Chapter 1   Soft console introduction

Overall

This chapter introduces the function and composition of the soft console.

1.1 Product introduction

LV SC (short for LV switch Software Console) is a PC Console Software product designed for use in the front office.

LV Switch soft console has the ability to handle a large number of incoming calls, which can be automatically assigned to telephone operators in the future to help telephone operators deal with customers' inquiries, complaints and other business.

LV Switch soft console adopts advanced system architecture design concept, which not only improves the call rate of users, but also integrates with the company's management system to improve the customer satisfaction of the company's telephone reception system.

1.2 composition of the attendant console

The soft console system consists of soft console server, soft console client software and telephone.

- Soft console server: LV switch IPPBX
- Attendant client: client PC, attendant desk client software
- Phone: support analog phone, IP phone, SIP soft phone

(1) Soft console server:

The soft console server adopts LV switch IPPBX

- LV switch IPPBX provides analog interface, E1 interface, Ethernet port, optical port and other interfaces.
- LV switch IPPBX supports IMS/NGN/PSTN and other trunk access, as well as xDSL, LAN, optical fiber and other broadband access.
- LV switch IPPBX can be applied to a variety of networking environments, network deployment is convenient, can significantly reduce the cost of enterprise construction and maintenance.

(2) Soft console client

Equipped with common telephone management functions (waiting line/holding/transferring/answering/forced demolition/message), it can realize address book, telephone status monitoring,

Call record query, extension dialing permission modification, do not disturb, wake up, night service, business operation log query and other functions.

(3) Telephone

Support analog phone, IP phone, SIP soft phone.

1.3 Network of soft console

1.4 Installation environment

(1) Hardware configuration

The following configuration is recommended for the client PC:

CPU: Pentium(R) 4 3.0 GHz or higher

Memory: more than 1G

Hard disk: more than 20G

Network card: 100M/1000M adaptive

Sound card: integration

Video card: integration

Monitor: 19 inch monitor

(2) The software configuration

Windows XP, Windows 7 32-bit, is recommended

.net Framework 3.5 SP1 components need to be installed

Chapter 2 function of the soft console

This chapter introduces the common functions of the attendant desk, including call function, waiting line function, transfer, call hold, answer, forced demolition, leave/return, message, etc.

2.1 Call function

2.1.1 Binding extension

Aim:

The operator made the call through the attached extension.

Premise:

1. IPPBX side has configured operator account.
2. The attendant desk client has been configured with the server IP address.
3. The extension number assigned.

Steps:

The login interface is shown in figure 9-1 below. After the operator enters the account number and password, enter the client binding extension number of the operator in the text box of "extension". Click < confirm > to enter the system and complete the extension binding.

9-1 The client login interface of the attendant console

2.1.2 Inbound

Aim: The call answering function is realized through the extension bound by the operator.

Premise:

Before operation, the following contents need to be confirmed:

- Client program logged in.
- Bound the operator extension

1. The flow chart

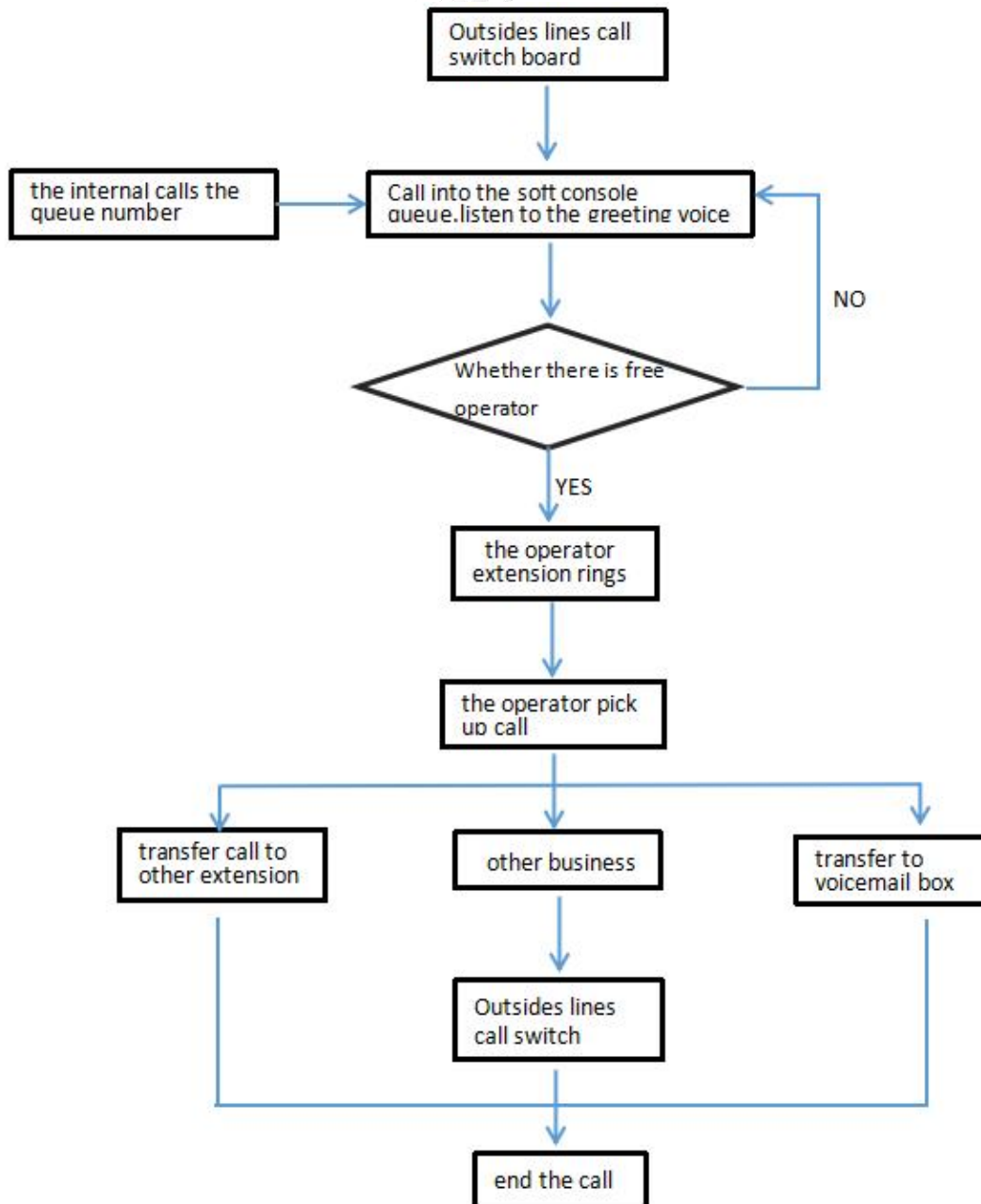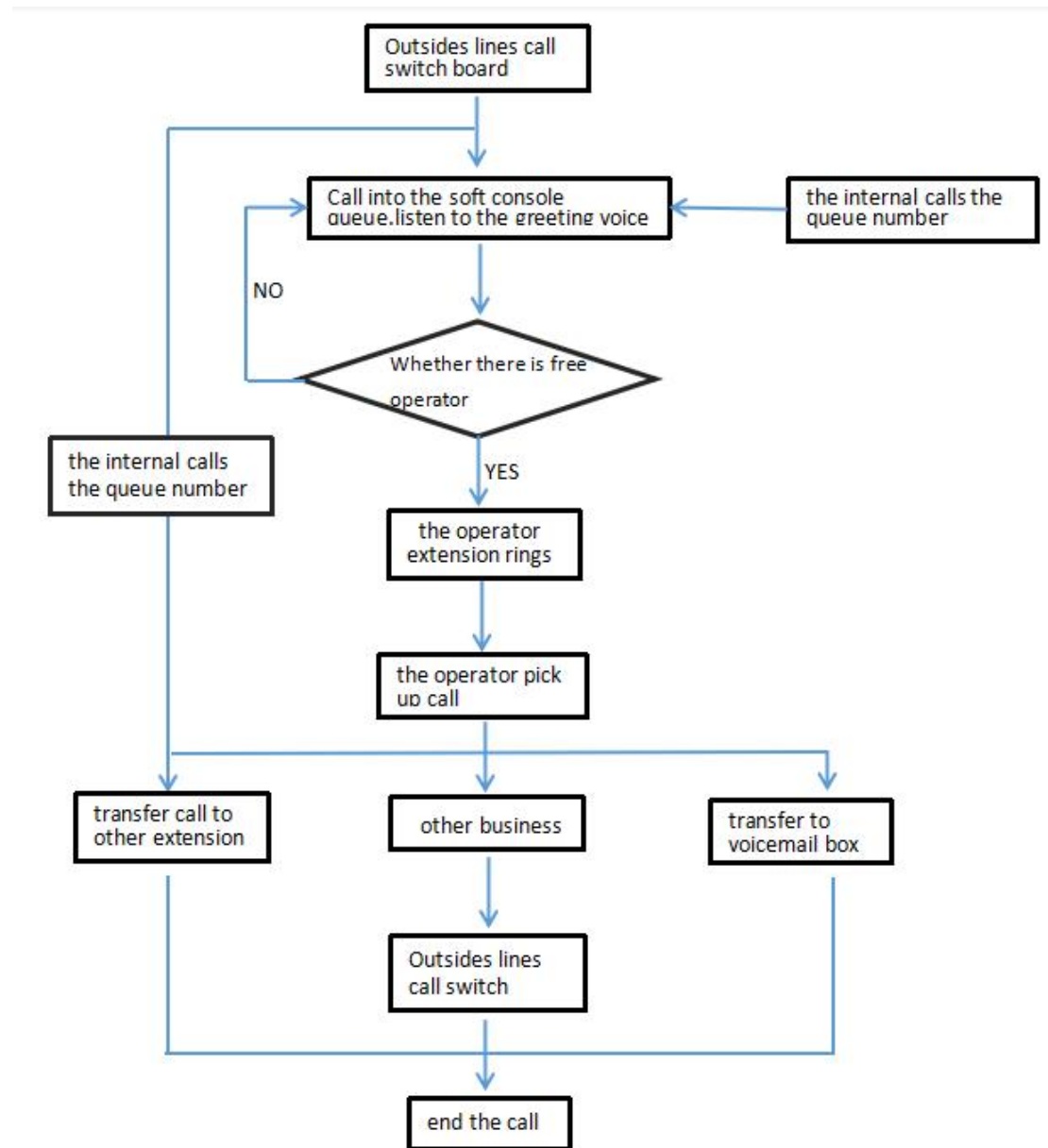Scene 1: all incoming calls go through the attendant desk

Diagram 9-2   inbound call flow chart 1

Scene 2:The customer can directly call the extension number

```
                    ┌──────────────────────┐
                    │ Outsides lines call  │
                    │ switch board         │
                    └──────────────────────┘
                               │
                               ▼
         ┌──────────────────────────────────────┐      ┌──────────────────────┐
         │ Call into the soft console           │◄─────│ the internal calls the│
         │ queue,listen to the greeting voice   │      │ queue number          │
         └──────────────────────────────────────┘      └──────────────────────┘
    NO                         │
                               ▼
                          ╱──────────╲
                         ╱ Whether there ╲
                        ╱  is free        ╲
                        ╲  operator       ╱
                         ╲               ╱
                          ╲──────────╱
    ┌──────────────────┐       │ YES
    │ the internal calls│      ▼
    │ the queue number  │  ┌──────────────┐
    └──────────────────┘   │ the operator │
                           │ extension rings│
                           └──────────────┘
                               │
                               ▼
                           ┌──────────────┐
                           │ the operator │
                           │ pick up call │
                           └──────────────┘
                               │
     ┌──────────────┐     ┌──────────────┐     ┌──────────────┐
     │ transfer call to│   │ other business│    │ transfer to  │
     │ other extension │   │              │     │ voicemail box│
     └──────────────┘     └──────────────┘     └──────────────┘
                               │
                               ▼
                           ┌──────────────┐
                           │ Outsides lines│
                           │ call switch  │
                           └──────────────┘
                               │
                               ▼
                           ┌──────────────┐
                           │ end the call │
                           └──────────────┘
```

2.1.3 Outbound

Through the operator binding extension to realize call out function.
Before operation, the following contents need to be confirmed:

● Client program logged in.
● Bound the operator extension

Steps:

1. When the attendant desk is idle, enter the called number in the "number" text box.
2. Click < dial > to make a call. If intelligent Enter key is enabled, press Enter key to dial directly. When the operator exhales, the operator binds the extension to ring first, after picking up, establishes the communication with the operator desk, and then the called number rings and the call between the called party and the operator's attached extension is set up after the phone is picked up.
3. If the called party is idle, the operator listens to the ring back tone. When the called party picks up, the operator can talk to the called party.
4. If the called party is busy or the input number is invalid, the operator listens to the busy signal or other prompt sound, please check the number and dial again Number.
5. The operator can view the extension call status through the extension status area.
6. Either party hangs up and ends the call

2.2 DND setting

Aim: When the extension or group is set with the no-disturb function, the incoming call is prompted by the system to say "the user you are calling has enabled no-disturb".
Extension or group will not be disturbed by incoming calls. The operator can dial any extension tied to the extension without the restriction of interruption Settings.
Premise:
Before operation, the following contents need to be confirmed:
● Client soft console software have been logged in.

2.2.1 DND setting

Steps:
1. Select management>Do not disturb management.The dialog box as shown in figure 6-29 below pops up. You can set the "do not disturb" according to the effective time and policy of do not disturb by individual extension, batch extension and grouping.
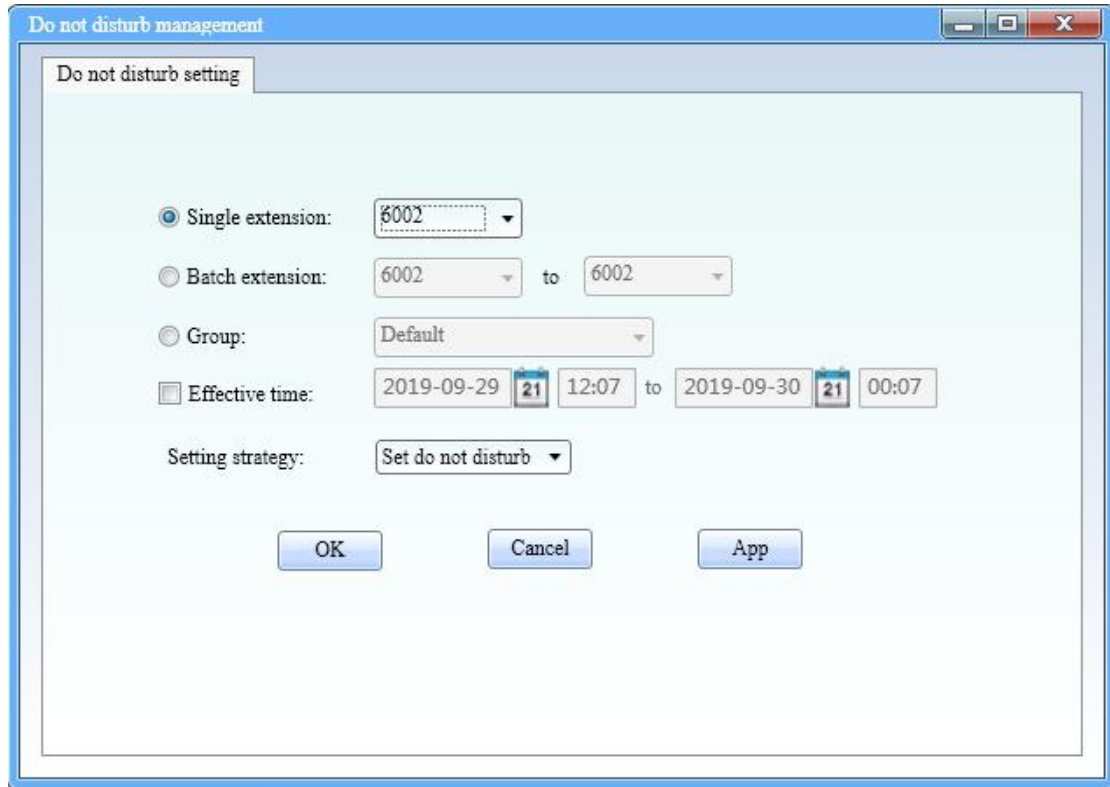
2-2 Do not disturb setting

The interface description as following :

Diagram 2-3 DND setting

Name	Function description
Extension	Can be set by a single extension or batch extension
Group	Groups of extension
Effective time	Effective time of DND setting,if not set the effective time,the DND setting will be effective all the time.If the valid time is set, the set do not disturb is effective within the valid time
Setting strategy	Can set do no disturb,or cancel no interruption

2.Then click the < ok > button, and the do not disturb function of the extension number is enabled. When dialing the extension with do not disturb function, the system prompts
The user you are calling has enabled do not disturb.
The extension status can be viewed through the panel view, as shown in figure 6-30 below.

There is a label on the upper of The extension of without interruption.
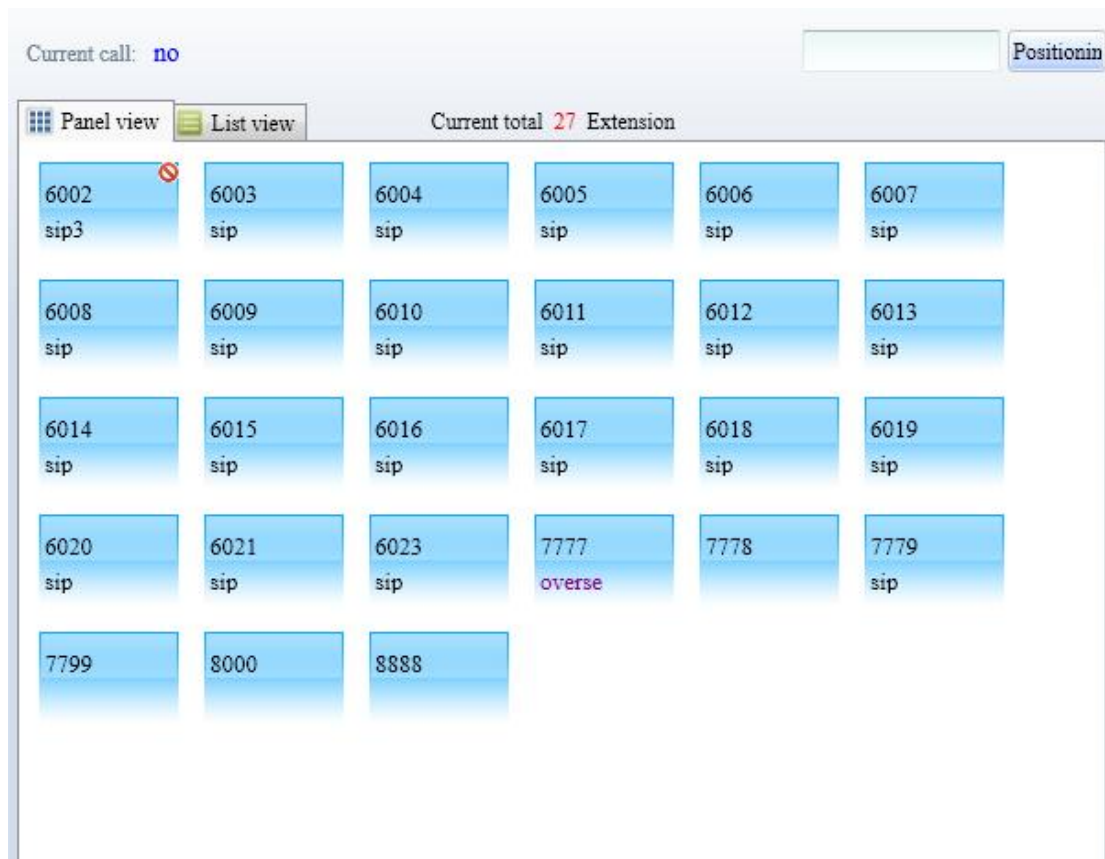
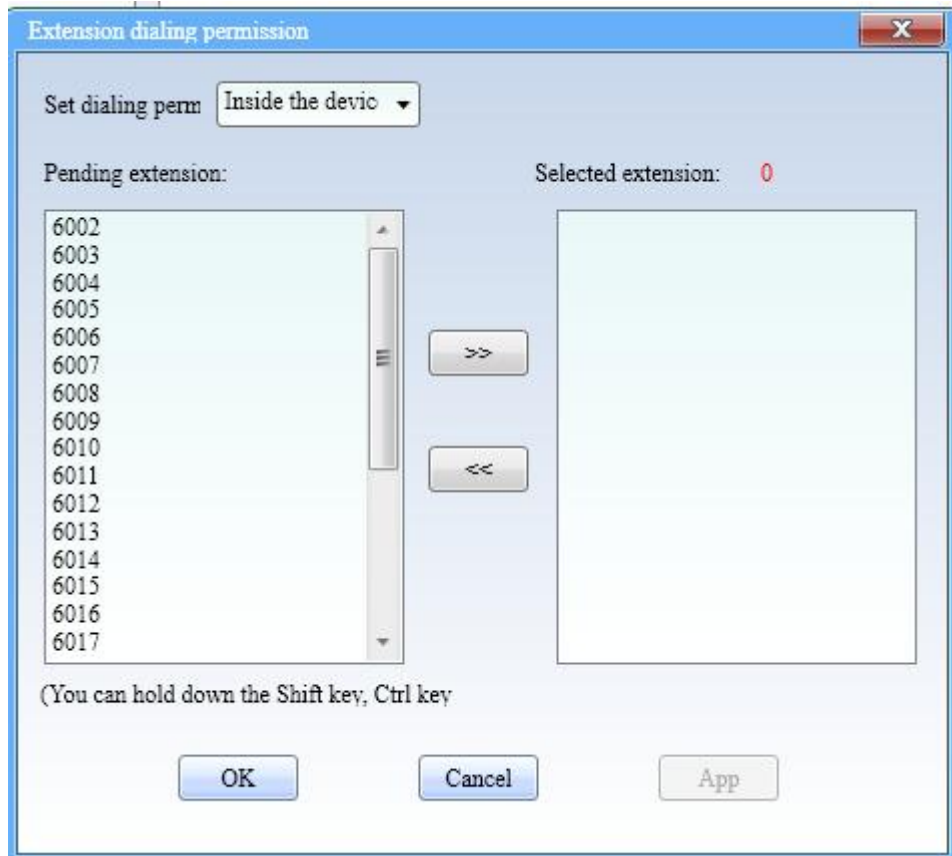## 2.3 Extension dialing permission

Aim:

Control dialing permission of the extension

Premise:

Before operation, the following contents need to be confirmed:

● Client soft console software have been logged in.

Path: management>>extension dialing permission ,the extension dialing permission setting page will pop up as the following:

Dialing permission: inside the device,enterprise internal ,local calls,national long distance,international long distance.