Office Manager

Get Started

Presented by
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TeamView® Office Manager   - Get Started

Search Field

When you want to search on a colleague or contact, find the place here. Alternatively colleagues identified under the tab colleagues who holds the organizational structure that is retrieved from AD. Contacts can alternatively be identified under the Contacts tab, where the structure is user defined.

Search is supported by phonetics, and can be applied with word elements or free text format, or by combining 2 fields – eg. name, department.
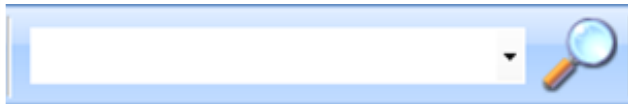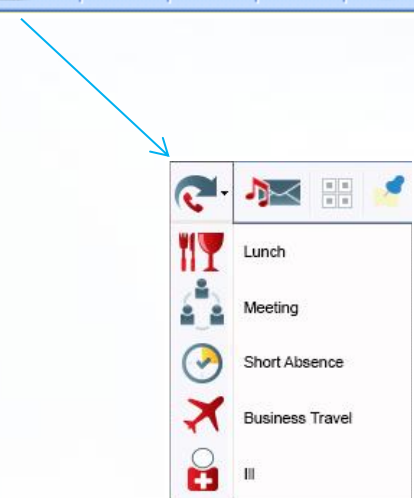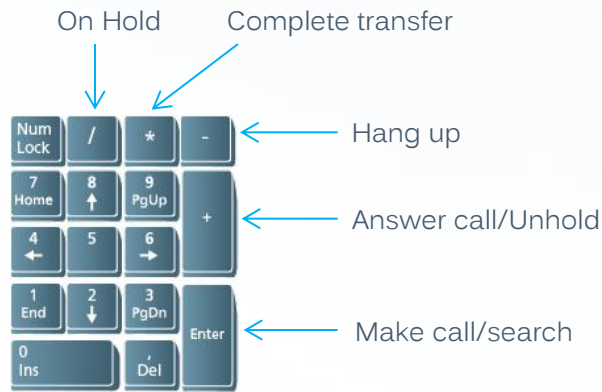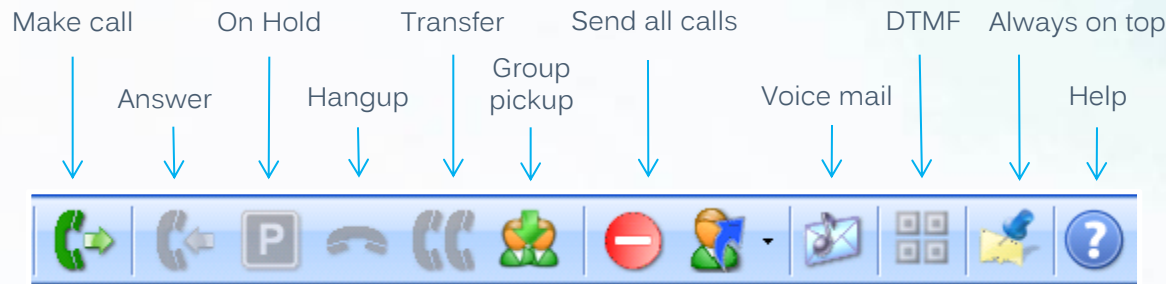
Searchable data

Organizational

Department

Title

Skills

Contact related

Name

Initials

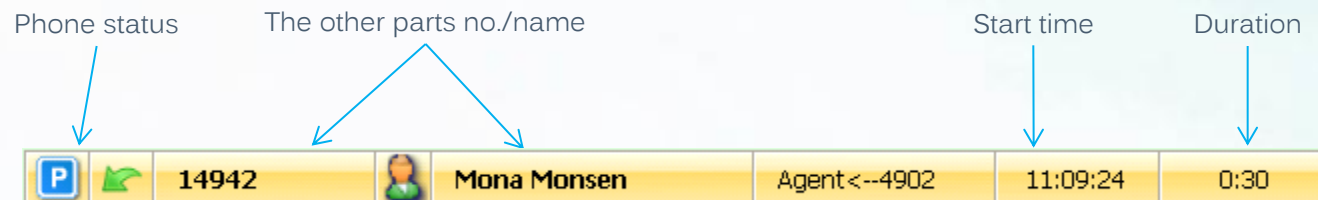| Local no. |
| --- |

Mobile no.

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.

Make call   On Hold   Transfer   Send all calls   DTMF   Always on top

Answer   Hangup   Group pickup   Voice mail   Help

On Hold   Complete transfer

Hang up

Answer call/Unhold

Make call/search

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.

Phone status

The other parts no./name

Start time

Duration

| P | ↰ | 14942 | 👤 | Mona Monsen | Agent<--4902 | 11:09:24 | 0:30 |

The 3 variants

Information about recipient

If the recipient's name appears it is a direct call

Alternatively it can be either a colleague's name (the one who originally was called), or the name of a hunt-group which the recipient is a member of.

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.

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

Agent status

Tittle and department

Further information about the employee is displayed by right click.

Calender info
16:00 - 17:00 Møde

Mouse over appointment displays details

Phone status/
Absence code

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	Materity leave	Vecation	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				

Queue/bar for hunt-groups

Login   Free

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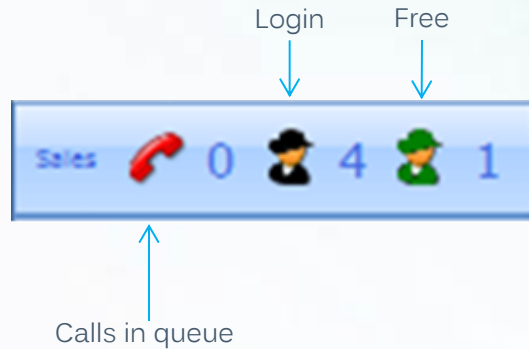
If you are member of several hunt-grups you are free to choose which one to be shown here. The other groups are shown under the tab Skill Groups.

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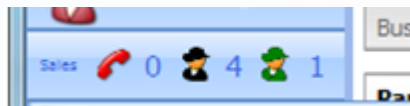
Integration

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
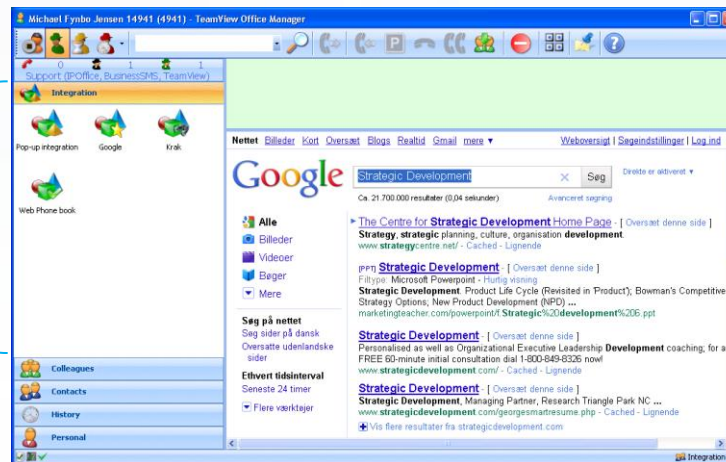
Colleagues

Colleagues can be identified under the tab Colleagues, which includes the organizational structure that is retrieved from AD.

Diversion to the employee's extension can be done by double-clicking. Call forwarding to mobile - see below.

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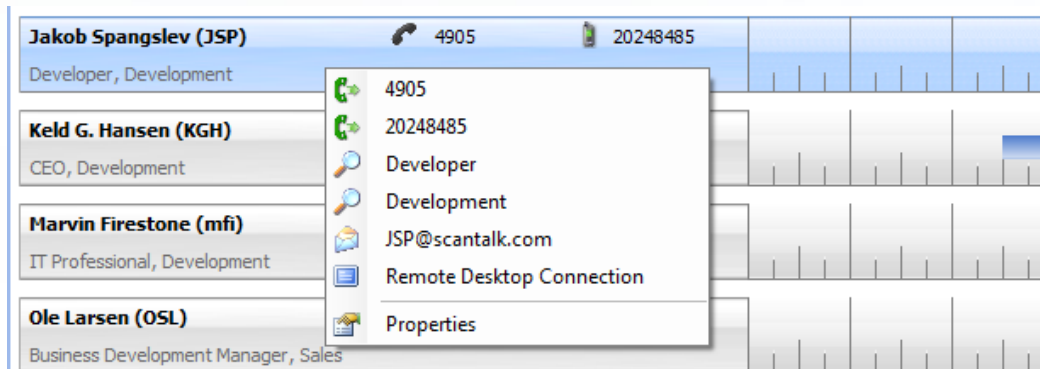
You can call the colleague by click on number (landline or mobile).
Send e-mail by click on e-mail address.

Colleagues - details

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.

You can call or send e-mail by right click.

Skill-groups

Here the user can see queue information on the skill groups he / she is a member. In addition, the user can see all the other operational skill groups in the organization.

Call-log

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.

Conversation Topic - registration (CWC)

When a call is completed, you can register the topic conversation concerned.

You can select up to 10 main topics at. B-number, and from 0 to an unlimited number of choices.

There can also be on / off select option for assigning a text message.

Data recorded together with the other log information.