

DSTNY Softphone Quick Reference Guide

Standard Icons (left of main display)



Favourites – List of favourite contacts.

- To add favourites from contacts –
 - Search Contact
 - Click on star to add
- Click on Favourite for additional information and detail.
- Options available on right side of favourite / contact –
 - Start Intercom (only available if user has desk phone)
 - Message
 - Call



Active Calls – will show details of any active calls.

Note – Only available when user is using Standard View. When using Attendant View, active calls will be in stand-alone dialogue box on right hand side of screen.



Log – will show logs

- All
- Missed
- Inbox (Faxes, SMS) **note:** SMS not available yet.



Voicemail – Personal Mailbox. If voicemail is left it will be visible in the list and can be accessed. **Note** – To access mailbox to record greeting, set password etc. You will be provided with a Pilot number to dial by the installation tech.



MiTeam – Chat, Calendar Meetings. Based on licensing.

Call Centre Icons (only available when user is member of a call centre group)



Queue Statistics – Information for queues that user is a member of. Drop down each queue for further information. Can be used by supervisor to log agents in and out of queues.



Agent Statistics – Information similar to queue statistics but shown per agent in group. Can be also be used by supervisor to log agents in and out of queues.



Group Log – Call information for groups the user is a member of.

General Call Handling -

Make Call – Either by selecting contact via contacts list or by free dial in search bar.

Answer Call – Screen will pop on ring, click on green handset icon to answer.

Hold Call – Pause Icon as per below.



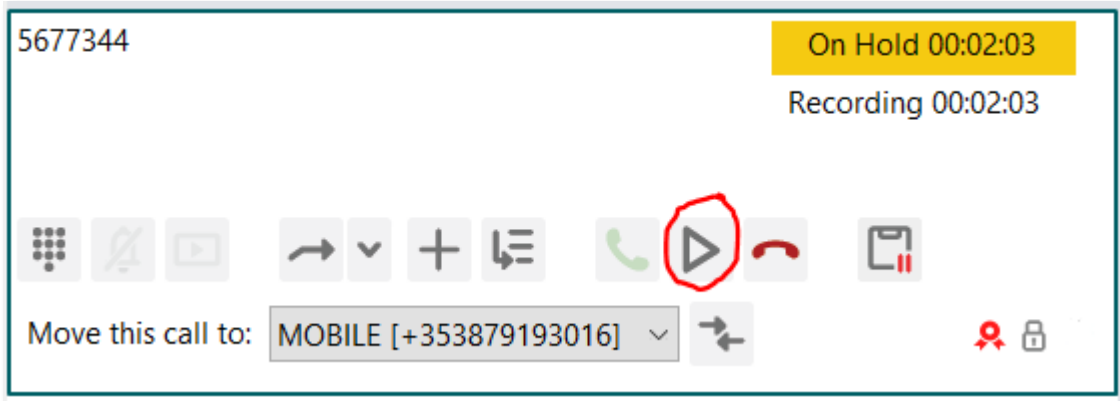
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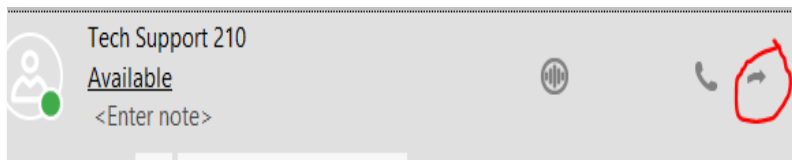
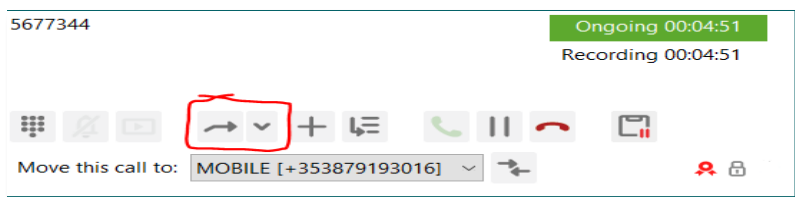
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Retrieve Held Call – Play Icon as per below



Transfer Call (Unsupervised) –

- Answer Call
- Click on Transfer Icon
- Search Contact
- Click on Transfer Icon



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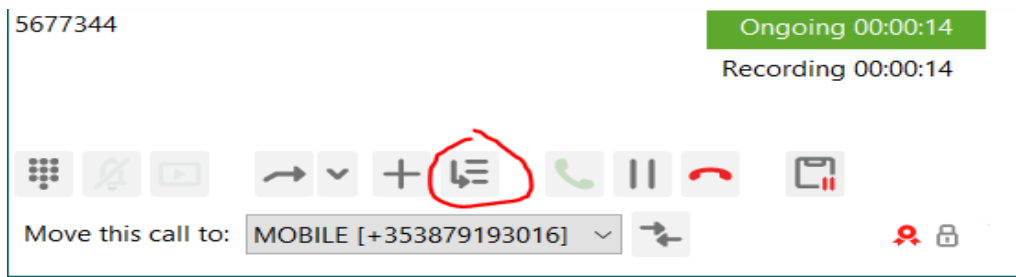
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Transfer Call (Supervised) -

- Answer Call
- Click on Transfer Icon
- Search Contact
- Call Contact – announce call
- Click on Transfer Icon

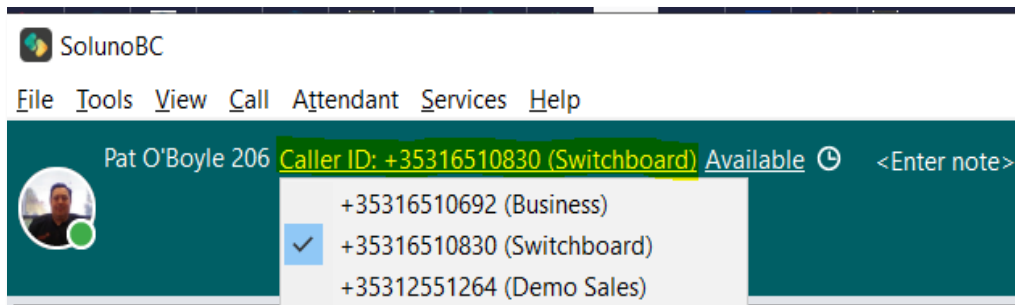
Park Call – Park Icon, call will be placed in ‘active calls’ area to be retrieved. Note - Please discuss with administrator if call parking has been enabled for your system.



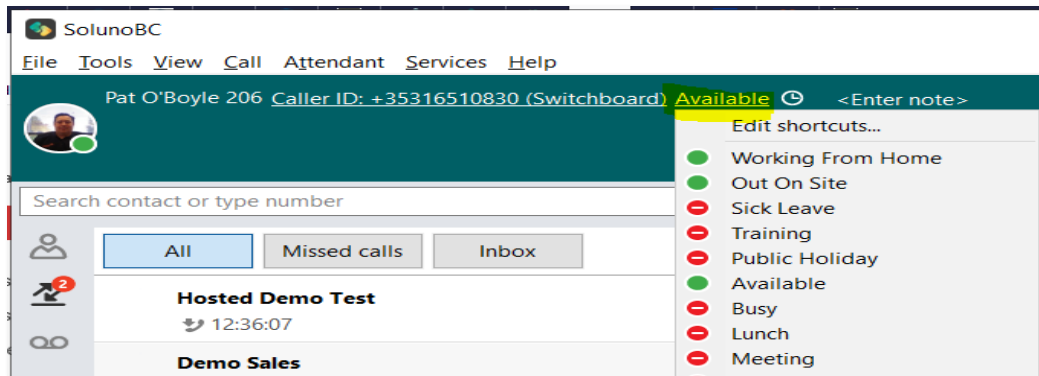
Pause / Restart Recording (when call recording available) – Use pause and play icon. There is also an indication that call is being recorded and the duration of that recording.



Caller ID Change (If configured) – Caller ID can be changed per call using drop down selection



Presence Change – Presence status can be changed using drop down menu. Note- Please discuss with administrator the availability of presence status. They can be created specifically for each system.



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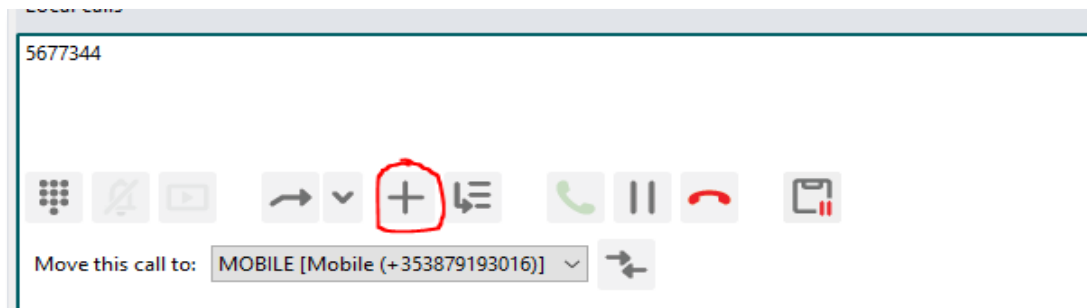
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Send DTMF – Use icon to open DTMF dialler to send DTMF during call



Conference Call – Using the + symbol during a call to add participants to conference.



Tools Tab (toolbar at top of softphone)

My Home – Brings user to web page where features like profile, ACD options and Applications. Softphone can be downloaded from applications area.

My Profile – Brings users directly to profile area that can also be accessed from My Home. In here, change passwords, PIN and profile picture.

Add Contact – Create a personal contact and mark as favourite if required.

Schedule a Meeting – Create a meeting. If conference numbers have been created, they will be added to the meeting invite.

Inbox – As per Call Log icon in previous section.

Call Routing – Shows call routing rules that have been applied in system configuration

Future Presence – Set Presence status for future dates. E.g., annual leave scheduled in advance.

Activity Diversions – Set a diversion destination based on activity settings. E.g., On Leave = divert calls to reception.

Options –

- Audio = set audio preferences for Speaker and Headset
- General = set personalised settings
- Advanced = additional personalised settings.

View Tab (toolbar at top of softphone)

Standard – default view on installation. Full screen of favourite contacts

Attendant View – Active calls icon removed from left hand toolbar. Screen split to show active calls live on right hand side.

ACD View – Specifically for ACD agents, not generally used.

Call Tab (toolbar at top of softphone)

Access to shortcuts for general call handling such as – Answer, Transfer, Hang Up etc.