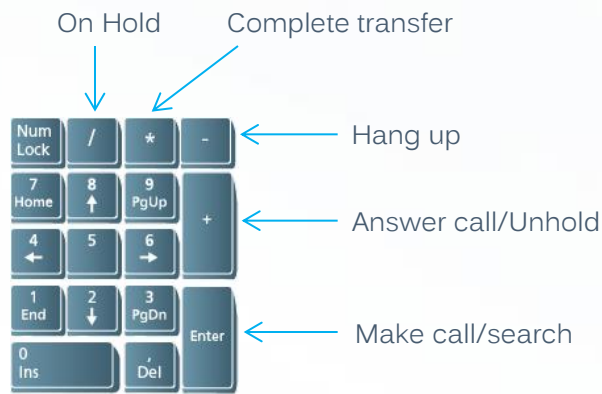
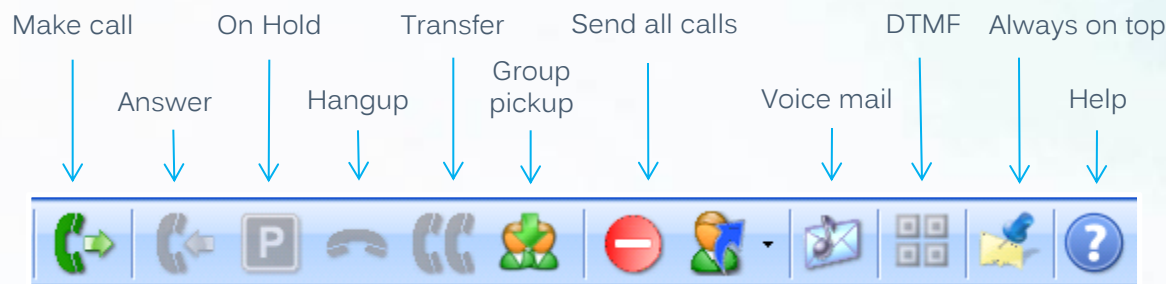
The screenshot displays the TeamView Office Manager interface. At the top, the title bar reads "Allan Anderson 14942 (4942) - TeamView Office Manager". Below the title bar is a toolbar with various icons for navigation and actions. The main interface is divided into several sections:

- Colleagues:** A table showing active calls. The first row shows a call to Clarissa Clarkson (Agent 14942) at 10:00:52. The second row shows a call to Bobby Bell (Agent 14942) at 10:01:07.
- Departments:** A tree view on the left showing a hierarchy of departments: <Unknown>, GB, US, and Favorites. Under GB are Allshare, Administration, and Logistics. Under US are Allshare, Accounting, and Sale.
- Calendar:** A central calendar view showing time slots from 9:00 to 19:00. It displays call logs for several agents: Accounting (Group), Allan Anderson (AA), Bobby Bell (BB), Frances Fullham (FF), and Grace Gunson (GG). Each entry includes a name, role, and phone number.
- Contacts:** A section at the bottom left with buttons for Contacts, Skill Groups, History, and Personal.

At the bottom right, there is a "Calendar Info" box showing meeting details for 2012-07-17 and 2012-07-18. The status bar at the bottom indicates "21 colleagues".

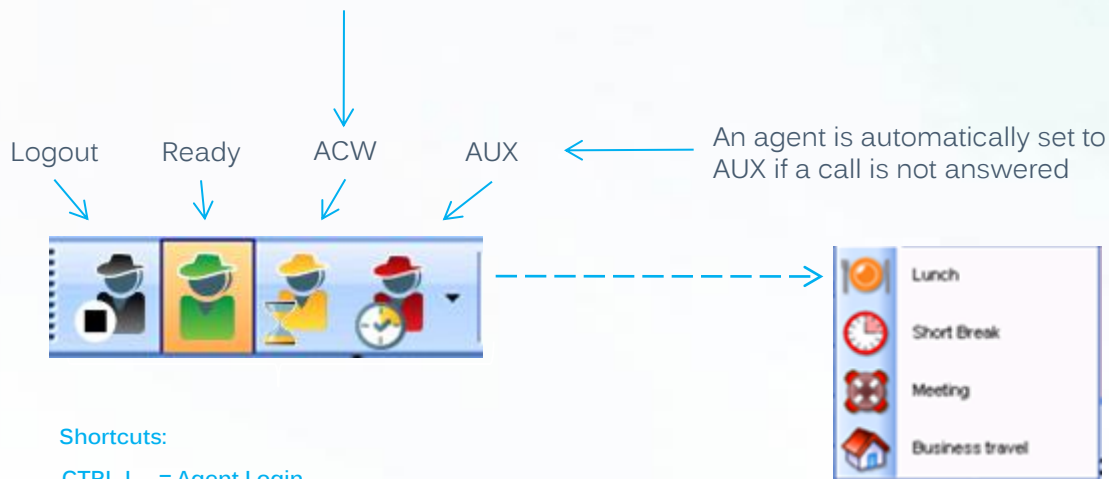
# Telephony functions

- All functions are accessible via mouse or keyboard. Only icons which are currently usable are highlighted. The voice mail icon is only highlighted if a voice message is recorded.



# Agent functions

ACW duration can alternatively be configured centrally at Avaya CM. This implies that all agents operate with fixed ACW duration.

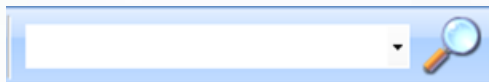


## Shortcuts:

- CTRL-I = Agent Login
- CTRL- = Agent Logout
- CTRL- = Agent Ready
- CTRL- = After Call Work
- CTRL- = Agent AUX
- Z

# Colleagues - search

Search colleague will usually take place in this way.



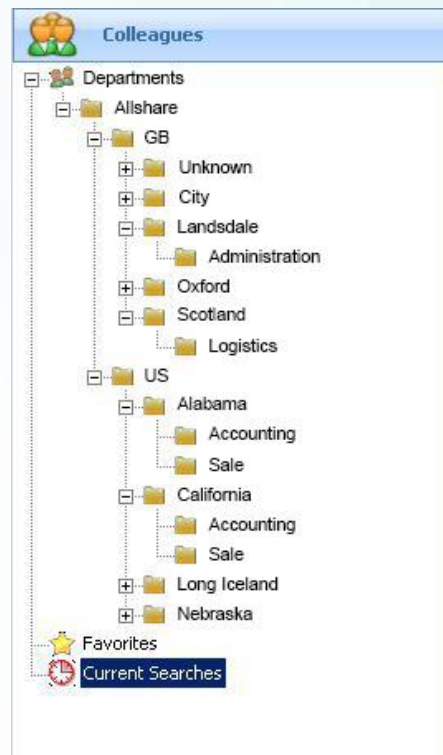
Search is supported by phonetics, and can be applied with word elements or free text format.

## Searchable data

### Organizational

### Contact related

Alternatively colleagues can be identified through the tab Colleagues, where they are presented according to the organizational structure.



# Colleagues - presentation

- This section presents staff/contacts in alphabetical order. When the input (search) starts, the number of employees are reduced up to match, or until the employee is shown in the list – then click on this.

Today's calendar appointment(s). Reflects colors from Exchange/Notes.

Agent status

10:00 12:00 14:00 16:00 18:00 20:00

**Ole Larsen (OSL)**  
Business Development Manager, Sales

4903 20248483

Calendar info  
16:00 - 17:00 Møde

Phone status/  
Absence code

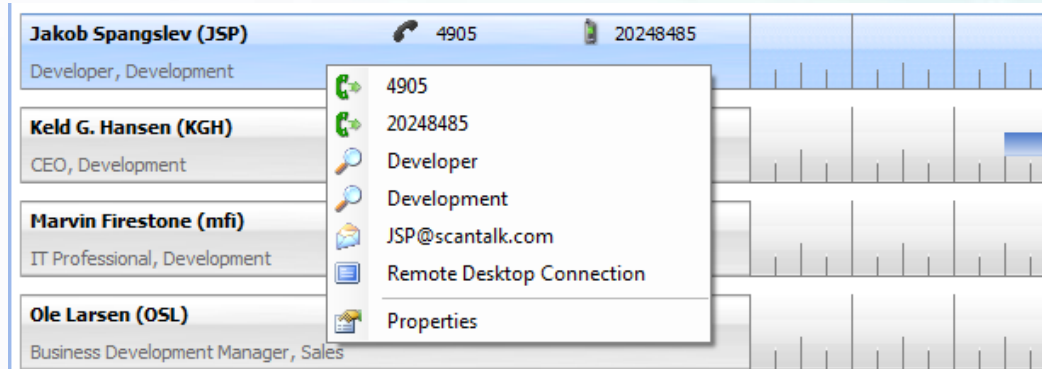
Mouse over appointment  
displays details

Further information  
about the employee is  
displayed by right click.



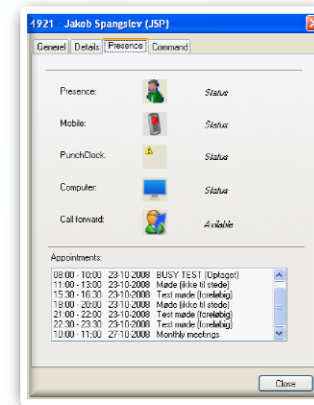
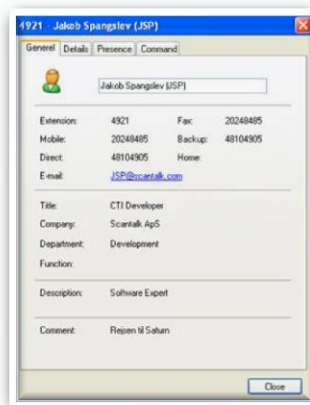
# Colleagues - details

An comprehensive overview of a colleague's contact points and organizational affiliations is displayed by right-click on the colleague. For further details select Properties.



You can call the colleague by click on number (landline or mobile).  
Send e-mail by click on e-mail address.

## Properties



# Status icons

- Icon gross list which can represent status on employees/contacts in the total TeamView env. Available icons depends on which TeamView applications are used in the individual installation.

**Phone**  Free  Busy  Logout  Unknown  Send All Calls  Forwarded  Forwarded (VM)  Ext. contact

**Absence**  Maturity leave  Vocation  Ill  Meeting  Gone for today  Lunch  Short absence  Other

**Agent**  Free  After Call Work  Pause /AUX  Logout

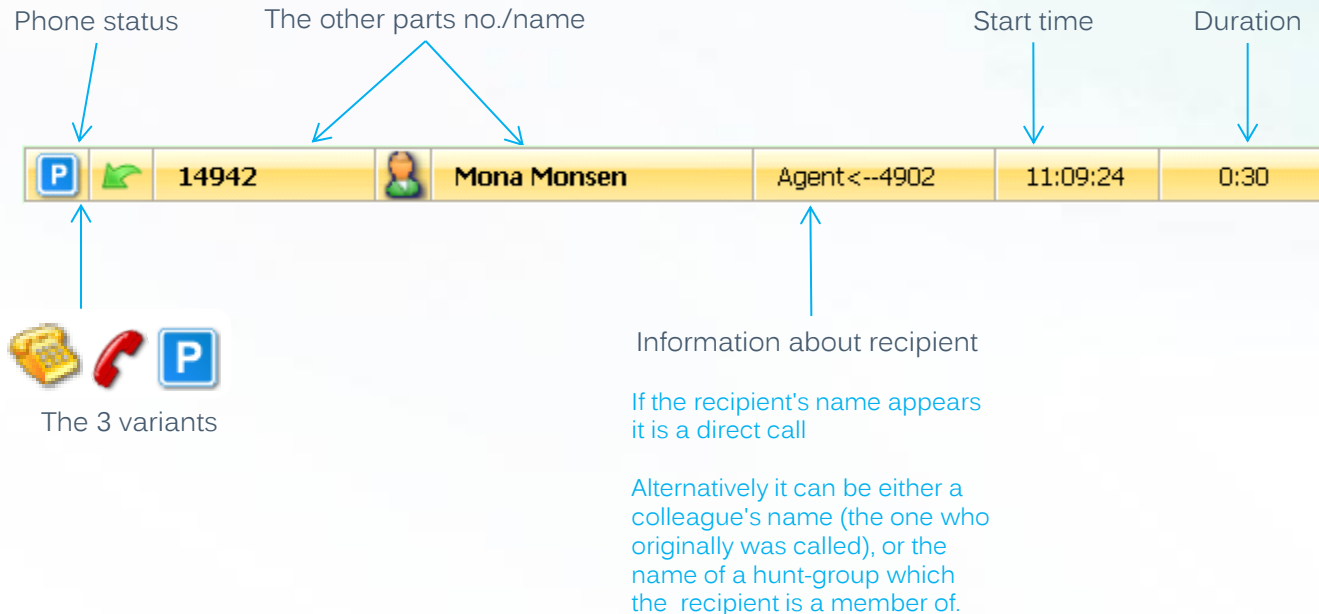
**Mobile**  Free  Busy  Logout  Unknown

**In/Out**  Present  Not present  Not attached

**PC**  Loggon  Screen save  Logout  Not Attached

# Call window

- If the name of the other part is not known by the system only phone number is shown.
- The maximum number of call appearances is 6.



# Call-log

Michael Fynbo Jensen 14943 (4941) - TeamView Office Manager

Agent

Scantalk ApS

Sales (AVAYA, CISCO)

Colleagues

Contacts

Skill Groups

History

Date Time	From	To	Via	Duration	Description
X 2010-11-10 15:54:19	4941	4902		0:04	Agent-->4902
X 2010-11-10 13:57:53	***	4902		0:06	?(MFJ)>KGH
X 2010-11-10 13:55:56	***	4910		2:03	?(Sales)>CTI Huset
X 2010-11-10 13:55:38	4905			0:05	
X 2010-11-10 13:55:37	***	4911		0:01	
X 2010-11-10 13:50:53	***			0:00	
X 2010-11-10 13:50:53	4905			0:01	
X 2010-11-10 13:40:23	***			0:00	
X 2010-11-10 13:40:18	63159190	4910		0:03	63159190(Sales)>CTI
X 2010-11-10 13:10:23	4905			0:04	
X 2010-11-10 13:10:12	4905			0:01	
X 2010-11-10 12:57:32	29277660	4999		0:10	29277660>CTI Huset
X 2010-11-10 12:27:57	44882957	4911		0:11	44882957>Support
X 2010-11-10 11:50:07	26997791	4903		0:33	26997791(MFJ)>OSL
X 2010-11-10 11:49:15	***			0:00	
X 2010-11-10 11:01:48	4905			0:00	
X 2010-11-10 11:01:26	4905			0:00	
X 2010-11-10 10:40:58	44517610	4911		0:04	44517610>Support
X 2010-11-10 10:26:04	44500256	4911		0:11	44500256>Support
X 2010-11-10 10:15:44	0046515761206	4910		0:05	0046515761206(Sales
X 2010-11-10 09:38:13	4905			0:02	
X 2010-11-09 15:13:45	44517610	4911		7:55	44517610>Support
X 2010-11-09 14:49:46	4905			0:04	
X 2010-11-09 14:19:44	79420122	4905		0:07	79420122>MFJ
X 2010-11-09 13:00:16	4905	4906		0:04	
X 2010-11-09 12:24:32	44517610	4911		1:03	44517610>Support
X 2010-11-09 12:08:51	4905	70302020		10:16	
X 2010-11-09 12:06:37	***			0:00	

Personal

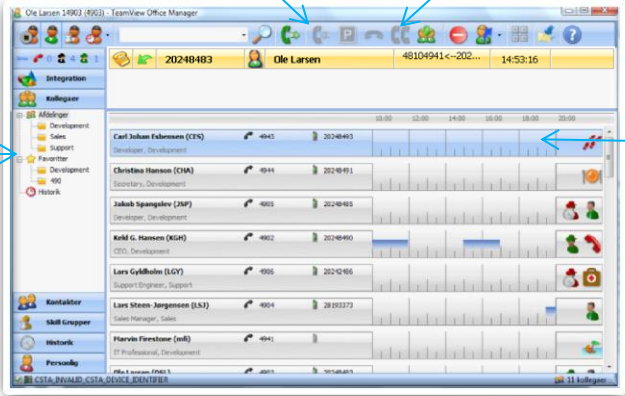
301 objects

All calls to/from an employee is logged locally - sorted by incoming, outgoing and lost calls.

All local call-logs are accumulated into a central database.

# Practical examples

- Consulted transfer to colleague



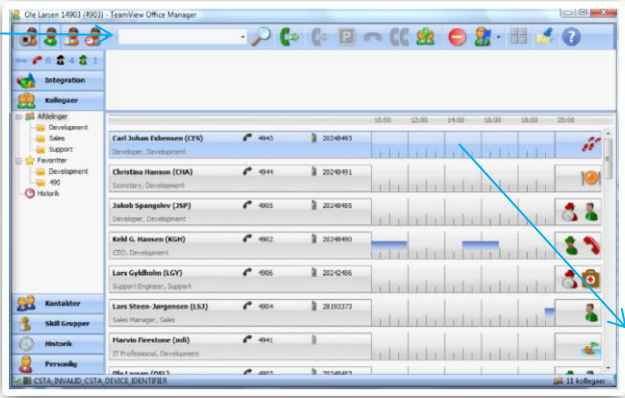
Answer call 1

2 Search

3 Double click on employee

4 Complete

The screenshot shows the TeamView Office Manager interface. A mouse cursor is positioned over the search bar (callout 2). The interface displays a list of employees with their names, roles, and phone numbers. Callout 3 points to the name 'Carl Johan Ebbensson (CTS)'. Callout 1 points to the 'Answer call' button in the top toolbar. Callout 4 points to the 'Complete' button in the top toolbar.



2 Search

3

4 Make call

5 Complete

1 Answer call

Move focus to employee

The screenshot shows the same TeamView Office Manager interface, but with keyboard focus. Callout 2 points to the search bar. Callout 3 points to the arrow keys on the keyboard. Callout 4 points to the Enter key. Callout 5 points to the asterisk key. Callout 1 points to the plus key. The keyboard image shows the Num Lock, /, \*, -, Home, 8, PgUp, 7, 4, 5, 6, 1, 2, 3, 0, Ins, Del, and Enter keys.

# Practical examples

- Direct transfer to colleague

Answer call 1

4 Complete

Search 2

3 Click on employee

Search 2

4 Complete

1 Answer call

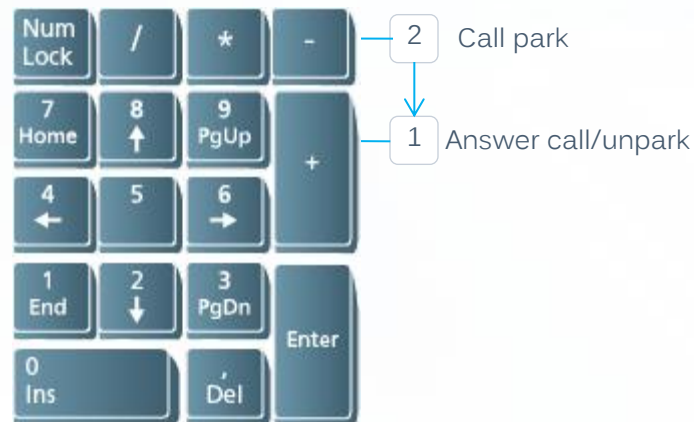
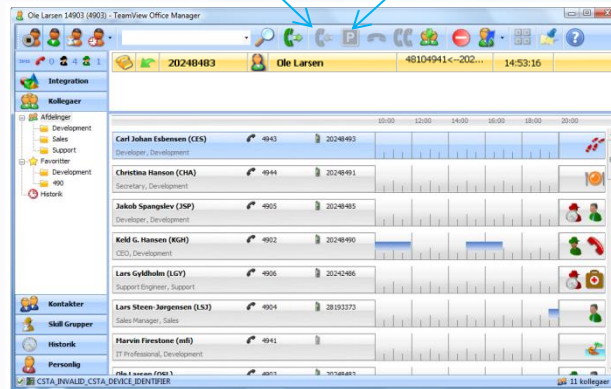
3 Move focus to employee

# Practical examples

- Call park / unpark



Answer call/unpark 1 ← 2 Call park



# Practical examples

- Make call, write to or lookup details on colleague/contact



Search

1

Name	Phone	Extension	Function
Carl Johan Ebbesen (CES)	+943	20248493	Developer, Development
Christina Hansson (CHA)	+944	20248491	Secretary, Development
Jakob Spanglev (JSP)	+905	20248485	Developer, Development
Keld G. Hansen (KGH)	+902	20248490	CEO, Development
Lars Gylholm (LGY)	+906	20242486	Support Engineer, Support
Lars Steen-Jørgensen (LSJ)	+904	28193373	Sales Manager, Sales
Harvin Firestone (mf)	+941		IT Professional, Development
File:1 xxxxxx (F163)	+9011	30348481	

2 Right click on employee

Click on desired function (no./e-mail).  
For more details select Properties



Search

1

Name	Phone	Extension	Function
Carl Johan Ebbesen (CES)	+943	20248493	Developer, Development
Christina Hansson (CHA)	+944	20248491	Secretary, Development
Jakob Spanglev (JSP)	+905	20248485	Developer, Development
Keld G. Hansen (KGH)	+902	20248490	CEO, Development
Lars Gylholm (LGY)	+906	20242486	Support Engineer, Support
Lars Steen-Jørgensen (LSJ)	+904	28193373	Sales Manager, Sales
Harvin Firestone (mf)	+941		IT Professional, Development
File:1 xxxxxx (F163)	+9011	30348481	

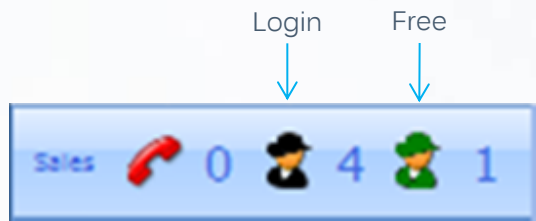
3 Right click on employee

Click on desired function (no./e-mail).  
For more details select Properties.

2 Move focus to employee



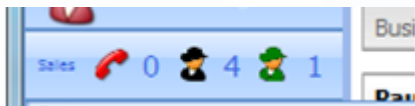
# Queue/bar for hunt-groups



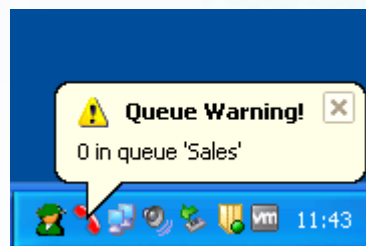
Calls in queue

If you are member of several hunt-grups you are free to choose which one to be shown here. The other groups are shown under the tab Skill Groups.

You are free to place the queue/bar at the top or bottom.



You can insert limit values (2) for max. number of calls in queue. When a limit is exceeded you will be alerted.



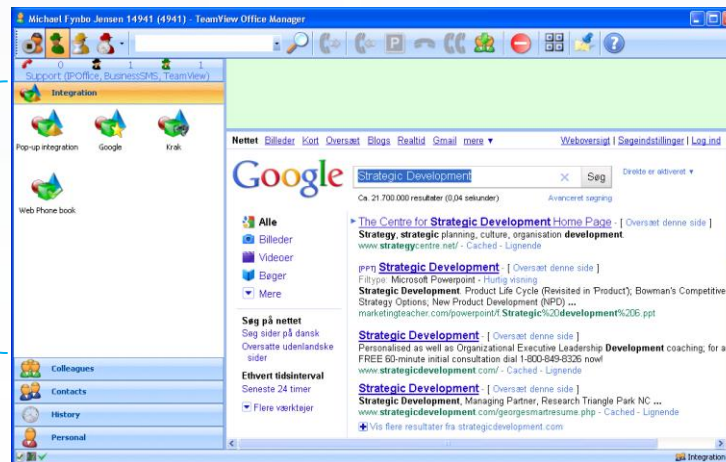
The taskbar displays an Office Manager icon. The icon indicates the current agent status. Therefore you do not need to activate the Office Manager to check the current status.

# Integration

The following forms of integration are possible:

- Automatic popup of inter-/intranet-pages
- Automatic popup of Windows applications
- Activate internet/intranet-pages (from favorite list)
- Activate Windows applications (from favorite list)
- Make calls from Windows applications

Favorite list



# Contacts

Contacts (common and private) can be entered in a traditional folder structure, as users themselves are responsible for.

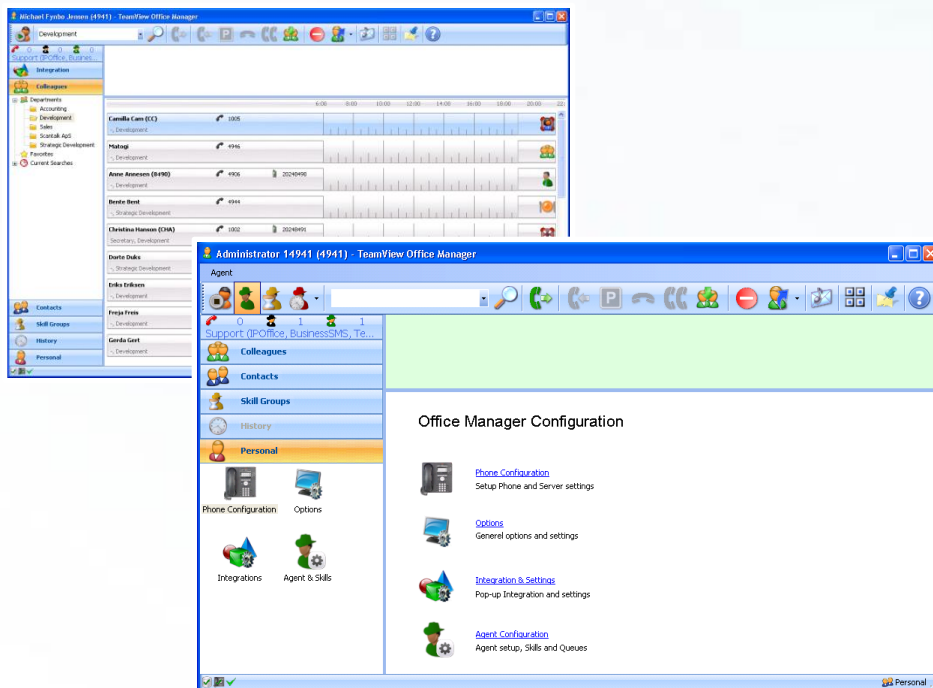
Contacts can be imported from Outlook to a private folder, which then individually can be transferred to shared folders with drag & drop.

The screenshot displays the Outlook Contacts application. On the left is a folder tree with 'Common' and 'Private' folders. The main pane shows a table of contacts:

Name	Phone	Mobile	email	Company	Title	Department	Address	Zip/City
Jane Doe	12345678	12378945	xx@hotmail.com	visiob	FindMe	LostAndFound	Found Road 10	
John Doe	123456678	12348765	x@hotmail.com	Your Office	FindLost	Lost person	Lost Road 1	

In the bottom right, a context menu is open over a contact entry, showing options like 'Open', 'Delete', 'New Contact', 'New Company', 'New Folder', 'xx@xxxx.com', and 'www.xxxx.com'. A text box next to the menu states: 'You can call or send e-mail by right click.'

# Personal Configuration

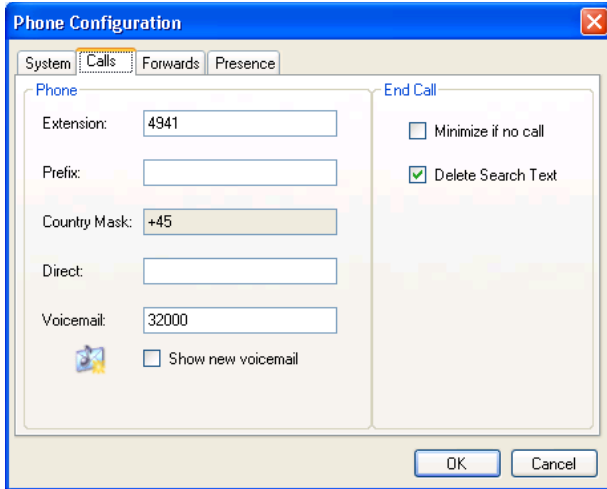


This section only deals with the issues as the individual user has influence on.

All other issues are handled centrally.

- Phone
- Options
- Integration
- Agent

# Phone (call & forward)



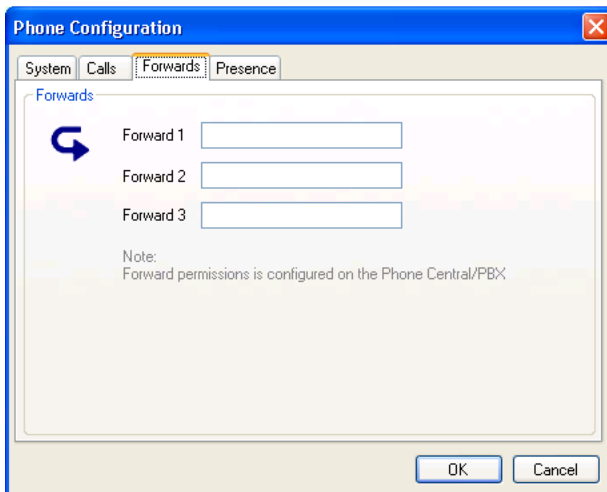
The 'Phone Configuration' dialog box is shown with the 'Phone' tab selected. It contains the following fields and options:

- Extension: 4941
- Prefix: (empty)
- Country Mask: +45
- Direct: (empty)
- Voicemail: 32000
- Show new voicemail:
- End Call options:
  - Minimize if no call:
  - Delete Search Text:

Buttons: OK, Cancel



- enter your extension, country mask (and direct number)
- checkmark for show new Voicemail (=highlight icon)
- automatic minimization of the application by end call
- erase search text field by end call



The 'Phone Configuration' dialog box is shown with the 'Forwards' tab selected. It contains the following fields and options:

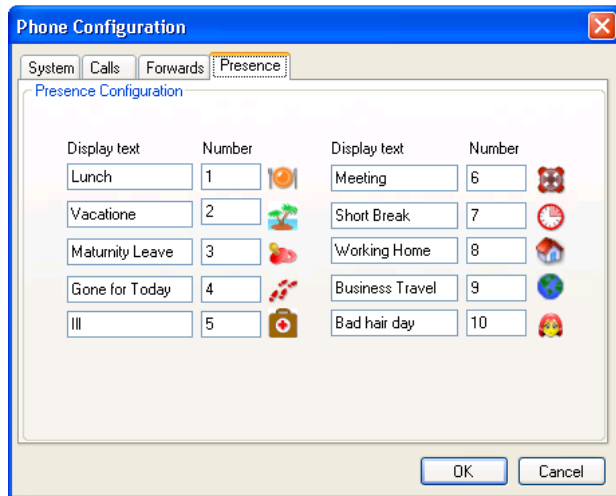
- Forward 1: (empty)
- Forward 2: (empty)
- Forward 3: (empty)
- Note: Forward permissions is configured on the Phone Central/PBX

Buttons: OK, Cancel



You can enter up to 3 numbers , which complements the absences messages (see next page). The numbers are presented together with the absences messages when the forwarding icon is activated.

# Phone (Presence)



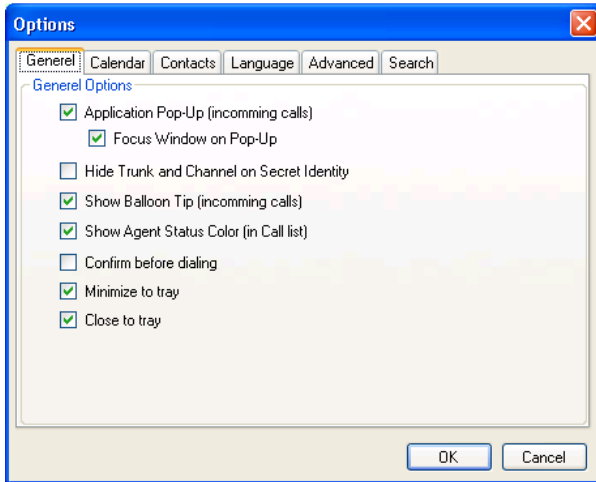
Display text	Number	Icon	Display text	Number	Icon
Lunch	1		Meeting	6	
Vacatione	2		Short Break	7	
Maternity Leave	3		Working Home	8	
Gone for Today	4		Business Travel	9	
Ill	5		Bad hair day	10	



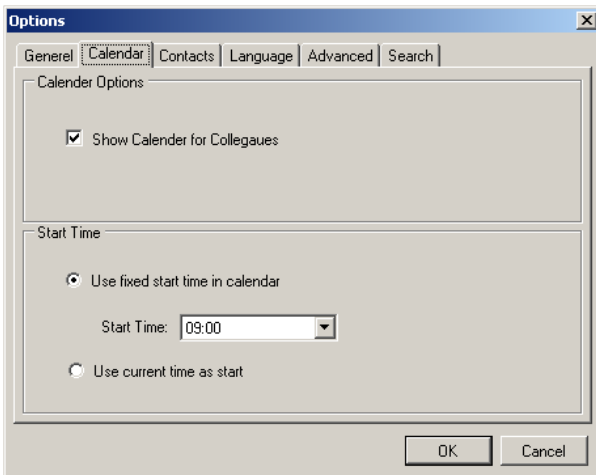
Up to 10 numbers (VDN) can be booked (centrally) for handling absence causes. When you forward your phone to one of these numbers (by click on an icon), the icon will show your phone status with your colleagues.

PS: For each VDN it is possible to attach voice messages (centrally) - eg. one being played by internal calls and one covering the external calls.

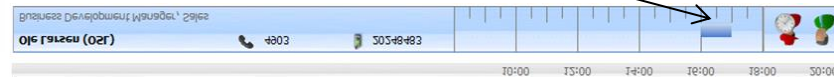
# Options (General & Calendar)



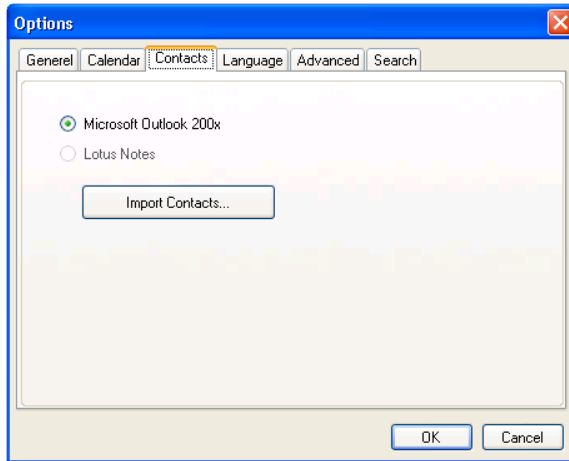
- Popup in front of all applications on incoming calls
- Hide caller (garbage-)information on secret identity
- Show balloon tip on incoming calls (alt. to automatic popup)
- Show Agent status color in call window (previously described)
- Confirm outbound call before dialling
- Minimize to systray (alternative to taskbar)
- Close to systray (alternatively exit the application)



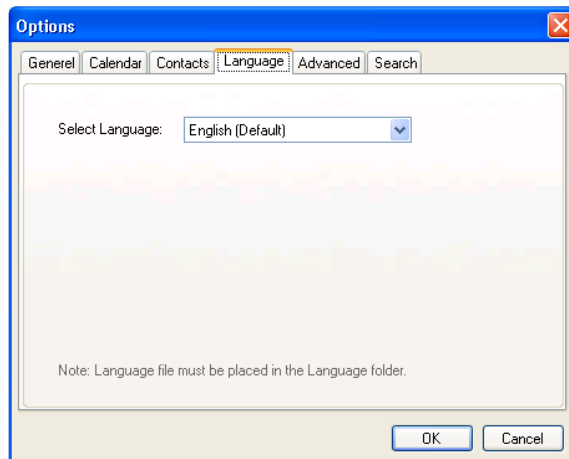
Show calendar appointments for colleagues  
Use either fixed or current time as start



# Options (Contacts & Language)



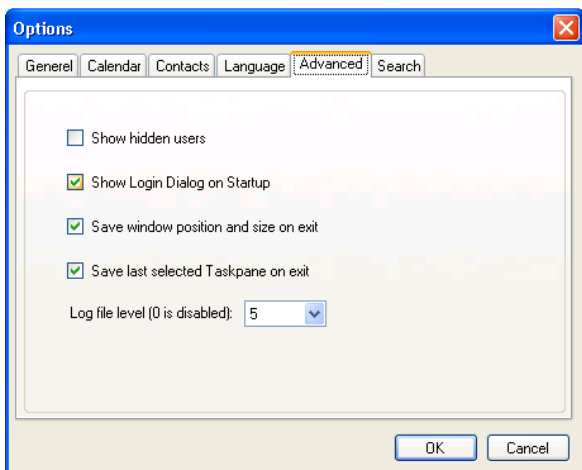
You can import contacts from MS Outlook. The contacts are placed in your private folder, from which you can transfer selected or all to common folder - with drag & drop.



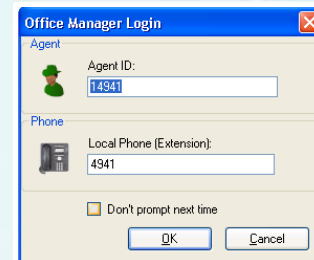
Here you have the option to select language.



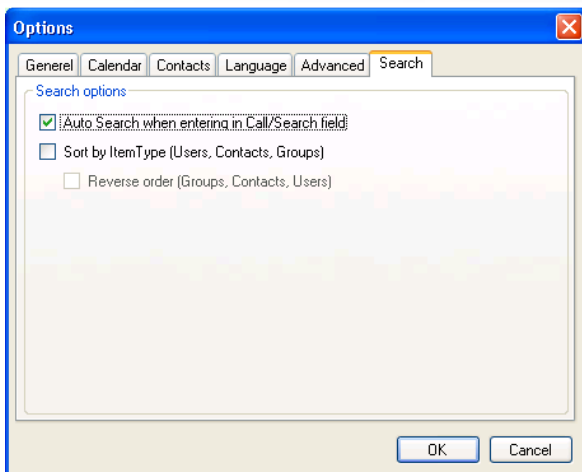
# Options (Advanced & Search)



- Show hidden users (eg. deleted)
- Show login dialog on startup
- Save window position and size on exit
- Save last selected task panel on exit



Eg. colleagues



Auto search is not supported (you have to enter search criteria and press Enter).

Sort by item type (the order in which data (colleagues/contacts) is presented when searching).

If no checkmark, data is presented in alphabetical order.



# Integration

- Automatic popup

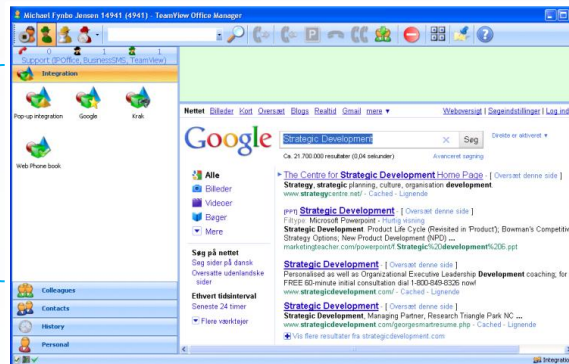
The system support automatic popup of inter-/intranet-pages and Windows applications (centrally defined).

Which system to popup depends on what B-number (hunt-group) is called, and the content is based on either A-number or input from an IVR system.

- Manual activation

Manual activation of internet/intranet-pages and Windows applications is possible (from the Favorites list). Which system to popup in a given situation depends on an organizational guidance, and the content is based on either A-number, input from an IVR system or based on manual input from the user (eg. policy number).

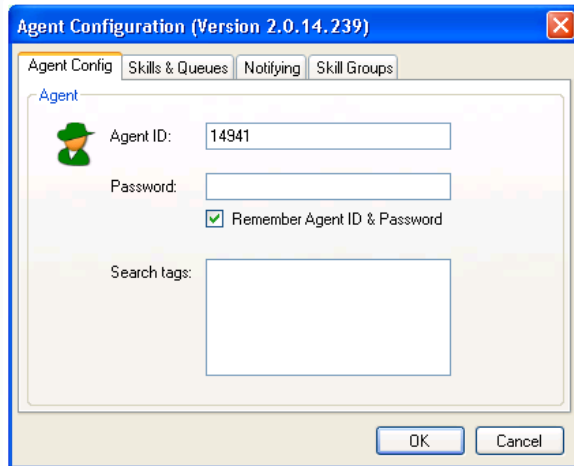
Favorites list



All configuration parameters related to the integration is carried out centrally.

It is also possible to make calls from Windows applications. This function must be supported by the individual application.

# Agent (configuration, Skills & Queues)



Agent Configuration (Version 2.0.14.239)

Agent Config Skills & Queues Notifying Skill Groups

Agent

Agent ID: 14941

Password:

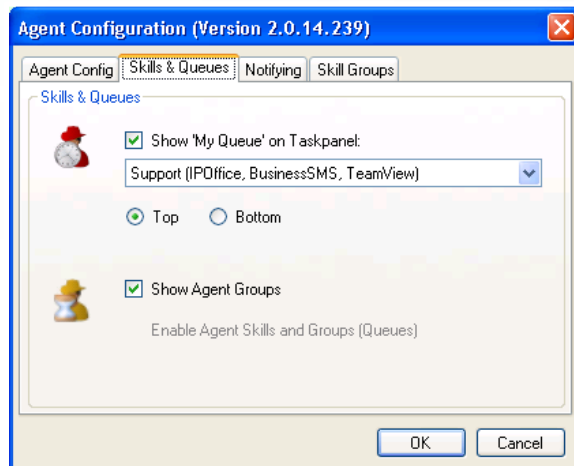
Remember Agent ID & Password

Search tags:

OK Cancel



Enter your Agent ID (and password)



Agent Configuration (Version 2.0.14.239)

Agent Config Skills & Queues Notifying Skill Groups

Skills & Queues

Show 'My Queue' on Taskpanel:  
Support (IPOffice, BusinessSMS, TeamView)

Top  Bottom

Show Agent Groups

Enable Agent Skills and Groups (Queues)

OK Cancel



Show Agent groups  
It is centrally defined which groups are relevant (see next page)

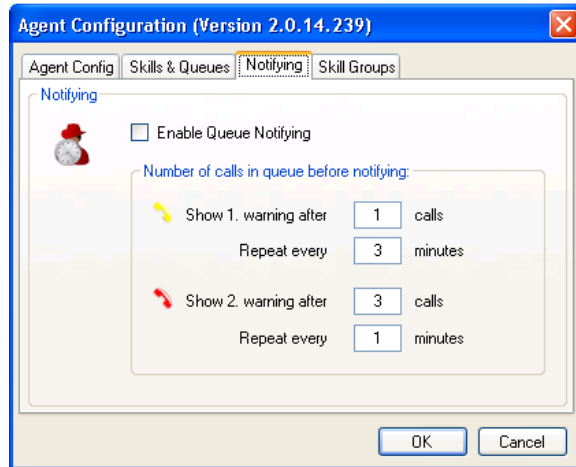


Skill Groups

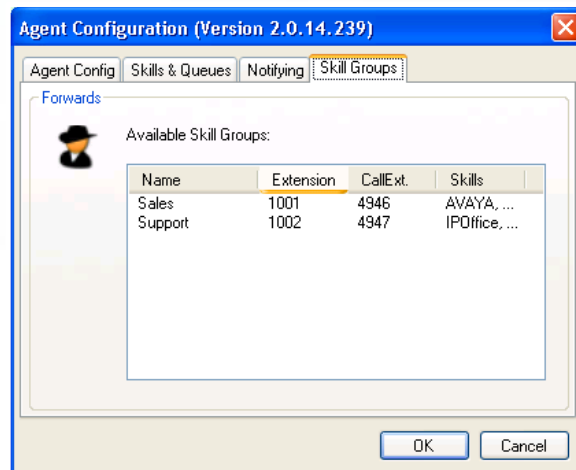
My Skills

	Queue	Logged in	Free
Sales (Group 1)	1001	AVAYA, CISCO	0 3 2
Support (Hunt group 2...)	1002	IPOffice, BusinessSMS, ...	0 3 2

# Agent (Queue notifying & Skill groups)



Enable queue notifying (2 levels)



Shows available (relevant) skill groups

