

Icecom SwitchBoard

Version 2.0

Power User's Manual



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This manual was made for Icecom SwitchBoard version 2.0.

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INTRODUCTION

This manual was made for Icecom SwitchBoard version 2.0 and directed to power users. The pages of this manual describe the operations of the Icecom SwitchBoard and give instructions on using them. The manual includes clear and detailed instructions as well as pictures for illustrating the instructions.

At the end of the manual there is a vocabulary with a collection of the most essential concepts and terminology used in the manual.

In the manual, the names of buttons have been written with **Verdana** font, and the names of windows and pages have been written in *italics*.



1 ACCESS LEVELS

There are four kinds of access levels:

- System administrator
- Switchboard attendant
- Virtual Switchboard attendant
- Power user

System administrator has the rights to connect the system to the Icecom SwitchBoard server, add new users and set up call messages and number groups. The system administrator can also make additions to the phonebook from Excel tables, set up the CallCenter service for the switchboard attendant's use and change the night switch number.

Switchboard attendant has certain defined number groups for internal and external numbers. Two phone numbers must be defined for the switchboard attendant, an individual number for each switchboard and a common, general switchboard number for all of them. This is the number that is called from outside the company. Besides the normal switchboard operations, the switchboard attendant has the rights to edit the contents of the phonebook. In addition, he/she can monitor phone call data and edit his/her own presence information.

Virtual Switchboard attendant is configured only for retransferring the calls that are arriving to the main switchboard number, to switchboard attendant(s). The number designated for this use can not be a phone number of any user in the system. However, all outside calls are made to this number. Virtual Switchboard attendant's number must be the main switch number (for example 555-555 1000).

Power user level is used for defining the UserBoard users residing in the system. A power user can use his/her own UserBoard to execute normal phone call operations and edit his/her presence information.

The web users of Icecom SwitchBoard are all switchboard attendants and power users.

2 LOGGING INTO THE SYSTEM

When the system's *Login* page (Figure 1) is opened, the user is asked to type in the username and password to the respective fields. After typing them in, the **Login** button is pressed.

The users of all the access levels log in similarly through the *Login* page.





Figure 1. Login page

The *Login* page also includes the instructions for system administrator, switchboard attendant and power user.

3 SETTINGS

In the *Settings* window, it is possible to edit personal information as well as edit the contents of the phonebook. New numbers can be added to the phonebook, and existing numbers can also be edited or deleted from the phonebook.

The *Settings* window is opened by clicking the Settings button on the UserBoard (Figure 2).

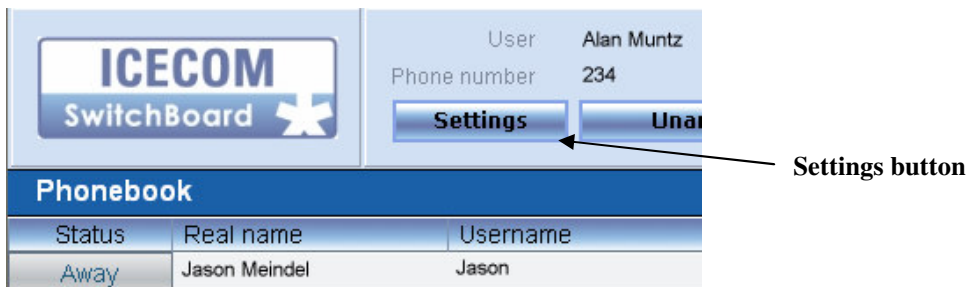


Figure 2. Settings button on the UserBoard



Close Window

Change own settings

Real name

Password

Password confirmation

Change

Add phonebook entries

Real name

Number

Type

Additional info

Add

Edit phonebook entries

Figure 3. Settings window

3.1 Editing personal information

A power user can edit his/her name and password saved in the system through the *Settings* window (Figure 3). Personal information can be edited by entering new information in the fields under the header "Edit personal information" and then clicking the **Change** button.

3.2 Adding, editing and deleting a phone number in the phonebook

Through the *Settings* window, a power user can partly edit the contents of his/her phonebook. The top of the phonebook shows the information of Icecom SwitchBoard web users which is displayed to all users. This information cannot be edited by power users. Neither can a power user edit the numbers common to everyone and shown below the web user information. A power user can only edit numbers added by him/herself.



When **adding** a new number to the phonebook, the name number and type of the person are typed in the fields under the header "Add number to phonebook". Type here refers to the type of phone number (such as GSM). Information about the person's skills and status can be written in the "Additional info" field. The information is shown on the UserBoard in the "Additional info" field when clicking the mouse once on the name of a person. When the information has been added to the fields, click the **Add** button.

Editing and **deleting** a self-added phone number from the phonebook can be done in the *Settings* window by selecting the **Edit phonebook** button. The opening window displays a list of personal additions to the phonebook (Figure 4). In the list, a number to be edited or deleted is then selected. The information can be changed in the opening fields and the changes confirmed by clicking the **Change** button (Figure 5). When wanting to delete a selected number from the phonebook, click the **Remove** button.



The screenshot shows a window titled "User entries for Ice3". It contains a table with three columns: "Name", "Number", and "Type". The table lists two entries: "Maija Meikäläinen" with number "0401122334" and type "GSM", and "Alexander Bell" with number "393" and type "SIP". Below the table is a "Back" button.

Name	Number	Type
Maija Meikäläinen	0401122334	GSM
Alexander Bell	393	SIP

Back

Figure 4. List of personal additions to the phonebook



The screenshot shows a form for editing a phonebook entry. It has four input fields: "Real name" (Alexander Bell), "Number" (393), "Type" (SIP), and "Additional info" (empty). Below the fields are three buttons: "Change", "Cancel", and "Remove".

Real name: Alexander Bell
Number: 393
Type: SIP
Additional info:

Change Cancel Remove

Figure 5. Editing information in the phonebook



4 PLACING AND ANSWERING CALLS

A phone call can be **placed** alternatively with a phone or through the UserBoard. The call appears on the UserBoard also when calling with a phone

Placing a call through the UserBoard (Figure 6) can be done in two alternative ways:

- **Method 1:** By clicking twice on the name of a person in the phonebook (clicking only once will display the person's presence information)
- **Method 2:** By entering the phone number of the person in the text field at the bottom right corner of the page and clicking the Call button

Status	Real name	Username	Phone number
Away	Jason Meindel	Jason	123
Available	Alan Muntz	Alan	234
Away	Jean Glauber	Jean	345
Available	Maria Donovan	Maria	456
Away	Lisa Johanson	Lisa	567
Available	Kai Kovala	Kai	678
Away	Hans Hunter	Hans	789
Away	Jakob Johanson	Jakob	890
Away	Hanna Hiltunen	Hanna	901
Away	George Gabriel	George	963
Away	Sara Rendall	Sara	987
Away	Kalle Koivula	Kalle	998

Type	Real name	User entries	Phone number
GSM	Richard Brown		0401234567
GSM	Jim Uihgren		0501234567
GSM	Ulla Uusitalo		0502345678
GSM	Anna Fredrikson		0412345678
GSM	Irina Logan		0453456789

Figure 6. UserBoard

The user's own phone will ring first. Picking up the receiver will start connecting the call to the selected number (Figure 7).

Drop

Active call
Alexander Bell: 393
Ringing

Figure 7. Call placed through UserBoard by using method 2



Status information of an active call tells to a switchboard attendant a status of connecting the phone call. A status can be either Ringing, Up or Dialing user (Figure 7, Ringing). A status is shown in context of incoming calls and called calls.

Please note!

When placing a call through the switchboard table, the receiver must be at its place on the phone. When the receiver is up, the phone is in the **occupied** status, and the switchboard table cannot be used to place or answer a call.

When the receiver is in place on the phone, and no active call is in progress, the phone is in the **available** status.

An incoming call is **answered** by picking up the receiver. The call is shown at the bottom right corner of the UserBoard (Figure 8), which also shows the buttons for the functions to cut off a call or put it on hold. An incoming call can be **transferred** to another number by typing a number to a top of the phonebook and clicking the **Transfer** button (Figure 6).



Figure 8. Incoming call

5 CALL QUEUE OPERATION

When a power user is occupied, all new calls are transferred to the call queue. The call queue has music playing on the background. With the Call queue function, the caller can queue for his/her turn while the user is busy.

Call queue		Refreshing
Caller	Receiver	
Alexander Bell	567	Drop
Hugh Hilton	Attendant	Drop

Figure 9. Call queue

The call queue has an Refreshing/Not Refreshing button (Figure 9). Normally it is advisable to keep the button set on "Refreshing", which will automatically update the queue. When the button is set on "Not refreshing", the system does not update the queue. This works as an aid when there is a very large number of calls coming in simultaneously and a scroll bar has already appeared by the call queue due to its length. Then the call queue will not bounce up and down with the incoming calls.



5.1 Putting a call on hold

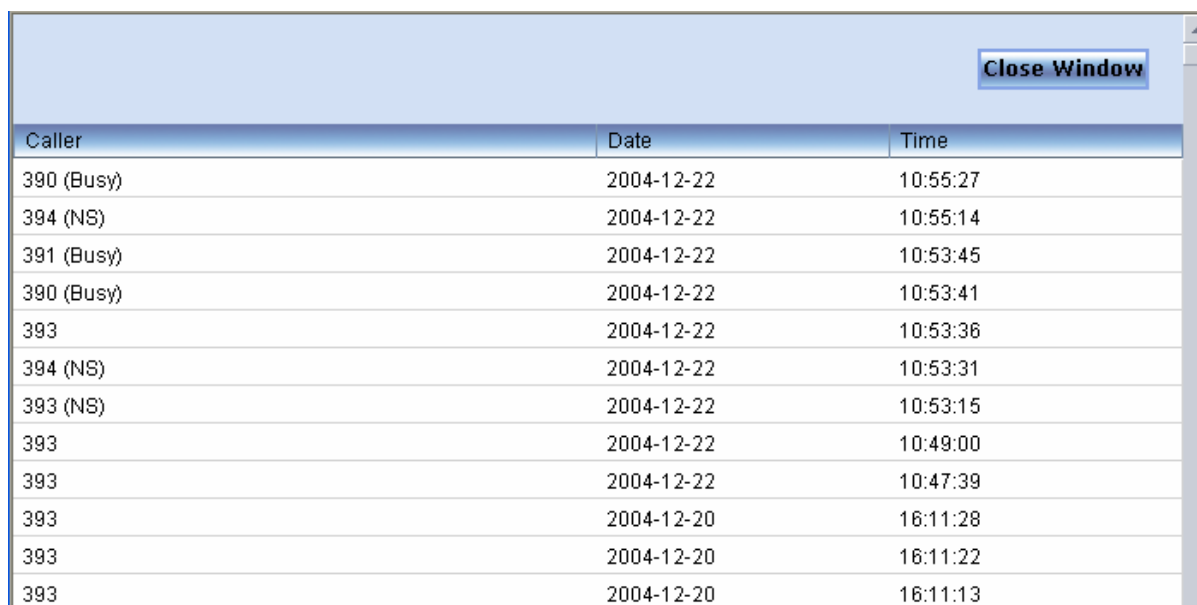
An incoming call can be put on hold by clicking the **Hold** button located in the bottom right corner of the UserBoard (Figure 8). Then the call is moved to the call queue and music is playing on the background. Also an active incoming call can be put on hold similarly.

5.2 Answering and cutting off a call on hold

A call in the call queue is answered by selecting a number in the queue, which changes the call into an active call, and the phone will ring. The call is answered by picking up the receiver of the phone. The call can be cut off in the queue by clicking the **Drop** button or putting down the phone receiver.

6 UNANSWERED CALLS

Information on the power user's unanswered calls can be displayed by clicking the **Unanswered calls** button at the top of the switchboard table. The opening *Unanswered calls* window (Figure 10) shows the phone number from which the call was placed as well as the date and time of the call.



Caller	Date	Time
390 (Busy)	2004-12-22	10:55:27
394 (NS)	2004-12-22	10:55:14
391 (Busy)	2004-12-22	10:53:45
390 (Busy)	2004-12-22	10:53:41
393	2004-12-22	10:53:36
394 (NS)	2004-12-22	10:53:31
393 (NS)	2004-12-22	10:53:15
393	2004-12-22	10:49:00
393	2004-12-22	10:47:39
393	2004-12-20	16:11:28
393	2004-12-20	16:11:22
393	2004-12-20	16:11:13

Figure 10. "Unanswered calls" window



7 PRESENCE INFORMATION

An Icecom SwitchBoard web user can select either "Available", "Busy", "At lunch", "Do not disturb" or "Be right back" as his/her presence status, so that other users know if the user is available. When the status of an Icecom SwitchBoard web user is "Away", he/she is not logged in to the system.

Updated presence information is shown on the phonebook. The presence is shown in the "Additional info" field opening for every name (Figure 11, Available) when clicking the mouse once on the name of the user.

Name	Thomas Watson
Number	391
Status	Available
Additional info	Product manager and Computer Expert.
SIP	Thomas Watson (391)

Figure 11. "Additional info" field

Information about the person's skills and status are also shown in the "Additional info" field (Figure 11, Product manager and Computer Expert). The information helps the switchboard attendant who may have to connect the call to an expert of a certain field.

The presence information for Icecom SwitchBoard web users is also shown in coloured boxes before the names of the users. In the user entries the coloured boxes is shown a type of a phone number (Figure 11, SIP) replacing a presence information.

The colours of the boxes before the names describe the presence information of the users. The colour is **green**, when the user is available. The colour changes from green to **yellow**, when the user is busy. When the colour is **blue**, the user is not available.

A power user can change his/her presence status at the top right corner of the UserBoard. The presence information is changed by selecting the desired option from the menu.

If necessary, a system administrator can also change the presence status of other users; for example in a situation where the user has gone on vacation and forgotten to change his/her presence information.

8 LOGGING OUT

Logging out is done by clicking the **Log out** button at the top right corner of the UserBoard (Figure 6). After logging out, the Login page will open (Figure 1), and a new user can log in.



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Active call	Call that is active on the switchboard table.
Additional info field	Displayed when the mouse is clicked once over the name of a person in the phonebook.
Available status	User is logged in to the system, and is not occupied at the time.
Away status	User is not logged in to the system at the time.
Busy status	User is logged in to the system but is occupied at the time either by phone or for some another reason.
Call queue	All incoming calls go to the call queue when the user is busy, as well as calls that the user puts on hold or transfers.
Hold	Call can be placed on hold to wait for further actions.
Icecom SwitchBoard server	Server, where the switchboard software resides.
Icecom SwitchBoard web user	All switchboard attendants and power users.
Incoming call	New call coming to the user.
Phonebook	The phonebook includes the information on Icecom Switchboard web users, other common numbers and numbers added by the user him/herself.
Power user	UserBoard user.
Presence status	User's presence status is shown in the "Additional info" field on the UserBoard, and for Icecom SwitchBoard web users in a coloured bar in front of their names. The possible presence statuses are: Available, Busy, At lunch, Do not disturb, Be right back, and Away.
Switchboard attendant	User who manages the switchboard.
System administrator	User with rights to connect the system to the Icecom SwitchBoard server, add new users, set up call messages and number groups, make additions to the phonebook from Excel tables, activate the CallCenter service for the switchboard attendant and change the night switch number.
User	The term is used in this manual to refer to all users.
UserBoard	Power user's WWW browser based user interface.

