



Operator Console – User Guide

(version 2.2)

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December 30, 2010

Symbols and Notations in this Manual

The following notations and symbols can be found in this manual.



Denotes any item that requires special attention or care. Damage to the equipment or the operator may result from failure to take note of the noted instructions

Figure	Denotes any illustration
Table	Denotes any table
Text	Denotes any text output
<i>Button</i>	Denotes any button caption

Table of Contents

Symbols and Notations in this Manual	3
Table of Contents	4
Tables List	6
Figures List	7
Chapter 1: Introduction	9
Assumed Skills	9
Architecture Overview	9
Hardware	9
Voice Clients	9
Definitions	10
Chapter 2: Operator Console	12
Prerequisites	12
Accessing and Logging in the Operator Console	12
Components of the Operator Console	16
Subscriber User Management	18
Create a Subscriber	18
View/Modify a Subscriber	21
Delete a Subscriber	23
Create a Conference Definition	23
Modify a Conference Definition	26
Delete a Conference Definition	28
Conferences and Calls Management	29
View Conferences and Calls in progress	29
Dropping a Conference	31
Dropping Call Participants	32
Conference Mute and Q&A Modes	32
Q&A Sessions	33
Mute Call Participants	35
Placing a Conference on Hold	36
Placing Call Participants on Hold	38
Making a Conference Secure	39
Recording a Conference	40
Dialing another User	42
Active Speaker Notification (ASN) mode	43
Operators Activity and their Conferences	46
Samples and Use-Cases of Operator Conference Procedures	46
Control Operator Conferences Using Touch Tone Commands	48
Control Operator Conferences Using Operator Console	49
Reporting	57
Calls Report	59
Conferences Report	62
DNIS Report	66
Disconnect Report	67
Load Chart	68

Change Operator Console Settings.....	70
Appendix A: Support Resources	72
Support Documentation.....	72
Web Support.....	72
Telephone Support.....	72
Email Support.....	72

Tables List

Table 1: Conference View Columns	30
Table 2: Calls Columns	31
Table 3: Operator Commands for OPERATOR Conferences.....	48
Table 4: Operator Queue Columns	51
Table 5: Calls Report Columns	59
Table 6: Calls Report Detail Call Fields.....	60
Table 7: Conferences Report Columns.....	62
Table 8: Conferences Report Detail Conference Fields	64
Table 9: DNIS Report Columns	66
Table 10: Disconnect Report Columns.....	67

Figures List

Figure 1: Initial Operator Console Login Screen	13
Figure 2: Operator Console Main Screen, Voice Call not Connected to the Operator Conference.....	14
Figure 3: Operator Console Main Screen, Operator Conference Phone Number and Access Code Info	15
Figure 4: Operator Console Main Screen, Voice Call Connected to the Operator Conference	15
Figure 5: Components of the WYDE Operator Console.....	17
Figure 6: Creating a New Subscriber	19
Figure 7: Creating a New Conference	20
Figure 8: View System Subscribers and their Conferences	21
Figure 9: Subscribers' Conferences Navigation Bar	22
Figure 10: Filter Subscribers	22
Figure 11: Viewing and Editing Subscriber Information	23
Figure 12: Creating a New Conference Definition.....	24
Figure 13: Sample of New Conference Configuration for Different User Roles	24
Figure 14: Additional Subscriber's Conference Definition Created	26
Figure 15: Modifying an Existing Conference Definition	27
Figure 16: Modifying a Conference Attributes	27
Figure 17: Deleting a Conference Definition	28
Figure 18: View Active Conferences Information	29
Figure 19: Filter Conferences.....	30
Figure 20: The Location of the Conference Mode Dropdown	33
Figure 21: The Location of the Q&A Conference Commands and Icons	35
Figure 22: The Location of the Mute Call Participants Checkboxes	36
Figure 23: The Location of the Hold Conference Button.....	37
Figure 24: Hold Conference Button Pressed, the Conference is On Hold	37
Figure 25: The Location of the Hold Call Participants Checkboxes.....	38
Figure 26: The Location of the Secure Conference Button.....	39
Figure 27: Secure Conference Button Pressed, the Conference is Secured	40
Figure 28: The Location of the Record Conference Button	41
Figure 29: Record Conference Button Pressed, the Conference is being Recorded	41
Figure 30: The Location of the Dialout Button	43
Figure 31: Dialing Out to another User	43
Figure 32: The Location of the Active Speaker Notification (ASN) Conference Button	44
Figure 33: Active Speaker Notifications for the Conference	44
Figure 34: Operator Activities Uses-Cases	48
Figure 35: Sample Conference Screen when OPERATOR conference is in progress.....	50
Figure 36: View Operator Conference Information	51
Figure 37: Viewing the Callers from an OPERATOR Queue, the User is talking to an Operator, Currently Engaged User Selected.....	52
Figure 38: Viewing the Callers from an OPERATOR Queue, the User is talking to an Operator, another User Selected.....	53
Figure 39: Dialout User to an OPERATOR Conference.....	53
Figure 40: Attach User to a Different Conference Using Drag-and-drop Technique	55

Figure 41: Attach User to a Different Conference Confirmation Question	55
Figure 42: The Location of Buttons to Listen and Talk the User Conference by the Operator	56
Figure 43: Main Reports Window	57
Figure 44: Calendar to Select either the “From” Date or the “To” Date.....	57
Figure 45: Reports Navigation Bar.....	58
Figure 46: Filter Reports	59
Figure 47: Calls Report Sample	60
Figure 48: Calls Report CSV Export Sample.....	60
Figure 49: Calls Report Detail Call Information Sample	61
Figure 50: Call Action History Sample	62
Figure 51: Detail Call Export Sample	62
Figure 52: Conferences Report Sample.....	63
Figure 53: Conferences Report CSV Export Sample	63
Figure 54: Conference Playback Screen Sample.....	64
Figure 55: Conferences Report Detail Conference Information Sample	65
Figure 56: Conference Gantt Chart Sample	65
Figure 57: Detail Conference Export Sample	65
Figure 58: DNIS Report Sample	66
Figure 59: DNIS Report CSV Export Sample.....	67
Figure 60: Disconnect Report Sample.....	68
Figure 61: Disconnect Report CSV Export Sample	68
Figure 62: Load Chart Sample	69
Figure 63: Changing Operator Console Settings.....	70

Chapter 1: Introduction

This is the Operator Console user guide for the WYDE conferencing bridges (like SB-HD100, SB-HD1000, and SB-HD10000). Within this guide you will learn how to perform the basic day to day operator tasks using the Operator Console.

Assumed Skills

This user guide assumes you have a working knowledge of the following technologies and skills:

- PC usage
- Web browsing
- Telephone communications

Architecture Overview

The WYDE architecture is made up of both hardware as well as software services that work together to provide the best carrier-class, wideband conferencing available.

WYDE services is not only turnkey software solution, it is the component that can be easily integrated into other products. The WYDE Bridge can be controlled either using web services or using real-time interface. Web services send requests to the bridge and receive information about status of the bridge. The real time interface makes call to the bridge using special client, perform SIP call to send and receive commands and exchange information about the conferences.

The Operator Console is the instrument that assists WYDE bridge telephone operators to perform their tasks.

Hardware

There are three primary WYDE platforms – the SB-HD100, the SB-HD1000, and the SB-HD10000. They are designed to be attached to your network in appliance-fashion. They are, for all intents and purposes, servers that can be installed and managed as such.

For more information on the WYDE hardware and its specifications – please visit www.wydevoice.com.

Voice Clients

There are three possible clients for WYDE bridge: soft phones, IP phones, and regular (PSTN) telephones. The most famous soft phones are Counterpath X-Lite, Flaphone, SJ Labs SJphone; also you can use Skype as your soft phone. The most famous manufacturers of IP phones are Audio Codes (with Audio Codes 320HD), Polycom HD Voice (with Polycom 550HD), and Snom (with Snom 320). In case of the regular telephone – there is a need to have a separate unit – a voice over IP gateway in order to use the phones, for example Cisco AS 5400 or similar.

Definitions

In order to discuss the WYDE bridge effectively, we need to have a common set of terminology. For this purpose, we should define the dictionary for the terms you will see throughout this user guide:

- **Subscriber** – A real person, he has a name, phone number, e-mail address, etc. The subscriber can have conference accounts, he does not have access codes, but access codes are properties of conference accounts that have subscribers. Note that non-admin (non-operator) subscribers can see only “own” information, i.e. his information and information that belongs to subscribers created by him, he can see only their calls, conferences, the reports will show only their data, etc.
- **Operator** – A special role of a subscriber, i.e. the operator is the subscriber who can administrate another conferences and who assists other WYDE bridge users in case they having any problems. In other words the operator performs quick technical support for users. The operator can monitor the conferences, connect to the different conferences, receive requests from the users, attach the users to the different conferences, dialout, etc.
- **PIN** – The login ID for the subscriber (must be unique). It can be used either as login in Operator Console and Web Administration Interface (in this case it can be either number or alpha-numeric) or as login for some conferences (in this case must be numeric) for participants authorization.
- **Conference Account** – The element of subscriber conferences configuration. Conference accounts always belong to subscriber. It is being used to define a person in a conference with a particular role (e.g. host, participant, listener, etc.), the conference called number that should be used to call to the conference, and the access code that should be entered by the user that called to the conference called number to determine his role. A subscriber could be a host user in one conference and a listener in another. Conference accounts with the same conference number represent single conference setup.
- **Conference Definition** – The set of conference accounts for host, participant, and listener for the single subscriber conference. It could have the description and defines what conference calls will have host permissions, what conference calls will have participant permissions and what conference calls will have listener permissions.
- **Called Number (DNIS)** – A phone number that was dialed by the user to join to the conference. It can be any length digits (although usually 10 digits). Called number should be registered in the system, it is the property of the conference account, but different called numbers can be used to connect to the same conference.
- **Calling Number** – A caller phone number. It is the phone number from which the caller called to the conference or the caller number if dialout to the caller has been made from the conference.
- **Access Code** – A numeric code unique for the conference called number that allows a host or participant or listener access to a conference call. When users call to conference called number they being asked to enter their access code. The access code determines the conference and the user role in the conference. Different access codes can determine the same conference, for instance one access code can determine the connected user has host role, another access code can determine that connected user has participant role, and another access code can determine that connected user has listener role.

- **Host** – A user in the conference call that can make changes to the system while the conference call is in progress. Like change the security setting, change who can talk or answer, etc. Sometimes the host user is called moderator. This user role is defined in conference account.
- **Participant** – A person in the conference who can actively participate in a call by both talking and listening. This user role is defined in conference account.
- **Listener** – A person in the conference who can hear the conference call, but cannot speak. Their audio path is one way only (receive). This user role is defined in conference account.

Chapter 2: Operator Console

The WYDE Operator Console allows an operator to make changes and administrate the operation of the system of the WYDE conference bridges.

The WYDE Operator Console is designed to make everyday operator activities easier. You can use it to manage users/subscribers, manage conferences and individual calls, view different reports, as well as perform different operators tasks. It is a simple tool that makes operator assistance easier.

As subscriber management you can create/modify them – manage their PIN, passwords, modify subscriber attributes, such as first and last names, email, telephone, etc. In addition you can create/modify/delete subscribers' conference accounts – define their conferences, used conference called numbers and access codes for different roles.

As conference management you can manage the conferences and calls that currently are in progress, you can view started conferences and calls, as well as set and change some of their modes – mute the conferences and participants, placing the call on hold, making the conference secure, record the conference, etc.

As operator you can monitor (hear) the conference to examine if there are any problems where you can assist. You can see the requests from users either if they entered their access code incorrectly or if they requested operator assistance, you can talk to these users and connect them to another conferences. In addition the operator can dialout to another user and attach this user to the conference.

The reports are used to get different information and statistics from the bridges – you can see inbound and outbound calls processed by the system, the conferences that have taken place, the usage of each DNIS and how many calls processed on each DNIS (including outbound calls), call traffic statistics by time of day, load utilization, etc. The reports can be used to troubleshoot the problems and planning your actions.

Prerequisites

You may use the WYDE Operator Console to perform various operator tasks and administer subscribers and their conferences of the WYDE system. Before you do, however, you must have the following prerequisites met:

- A computer with a network connection to the TCP/IP subnet where the WYDE appliance is connected;
- A supported web browser (Mozilla Firefox 3.0 and above or Internet Explorer 7.0 and above) installed;
- A supported Adobe Flash Player installed.

Accessing and Logging in the Operator Console

To access the operator console, use the following procedure:
Open your web browser.

1. In the address bar, type in the assigned IP address of your WYDE system (the address where the web services are running) then type slash (/) and *operator*, i.e. your operator console URL is <http://<Wyde bridge domain>/operator>. For example WYDE operator console URL could be <http://192.168.1.5/operator>.
2. You should see a screen similar to the one in Figure 1. If you do not, check that you are using the proper IP address and that the WYDE web services are running.



Figure 1: Initial Operator Console Login Screen

3. Once you receive the login screen, use your operator PIN (default: *admin*) and password (default: *admin*) to log in to the operator console. Type in your PIN/Password in the labeled fields and click “*Login*” button. If successful, you will be presented to the operator console, as shown in the next section. Remember the usernames and passwords are case sensitive.
 - ✓ You can click “*Remember me on this computer*” checkbox to remember your credentials. If this checkbox was checked during login next time when you try to login these fields will be pre-populated until you logout from the system.
4. To effectively act as the operator you should not only login to the operator console, but also you should have the voice phone call connected to your operator conference. There are two possibilities to connect to the operator conference:
 - you can call to your operator conference using the operator conference phone number and access code as it will be described later;
 - the WYDE bridge can be configured to call to the operator automatically in case if specific conditions are occurred:
 - there are no operators connected to the bridge but the caller from operators’ queue is waiting operator assistance;
 - there are operators on the bridge, but the waiting period for the caller from the operators’ queue exceeds specific period of time;
 in both cases when the call is made to the operator phone number the operator is being asked to enter his access code; only if the access code is valid, the caller is being joined to his operator conference.

Note that these conditions can be specified not only for entire WYDE bridge, but also for specific conference called number or its mask.
5. If you have not called to your operator conference yet, you will see the message “*Please connect voice call*” in the right part of the screen, as shown on Figure 2.

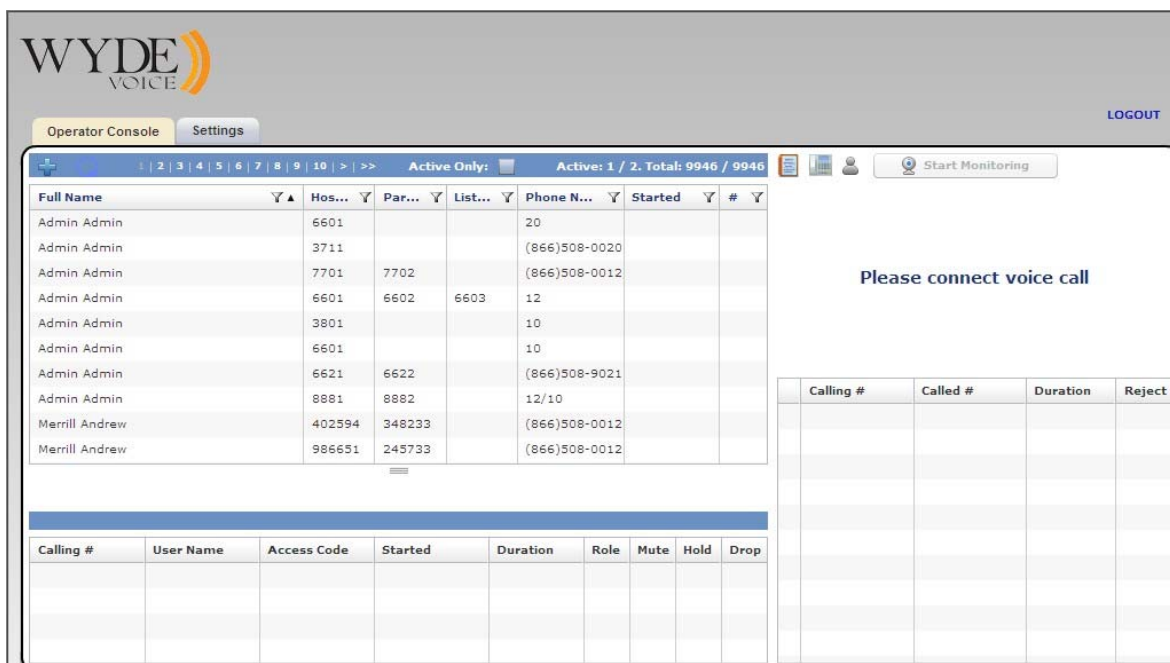



Figure 2: Operator Console Main Screen, Voice Call not Connected to the Operator Conference

6. If you do not know your operator conference phone number and/or access code you can press the icon  to see this information as shown on Figure 3. If it is necessary you can press “Copy” button to copy this information to your clipboard; you will receive the message *“Conference Information was added to your clipboard, please paste conference information in your favorite email editor.”* and this information will be placed into your clipboard, for example:

Conference Information

Dial-in Number: (866) 508-0020

Access Code: 3711

As it was previously mentioned to assist users as the operator you should either make voice call to your operator conference or WYDE bridge should make the call to the operator.

WYDE VOICE BRIDGE: WYDE5 CONFERENCES: 1 CALLS: 1 LOGGED AS: admin (logout)

Operator Console Reports Settings

Conference List

Full Name	Ho...	Pa...	Lis...	Phone Nu...	Started	#
12341234 12341234	885785	656867		10		
12341234 12341234	657193	152272		10		
123456 123456	788871	223693		10		
Admin Admin	3801			10		
Admin Admin	3711			(866)508-0020	10:46:55 AM	1
Admin Admin	6621	6622		(866)508-9021		
Admin Admin	7701	7702		(866)508-0012		
Admin Admin	6601			20		
Admin Admin	6601	6602	6603	12		
Admin Admin	6601			10		

Conference Content

Calling #	User Name	Access Code	Started	Duration	Role	Mute	Hold	Drop

Conference Info

Dial-in Number: (866)508-0020
Host Code: 3711

Copy

Calling # Called # Duration Reject

Operator

Figure 3: Operator Console Main Screen, Operator Conference Phone Number and Access Code Info

7. When you successfully login into operator console and the voice call is connected to your operator conference you will see the screen similar to shown on Figure 4. On this screen you can see the name of your bridge, total number of active (i.e. started) conferences and calls, as well as your login name used to enter into the console.

WYDE VOICE BRIDGE: WYDE5 CONFERENCES: 3 CALLS: 7 LOGGED AS: admin (logout)

Operator Console Reports Settings

Conference List

Full Name	Ho...	Pa...	Lis...	Phone Nu...	Started	#
Admin Admin	6601			10		
Admin Admin	6601			20		
Admin Admin	3801			10		
Admin Admin	3711			(866)508-0020	11:29:33 AM	2
Admin Admin	7701	7702		(866)508-0012	11:28:58 AM	3
Admin Admin	6601	6602	6603	12	11:30:10 AM	2
Admin Admin	6621	6622		(866)508-9021		
Merrill Andrew	646343	701278	693045	(866)508-0012		
Merrill Andrew	402594	348233		(866)508-0012		
EC702476370US EC702476370US	111111	222222		10		

Conference Content

Calling #	User Name	Access Code	Started	Duration	Role	Mute	Hold	Drop
admin	Admin Admin	3711	11:29:51 AM	02m:30s				X
Moderator-Consol	Admin Admin	3711	11:29:28 AM	02m:53s				X

Record

Calling # Called # Duration Reject

Operator

Figure 4: Operator Console Main Screen, Voice Call Connected to the Operator Conference

Components of the Operator Console

The operator console interface consists of three tabs: *Operator Console* tab, *Reports* tab, and *Settings* tab. Main components of *Operator Console* tab are shown in Figure 5. These components are:

- **Tabs** – This area allows switching between *Operator Console* tab, which is responsible for operator activity, subscribers, conferences and calls management; *Reports* tab, which is responsible for various WYDE bridge reports; and *Settings* tab, which is responsible for user preferences.
- **Conferences** – This area displays all configured conferences. The started conferences will have non empty values in *Started* and *#* (participants count) columns; you can filter and order the conferences by any of the fields as well as show the started conferences only. When you select any of the conference the conference action buttons will perform actions with respect to this conference and the lower part of this screen will show this conference calls.
- **Conference Action Buttons** – These buttons usually initiate some kind of action for the selected conference, such as mute, hold, record, secure the conference, dialout from the selected conference etc.
- **Calls** – This area displays the selected conference content, i.e. all calls for the conference selected in the upper part of the screen.
- **Operator Queue** – This area displays the list of callers who requested operator assistance, either from the conference or after unsuccessful attempts to enter conference access code.
- **Operator Action Buttons** – These buttons usually initiate some kind of action for the operator conference of the operator currently logged in, such as start/stop conferences monitoring, engage/release/reject user from operator queue, dialout from the operator conference, etc.
- **Selected Caller Info** – Once the user from the operator queue is selected this area displays information relating to this user, such as his calling and called numbers, custom name, company, email, etc.

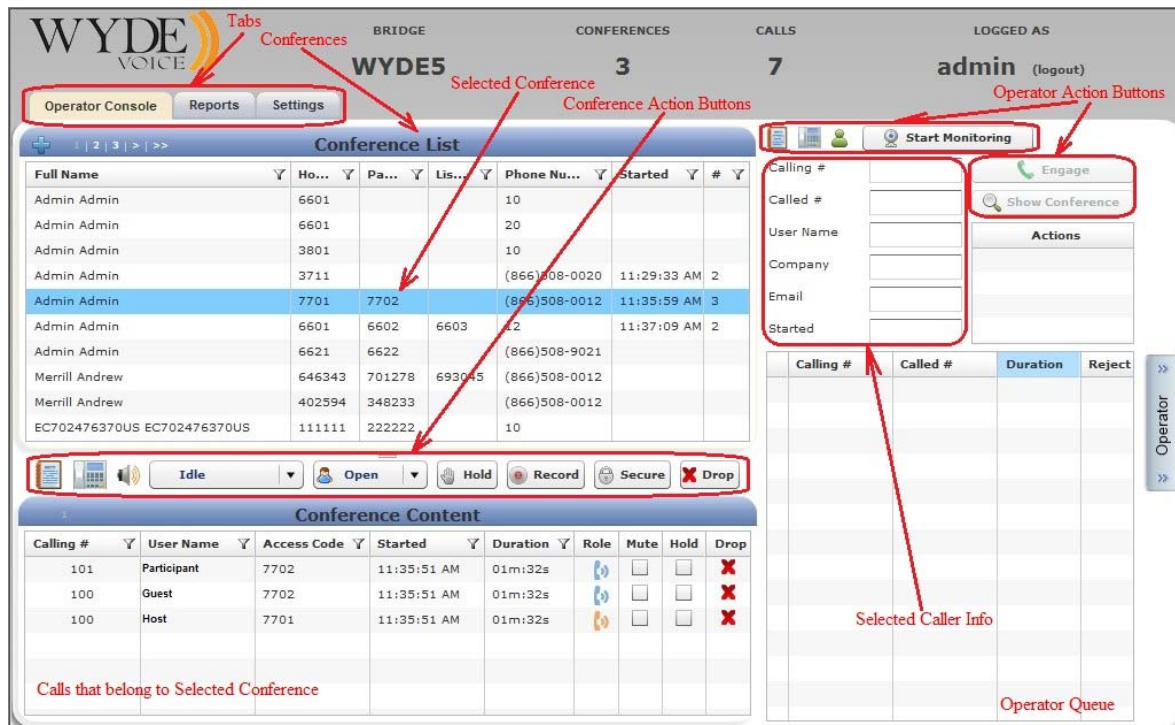


Figure 5: Components of the WYDE Operator Console

Now after you have successfully logged in to the operator console, you can start using it for your operator activities, as well as to manage subscribers, conferences and calls. The detail description how to perform your day-by-day tasks using the operator console will be given later in this guide.

Subscriber User Management



One of the administration tasks that you will be called upon frequently to do is to add unique subscribers to the system and allow them to use the system. For terminology's sake we should clarify one main terminology item. A subscriber is a real person – he has a name, phone number, e-mail address, etc. A user is a person in a conference with a particular role (e.g. host, participant, listener, etc). So a subscriber could be a host user in one conference and a listener in another and a subscriber can have different roles in the same the conferences.

The following approach of the conferences configuration is being used by the operator console: the conference definitions belong to the subscribers, i.e. the subscriber has multiple conference account records: one for hosts, one for participants, and one for listeners with different access codes that are used for different roles. Depending on what access code is used when the user has joined to the conference, the role of this user is different, and the user can be either the host, or the participant or the listener.

Create a Subscriber

Whenever a new persons need access to the system, you must create a new subscriber for them so that they can log in to the system.

To create a subscriber using the operator console, use the following steps:

1. Log in to the operator console.
2. Upper left view represents all subscribers with their conferences.
3. Click the  button in the left part of the conferences header to start the subscriber creation process.
4. In the screen that appears (similar to Figure 6), fill out the information for the new subscriber. The fields that are required are noted with an asterisk (*). The fields you need to fill out include:
 - **PIN (*)**: Essentially the login ID for the subscriber – It is usually a number so this PIN can be used as a login id by telephone for additional conference features to identify the subscriber, if this is determined by call flow. This login also can be used as login into this operator console. If the login is planning to be used as operator console login only, the PIN can be alpha-numeric.
If you don't want to come up with your own numbering scheme for logins, you can click the  button to generate a random, unique ID for the new subscriber.
 - **Password (*)**: This is a password for the user, that is used to login into the Operator Console. Note: you must type the password twice – once in the “Password” field and again in the “Confirm Password” field to ensure you typed it correctly.
 - **Confirm Password (*)**: Re-type the password here to confirm that the subscriber's password that was entered is accurate.
 - **First Name (*)**: The subscriber's first name.
 - **Last Name (*)**: The subscriber's last name.
 - **Address Line 1**: The first line of the subscriber's address.
 - **Address Line 2**: The second line of the subscriber's address.
 - **City**: The city of the subscriber.

- **State:** The state of the subscriber.
- **Zip:** The postal (i.e. zip) code of the subscriber.
- **Country:** The country of the subscriber.
- **Phone:** The primary telephone number of the subscriber. This phone number can be used during conference call setup for callout to the subscriber.
- **Email:** The email address of the subscriber.
- **Operator Permissions:** When checked – the subscriber will be able to see all other subscribers and their conferences and calls; when unchecked – the subscriber will be able to see only own (subordinate) subscribers and their conferences and calls.
Note: you can manage this option only if you logged into the system as administrator.

The screenshot shows a web form titled 'New Subscriber' with a '+ New Conference' link. The form contains the following fields and values:

Field	Value
PIN	614324
Password	***
Confirm Password	***
First Name	Andrew
Last Name	Merrill
Address Line 1	
Address Line 2	
City	New-York
State	
Zip	10010
Country	US
Phone	(878)737-1432
Email	amerrill@infomail.com
Operator Permissions	<input type="checkbox"/>

At the bottom right, there are 'Next' and 'Close' buttons.

Figure 6: Creating a New Subscriber

5. Click the “*Next*” button to continue new subscriber creation.
6. Each subscriber created via the operator console must have at least one conference definition. That means that now you have to create the conference definition for the new subscriber.
7. After you press the “*Next*” button you will see the screen similar to Figure 7. Conference description will be pre-populated with the current date, host and participant roles will be checked and their access codes also will be pre-populated. Detail information how to create new conference will be given later in this guide in section: Create a Conference Definition.

Description		
Sep 9, 2010		
Link phone numbers		
<input checked="" type="checkbox"/> Host	(866)508-0012 - SPECTEL	402594
<input checked="" type="checkbox"/> Participant	(866)508-0012 - SPECTEL	348233
<input type="checkbox"/> Listener	(866)508-0012 - SPECTEL	
Edit Attributes		
Delete Conference		
<div>Save Close</div>		

Figure 7: Creating a New Conference

8. Next you should press the “*Save*” button to save subscriber’s information and his conference. Note that this information is being saved together after you have pressed the “*Save*” button, nothing being save when you are pressing the “*Next*” button after completing entering the subscriber info and starting entering the subscriber’s conference info.
9. You will be returned to the subscribers’ conferences view and you will be able to see your new subscriber and his conference as shown in Figure 8. You should also be able to use this subscriber to log in to the operator console.
If the subscriber has operator permissions (the “Operator Permissions” checkbox is checked for him) he is able to see all subscribers that exist in the system with their conferences. If the subscriber does not have operator permissions he is able to see only own sub-subscribers, in other words he is able to see himself and the subscribers authorized by him.

Operator Console Reports Settings									
Conference List									
Full Name	Ho...	Pa...	Lis...	Phone Nu...	Started	#			
Admin Admin	6601			20					
Admin Admin	3711			(866)508-0020	11:29:33 AM	2			
Admin Admin	7701	7702		(866)508-0012	12:39:01 PM	3			
Admin Admin	3801			10					
Admin Admin	6601	6602	6603	12	12:40:13 PM	2			
Admin Admin	6601			10					
Admin Admin	6621	6622		(866)508-9021					
Merrill Andrew	402594	348233		(866)508-0012					

New Subscriber Created New Subscriber's Conference Created

Conference Content									
Calling #	User Name	Access Code	Started	Duration	Role	Mute	Hold	Drop	

Figure 8: View System Subscribers and their Conferences
(conferences grid after adding a new subscriber and his conference)

View/Modify a Subscriber

Sometimes administrators need to make changes to existing subscribers. The WYDE operator console allows you to view and/or modify existing subscribers.

You can use the operator console to view and modify any existing system subscribers and their information. To view existing subscribers and their information, log in to the operator console and see conferences view. You will see a screen similar to Figure 8. This shows all the current subscribers on the system with their conferences. If you wish to sort this list, click on the column heading of the column you wish to sort by (the default is sorted ascending by subscriber full name). To reverse any sort order, click the column heading again.

Also, since there may be more than one page of subscribers' conferences, you'll notice a navigation bar in the same line with the + button that was used to create new subscriber. This navigation bar is shown on Figure 9.

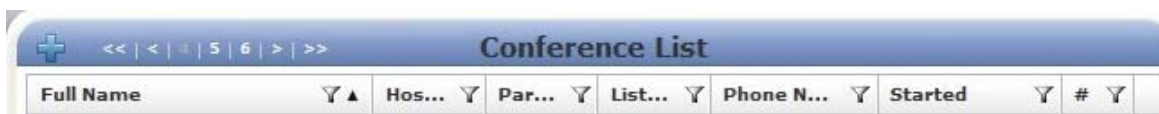


Figure 9: Subscribers' Conferences Navigation Bar

This bar allows you to navigate amongst the different pages of subscribers and their conferences. You can click on the “>” to move to the next page of subscribers, or the “>>” to move to the last, or the “<” to move to the previous page, or the “<<” to move to the first page.



In addition you can filter (search) subscribers and their conferences by any of the columns values. Click the  icon in the column you wish to use for filtering, you will see the screen similar to shown on Figure 10. In the search dialog that appears you can enter this column value that you would like to use to filter the subscribers or their conferences. You can filter the subscribers' conferences by multiple columns if it is necessary for you. When the filter for the column is active the  icon changes its color to red and the filtered column caption is highlighted. On Figure 10 there is the active filter for the *Full Name* column and the filter *Merrill* is being entered as this column filter.



Figure 10: Filter Subscribers

To view and change the details of any subscriber using the operator console, log in to the console and use the following procedure:

1. In the conference view find and select the subscriber whose details you wish to view or modify; if the subscriber has several conferences you can locate any of them.
2. Double-click on the subscriber's conference you wish to edit.
3. Subscriber edit dialog appears; go to the first tab that represents the properties of this subscriber as shown on Figure 11.

Andrew Merrill Sep 9, 2010 + New Conference

PIN	614324	
Password	***	*
Confirm Password	***	*
First Name	Andrew	*
Last Name	Merrill	*
Address Line 1		
Address Line 2		
City	New York	
State		
Zip	10010	
Country	US	
Phone	(878)737-1432	
Email	amerrill@infomail.com	

☐ Operator Permissions Delete

Save Close

Figure 11: Viewing and Editing Subscriber Information

4. You can modify any of these fields simply by clicking in the appropriate field, typing the new text, then clicking the “Save” button.

Delete a Subscriber

To delete the subscriber from the operator console you should double click on the subscriber you wish to delete to open subscriber edit dialog. Next you should press the “Delete Subscriber” button. The system will ask the confirmation question “*This will remove the subscriber. This cannot be undone.*”; if you confirm your actions pressing the “Continue” button the subscriber and all his conferences will be deleted.

Create a Conference Definition

A conference definition is essentially a set of configuration settings for a particular subscriber for a particular conference called number/call flow. Within a conference configuration, each given a unique ID#, you specify how a particular subscriber will interact – whether they will be host, participant, or listener, which conference called number /call flow will be used, and what the access code will be for that conference account will be.

To create a conference with the operator console, start by logging in to the operator console and locating the subscriber you wish to create the conference for. Then, use the following procedure to create it:

1. Double-click on subscriber, i.e. any subscriber’s conference for which you would like to create the conference.
2. Click the right tab “New Conference” and then click “Click, to create new conference” button to start the creation process as shown on Figure 12.



Figure 12: Creating a New Conference Definition

3. A new window will appear as shown on Figure 13.

Figure 13: Sample of New Conference Configuration for Different User Roles

4. Enter the conference description that should be used for this conference. The current date is used as default conference description. You can change this description as you wish.
5. Choose the roles that the subscriber will play in this conference. A subscriber can be any one of three options (which can be selected by checking the appropriate checkbox new the roles captions):
 - a. **Host** – A host is the user in the conference call that can make changes to the system while the conference call is in progress. Like change the security setting, change who can talk or answer, etc.

- b. **Participant** – A participant can actively participate in a call by both talking and listening.
- c. **Listener** – A listener can hear the conference call, but cannot speak. Their audio path is one way only (receive).

By default for the new conference host and participants roles are checked. Let's assume that listeners also can join to this conference, so we need to check "*Listener*" checkbox; new access code will be automatically generated for them.


6. Choose the conference called number for this conference. A conference called number is used to uniquely identify which number and which call flow should handle the incoming call.
 - ✓ You can use either the same phone number for all roles or different phone numbers for different roles. If the button "*Link phone number*" is pressed (shown in gray background) all conference called numbers will be the same for the conference; if you change the phone number for one role, the phone numbers for other roles will be automatically set to this number. If this button is unpressed (shown in white background), the phone numbers are being set separately for any of the roles, i.e. you can have different conference called numbers for different roles.
7. Enter the access codes that should be used to access this conference by users in different roles. The access code should be unique within conference called number. All hosts will use the same access code, all participants will use the same access code, and all listeners will use the same access code to gain access to this conference. You can either enter your own access codes, or use the automatically generated number that comes up by default, or generate a new access code by clicking the  button.
8. Click the "*Save*" button to create the new conference. The conference will now appear in the conferences view (Figure 14).

Figure 15: Modifying an Existing Conference Definition

2. You may change any of the properties of the conference from this screen, just as you did when you created it. Simply modify the entry in any text box (including access code or creating a new conference description) or select a new conference called number from one of the drop down lists, etc.
3. In addition you can override any of default call flow attributes for the conference. To do so click “*Edit attributes*” link-button, you will see the conference attributes in the lower section of the screen as shown on Figure 16. The list of available conference attributes depends on the conference called number selected for host. If you would like to change any of the conference attributes, the checkbox in the first column should be checked – otherwise the attributes are disabled and you are unable to edit them.

Figure 16: Modifying a Conference Attributes

4. Click the “*Update*” button to save the changes.

Delete a Conference Definition

If you wish to delete any conference definition, simply locate the subscriber whose conference definition you wish to delete and view the details of the conference which you wish to delete, i.e. double-click on the subscriber’s conference and/or select the tab of this conference. Next you should either press the “*Delete Conference*” button or uncheck all roles in the conference definition you wish to delete as shown on Figure 17. If the “*Delete Conference*” button was pressed the system asks you the confirmation question “*The conference will be deleted upon save*” and if you press the “*Ok*” button all conference roles will be unchecked. Press the “*Save*” button to delete the conference definition or close to cancel deletion process.

Description	Sep 10, 2010	Link phone numbers
<input type="checkbox"/> Host	(866)508-0012 - SPECTEL	646343
<input type="checkbox"/> Participant	(866)508-0012 - SPECTEL	701278
<input type="checkbox"/> Listener	(866)508-0012 - SPECTEL	693045


Figure 17: Deleting a Conference Definition

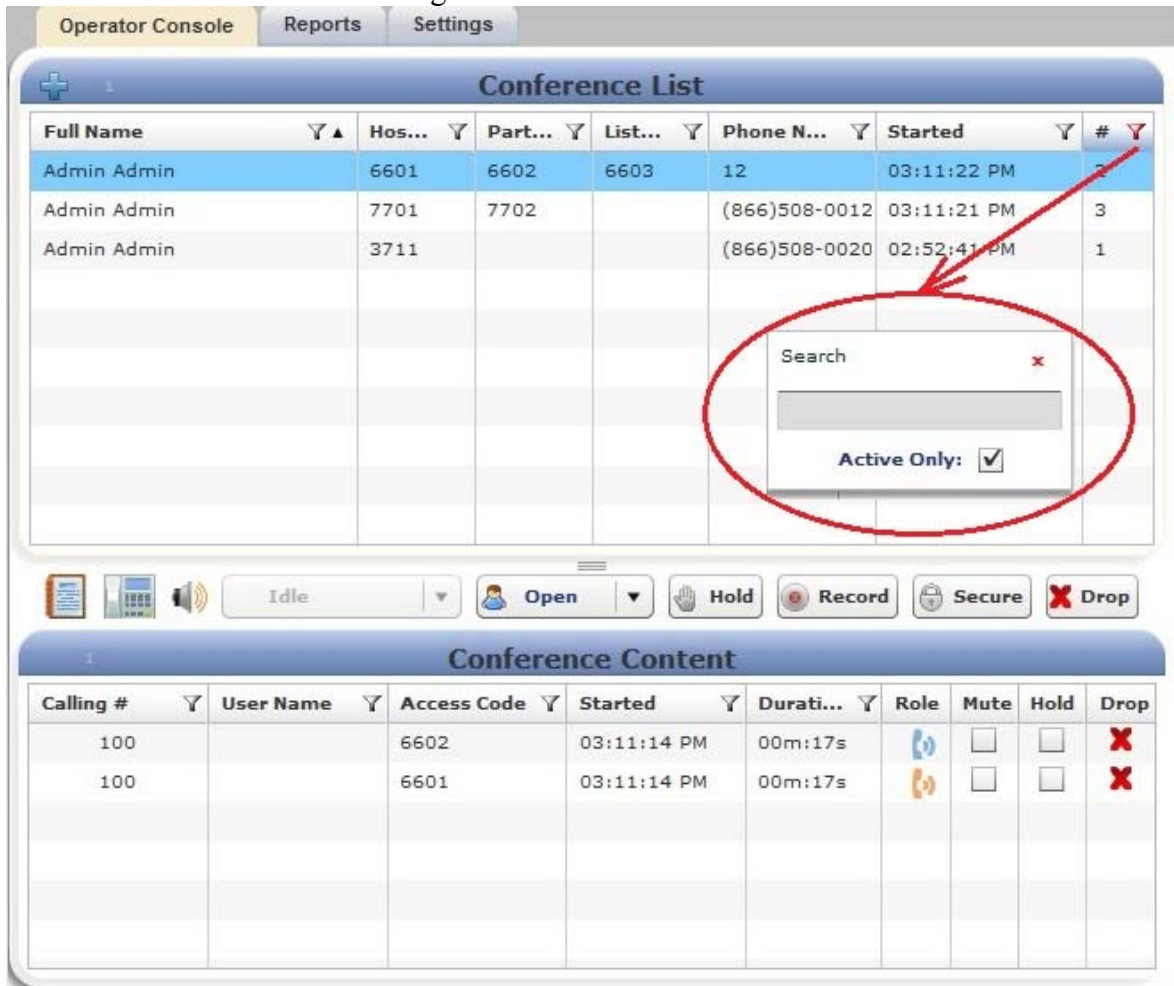
Note. The subscriber must have at least one conference definition. So you are unable to delete definitions for all conferences for the subscriber.

Conferences and Calls Management

Once a conference has begun, you can manage it using the built-in tools. You can manage conferences on-the-fly using the Operator Console.

View Conferences and Calls in progress

Any time when there are conference calls in progress, you can view them in the Operator Console. As it was previously told Conferences grid shows all configured conferences. To view all conferences that currently are in process on the bridge you should click  button for # (participants count) column and check “Active Only” checkbox. You will see the screen similar to shown on Figure 18.



The screenshot displays the Operator Console interface. At the top, there are tabs for 'Operator Console', 'Reports', and 'Settings'. Below these is a 'Conference List' table with columns: Full Name, Hos..., Part..., List..., Phone N..., Started, and #. The table contains three rows of data. A red circle highlights a 'Search' dialog box that appears over the table. The dialog box has a search input field and a checkbox labeled 'Active Only' which is checked. A red arrow points from the '#' column header in the 'Conference List' table to the 'Search' dialog box. Below the 'Conference List' table is a toolbar with buttons: 'Idle', 'Open', 'Hold', 'Record', 'Secure', and 'Drop'. Below the toolbar is a 'Conference Content' table with columns: Calling #, User Name, Access Code, Started, Durati..., Role, Mute, Hold, and Drop. The table contains two rows of data.

Full Name	Hos...	Part...	List...	Phone N...	Started	#
Admin Admin	6601	6602	6603	12	03:11:22 PM	2
Admin Admin	7701	7702		(866)508-0012	03:11:21 PM	3
Admin Admin	3711			(866)508-0020	02:52:41 PM	1





Calling #	User Name	Access Code	Started	Durati...	Role	Mute	Hold	Drop
100		6602	03:11:14 PM	00m:17s		<input type="checkbox"/>	<input type="checkbox"/>	
100		6601	03:11:14 PM	00m:17s		<input type="checkbox"/>	<input type="checkbox"/>	

Figure 18: View Active Conferences Information

Note, you will see all conferences that currently are in process on the bridge only if you login as administrator or a subscriber with operator permissions (see section: Subscriber User Management). If you login as non-operator subscriber you will see only your conferences, i.e. the conferences that belong to you or belong to your subordinate subscribers.

By default the shown active conferences will be listed sorted ascending by subscriber full name. But you can click any of conferences columns caption to sort ascending or descending by this column values.

There are several columns of information about each conference. Table 1 details what each column indicates.

Table 1: Conference View Columns

Column	Description
Full Name	Subscriber last and first names
Host AC	The access code that should be used to enter the conference with the host role
Participant AC	The access code that should be used to enter the conference with the participant role
Listener AC	The access code that should be used to enter the conference with the listener role
Phone Number	The conference called number, i.e. the number that should be used to call to the conference; note if the phone numbers for hosts/participants/listeners are different, all these numbers will be listed in this column separated by slash (/)
Started	Time when the conference was started
Participant Count	Indicates how many callers are currently connected to this conference










You can filter the conferences and calls by any of the columns values. Click the ▼ icon in the column you wish to use for filtering, you will see the screen similar to shown on Figure 19. In the search dialog that appears you can enter this column value that you would like to use to filter the conferences. You can filter the conferences by multiple columns if it is necessary for you. When the filter for the column is active the ▼ icon changes its color to red and the filtered column caption is highlighted. On Figure 19 there is the active filter for the *Host AC* and *#* columns and the filter *0012* is being entered for the *Phone Number* column.



Figure 19: Filter Conferences

Select the conference you wish to view. This will bring up the list of the conference calls that shows the individual calls that make up this conference – they will be shown in the lower portion of the screen (Figure 18). There are several columns of information about each call. Table 2 details what each column indicates.

Table 2: Calls Columns


Column	Description
	Indicates that the caller requesting operator help
Calling Number	The incoming phone number, i.e. the phone number from which the call was made
User Name	The name assigned to this particular caller. You can edit it by clicking in this box and typing a new name
Access Code	The access code used to enter the conference
Started	Time when the particular call was started
Duration	How long the call has been part of the conference
Role	The caller's role for the conference:  – Host Phone Line  – Host Moderator Console  – Participant Phone Line  – Listener Phone Line  – Distributed Conference (DC) Link
Mute	Whether or not the user is muted. You can mute/unmute the caller using this checkbox
Hold	Whether or not the user is on hold. You can place the caller on hold and take him of hold (place on line) using this checkbox
Q&A	Whether or not the user is asking a question (note, this column is shown only if the conference mode is Q&A and the column is not available for other conference modes):  – participant requested to ask his question, pressing this button engages user's question, i.e. allows the user to talk and ask his question;  – participant is asking his question, pressing this button disengages user's question, i.e. mutes the user
	Drop a user from this conference

The conference view and the calls view will be refreshed automatically given the interval shown in the “Settings” -> “Conferences Update Interval” drop down list. The default interval is 10 seconds; other possible values are 20 seconds, 30 seconds, 1 minute, and 2 minutes. See Change Operator Console Settings section for details.

When the conference is selected between the conferences grid and the calls grid you will see the conference action buttons as shown on Figure 5. These buttons usually initiate some kind of action for the selected conference, such as mute, hold, record, secure the conference, dialout from the selected conference etc. We will describe each of these buttons later in this section.

Dropping a Conference


If during a call, you wish to cancel the entire conference, you may use the “Drop” feature to end the conference. To drop the conference, first log in to the operator console, then use the following procedure:

1. Locate the conference you wish to drop and select it;
2. Click the “ Drop” button – the right button of the conference action buttons;
3. The system will ask “*Are you sure you want to end this conference?*”;
4. Click “Yes” to drop the conference or “No” to cancel you request.

Moreover you can drop the individual conference participants as it is described in this guide next section: Dropping Call Participants.

Dropping Call Participants

If during a call, you wish to cancel a conference call for specific participants, you may use the “Drop” feature to kick someone off the call. To drop someone from a conference call, first log in to the operator console, then use the following procedure:

1. Locate the conference which call you wish to drop and select it – after that the list of conference callers will be shown in the lower portion of the screen;
2. Click the  button in the “Drop” column (the right column) for the caller you want to drop from the call;
3. The system will ask “*Are you sure you want to disconnect this caller?*”;
4. Click “Yes” to drop the caller or “No” to cancel you request.

Conference Mute and Q&A Modes

When changes the mode of a conference call, there are different options, or “mute modes” you can choose from to determine how the conference is muted and in what mode is the conference. Figure 20 shows where to select the mode for the conference.

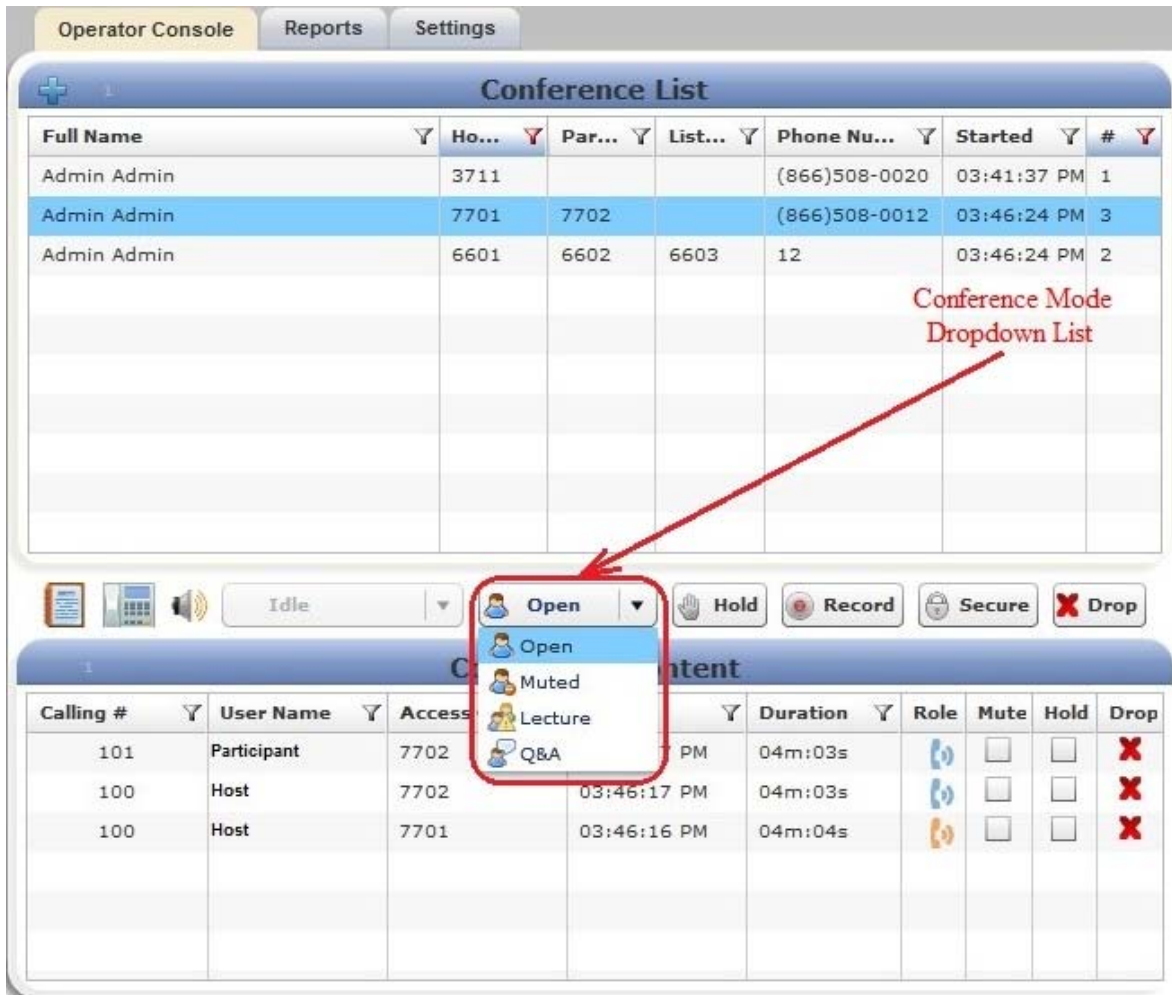


Figure 20: The Location of the Conference Mode Dropdown



The conference modes are:

- **Open** – Anyone can talk and un-mute themselves.
- **Muted** – All participants will be muted by default, but can un-mute themselves. Hosts are not muted.
- **Lecture** – None of the participants can un-mute themselves. The only way to un-mute a caller is through the operator console. In this mode, when participant tries to un-mute using default *6 – the system tells “*conference host has muted the conference, this line can not be unmuted*”.
- **Q&A** – The conference is in Q&A mode, Q&A Sessions will be described in the next section of this guide. In this mode, if participant presses *6 the system tells “*If you’d like to ask a question – press 1*”.

Q&A Sessions

The WYDE conference software has a feature built in known as Q&A. You can set up a Q&A session from the operator console that allows conference participants to, in turn, ask questions and receive answers. The Q&A session can be started either from the Operator

Console by selection “*Q&A*” mode or it can be started by the conference host from DTMF keypad.

When Q&A session is started all participants will be muted and they will be unable to unmute their self, but they will be able to request to speak (to request question). The web interface will show anyone who has requested to speak with the  icon in the Q&A column. You as the host in the operator console can click this icon to allow them to speak, after that this icon will be changed to the  icon. Clicking them after they have finished speaking will drop them out of the Q&A queue. You can click the icon in the Q&A column twice to drop the user from the Q&A queue. Using the operator console you can also clear Q&A by pressing “*Clear Q&A*” link-button and allow the next questioner to talk by pressing “*Engage Next*” link-button. See Figure 21 to find Q&A session icons and commands.

Furthermore Q&A session can be managed by the conference host using DTMF keypad. To manage Q&A session the host should press *3 (default, but can be overridden) and the following commands are available for him in Q&A session mode:

- 1 – to start Q&A session
- 2 – to move to the next questioner
- 3 – to end Q&A session
- 4 – to mute or unmute the questioner
- 5 – to clear Q&A queue
- * – to return to the conference

The screenshot displays the Operator Console interface with two main sections: **Conference List** and **Conference Content**.

Conference List Table:

Full Name	Ho...	Par...	List...	Phone Nu...	Started	#
Admin Admin	3711			(866)508-0020	03:41:37 PM	1
Admin Admin	7701	7702		(866)508-0012	03:53:24 PM	5
Admin Admin	6601	6602	6603	12	03:53:24 PM	2

Annotations for Conference List:

- Red text: "Conference is in Q&A mode" with an arrow pointing to the Q&A icon in the toolbar.
- Red text: "Conference Q&A Commands" with an arrow pointing to the "Q&A" button in the toolbar.

Conference Content Table:

Calling #	User Name	Access C...	Started	Duration	Role	Mute	Hold	Q&A	Drop
(604)709-5910	Participant	7702	03:53:17 PM	04m:22s	Participant	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(755)546-1234	Testing	7702	03:53:17 PM	04m:22s	Participant	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(919)747-3626	Host	7701	03:53:16 PM	04m:23s	Host	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(604)688-0331			03:51:17 PM	02m:22s	Participant	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(919)354-0881	Dialout		03:51:16 PM	02m:23s	Participant	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Annotations for Conference Content:

- Red text: "Conference Callers Q&A Icons" with an arrow pointing to the Q&A icon in the "Q&A" column of the table.

Figure 21: The Location of the Q&A Conference Commands and Icons

Mute Call Participants

While a call or a conference is in progress, you can mute the specific participants and listeners using the “*Mute*” checkbox on calls grid as shown on Figure 22. That means they will be muted, but they will be able to hear the conversation.

The screenshot shows the Operator Console interface with two main sections: **Conference List** and **Conference Content**.

Conference List Table:

Full Name	Ho...	Par...	List...	Phone Nu...	Started	#
Admin Admin	3711			(866)508-0020	03:41:37 PM	2
Admin Admin	7701	7702		(866)508-0012	05:10:41 PM	5
Admin Admin	6601	6602	6603	12	05:10:41 PM	2

Conference Content Table:

Calling #	User Name	Access Code	Started	Duration	Role	Mute	Hold	Drop
(604)709-5910	Visitor	7702	05:10:36 PM	02m:40s	Visitor	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(755)546-1234	Testing	7702	05:10:35 PM	02m:41s	Participant	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(919)354-0881	Dialout	7702	05:10:35 PM	02m:41s	Participant	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(604)688-0331	Participant	7702	05:10:35 PM	02m:41s	Participant	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(919)747-3626	Host	7701	05:10:34 PM	02m:42s	Host	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Below the tables are control buttons: **Idle**, **Open**, **Hold**, **Record**, **Secure**, and **Drop**. A red arrow points from the text "Mute Call Participants Checkboxes" to the "Mute" checkboxes in the Conference Content table.

Figure 22: The Location of the Mute Call Participants Checkboxes

If you click this checkbox, the specific call participant will be muted.

Placing a Conference on Hold

While a conference is in progress, you can place all its participants and listeners on hold using the conference hold button. That means they will hear music while hosts have a private discussion. You should press “*Hold*” button to place the conference on hold; see Figure 23 to find this button. When the conference is on hold, the hold button is being shown pressed with gray background as you can see on Figure 24; you can press this pressed button again to place the conference on line – when the conference is not on hold the button background is white, i.e. the button is not pressed.

Operator Console Reports Settings

Conference List

Full Name	Ho...	Par...	List...	Phone Nu...	Started	#
Admin Admin	3711			(866)508-0020	03:41:37 PM	2
Admin Admin	7701	7702		(866)508-0012	05:10:41 PM	5
Admin Admin	6601	6602	6603	12	05:10:41 PM	2

Hold Conference Button

Idle Open Hold Record Secure Drop

Conference Content

Calling #	User Name	Access Code	Started	Duration	Role	Mute	Hold	Drop
(604)709-5910	Visitor	7702	05:10:36 PM	02m:40s		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(755)546-1234	Testing	7702	05:10:35 PM	02m:41s		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(919)354-0881	Dialout	7702	05:10:35 PM	02m:41s		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(604)688-0331	Participant	7702	05:10:35 PM	02m:41s		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(919)747-3626	Host	7701	05:10:34 PM	02m:42s		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Figure 23: The Location of the Hold Conference Button

Operator Console Reports Settings

Conference List

Full Name	Ho...	Par...	List...	Phone Nu...	Started	#
Admin Admin	3711			(866)508-0020	03:41:37 PM	2
Admin Admin	7701	7702		(866)508-0012	05:10:41 PM	5
Admin Admin	6601	6602	6603	12	05:10:41 PM	2

Hold Conference Button Pressed

Idle Open Hold Record Secure Drop

Conference Content

Calling #	User Name	Access Code	Started	Duration	Role	Mute	Hold	Drop
(604)709-5910	Visitor	7702	05:31:38 PM	01m:57s		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(755)546-1234	Testing	7702	05:31:38 PM	01m:57s		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(919)354-0881	Dialout	7702	05:31:38 PM	01m:57s		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(604)688-0331	Participant	7702	05:31:38 PM	01m:57s		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(919)747-3626	Host	7701	05:31:34 PM	02m:01s		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Figure 24: Hold Conference Button Pressed, the Conference is On Hold

This hold conference button works like a toggle switch. There could be two possibilities:

- the button is not pressed (Figure 23) – the conference is on line, i.e. all attendees can hear the conference; pressing this button takes the conference on hold;
- the button is pressed (Figure 24) – the conference is on hold, i.e. only hosts can talk; pressing this button takes the conference online.

You can change the conference hold mode by simple clicking on this button.

Moreover you can place on hold the individual conference participants as it is described in the next section: Placing Call Participants on Hold.

Placing Call Participants on Hold

While a call or a conference is in progress, you can place the specific participants and listeners on hold using the “Hold” checkbox on Calls window as shown on Figure 25. That means they will hear music and do not hear the conversation.

The screenshot shows the Operator Console interface with two main windows: 'Conference List' and 'Conference Content'.

Conference List Window:

Full Name	Ho...	Par...	List...	Phone Nu...	Started	#
Admin Admin	3711			(866)508-0020	03:41:37 PM	2
Admin Admin	7701	7702		(866)508-0012	05:10:41 PM	5
Admin Admin	6601	6602	6603	12	05:10:41 PM	2

Conference Content Window:

Calling #	User Name	Access Code	Started	Duration	Role	Mute	Hold	Drop
(604)709-5910	Visitor	7702	05:10:36 PM	02m:40s	Visitor	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(755)546-1234	Testing	7702	05:10:35 PM	02m:41s	Testing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(919)354-0881	Dialout	7702	05:10:35 PM	02m:41s	Dialout	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(604)688-0331	Participant	7702	05:10:35 PM	02m:41s	Participant	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(919)747-3626	Host	7701	05:10:34 PM	02m:42s	Host	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

A red arrow points from the 'Hold Call Participants Checkboxes' label to the 'Hold' checkbox in the 'Conference Content' table.

Figure 25: The Location of the Hold Call Participants Checkboxes

If you click this checkbox, the specific call participant will be placed on hold.

Making a Conference Secure

While a conference is in progress, from time to time you may want to make a call secure. That is, make it so that no other participants can join. To do this, log in to the operator console, locate the conference you wish secure, and press “Secure” button; see Figure 26 to find this button. When the conference is secured the secure button is being shown pressed with gray background as you can see on Figure 27; you can press this pressed button again to release the secure and allow people to join the conference – when the conference is not secured the button background is white, i.e. the button is not pressed. Note, the secured mode is working for participants and listeners only, hosts can join to the secured conferences.

The screenshot shows the Operator Console interface. At the top are tabs for 'Operator Console', 'Reports', and 'Settings'. Below is the 'Conference List' section with a table of active conferences. A red arrow points from the text 'Secure Conference Button' to the 'Secure' button in the control bar at the bottom. The control bar includes buttons for 'Idle', 'Open', 'Hold', 'Record', 'Secure', and 'Drop'.

Full Name	Ho...	Par...	List...	Phone Nu...	Started	#
Admin Admin	3711			(866)508-0020	03:41:37 PM	2
Admin Admin	7701	7702		(866)508-0012	05:10:41 PM	5
Admin Admin	6601	6602	6603	12	05:10:41 PM	2

Calling #	User Name	Access Code	Started	Duration	Role	Mute	Hold	Drop
(604)709-5910	Visitor	7702	05:10:36 PM	02m:40s	Participant	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(755)546-1234	Testing	7702	05:10:35 PM	02m:41s	Participant	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(919)354-0881	Dialout	7702	05:10:35 PM	02m:41s	Participant	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(604)688-0331	Participant	7702	05:10:35 PM	02m:41s	Participant	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(919)747-3626	Host	7701	05:10:34 PM	02m:42s	Host	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Figure 26: The Location of the Secure Conference Button

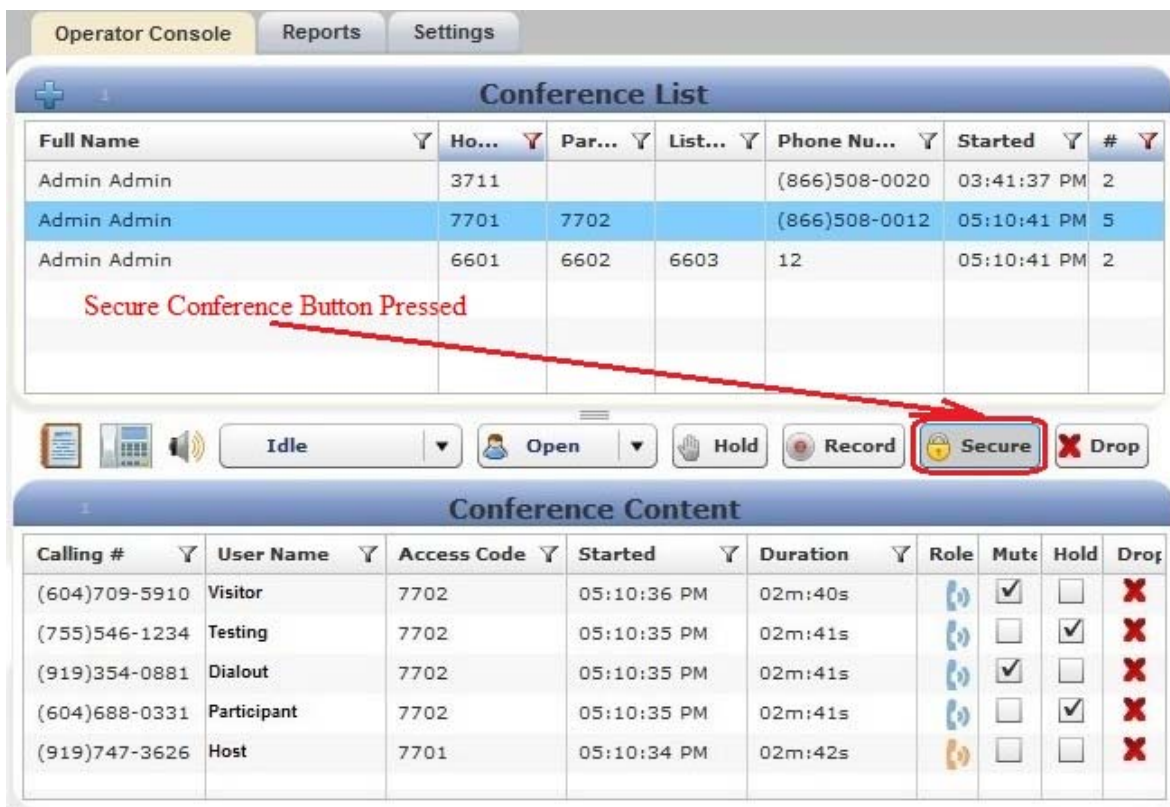


Figure 27: Secure Conference Button Pressed, the Conference is Secured

This secure conference button works like a toggle switch. There could be two possibilities:

- the button is not pressed (Figure 26) – the conference is not secured, i.e. anybody can join to the conference; pressing this button makes the conference secured;
- the button is pressed (Figure 27) – the conference is secured, i.e. only hosts can join to the conference; pressing this button makes the conference not secured.

You can change the conference secure mode by simple clicking on this button

The host also can make the conference secure using DTMF keypad (default: *7).

Recording a Conference

While a conference is in progress, you can record it using the operator console. To start recording you should press “Record” button; see Figure 28 to find this button. When the recording is started the record button is being shown pressed with gray background as you can see on Figure 29; you can press this pressed button again to stop conference recording – when the conference is not being recorded the button background is white, i.e. the button is not pressed.

Operator Console Reports Settings

Conference List

Full Name	Ho...	Par...	List...	Phone Nu...	Started	#
Admin Admin	3711			(866)508-0020	03:41:37 PM	2
Admin Admin	7701	7702		(866)508-0012	05:10:41 PM	5
Admin Admin	6601	6602	6603	12	05:10:41 PM	2

Record Conference Button

Idle Open Hold Record Secure Drop

Conference Content

Calling #	User Name	Access Code	Started	Duration	Role	Mute	Hold	Drop
(604)709-5910	Visitor	7702	05:10:36 PM	02m:40s		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(755)546-1234	Testing	7702	05:10:35 PM	02m:41s		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(919)354-0881	Dialout	7702	05:10:35 PM	02m:41s		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(604)688-0331	Participant	7702	05:10:35 PM	02m:41s		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(919)747-3626	Host	7701	05:10:34 PM	02m:42s		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Figure 28: The Location of the Record Conference Button

Operator Console Reports Settings

Conference List

Full Name	Ho...	Par...	List...	Phone Nu...	Started	#
Admin Admin	3711			(866)508-0020	03:41:37 PM	2
Admin Admin	7701	7702		(866)508-0012	05:10:41 PM	5
Admin Admin	6601	6602	6603	12	05:10:41 PM	2

Record Conference Button Pressed

Idle Open Hold Record Secure Drop

Conference Content

Calling #	User Name	Access Code	Started	Duration	Role	Mute	Hold	Drop
(604)709-5910	Visitor	7702	05:10:36 PM	02m:40s		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(755)546-1234	Testing	7702	05:10:35 PM	02m:41s		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(919)354-0881	Dialout	7702	05:10:35 PM	02m:41s		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(604)688-0331	Participant	7702	05:10:35 PM	02m:41s		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(919)747-3626	Host	7701	05:10:34 PM	02m:42s		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Figure 29: Record Conference Button Pressed, the Conference is being Recorded

This record conference button works like a toggle switch. There could be two possibilities:

- the button is not pressed (Figure 28) – the conference is not being recorded; pressing this button starts the conference recording;
- the button is pressed (Figure 29) – the conference is being recorded; pressing this button stops the conference recording.

You can change the conference recording mode by simple clicking on this button.

The host also can start/stop the conference recording using DTMF keypad (default: *9).

The recorded conferences can be playback either using the Web Administration Interface reporting or by calling to PLAYBACK call flow DNIS numbers and playing the conference on your phone – see “Web Administration Interface – User Guide” for additional information how to playback the recorded conferences.

Dialing another User

Sometimes, regardless whether a conference is in progress or not, you will need to call another participant. That is where the dialout feature comes in. If your system supports dialing outside users, log in to the operator console and follow this procedure:

1. Locate the conference you wish to dial out from and select it – after that the list of conference callers will be shown in the lower portion of the screen;
2. Click the “*Dialout*” button of the conference action buttons, see Figure 30 to find this button;

The screenshot shows the Operator Console interface with three tabs: Operator Console, Reports, and Settings. The main section is titled 'Conference List' and contains a table with columns: Full Name, Ho..., Par..., List..., Phone Nu..., Started, and #. The table lists three entries for 'Admin Admin' with different phone numbers and times. Below the table is a toolbar with buttons: Idle, Open, Hold, Record, Secure, and Drop. A red arrow points from the 'Dialing another User Button' text to the 'Dialout' button in the Conference Content section.

Conference List

Full Name	Ho...	Par...	List...	Phone Nu...	Started	#
Admin Admin	3711			(866)508-0020	03:41:37 PM	2
Admin Admin	7701	7702		(866)508-0012	05:10:41 PM	5
Admin Admin	6601	6602	6603	12	05:10:41 PM	2

Conference Content

Calling #	User Name	Access Code	Started	Duration	Role	Mute	Hold	Drop
(604)709-5910	Visitor	7702	05:10:36 PM	02m:40s		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(755)546-1234	Testing	7702	05:10:35 PM	02m:41s		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(919)354-0881	Dialout	7702	05:10:35 PM	02m:41s		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(604)688-0331	Participant	7702	05:10:35 PM	02m:41s		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(919)747-3626	Host	7701	05:10:34 PM	02m:42s		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Figure 30: The Location of the Dialout Button

3. Dialing out to another user dialog appears as shown on to Figure 31.

The screenshot shows the 'Dialout' dialog box. It has a title bar with a close button. Inside, there is a 'Number' field with the value '6046880331'. Below it is a 'Role' section with two radio buttons: 'Host' (selected) and 'Participant'. At the bottom is a 'Dialout' button.

Figure 31: Dialing Out to another User

- Enter the phone number you wish to dial, select the role that should be granted to the call in the conference and click the “Dialout” button.
- The user will be added to the conference.

Active Speaker Notification (ASN) mode

While a conference is in progress using the operator console you can see who is speaking at the moment and how loud the person is speaking. To start active speaker notification you should press the “ASN” button for the selected conference; see Figure 32 to find this button.

ASN window appears as shown on Figure 33. Actually the system shows the loudest four persons with their sound volume in the *Volume* column (green levels in this column represent the quietest sound level, red levels in this column represent the loudest sound level) and the callers who recently stopped talking (in this case their sound level is shown in gray color).

The screenshot shows the Operator Console interface with two windows: **Conference List** and **Conference Content**.

Conference List window:

Full Name	Ho...	Par...	List...	Phone Nu...	Started	#
Admin Admin	3711			(866)508-0020	03:41:37 PM	2
Admin Admin	7701	7702		(866)508-0012	05:10:41 PM	5
Admin Admin	6601	6602	6603	12	05:10:41 PM	2

A red arrow points to the **Active Speaker Notification Conference Button** (represented by a speaker icon) in the bottom toolbar of the Conference List window.

Conference Content window:

Calling #	User Name	Access Code	Started	Duration	Role	Mute	Hold	Drop
(604)709-5910	Visitor	7702	05:10:36 PM	02m:40s	Visitor	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(755)546-1234	Testing	7702	05:10:35 PM	02m:41s	Visitor	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(919)354-0881	Dialout	7702	05:10:35 PM	02m:41s	Visitor	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(604)688-0331	Participant	7702	05:10:35 PM	02m:41s	Participant	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(919)747-3626	Host	7701	05:10:34 PM	02m:42s	Host	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Figure 32: The Location of the Active Speaker Notification (ASN) Conference Button

The screenshot shows the **Active Speaker Notifications (ASN)** window, which displays a list of callers and their current volume levels.

Calling #	User Name	Volume	Role	Mute	Hold
(604)709-5910	Visitor		Visitor	<input type="checkbox"/>	<input type="checkbox"/>
(755)546-1234	Testing		Visitor	<input type="checkbox"/>	<input type="checkbox"/>
(919)747-3626	Host		Host	<input type="checkbox"/>	<input type="checkbox"/>
(604)688-0331	Participant		Participant	<input type="checkbox"/>	<input type="checkbox"/>
(919)354-0881	Dialout		Visitor	<input type="checkbox"/>	<input type="checkbox"/>

Figure 33: Active Speaker Notifications for the Conference


To stop active speaker notifications just close this window pressing the “*Close*” button.

Active speaker notification mode usually is used in case of bad audio quality or noises. In this case the operator console can be used to connect to the user conference and use this mode to examine where the problem is and after that inform the user about the reason of the problems and/or mute the users who cause these problems.

Operators Activity and their Conferences

Operator conferences are designed to administrate the conferences and assist the users in case of any problems. In other words operator conferences can be used as quick technical support for users. The operator can monitor the conferences, connect to the different conferences, receive requests from the users, attach the users to the different conferences, dialout, etc. When operator connects to his operator conference he is being notified when the new requests are assigned to his queue or he can initiate the conference surveillance and management.

To effectively act as the operator you should not only login to the operator console, but also you should have the voice phone call connected to your operator conference. There are two possibilities to connect to the operator conference:

- you can call to your operator conference using the operator conference phone number and access code as it was described in section Accessing and Logging in the Operator Console; if you do not know your conference phone number and/or access code press the  icon to see them;
- the WYDE bridge can be configured to call to the operator automatically in case if specific conditions are occurred:
 - there are no operators connected to the bridge but the caller from operators' queue is waiting operator assistance;
 - there are operators on the bridge, but the waiting period for the caller from the operators' queue exceeds specific period of time;
 in both cases when the call is made to the operator phone number the operator is being asked to enter his access code; only if the access code is valid, the caller is being joined to his operator conference.

Note that these conditions can be specified not only for entire WYDE bridge, but also for specific conference called number or its mask.

Samples and Use-Cases of Operator Conference Procedures

This section of the document will describe few samples about how the operator can assist users in their conference calls, where the operator can assist and what steps he should perform for this assistance.

First of all the operator can monitor (hear) the conference to examine if there are any problems where he can assist.

Also one of the operator tasks is to assist the users to join to the conference. There could be two possibilities. First, for some conferences the operator will receive automatic requests from users who three times (default, can be overridden) entered incorrect access codes; such users will be automatically placed to the operator queue. In this case the operator implements the following steps:

- i. engages such user from the queue (at this moment the operator can see that this user was unable to join to the conference – the “*Show Conference*” button is disabled for this user, so it is not the conference user; in addition the operator sees what action keys the user was pressing on DTMF keypad of his phone);

- ii. collects information from the user, i.e. asks the user who he is and to what conference he wishes to connect;
- iii. searches for the requested conference where the user wishes to connect;
- iv. connects to the requested conference, asks if this conference expecting this user;
- v. and if so, returns and attaches the user to this conference either using DTMF keypad on his phone or the operator console how this is described later in this guide.

In addition, the second alternative when the operator can help the users to join to the conference – the operator can perform dialing to another user and attaching the user to the conference. If the conferences do not allow making dialout within the conference the operator assistance is needed. In this case the following steps could be performed by the operator:

- i. operator dials out to the users that need to be connected to the specific conference;
- ii. talks to these users, asks if they going to be connected to this conference;
- iii. and if so, attaches the users to the requested conference either using DTMF keypad on his phone or the operator console how this is described later in this guide;
- iv. operator performs steps i., ii., and iii for all users that need to be joined to the conference.

Moreover the users can request operator assistance in case of any problems, for instance bad audio quality or noises/echo. In this case the operator implements the following steps:

- i. engages the user and asks him about the problem;
- ii. sees the source conference of the caller using “*Show Conference*” button;
- iii. connects to this conference if necessary;
- iv. uses Operator Console – Active Speaker notification mode (see section Active Speaker Notification (ASN) mode) to examine where is the problem;
- v. and after that informs the user about the reason of the problems and/or mutes the callers who cause the audio problems.

Operator conference management can be implemented either using Operator Console or using DTMF keypad on your phone. Note that Operator Console provides wider range of features comparing to DTMF commands.

You can see different use-cases of the operator activities on Figure 34.

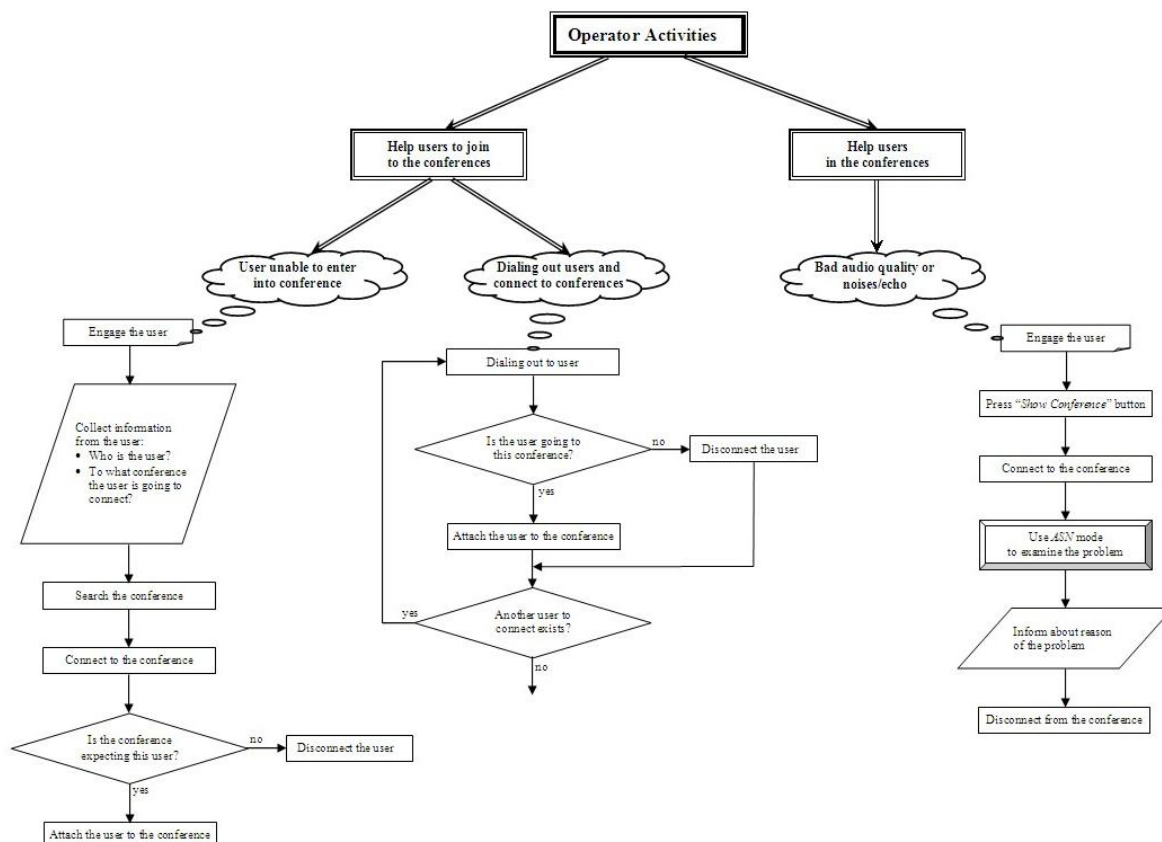


Figure 34: Operator Activities Uses-Cases

Control Operator Conferences Using Touch Tone Commands

Once connected to the operator conference, the host can control the conferences with the touch tone commands given in Table 3.

Table 3: Operator Commands for OPERATOR Conferences

Touch Tone Command	Description
--------------------	-------------

*#	Hear the number of users in the service queue, i.e. find out how many users are in the queue
**	Help message (instructions)
*1	Start or stop conference monitor (surveillance call); when the operator presses *1 first time the conference monitoring is being started and the operator is being switched between all started conferences each 30 seconds, when he presses *1 again he has the options – press 1 to connect to the current conference (pause switching between the conferences and hear this current conference only), press 2 to stop conference monitor, or press * to cancel this dialog and continue conference monitor. Note, while the operator is talking to a user (connected to his conference) this command is unacceptable.


Touch Tone Command	Description
*2	Connect to the next user, i.e. receive the call from the user from the operator queue
*3	Return current user to his conference or IVR
*4	Connect to another conference; when the operator presses *4 he has the options – press 1 to connect with current user or press 2 to connect without current user; in both cases the operator can press # to connect to the user's conference or enter conference number followed by the # to connect to another conference; to return back the operator should press *3.
*5	Attach current user to a different conference, i.e. move user to a conference; when the operator presses *5 he is hearing to which number the connected user called and has the option to press # to connect to the same number or press new conference called number followed by the #; in both cases he will be asked to enter new access code; after that the current user will be attached to the conference using new called number and access code.
*6	Hear current status, for instance “You are not currently connected to any conference”, “You are talking with user from conference NNNNNN”, “You are monitoring the conference NNNNNN”, “You are listening to the conference NNNNNN”, where NNNNNN – the conference number.
*7	Dialing out to another user

All these commands also can be implemented using the Operator Console as it is described in the next section of this guide.

Control Operator Conferences Using Operator Console

During the conference any call participants can request a call to an operator. To do that they should press *0 (default, can be overridden); after that the users will be asked to press:

- 1 – to speak to an operator;
- 2 – to post your request and return to your conference.

If the user presses 1 button he will be prompted: “*Please wait and you will connect to an operator*”, after that he will be placed to the operator queue and will hear music-on-hold while he is waiting operator assistance – when the operator is available he starts private conversation with this user. If the user presses 2 button he will be returned to his conference and he will be able to continue the conversation in his conference while he is waiting operator assistance – when the operator is available he connects to this conference and starts talking to all this conference users. The operator console will show anyone who has requested to call to an operator with an icon  in the first column of conference calls list as shown on Figure 35. If you move your mouse over this icon you will see the tooltip “*Requesting operator help*”; at that moment the caller does not hear this conference, he is either hearing music on hold while he is waiting operator assistance, or he is talking to an operator.

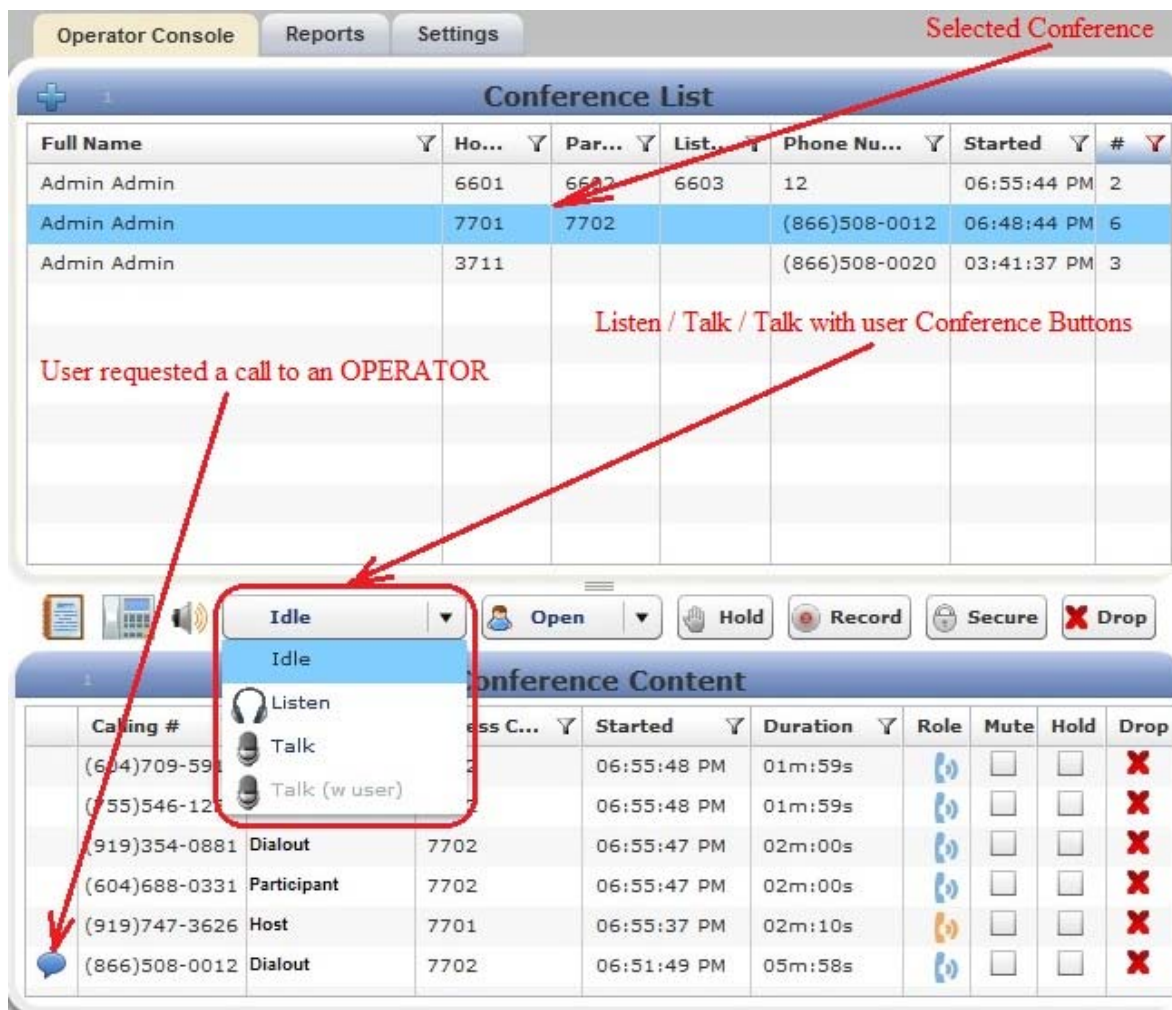


Figure 35: Sample Conference Screen when OPERATOR conference is in progress

Any time while the user is waiting the operator response he can press *0 again and he will be asked to press:

- 1 – to cancel the request;
- 2 – to return to the conference.

When you login into Operator Console and you have the voice call connected to your operator conference the right part of the operator console screen contains information regarding to your operator conference as shown on Figure 36. This includes your operator action buttons, your operator queue, and information about the selected user from the queue as it will be described later in this section.

The screenshot shows the Operator Console interface. At the top, there are icons for a document, a calendar, and a person, followed by a 'Start Monitoring' button. Below this is a form with fields for 'Calling #', 'Called #', 'User Name', 'Company', 'Email', and 'Started'. To the right of the 'Calling #' field is an 'Engage' button with a phone icon. To the right of the 'Called #' field is a 'Show Conference' button with a magnifying glass icon. Below the form is a table with the following data:

Calling #	Called #	Duration	Reject
	(866)508-0012	01m:13s	
	12	01m:13s	
(866)508-0012	00100	00m:00s	

Figure 36: View Operator Conference Information

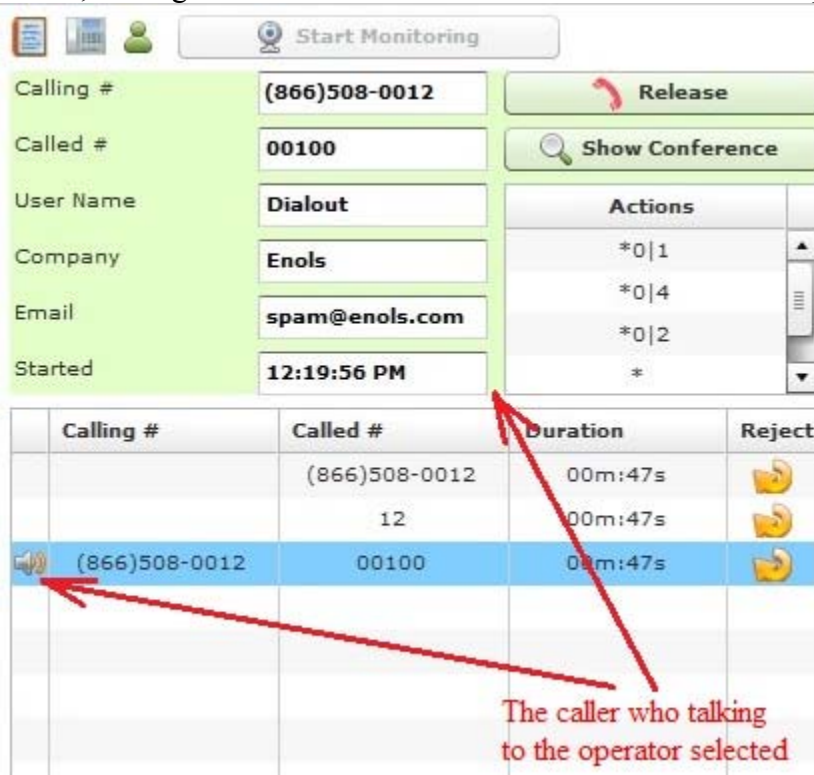
The lower part of this operator's screen displays your operator queue, i.e. the list of callers who requested operator assistance. Table 4 lists a description for each of the columns in this view.

Table 4: Operator Queue Columns

Column	Description
Calling #	This call is engaged, i.e. the user currently talking to the operator The incoming phone number of the caller, i.e. the phone number from which the call was made, or if dialout has been made to this call, the dialed number of the caller
Called #	The conference called number called
Duration	Indicates how long the caller is waiting operator assistance in the operator queue
Reject	Reject the user from operator queue without starting the conversation with him

When the operator engages any of the callers either using DTMF of his phone or using Operator Console, the first column of the operator queue grid contains an icon that indicates that the operator is currently talking to this user. The tooltip over this icon tells that "This call is engaged". If the operator selects any of the callers in his queue, additional information related to the selected caller will be shown in the upper part of the screen. This information includes *Calling #*, *Called #*, *User Name*, *Company*, *Email*, *Started* (time when the call was started). *User Name*, *Company*, *Email* fields are editable, i.e. can be updated by you.

Note that the operator can talk to one user, but select another caller in the operator queue grid; so the detail information that you can see in the upper part of the operator screen is not necessary showing data for the user currently talking to the operator, because it is showing selected user info. When currently talking, i.e. engaged user is selected the upper portion of the operator screen is highlighted, if another user from the operator queue is selected the background of the upper portion of the operator screen is white. See Figure 37 for the scenario when the currently engaged user is selected and his information is shown on the screen; see Figure 38 for scenario when another user from the operator queue is selected.



The screenshot displays the Operator Console interface. At the top, there is a 'Start Monitoring' button. Below it, a green-highlighted section shows caller details: Calling # (866)508-0012, Called # 00100, User Name Dialout, Company Enols, Email spam@enols.com, and Started 12:19:56 PM. To the right of these details are buttons for 'Release' and 'Show Conference', and an 'Actions' list with items *0|1, *0|4, *0|2, and *. Below this is a table with columns: Calling #, Called #, Duration, and Reject. The table has three rows, with the first row highlighted in blue. Red arrows point from the text 'The caller who talking to the operator selected' to the caller's details and the blue-highlighted row in the table.

Calling #	Called #	Duration	Reject
(866)508-0012	12	00m:47s	👉
(866)508-0012	00100	00m:47s	👉

The caller who talking to the operator selected

Figure 37: Viewing the Callers from an OPERATOR Queue, the User is talking to an Operator, Currently Engaged User Selected

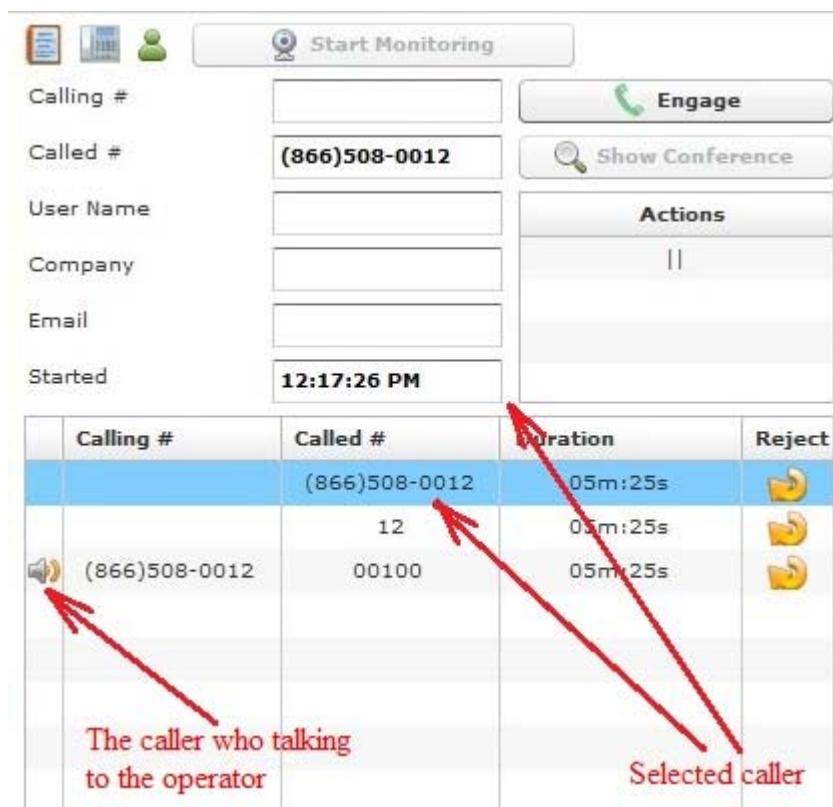


Figure 38: Viewing the Callers from an OPERATOR Queue, the User is talking to an Operator, another User Selected

The following action buttons are available for the operator:





- **Info** – displays information regarding your operator conference: dial-in number to call and access code.
- **Dialout** – initiates dialout to external user from the operator conference. When the button is pressed the dialog shown on Figure 39 is being opened, in this window you can enter the phone number you wish to dial and press “Dialout” button to perform dialout. Dialing out to another user also can be performed using default *7 keys on touch tone phone keypad. If the dialout is successful the user will be connected to the operator conference and the operator automatically starts conversation with this user. If necessary operator can attach this user to another conference or reject the call.



Figure 39: Dialout User to an OPERATOR Conference

- **Start Monitoring** – starts surveillance (scanning) of the active conferences, i.e. the operator will switch between the conferences and hear each conference 30 seconds. This mode also can be managed using default *1 keys on touch tone phone keypad. When the surveillance call is being switched to another conference this conference is

being selected and its calls are being showed in the left part of the screen. When monitoring is started the caption of this button is being changed to “*Stop Monitoring*”.

-  **Stop Monitoring** – stops surveillance (scanning) of the active conferences.
-  **Engage** – starts conversation with the selected user from the operator queue. When the operator is ready to process the users he can select any of the users from his queue and press this button. This action also can be managed using default *2 keys on touch tone phone keypad, but using DTMF you can only take the next user from the operator queue, so you are unable to start conversation with specific user. Note that the operator should complete the conversation with the current user before he takes the next user from the queue; if the conversation with the first user is in progress and you select the second user and press this button, the first user will be automatically released and only after that the conversation with second user will be engaged. If there are users in the operator queue who are waiting the operator response they all will be shown in the operator queue grid of the operator console.
-  **Release** – ends conversation with the current user and return him to his conference or IVR. This button is available only if you select the engaged user, i.e. the user with whom you currently are talking. The same action also can be managed default *3 keys on touch tone phone keypad.
-  **Show Conference** – this button is enabled only if you in the operator queue select the user who came from the conference, if the user came from IVR this button is disabled. Pressing this button shows the source conference of the selected user, i.e. the user conference will be selected in the left part of the screen: his conference will be current in the conferences grid and the calls of his conference will be shown in the conference calls grid in the left portion of the operator console screen.

In addition you can move any user from the operator queue to the different conference – you can either move the user who is currently talking to the operator or move another user from the operator queue. If the user you are moving is currently engaged, the conversation with him will be automatically released prior to this move. To attach the user to the different conference you should use drag-and-drop technique: you should select the user in the operator queue by pressing the left mouse button, after that you should drag this user either to the desired conference in the conferences grid or to the calls grid of the desired conference, and then you should drop this user, see Figure 40 for details. Next the system will ask you the confirmation question as it is shown on Figure 41, you should select the role of the user in the target conference (either *Host*, or *Participant*, or *Listener* depending on what roles are defined for the target conference), or you can cancel your request to move the user. You can also attach the user to a different conference using default *5 keys on touch tone phone keypad.

WYDE VOICE

BRIDGE 3 CONFERENCES 9 CALLS 9 LOGGED AS admin (logout)

Operator Console Reports Settings

Conference List

Full Name	Hos...	Par...	List...	Phone Nu...	Started	#
Admin Admin	6601	6602	6603	12	12:34:16 PM	2
Admin Admin	7701	7702		(866)508-0012	11:58:37 AM	3
Admin Admin	3711			(866)508-0020	11:55:50 AM	3

Idle Open Hold Record Secure Drop

Conference Content

Calling #	User Name	Access Code	Started	Duration	Role	Mut	Holc	Dro
(604)688-0331		6602	12:35:56 PM	00m:56s				
(919)747-3626		6601	12:34:09 PM	02m:43s				

Calling # Called # Duration Reject

	(866)508-0012	14m:56s	
	12	14m:56s	
(866)508-0012	00100	14m:56s	

1. Select the user you wish to move
2. Drag the user either to the desired conference or to the conference calls
3. Drop the user in the destination area

Figure 40: Attach User to a Different Conference Using Drug-and-drop Technique



Figure 41: Attach User to a Different Conference Confirmation Question

Note if the operator attaches the user to another conference there will be two CDR records with the same session (call) identifier. I.e. on the reports this call will be represented by two rows and they will differ by disconnect reason.

You as an operator are able to listen other user conferences or talk in these conferences. To do so, first you should select the desired conference in the conferences grid, i.e. you should pick up the started conference you wish to listen or where you want to talk; next you should press "Listen" button if you need to listen the selected conference or press "Talk" button if you need to talk in this conference. If you as the operator are currently talking to the user from your operator queue you can connect and talk in the selected conference either with the connected user or without the connected user. See these buttons on Figure 42. When the listening or talking for the conference is started you can select "Idle" button to stop; in addition you can switch between listening and talking with user and talking without user when it is necessary. You can also manage these actions using default *4 keys on touch tone phone keypad.

The screenshot displays the Operator Console interface with two main sections: **Conference List** and **Conference Content**.

Conference List Table:

Full Name	Ho...	Par...	List...	Phone Nu...	Started	#
Admin Admin	6601	6602	6603	12	06:55:44 PM	2
Admin Admin	7701	7702		(866)508-0012	06:48:44 PM	6
Admin Admin	3711			(866)508-0020	03:41:37 PM	3

Conference Content Table:

Calling #	Role	Started	Duration	Mute	Hold	Drop
(604)709-591	Participant	06:55:48 PM	01m:59s	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(755)546-123	Participant	06:55:48 PM	01m:59s	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(919)354-0881	Dialout	06:55:47 PM	02m:00s	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(604)688-0331	Participant	06:55:47 PM	02m:00s	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(919)747-3626	Host	06:55:37 PM	02m:10s	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(866)508-0012	Dialout	06:51:49 PM	05m:58s	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Annotations:

- Stop Listening/Talking Link-button:** Points to the 'Listen' button in the 'Idle' dropdown menu.
- Listen Conference Link-button:** Points to the 'Listen' button in the 'Idle' dropdown menu.
- Talk Conference (without user) Link-button:** Points to the 'Talk' button in the 'Idle' dropdown menu.
- Talk Conference (with user) Link-button:** Points to the 'Talk (w user)' button in the 'Idle' dropdown menu.

Figure 42: The Location of Buttons to Listen and Talk the User Conference by the Operator

As it was told OPERATOR conferences can be managed not only via Operator Console, but also using DTMF keypad. The keys that could be used to manage these conferences are described in the previous section of this guide.

Reporting

One of the most powerful features of the WYDE Operator Console is the ability to get information and statistics from the bridges. This information comes mainly in the form of management reports. These reports can be run from the operator console interface.

All of this information can be obtained by first logging in to the operator console, and clicking on the “Reports” tab. You should see a window similar to the one in Figure 43.

Conf Id	Call Created	Acces...	Custom Name	Called #	Calling #	Dur...	Call Ended	Re...	Init...
	2010/11/22 05:39:10 PM			(866)508-0012	admin	00m:35s	2010/11/22 05:39:45 PM	Normal	User
	2010/11/22 05:39:58 PM			(866)508-0012	admin	00m:46s	2010/11/22 05:40:44 PM	Incorrect	Bridge
	2010/11/22 05:40:39 PM			00100	(866)508-0020	00m:33s	2010/11/22 05:41:12 PM	CONGEST	Bridge
	2010/11/22 05:42:26 PM			(866)508-0012	admin	00m:57s	2010/11/22 05:43:23 PM	Incorrect	Bridge
	2010/11/22 05:43:05 PM			00100	(866)508-0020	00m:33s	2010/11/22 05:43:38 PM	CONGEST	Bridge
	2010/11/22 05:43:46 PM			(866)508-0012	admin	00m:49s	2010/11/22 05:44:35 PM	Incorrect	Bridge
	2010/11/22 05:44:27 PM			00100	(866)508-0020	00m:32s	2010/11/22 05:44:59 PM	CONGEST	Bridge
	2010/11/22 05:50:02 PM			(866)508-0012	admin	00m:27s	2010/11/22 05:50:29 PM	Normal	User
	2010/11/22 05:50:45 PM			(866)508-0012	admin	00m:02s	2010/11/22 05:50:47 PM	Normal	User
10446	2010/11/20 09:59:28 PM	3701	Michael	(866)508-0020	Moderator-Console	03m:16s	2010/11/20 10:02:44 PM	Normal	User
10448	2010/11/22 10:34:38 AM	3701	Michael	(866)508-0020	Moderator-Console	05m:41s	2010/11/22 10:40:19 AM	Normal	User
10449	2010/11/22 11:22:41 AM	3701	Michael	(866)508-0020	Moderator-Console	04m:31s	2010/11/22 11:27:12 AM	Normal	User
10451	2010/11/22 11:54:32 AM	6601	unknown	12		00m:20s	2010/11/22 11:54:52 AM	Normal	Bridge
10483	2010/11/30 01:35:44 PM	6602		12	100	05m:00s	2010/11/30 01:40:44 PM	Normal	User
10483	2010/11/30 01:36:56 PM	6601		12	100	05m:01s	2010/11/30 01:41:57 PM	Normal	User
10483	2010/11/30 01:38:03 PM	6602		12	100	05m:00s	2010/11/30 01:43:03 PM	Normal	User
10483	2010/11/30 01:39:10 PM	6601		12	100	05m:00s	2010/11/30 01:44:10 PM	Normal	User

Figure 43: Main Reports Window

In this screen, you can see the default report, the Calls Report (which we will discuss later in this section). Whenever you view the main reports window, you will see the date range for the report you are looking at. In Figure 43 it shows data for specific date range, all the calls listed fall within that date range. If you wish to change the date range, simply click on either the “From” date or the “To” date or the calendar-buttons near these data and it will bring up a small calendar which you can use to select a new date (Figure 44).

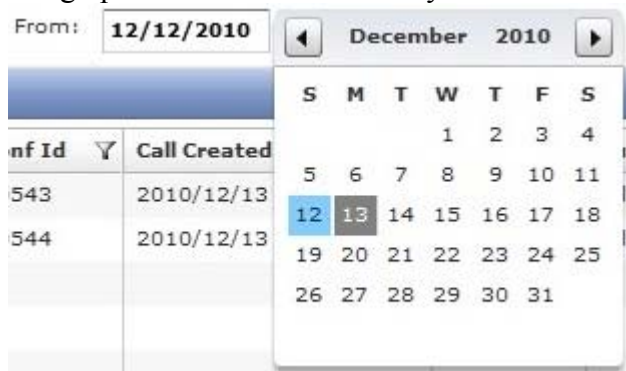


Figure 44: Calendar to Select either the “From” Date or the “To” Date

To the right of the date range fields you will see the “*Generate*” button; you should use this button if you would like to re-run the report with the same parameters that you are currently using.

You can export operator console reports in CSV formats to your clipboard. To the right of the “*Generate*” button you will see the “*Copy as CSV*” button; if you press this button the report are currently running, i.e. all rows and columns of the report, will be copied to your clipboard in CSV format using the delimiter you defined in your settings (see section [Change Operator Console Settings](#)Change Operator Console Settings).

On the right hand side of the screen, you will see the statistics for the selected report. This statistics could be different depending on what report you are looking; it could include number of calls and conferences, total minutes for all shown calls and conferences, number of unique DNIS numbers and disconnect reasons shown on the report, etc.

Since there may be more than one page of the reporting data, you will also see the navigation bar that will allow you to navigate between the pages of the report if there is more than one page of call data. This navigation bar is shown on Figure 45.

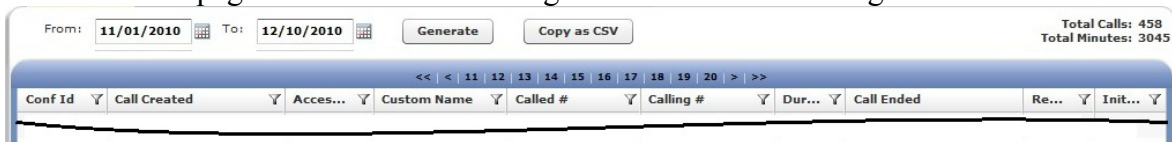


Figure 45: Reports Navigation Bar

This bar allows you to navigate amongst the different pages of the reports. You can click on the “>” to move to the next page of reporting data, or the “>>” to move to the last page, or the “<” to move to the previous page, or the “<<” to move to the first page.

In addition you can filter (search) the report data by some of the columns values. Especially it is useful if there is too much data and you need to filter it by some criteria, like time or called user. Click the ▼ icon in the column you wish to use for filtering, you will see the screen similar to shown on Figure 46. In the search dialog that appears you can enter this column value that you would like to use to filter the report data – calls, conferences, etc. You can filter the reports by multiple columns if it is necessary for you. When the filter for the column is active the ▼ icon changes its color to red and the filtered column caption is highlighted. On Figure 46 there is the active filter for the *Access Code* column and the filter *6601* is being entered as this column filter. To remove the filter value you can either clear it and press enter or use the red x button in the right upper corner. Once you updated the filter the report will be refreshed and only the records matching the criteria will be displayed.

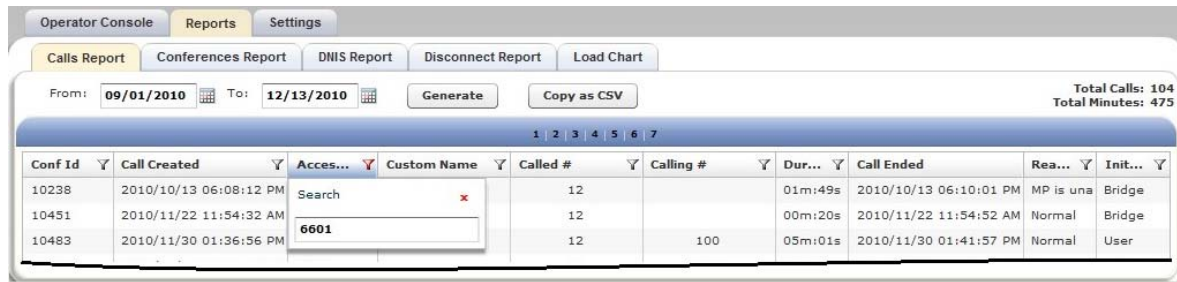


Figure 46: Filter Reports

There are five reports that come standard with each WYDE operator console. They are Calls Report, Conferences Report, DNIS Report, Disconnect Report, and Load Chart. We will describe them in detail later in this section of the operator console user guide.

To run any of these reports, log into the operator console and click on the “Reports” tab. Then, use the following procedure:

1. Select specific report you wish to view from the reporting tabs, i.e. click on your report tab.
2. Enter dates for the date range you wish to view information for by clicking on the dates next to “From:” and “To:” for the start date and end date, respectively.
3. Click the “Generate” button to run the report if the reporting data were not refreshed automatically after you have selected the reporting tab, changed data range or entered new filter.
4. The report information will be displayed on the screen. You can change it on the fly by changing any of the parameters you wish to change, i.e. date range and filters. The reports are being refreshed automatically after you changed your parameters.

Calls Report

The Calls Report shows all inbound and outbound calls processed by the system during the specified date range. The columns shown on the Calls Report see in Table 5. The Calls Report sample is shown on Figure 47.

Table 5: Calls Report Columns

Column	Description
Conference Id	The internal unique conference identifier
Call Created	Date and time when the call was created
Access Code	The conference account access code that was entered
Custom Name	The caller custom name if this name was entered in the Operator Console or in the Web Admin Interface
Called #	The called number, i.e. the number to which called the caller
Calling #	The incoming calling number, i.e. the number from which called the caller
Duration	Indicates duration of the call
Call Ended	Date and time when the call was dropped (disconnected)
Reason	The reason of the disconnection, for instance Normal, Dropped by host, Incorrect access code, Moved to other conference. NOANSWER, CONGESTION, etc.

**Column
Initiator****Description**

Who initiated the disconnection; possible values: BRIDGE and USER

Conf Id	Call Created	Ac...	Custom Name	Called #	Calling #	Dur...	Call Ended	Rea...	Initia...
	2010/09/13 04:07:21 AM			(712)432-1076	(260)833-0667	00m:37s	2010/09/13 04:07:58 AM	Incorrect	Bridge
	2010/09/13 06:35:23 PM			(712)432-1076	(212)496-2806	00m:34s	2010/09/13 06:35:57 PM	Normal	User
	2010/09/15 07:31:24 PM			(712)432-1076	(760)569-2222	00m:02s	2010/09/15 07:31:26 PM	Normal	User
551	2010/09/15 07:31:30 PM	11233	Admin	(712)432-1076	(760)569-2222	15m:37s	2010/09/15 07:47:07 PM	Normal	User
	2010/09/04 11:59:28 PM			(712)432-1076	(336)227-9005	00m:37s	2010/09/05 12:00:05 AM	Incorrect	Bridge
532	2010/09/07 04:18:52 AM	11233	Admin	(712)432-1076	(760)569-2222	49m:46s	2010/09/07 05:08:38 AM	Normal	User
535	2010/09/07 05:30:28 AM	11233	Admin	(712)432-1076	(760)569-2222	00m:18s	2010/09/07 05:30:46 AM	Normal	User
535	2010/09/07 05:30:53 AM	11233	Admin	(712)432-1076	(760)569-2222	45m:26s	2010/09/07 06:16:19 AM	Normal	User
543	2010/09/09 08:47:58 PM	11233	Admin	(712)432-1076	(760)569-2222	15m:24s	2010/09/09 09:03:22 PM	Normal	User
653	2010/09/29 04:50:56 AM	11233	Admin	(712)432-1076	(760)569-2222	05m:25s	2010/09/29 04:56:21 AM	Normal	User
653	2010/09/29 05:32:13 AM	11233	Admin	(712)432-1076	(760)569-2222	36m:22s	2010/09/29 06:08:35 AM	Normal	User
659	2010/10/05 04:22:01 PM	11233	Admin	(712)432-1076	(760)569-2222	39m:33s	2010/10/05 05:01:34 PM	Normal	User
	2010/10/08 02:16:49 AM			(712)432-1076	(301)962-1964	00m:40s	2010/10/08 02:17:29 AM	Incorrect	Bridge
	2010/10/11 06:03:43 PM			(712)432-1076	(240)505-7633	00m:10s	2010/10/11 06:03:53 PM	Normal	User
669	2010/10/11 06:13:21 PM	11233	Admin	(712)432-1076	(240)505-7633	17m:40s	2010/10/11 06:31:01 PM	Normal	User
673	2010/10/12 01:09:04 AM	11233	Admin	(712)432-1076	(760)569-2222	02m:31s	2010/10/12 01:11:35 AM	Normal	User
	2010/10/12 01:15:27 AM			(712)432-1076	(760)569-2222	00m:02s	2010/10/12 01:15:29 AM	Normal	User

Figure 47: Calls Report Sample

As it was previously told, you can copy reporting data to your clipboard by pressing “Copy as CSV” button. The sample of such CSV export of calls report data is shown on Figure 48.

"Conference Id","Created","Access Code","User Name","Callee","Caller","Duration","Ended","Disconnect Reason","Disconnect Initiator",
"-1","2010/10/01 06:26:52 AM","","","7124321681","3472974728","00m:09s","2010/10/01 06:27:01 AM","Normal","1",
"-1","2010/10/01 06:27:38 AM","","","7124321681","2672634201","00m:42s","2010/10/01 06:28:20 AM","Incorrect access code","2",
"660","2010/10/05 04:27:01 PM","570775","","7124321603","Moderator-Console","00m:23s","2010/10/05 04:27:24 PM","Normal","1",
"660","2010/10/05 04:24:49 PM","910777","Eugene","7124321603","2405057633","28m:51s","2010/10/05 04:53:40 PM","Normal","1",
"659","2010/10/05 04:22:01 PM","11233","Admin","7124321076","7605692222","39m:33s","2010/10/05 05:01:34 PM","Normal","1",
"659","2010/10/05 04:07:37 PM","11233","Admin","7124321076","Moderator-Console","183m:26s","2010/10/05 07:11:03 PM","Normal","1",

Figure 48: Calls Report CSV Export Sample

You can double-click on any of the calls and see the detail information of the selected call. The fields shown on the Calls Report detail call information see in Table 6. The Calls Report detail call information sample is shown on Figure 49.

Table 6: Calls Report Detail Call Fields

Field	Description
Conference #	The number of the conference where the user was assigned to
Conference Id	The internal unique conference identifier
Session Id	The internal unique call session identifier
Callee	The called number, i.e. the number to which called the caller
Caller	The incoming calling number, i.e. the number from which called the caller
Access Code	The conference account access code that was entered

Field	Description
Role	The role that was granted to the user when he connected to the conference; it could either <i>host</i> , or <i>participant</i> , or <i>listener</i>
Custom name	The caller custom name if this name was entered in the Operator Console or in the Web Admin Interface
Email	The caller e-mail address if this e-mail was entered in the Operator Console when the user requested operator assistance
Company	The caller company name if this company was entered in the Operator Console when the user requested operator assistance
Duration	Indicates duration of the call
Created at	Date and time when the call was created
Ended at	Date and time when the call was dropped (disconnected)

Conference # 667788

Conference Id 10537

Session Id 16812943

Callee

Caller 12

Access code 6602

Role participant

Custom name Testing

Email test@enols.com

Company ABC Inc.

Duration 00m:14s

Created at 2010/12/10 12:03:14 PM

Ended at 2010/12/10 12:03:28 PM

Edit Subscriber Edit Conference

View in Conferences Report

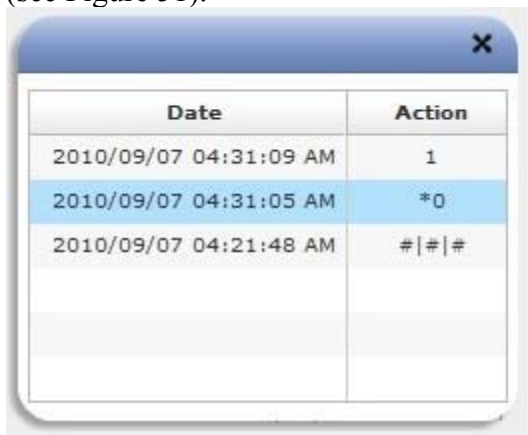
View action history

Copy data to clipboard

Figure 49: Calls Report Detail Call Information Sample

From this detail call screen you can go to subscriber edit and conference information edit for the selected call by pressing the “*Edit Subscriber*” and the “*Edit Conference*” buttons respectively. If you press the “*View in Conferences Report*” button the Conferences Report

filtered by this call conference identifier will be shown. You can also see what keys the caller pressed on his DTMF keypad using the “*View action history*” button (see Figure 50). If you would like to export the shown call information to your clipboard you should press the “*Copy data to clipboard*” button and this information will be copied to your clipboard (see Figure 51).



Date	Action
2010/09/07 04:31:09 AM	1
2010/09/07 04:31:05 AM	*0
2010/09/07 04:21:48 AM	# # #

Figure 50: Call Action History Sample


Conference #: 667788
 Conference ID: 10537
 Session ID: 16812943
 Callee:
 Caller: 12
 Access code: 6602
 Role: participant
 Custom name: Testing
 Email: test@enols.com
 Company: ABC Inc.
 Duration: 00m:14s
 Created at 2010/12/10 12:03:14 PM
 Ended at 2010/12/10 12:03:28 PM
 Disconnect reason: Normal


Figure 51: Detail Call Export Sample

Conferences Report

The Conferences Report shows all conferences that have taken place during the specified date range. The columns shown on the Conferences Report see in Table 7. The Conferences Report sample is shown on Figure 52.

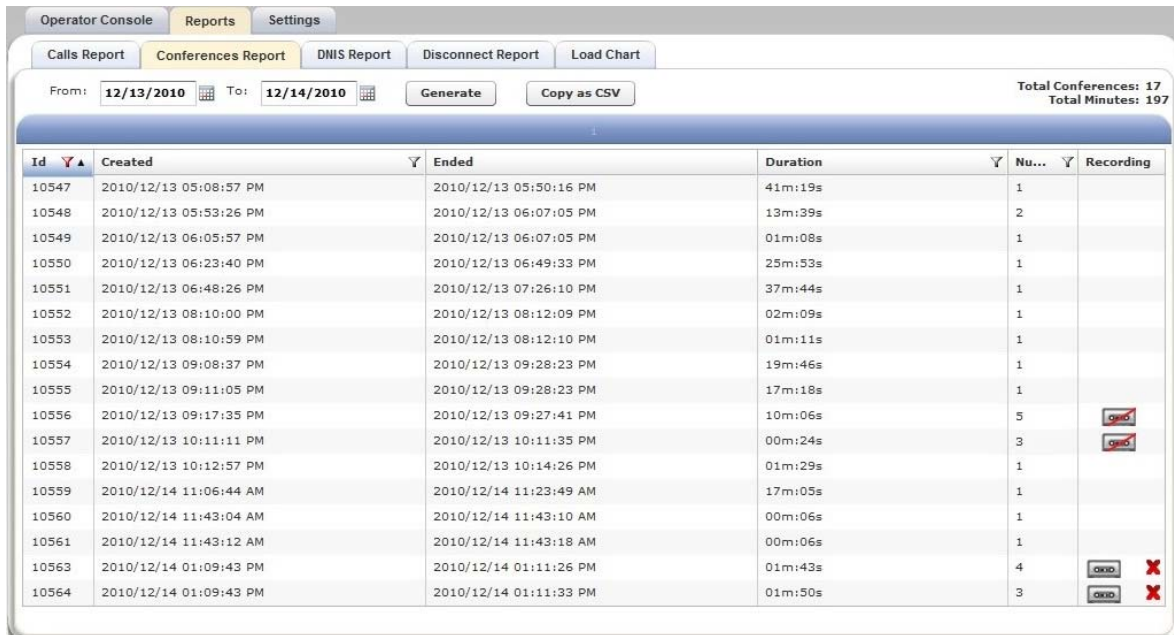
Table 7: Conferences Report Columns

Column	Description
Id	The internal unique conference identifier, the conference ID on this report is unique
Created	Date and time when the conference was started
Ended	Date and time when the conference was ended
Duration	Indicates how long the conference has been active, i.e. the duration of the conference
Number of Calls	Indicates how many calls were made to this conference
Recording - 	“Playback” recording button – when clicked, starts the conference playback

ColumnRecording - Recording - **Description**

“Delete” recording button – when clicked, deletes the conference recording file from the server

“Deleted Recording or Broken link” – indicates the conference playback is not available in spite of the conference was recorded (for instance the recording file was deleted or the recording file was not saved because of any internal error)







Id	Created	Ended	Duration	Nu...	Recording
10547	2010/12/13 05:08:57 PM	2010/12/13 05:50:16 PM	41m:19s	1	
10548	2010/12/13 05:53:26 PM	2010/12/13 06:07:05 PM	13m:39s	2	
10549	2010/12/13 06:05:57 PM	2010/12/13 06:07:05 PM	01m:08s	1	
10550	2010/12/13 06:23:40 PM	2010/12/13 06:49:33 PM	25m:53s	1	
10551	2010/12/13 06:48:26 PM	2010/12/13 07:26:10 PM	37m:44s	1	
10552	2010/12/13 08:10:00 PM	2010/12/13 08:12:09 PM	02m:09s	1	
10553	2010/12/13 08:10:59 PM	2010/12/13 08:12:10 PM	01m:11s	1	
10554	2010/12/13 09:08:37 PM	2010/12/13 09:28:23 PM	19m:46s	1	
10555	2010/12/13 09:11:05 PM	2010/12/13 09:28:23 PM	17m:18s	1	
10556	2010/12/13 09:17:35 PM	2010/12/13 09:27:41 PM	10m:06s	5	
10557	2010/12/13 10:11:11 PM	2010/12/13 10:11:35 PM	00m:24s	3	
10558	2010/12/13 10:12:57 PM	2010/12/13 10:14:26 PM	01m:29s	1	
10559	2010/12/14 11:06:44 AM	2010/12/14 11:23:49 AM	17m:05s	1	
10560	2010/12/14 11:43:04 AM	2010/12/14 11:43:10 AM	00m:06s	1	
10561	2010/12/14 11:43:12 AM	2010/12/14 11:43:18 AM	00m:06s	1	
10563	2010/12/14 01:09:43 PM	2010/12/14 01:11:26 PM	01m:43s	4	
10564	2010/12/14 01:09:43 PM	2010/12/14 01:11:33 PM	01m:50s	3	

Figure 52: Conferences Report Sample

As it was previously told, you can copy reporting data to your clipboard by pressing “Copy as CSV” button. The sample of such CSV export of conferences report data is shown on Figure 53.

```
"Conference Id","Created","Ended","Duration","Participant Count",
"10560","2010/12/14 11:43:04 AM","2010/12/14 11:43:10 AM","00m:06s","1",
"10561","2010/12/14 11:43:12 AM","2010/12/14 11:43:18 AM","00m:06s","1",
"10563","2010/12/14 01:09:43 PM","2010/12/14 01:11:26 PM","01m:43s","4",
"10564","2010/12/14 01:09:43 PM","2010/12/14 01:11:33 PM","01m:50s","3",
```

Figure 53: Conferences Report CSV Export Sample


If the conference has been recorded and the recording file exists for the conference you can start the conference recording playback by pressing the  button. The window shown on Figure 54 appears. From this screen you can start, pause, stop the playback as well as download the recording file in mp3-format.



Figure 54: Conference Playback Screen Sample

On the Conferences Report you can double-click on any of the conferences and see the detail information of the selected conference. The fields shown on the Conferences Report detail conference information see in Table 8. The Calls Report detail call information sample is shown on Figure 55.

Table 8: Conferences Report Detail Conference Fields

Field	Description
Conference Number	The number of the selected conference
Conference Id	The internal unique conference identifier
Total Calls	Indicates how many calls were made to this conference via the specified conference account
Created on	Date and time when the conference was started
Ended on	Date and time when the conference was ended
Duration	Indicates how long the conference has been active, i.e. the duration of the conference

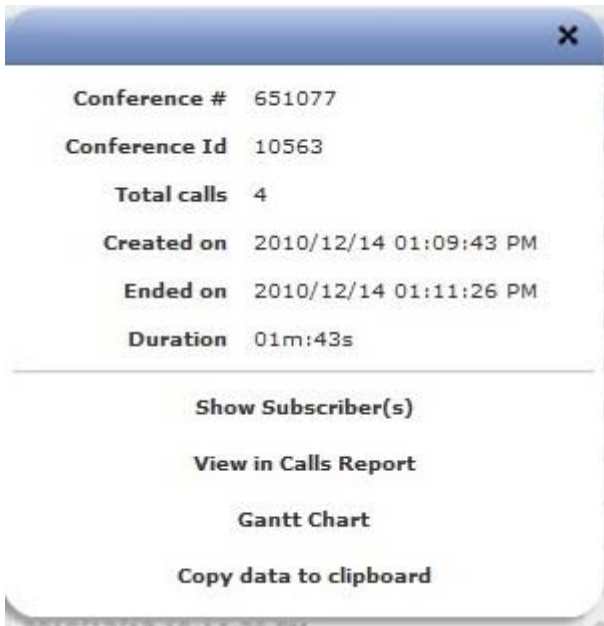


Figure 55: Conferences Report Detail Conference Information Sample

From this detail conference screen you can go to the subscriber(s) for the selected conference by pressing the “*Edit Subscriber(s)*” button. If you press the “*View in Calls Report*” button the Calls Report filtered by this conference identifier will be shown, i.e. all calls that were joined to this conference will be shown. If there were more than one call to this conference you can also see the Gantt Chart for this conference using the “*Gantt Chart*” button (see Figure 56). If you would like to export the shown conference information to your clipboard you should press the “*Copy data to clipboard*” button and this information will be copied to your clipboard (see Figure 57).



Figure 56: Conference Gantt Chart Sample

Conference #: 651077
Conference ID: 10563
Created on 2010/12/14 01:09:43 PM
Ended on 2010/12/14 01:11:26 PM
Duration: 01m:43s
Total of 4 calls

Figure 57: Detail Conference Export Sample

DNIS Report

The DNIS Report shows the usage of each DNIS and how many calls processed on each DNIS (including outbound calls). The columns shown on the DNIS Report see in Table 9, these columns are shown in the left part of the DNIS report screen. The DNIS Report sample is shown on Figure 58. As you can see the left part of the DNIS report screen contains report data grid. The right part of the report screen contains the pipe chart of the data shown on the report; this pipe chart shows the percentage of the number of calls in total number of calls per different DNIS numbers; data where percentage less than 5% are grouped in *Other* section of the pipe graph. If any row is selected in the report grid, this row data are also being selected (marked out) in the pipe chart.

Table 9: DNIS Report Columns

Column	Description
DNIS	The DNIS Association – the combination of the call flow and the actual inbound DNIS number
Calls	Number of calls to DNIS in the selected period
Total Duration	Total duration of all calls to DNIS in the selected period
Average Duration	Average call duration, i.e. Total Duration divided by Number of Calls

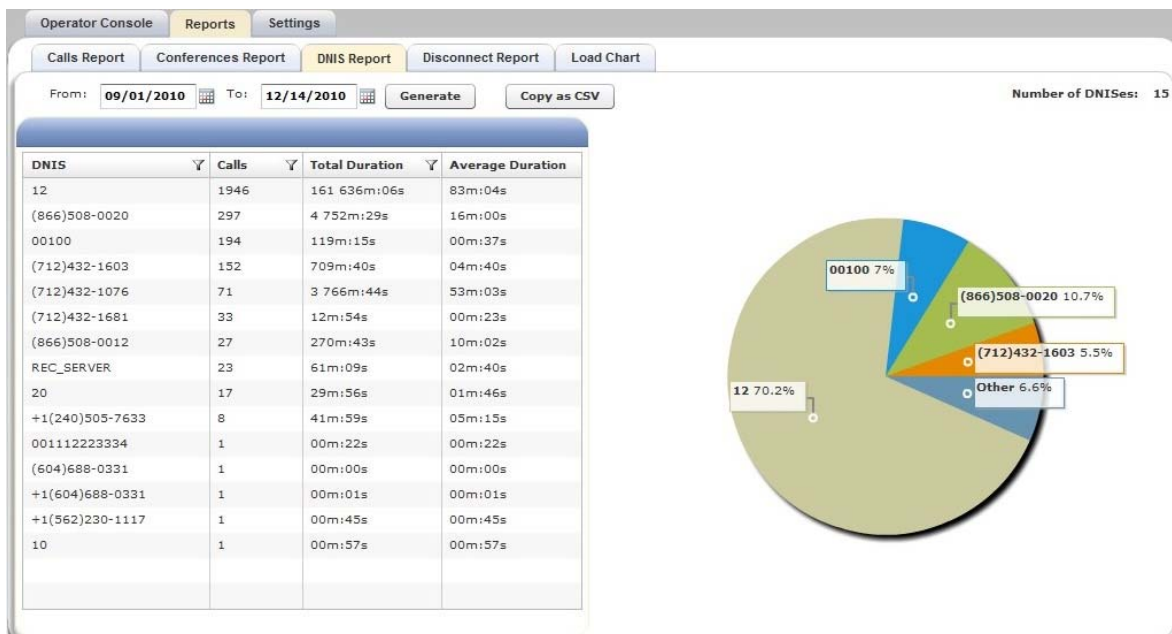


Figure 58: DNIS Report Sample

As it was previously told, you can copy reporting data to your clipboard by pressing “Copy as CSV” button. The sample of such CSV export of DNIS report data is shown on Figure 59.

```
"DNIS","Number of calls","Duration","Average Duration",
"12","1946","161 636m:06s","83m:04s",
"(866)508-0020","297","4 752m:29s","16m:00s",
"00100","194","119m:15s","00m:37s",
"(712)432-1603","152","709m:40s","04m:40s",
"(712)432-1076","71","3 766m:44s","53m:03s",
"(712)432-1681","33","12m:54s","00m:23s",
"(866)508-0012","27","270m:43s","10m:02s",
"REC_SERVER","23","61m:09s","02m:40s",
"20","17","29m:56s","01m:46s",
"+1(240)505-7633","8","41m:59s","05m:15s",
"001112223334","1","00m:22s","00m:22s",
"(604)688-0331","1","00m:00s","00m:00s",
"+1(604)688-0331","1","00m:01s","00m:01s",
"+1(562)230-1117","1","00m:45s","00m:45s",
"10","1","00m:57s","00m:57s",
```

Figure 59: DNIS Report CSV Export Sample

Disconnect Report

The Disconnect Report shows all disconnect reasons that took place in the specified date range and how many calls were disconnected by each disconnect reason. The columns shown on the Disconnect Report see in Table 10, these columns are shown in the left part of the Disconnect report screen. The Disconnect Report sample is shown on Figure 60. As you can see the left part of the disconnect report screen contains report data grid. The right part of the report screen contains the pipe chart of the data shown on the report; this pipe chart shows the percentage of the number of calls in total number of calls per different disconnect reasons; data where percentage less than 5% are grouped in *Other* section of the graph. If any row is selected in the report grid, this row data are also being selected (marked out) in the pipe chart.

Table 10: Disconnect Report Columns

Column	Description
Disconnect Reason	The calls disconnect reason
Calls	The number of the calls that were disconnected by the specific disconnect reason in the selected period
Percentage	The percentage of the number of the calls that were disconnected by the specific disconnect reason in the selected period

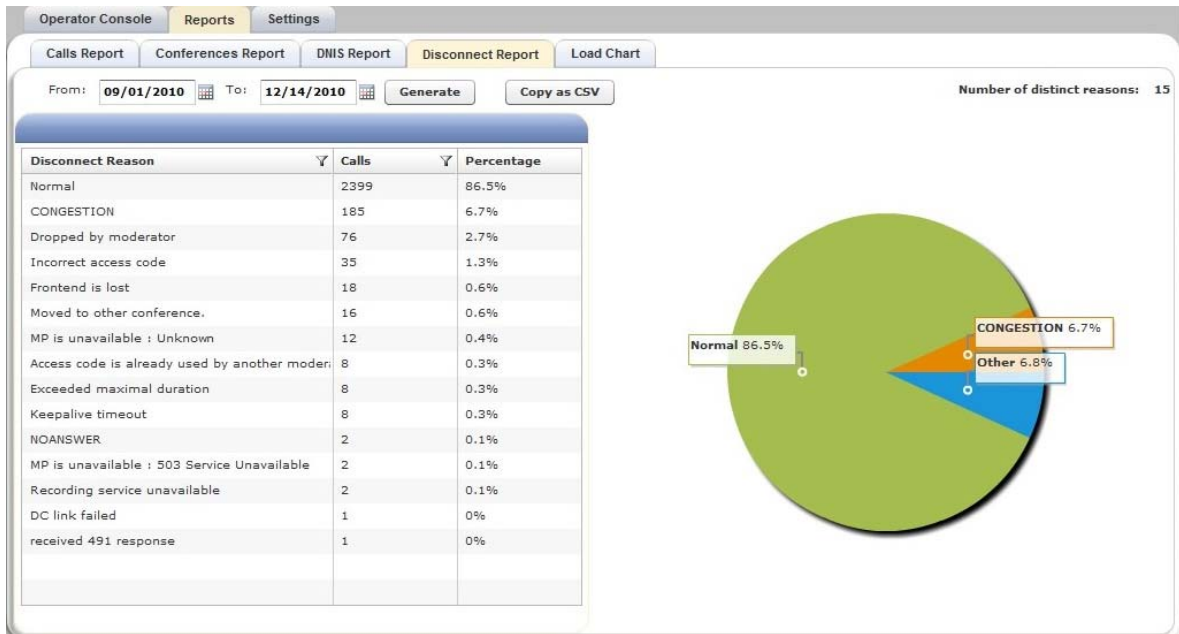


Figure 60: Disconnect Report Sample

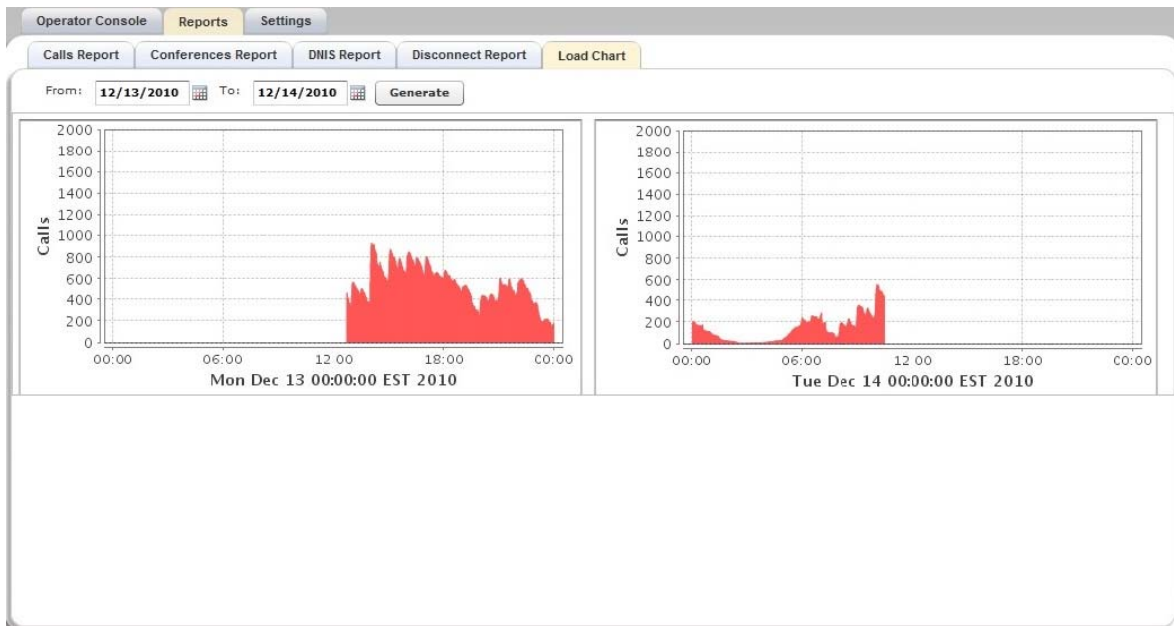
As it was previously told, you can copy reporting data to your clipboard by pressing “Copy as CSV” button. The sample of such CSV export of the disconnect report data is shown on Figure 61.

```
"Disconnect Reason","Number of calls","Percentage",
"Normal","2399","86.5%",
"CONGESTION","185","6.7%",
"Dropped by moderator","76","2.7%",
"Incorrect access code","35","1.3%",
"Frontend is lost","18","0.6%",
"Moved to other conference.","16","0.6%",
"MP is unavailable : Unknown","12","0.4%",
"Access code is already used by another moderator","8","0.3%",
"Exceeded maximal duration","8","0.3%",
"Keepalive timeout","8","0.3%",
"NOANSWER","2","0.1%",
"MP is unavailable : 503 Service Unavailable","2","0.1%",
"Recording service unavailable","2","0.1%",
"DC link failed","1","0%",
"received 491 response","1","0%",
```

Figure 61: Disconnect Report CSV Export Sample

Load Chart

The Load Chart report shows call traffic statistics by time of day during the specified date range. The Load Chart sample is shown on Figure 62.

**Figure 62: Load Chart Sample**

Change Operator Console Settings

To make your work with the Operator Console more convenient you can change its settings. To do so login into the system and select “*Settings*” tab of your Operator Console window. You will see the screen similar to shown on Figure 63.

Figure 63: Changing Operator Console Settings

As you can see you can change the following operator console settings from this screen:

- **Conferences update interval** – This parameter determines the conferences grid refresh period, i.e. how often the conferences will be renewed on the conferences view. The possible parameter values are 10 seconds, 20 seconds, 30 seconds, 1 minute, 2 minutes; the default value is 10 seconds.
- **Conferences per page** – This parameter determines how many conferences will be shown in the conferences grid on the single page. The possible parameter values are 10, 15, 20, 25; the default value is 10 conferences per page.
- **CSV Export Delimiter** – The delimiter that is in the export of the operator console reports. The possible parameter values are Tab, Pipe (|), Semicolon (;), Comma (,); the default delimiter is tabulation (tab).

If you change any of the parameter you will see the red asterisk (*) near the updated parameter value. If you would like to restore previously saved parameters values click “*Reset*” button. If you need to restore default values of the parameters click “*Defaults*” button. Click “*Save*” button to make the changes permanent.

Note that the changes that you have made here are being saved for the computer you currently using. If your will use the Operator Console from another computer and/or browser you should define these settings again.

As it was previously mentioned when you login into operator console you have the possibility to remember your credentials on the computer you are using. If you remembered your credentials this setting screen will see the green legend “*Credentials are remembered*”; if you do not want to store your credentials on the computer you can use the “*Forget me!*” button for that. If your credentials are not stored on the computer you are using you will see the red legend “*Credentials are NOT remembered*”.

Appendix A: Support Resources

If you have difficulty with this guide and any of the procedures listed herein, please contact us using the following support resources.

Support Documentation

In addition to this Guide, you may obtain other WYDE Voice documentation from WYDE Voice or from the WYDE Voice documentation Web site: <http://docs.wydevoice.com/>.

Web Support

Our support website is available 24 hours a day, 7 days a week, and 365 days a year at <http://www.wydevoice.com>. You may download patches, support documentation and other technical support information.

Telephone Support

For difficulties with any procedures described in this Guide, please contact us at 866-508-9020 during our normal phone support hours of 7:00 am to 6:00 pm Pacific Standard Time (PST). An engineer will respond to your inquiry within 24 hours.

Email Support

You may also email us your questions at support@wydevoice.com. We will respond to your question within 24 hours.