



Operator Console – User Guide

(version 2.4)

Disclaimer

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

THE SOFTWARE LICENSE AND LIMITED WARRANTY FOR THE ACCOMPANYING PRODUCT ARE SET FORTH IN THE INFORMATION PACKET THAT SHIPPED WITH THE PRODUCT AND ARE INCORPORATED HEREIN BY THIS REFERENCE. IF YOU ARE UNABLE TO LOCATE THE SOFTWARE LICENSE OR LIMITED WARRANTY, CONTACT YOUR WYDE VOICE REPRESENTATIVE FOR A COPY.

IN NO EVENT SHALL WYDE VOICE OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF WYDE OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Copyright

Except where expressly stated otherwise, the Product is protected by copyright and other laws respecting proprietary rights. Unauthorized reproduction, transfer, and or use can be a criminal, as well as civil, offense under the applicable law.

WYDE Voice and the WYDE Voice logo are registered trademarks of WYDE Voice LLC in the United States of America and other jurisdictions. Unless otherwise provided in this Documentation, marks identified with “R” / ®, “TM” / ™ and “SM” are registered marks; trademarks are the property of their respective owners.

For the most current versions of documentation, go to the WYDE support Web site:
<http://docs.wydevoice.com/>.

September 6, 2011

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

Button 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
Section 1.1: Assumed Skills	9
Section 1.2: Architecture Overview	9
Hardware	9
Voice Clients	9
Section 1.3: Definitions	10
Chapter 2: Operator Console	12
Section 2.1: Prerequisites	12
Section 2.2: Accessing and Logging in the Operator Console	13
Section 2.3: Components of the Operator Console	17
Section 2.4: Subscriber User Management	19
Create a Subscriber	19
View/Modify a Subscriber	22
Delete a Subscriber	24
Create a Conference Definition	24
Modify a Conference Definition	27
Delete a Conference Definition	29
Section 2.5: Conferences and Calls Management	31
View Conferences and Calls in progress	31
Dropping a Conference	34
Dropping Call Participants	34
Change Callers Roles	35
Move Callers between Sub-Conferences	35
Conference Mute and Q&A Modes	37
Q&A Sessions	38
Mute Call Participants	39
Placing a Conference on Hold	40
Placing Call Participants on Hold	42
Making a Conference Secure	43
Recording a Conference	44
Dialing another User and Maintaining Dial-out Lists	46
Active Speaker Notification (ASN) Mode and Automatic Gain Control	48
Section 2.6: Operators Activity and their Conferences	51
Samples and Use-Cases of Operator Conference Procedures	51
Control Operator Conferences Using Touch Tone Commands	53
Control Operator Conferences Using Operator Console	55
Manage Operator Queue	56
Operator Action Buttons	60
Move Users to Different Conferences	61
Operator Listening and Talking in User Conferences	62

Operator Announcements	63
Section 2.7: Reporting	68
Calls Report	70
Conferences Report	74
DNIS Report	78
Disconnect Report	79
Load Chart	81
Section 2.8: DNIS and Call Flows Management.....	82
View DNIS Numbers	83
Create a DNIS.....	85
Modify a DNIS	87
Delete a DNIS.....	88
View Call Flows	88
Edit Call Flow Attributes.....	89
Section 2.9: Change Operator Console Settings.....	91
Appendix A: Support Resources	93
Support Documentation.....	93
Web Support.....	93
Telephone Support.....	93
Email Support.....	93

Tables List

Table 1: Conference View Columns	32
Table 2: Calls Columns	33
Table 3: Operator Commands for OPERATOR Conferences.....	53
Table 4: Operator Queue Columns	57
Table 5: Calls Report Columns	71
Table 6: Calls Report Detail Call Fields.....	72
Table 7: Conferences Report Columns.....	74
Table 8: Conferences Report Detail Conference Fields	76
Table 9: DNIS Report Columns	78
Table 10: Disconnect Report Columns.....	79

Figures List

Figure 1: Initial Operator Console Login Screen	13
Figure 2: Operator Console Main Screen, Conference List Shown, Operator Panel Hidden	14
Figure 3: Operator Console Main Screen, Voice Call not Connected to the Operator Conference.....	15
Figure 4: Operator Console Main Screen, Operator Conference Phone Number and Access Code Info	16
Figure 5: Operator Console Main Screen, Voice Call Connected to the Operator Conference	16
Figure 6: Components of the WYDE Operator Console.....	18
Figure 7: Creating a New Subscriber	20
Figure 8: Creating a New Conference	21
Figure 9: View System Subscribers and their Conferences	22
Figure 10: Subscribers' Conferences Navigation Bar	23
Figure 11: Filter Subscribers	23
Figure 12: Viewing and Editing Subscriber Information	24
Figure 13: Creating a New Conference Definition.....	25
Figure 14: Sample of New Conference Configuration for Different User Roles	25
Figure 15: Additional Subscriber's Conference Definition Created	27
Figure 16: Modifying an Existing Conference Definition	28
Figure 17: Modifying a Conference Attributes	29
Figure 18: Deleting a Conference Definition	30
Figure 19: View Active Conferences Information	31
Figure 20: Filter Conferences	32
Figure 21: View Lobby (IVR) Calls Information.....	34
Figure 22: The Location of the Change Callers Role Buttons	35
Figure 23: The Location of the Change Callers Sub-conference Buttons and the Current Callers Sub-Conference Icons	36
Figure 24: The Location of the Conference Mode Dropdown	37
Figure 25: The Location of the Q&A Conference Commands and Icons	39
Figure 26: The Location of the Mute Call Participants Checkboxes	40
Figure 27: The Location of the Hold Conference Button.....	41
Figure 28: Hold Conference Button Pressed, the Conference is On Hold	41
Figure 29: The Location of the Hold Call Participants Checkboxes.....	42
Figure 30: The Location of the Secure Conference Button.....	43
Figure 31: Secure Conference Button Pressed, the Conference is Secured	44
Figure 32: The Location of the Record Conference Button	45
Figure 33: Record Conference Button Pressed, the Conference is being Recorded	45
Figure 34: The Location of the Dialout Button	47
Figure 35: Dialing Out another User and Conference Dial-out Lists Dialog.....	48
Figure 36: The Location of the Active Speaker Notification (ASN) Conference Button	49
Figure 37: Active Speaker Notifications and Gain Controls for the Conference	50
Figure 38: Operator Activities Uses-Cases	53
Figure 39: Sample Conference Screen when OPERATOR conference is in progress.....	56
Figure 40: View Operator Conference Information	57

Figure 41: Viewing the Callers from an OPERATOR Queue, the User is talking to an Operator, Currently Engaged User Selected.....	59
Figure 42: Viewing the Callers from an OPERATOR Queue, the User is talking to an Operator, another User Selected.....	60
Figure 43: Dialout User to an OPERATOR Conference.....	61
Figure 44: Attach the User to the Different Conference Using Drag-and-drop Technique	62
Figure 45: Attach User to a Different Conference Confirmation Question	62
Figure 46: The Location of Buttons to Listen and Talk the User Conference by the Operator	63
Figure 47: View Operator Announces Buttons and Information	64
Figure 48: Select Operator Announcement Type.....	65
Figure 49: Select Operator Announcement Conference Roles.....	65
Figure 50: Select or Record the Message to Announce.....	66
Figure 51: Finish Operator Announcement Dialog.....	66
Figure 52: Announcement Playback Screen Sample.....	67
Figure 53: Main Reports Window	68
Figure 54: Calendar to Select either the “From” Date or the “To” Date.....	69
Figure 55: Reports Navigation Bar.....	69
Figure 56: Filter Reports	70
Figure 57: Calls Report Sample	71
Figure 58: Calls Report CSV Export Sample.....	71
Figure 59: Calls Report Detail Call Information Sample.....	73
Figure 60: Call Action History Sample	74
Figure 61: Detail Call Export Sample	74
Figure 62: Conferences Report Sample.....	75
Figure 63: Conferences Report CSV Export Sample	75
Figure 64: Conference Playback Screen Sample.....	76
Figure 65: Conferences Report Detail Conference Information Sample	77
Figure 66: Conference Gantt Chart Sample	77
Figure 67: Detail Conference Export Sample	77
Figure 68: DNIS Report Sample	78
Figure 69: DNIS Report CSV Export Sample.....	79
Figure 70: Disconnect Report Sample.....	80
Figure 71: Disconnect Report CSV Export Sample	80
Figure 72: Load Chart Sample	81
Figure 73: View Existing DNIS Numbers.....	84
Figure 74: DNIS Numbers Navigation Bar	84
Figure 75: Filter DNIS Numbers.....	85
Figure 76: Creating a New DNIS	86
Figure 77: DNIS Number Aliases	86
Figure 78: Modifying an Existing DNIS	87
Figure 79: View Existing Call Flows	88
Figure 80: Call Flows Navigation Bar.....	89
Figure 81: Filter Call Flows	89
Figure 82: Modifying an Existing Call Flow Attributes	90
Figure 83: Changing Operator Console Settings.....	91

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.

Section 1.1: Assumed Skills

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

- PC usage
- Web browsing
- Telephone communications

Section 1.2: 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.

Section 1.3: Definitions

In order to discuss the WYDE bridge Operator Console 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, manage DNIS numbers and call flows, as well as perform different operators tasks. It is a simple tool that makes operator assistance easier.

As subscriber management you can create/modify/delete 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 DNIS management you can create/modify/delete DNIS associations of the actual inbound DNIS numbers and call flows that are used to service these numbers. In addition the Operator Console allows you to change call flow attributes.

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.

Section 2.1: 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.

Section 2.2: 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 clear them from the console settings screen.
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.

- After you login to Operator Console if you have not called to your operator conference yet, you will see the list of active and inactive conferences as well as the lobby content (see detail description of that later in this guide). The operator panel will be hidden as shown on Figure 2.

WYDE VOICE BRIDGE WYDE CONFERENCE 1 CALLS 1 LOGGED AS admin (logout)

Operator Console Reports DNIS CallFlow Settings

Conference List Hide Inactive View Lobby

Full Name	Host AC	Participant AC	Listener AC	Phone Number	Started	#
Admin	6611	6612	6613	(866) 508-0012		
Admin	6601	6602		(866) 508-0012		
Admin	1111			(866) 508-0020	12:19:25	1
Admin	1101			20		
operator	1131			(866) 508-0020		
operator	329693			20		
Michael Zilber	6701	6702		(866) 508-0012		
Michael Zilber	1121			(866) 508-0020		
Francis Kramer	262136	923755		(866) 508-0012		
Francis Kramer	653957	948482		16		

Lobby Content

Calling #	Called #	User Name	Started	Duration	Mute	Hold	Drop

Operator

Figure 2: Operator Console Main Screen, Conference List Shown, Operator Panel Hidden

- To see the operator panel you should press “Operator” toggle button in the right part of the screen. Since 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 3.

WYDE VOICE

BRIDGE WYDE CONFERENCE 1 CALLS 1 LOGGED AS admin (logout)

Operator Console Reports DNIS CallFlow Settings

Conference List Hide Inactive View Lobby

Full Name	Hos...	Parti...	List...	Phone Num...	Started	#
Admin	6611	6612	6613	(866) 508-0012		
Admin	6601	6602		(866) 508-0012		
Admin	1111			(866) 508-0020	12:19:25	1
Admin	1101			20		
operator	1131			(866) 508-0020		
operator	329693			20		
Michael Zilber	6701	6702		(866) 508-0012		
Michael Zilber	1121			(866) 508-0020		
Francis Kramer	262136	923755		(866) 508-0012		
Francis Kramer	653957	948482		16		

Please connect voice call

Operator Queue

Calling #	Called #	Duration	Reject

Lobby Content

Calling #	Called #	User ...	Started	Duration	Mute	Hold	Drop

Figure 3: Operator Console Main Screen, Voice Call not Connected to the Operator Conference

7. 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 4. 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

Host Access Code: 1111

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.

The screenshot shows the WYDE Operator Console interface. At the top, the WYDE VOICE logo is on the left, and the status bar shows BRIDGE: WYDE, CONFERENCE: 1, CALLS: 1, and LOGGED AS: admin (logout). Below the status bar are tabs for Operator Console, Reports, DNIS, CallFlow, and Settings. The main content area is divided into two sections: Conference List and Lobby Content. The Conference List table shows a list of participants with columns for Full Name, Hos..., Parti..., List..., Phone Num..., Started, and #. The Lobby Content table shows a list of calls with columns for Calling #, Called #, User..., Started, Duration, Mute, Hold, and Drop. A modal window titled 'Please connect voice call' is open, displaying 'Conference Info' with 'Dial-in Number: (866) 508-0020' and 'Host Code: 1111'. A 'Copy' button is visible in the modal.

Full Name	Hos...	Parti...	List...	Phone Num...	Started	#
Admin	6611	6612	6613	(866) 508-0012		
Admin	6601	6602		(866) 508-0012		
Admin	1111			(866) 508-0020	12:19:25	1
Admin	1101			20		
operator	1131			(866) 508-0020		
operator	329693			20		
Michael Zilber	6701	6702		(866) 508-0012		
Michael Zilber	1121			(866) 508-0020		
Francis Kramer	262136	923755		(866) 508-0012		
Francis Kramer	653957	948482		16		

Calling #	Called #	User ...	Started	Duration	Mute	Hold	Drop

Figure 4: Operator Console Main Screen, Operator Conference Phone Number and Access Code Info

8. 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 5. 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.

The screenshot shows the WYDE Operator Console interface. At the top, the WYDE VOICE logo is on the left, and the status bar shows BRIDGE: WYDE, CONFERENCE: 1, CALLS: 2, and LOGGED AS: admin (logout). Below the status bar are tabs for Operator Console, Reports, DNIS, CallFlow, and Settings. The main content area is divided into two sections: Conference List and Lobby Content. The Conference List table shows a list of participants with columns for Full Name, Hos..., Parti..., List..., Phone Num..., Started, and #. The Lobby Content table shows a list of calls with columns for Calling #, Called #, User..., Started, Duration, Mute, Hold, and Drop. A modal window titled 'Please connect voice call' is open, displaying 'Conference Info' with 'Dial-in Number: (866) 508-0020' and 'Host Code: 1111'. A 'Copy' button is visible in the modal.

Full Name	Hos...	Parti...	List...	Phone Num...	Started	#
Admin	1111			(866) 508-0020	12:19:25	2
Admin	6611	6612	6613	(866) 508-0012		
Admin	6601	6602		(866) 508-0012		
Admin	1101			20		
operator	1131			(866) 508-0020		
operator	329693			20		
Michael Zilber	6701	6702		(866) 508-0012		
Michael Zilber	1121			(866) 508-0020		
Francis Kramer	262136	923755		(866) 508-0012		
Francis Kramer	653957	948482		16		

Calling #	Called #	User ...	Started	Duration	Mute	Hold	Drop

Figure 5: Operator Console Main Screen, Voice Call Connected to the Operator Conference

Section 2.3: Components of the Operator Console

The operator console interface consists of the following tabs: *Operator Console* tab, *Reports* tab, *DNIS* tab, *Callflow* tab, and *Settings* tab. Main components of *Operator Console* tab are shown in Figure 6. 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; *DNIS* tab, which is responsible for DNIS edit; *Callflow* tab, which is responsible for call flows edit; 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.

The screenshot shows the WYDE Operator Console interface. At the top, there are tabs for 'Operator Console', 'Reports', 'DNIS', 'Callflow', and 'Settings'. The 'Operator Console' tab is selected. Below the tabs, there are 'Conferences' and 'Calls' sections. The 'Conferences' section displays a 'Conference List' table with columns: Full Name, Hos..., Par..., List..., Phone Nu..., Started, and #. The 'Calls' section displays a 'Conference Content' table with columns: Calling #, User Name, Access Code, Started, Duration, Role, Mute, Hold, and Drop. On the right side, there are 'Operator Action Buttons' including 'Engage', 'Show Conference', and 'Actions'. Below these are 'Selected Caller Info' and 'Operator Queue' sections. The interface also includes a 'Start Monitoring' button and a 'Selected Conference' label pointing to a specific row in the 'Conference List' table.

Conference List

Full Name	Hos...	Par...	List...	Phone Nu...	Started	#
Admin Admin	3711			(866) 508-0020	11:52:15	4
Admin Admin	6622			20		
Admin Admin	6601	6602		(866) 508-0012	15:56:04	3
Admin Admin	6611	6612	6613	(866) 508-0012		
Andrew Merrill	431688	242474	357929	(866) 508-0012		
Andrew Merrill	265263	381015		(866) 508-0012		
Francis Kramer	653957	948482		16		
Francis Kramer	262136	923755		(866) 508-0012		
Julie Kraft	474328	903168		10		
Julie Kraft	503115			(866) 508-0012		

Conference Content

Calling #	User Name	Access Code	Started	Duration	Role	Mute	Hold	Drop
(919) 354-0881		6602	15:55:57	03m:29s				X
(919) 328-3626		6601	15:55:57	03m:29s				X
(604) 688-0331		6602	15:55:57	03m:29s				X

Operator Queue

Calling #	Called #	Duration	Reject
100	(866) 508-001	03m:37s	

Figure 6: 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.

Section 2.4: 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 7), 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-based form titled 'New Subscriber' with a '+ New Conference' link. The form fields are as follows:

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

At the bottom left, there is an unchecked checkbox labeled 'Operator Permissions'. At the bottom right, there are 'Next' and 'Close' buttons. A vertical sidebar on the right edge of the window is labeled 'Operator'.

Figure 7: 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 8. The conference number will be pre-populated with unique 6-digit number; you can not update the conference number, but you can click the 🍀 button to generate a random, unique number for the new conference. The conference description will be pre-populated with the current date (you can update this information if you wish), 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.

The screenshot shows the 'New Conference' form in the Operator Console. The form is divided into sections for conference details and participant management. The 'Conference Number' is 105890 and the 'Description' is 'Aug 26, 2011'. There are three participant slots, each with a role dropdown (Host, Participant, Listener), a phone number dropdown (all set to (866) 508-0012 - SPECTEL), and a phone number input field. The first two slots have phone numbers 402594 and 348233. There are buttons for 'Link phone numbers', 'Edit Attributes', and 'Delete Conference'. At the bottom right are 'Save' and 'Close' buttons.

Figure 8: 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 9. 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 | DNIS | Callflow | Settings

Conference List | Hide Inactive | View Lobby

Full Name	Hos...	Par...	List...	Phone Nu...	Started	#
Admin Admin	6622			20		
Admin Admin	3711			(866) 508-0020	10:49:53	1
Admin Admin	6601	6602		(866) 508-0012		
Admin Admin	6611	6612	6613	(866) 508-0012		
Andrew Merill	402594	348233		(866) 508-0012		
Francis Kramer	662136	928733		(866) 508-0012		
Francis Kramer	653957	948482		16		
Julie Kraft	625114			20		
Julie Kraft	474328	903168		10		
Julie Kraft	503115			(866) 508-0012		

New Subscriber Created **New Subscriber's Conference Created**

Conference Content

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

Figure 9: 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 9. 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 10.



Figure 10: 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 11. 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. Note that the filter by participants count (#) column is being made by comparison, the filtering for all other conference list columns is being made by substring. When the filter for the column is active the  icon changes its color to red and the filtered column caption is highlighted. On Figure 11 there is the active filter for the *Full Name* column and the filter *Merill* is being entered as this column filter.



Figure 11: 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 12.

Figure 12: 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. Select the first tab, i.e. subscriber’s edit tab. Next you should press the “*Delete*” 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 caller 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 used for that conference account.

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 13.



Figure 13: Creating a New Conference Definition

3. A new window will appear as shown on Figure 14.

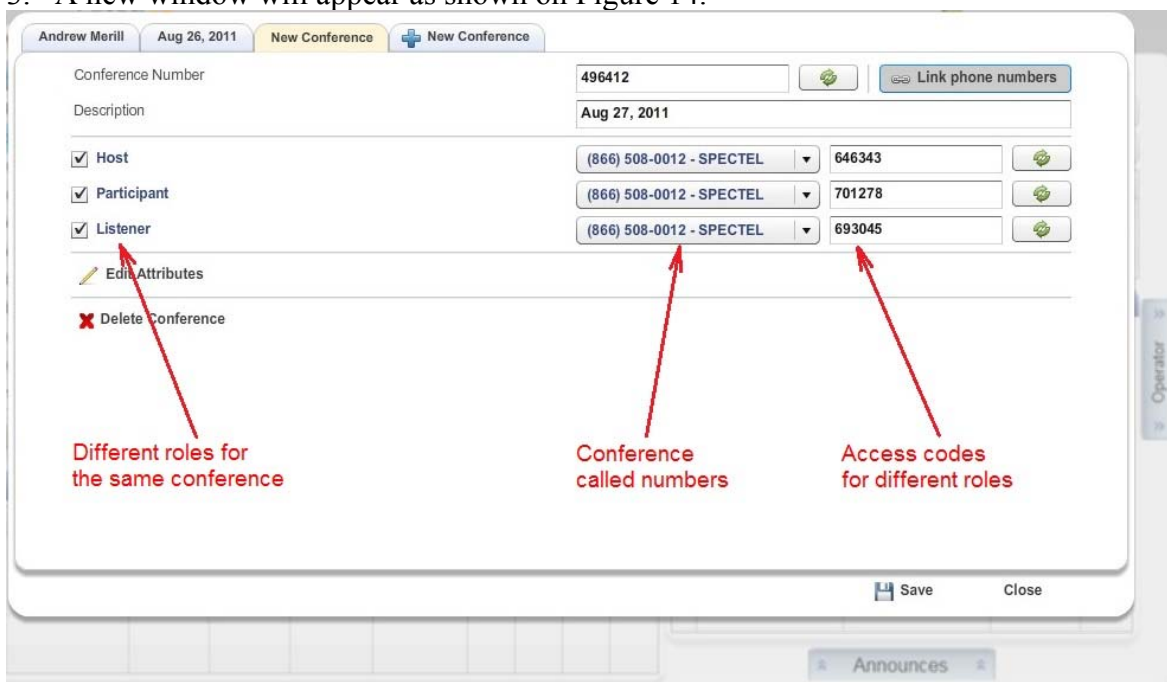


Figure 14: Sample of New Conference Configuration for Different User Roles

4. The conference number is pre-populated with unique 6-digit number. You can not update this conference number, but you can click the [Random] button to generate a random, unique number for the new or any existed conference.

5. 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.
6. 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.


7. 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.
8. 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.
9. Click the "*Save*" button to create the new conference. The conference will now appear in the conferences view (Figure 15).

Figure 16: 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 17. The list of available conference attributes depends on the conference called number selected for host. See detail information about call flow attributes and their possible values in the section DNIS and Call Flows Management. 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.
 - ✓ As you can see on Figure 17, you can search among attributes names and descriptions. After you pressed “*Edit attributes*” link-button and started the conference call flow attributes editing, if you wish you can just type your search criteria in the search textbox, and only attributes that meet the criteria will be shown.
 - ✓ In addition to amending of the attributes you can also upload the conference audio files, such as music on hold files for the conference; see the section DNIS and Call Flows Management for details.

Conference Number: 496412

Description: Aug 27, 2011

☒ Host (866) 508-0012 - SPECTEL 646343

☒ Participant (866) 508-0012 - SPECTEL 701278

☒ Listener (866) 508-0012 - SPECTEL 693045

policy Conference attributes search criteria used

Policy	Host	Participant	Listener
<input checked="" type="checkbox"/> Exit DTMF policy <small>call_exit_dtmf</small>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Gain control decreasing policy <small>call_gaindec_dtmf</small>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Gain control increasing policy <small>call_gaining_dtmf</small>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Instructions DTMF policy <small>call_instructions_dtmf</small>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Mute self DTMF policy <small>call_mute_dtmf</small>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Call for Operator DTMF policy <small>call_operator_dtmf</small>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Tell number of participants during the conference DTMF policy <small>call_participantsnumber_dtmf</small>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

☒ Delete Conference Overridden conference attributes must be checked

Save Close

Figure 17: Modifying a Conference Attributes

- Click the “Update” button to save the changes.
- Additionally you can define subscriber dialout list for the conferences. The dialout button should be used to define phone number to dial-out, as well as roles and custom names of the callers. The information about how to define the subscriber dialout lists and how to perform single or group dialout will be given later in this guide in the section Dialing another User and Maintaining Dial-out Lists.

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 that 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 18. 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.

The screenshot displays the 'Operator Console' interface. At the top, there are tabs for 'Andrew Merrill', 'Aug 26, 2011', 'Aug 27, 2011', and a '+ New Conference' button. The main content area is a form for editing a conference definition. It includes fields for 'Conference Number' (496412) and 'Description' (Aug 27, 2011). Below these are three rows for roles: 'Host', 'Participant', and 'Listener'. Each row has a checkbox, a dropdown menu (all set to '(866) 508-0012 - SPECTEL'), and a text input field (646343, 701278, and 693045 respectively). To the right of each row is a green circular icon. At the bottom of the form are two buttons: 'Edit Attributes' (with a pencil icon) and 'Delete Conference' (with a red 'X' icon). The bottom of the console shows a 'Save' button and a 'Close' button. A vertical sidebar on the right contains an 'Operator' button. At the very bottom, there is an 'Announces' button.

Role	Phone Number
Host	(866) 508-0012 - SPECTEL 646343
Participant	(866) 508-0012 - SPECTEL 701278
Listener	(866) 508-0012 - SPECTEL 693045

Figure 18: 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.

Section 2.5: 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 check “*Hide Inactive*” checkbox in the conferences navigation bar. You will see the screen similar to shown on Figure 19.

The screenshot displays the Operator Console interface. At the top, there are tabs for 'Operator Console', 'Reports', 'DNIS', 'Callflow', and 'Settings'. Below these is a 'Conference List' section with a '+ Hide Inactive' checkbox and a 'View Lobby' link. The 'Conference List' table has columns: Full Name, Hos..., Part..., List..., Phone Nu..., Started, and #. It lists three conferences, with the second one highlighted in blue.

Below the 'Conference List' is a control bar with icons for a phone, a calendar, and a speaker, followed by buttons: 'Idle', 'Open', 'Hold', 'Record', 'Secure', and 'Drop'.

The bottom section is 'Conference Content', which contains a table with columns: Calling #, User Name, Access Co..., Started, Duration, Role, Mute, Hold, and Drop. It lists five participants in a conference.

Full Name	Hos...	Part...	List...	Phone Nu...	Started	#
Admin Admin	3711			(866) 508-0020	11:29:56	2
Admin Admin	6601	6602		(866) 508-0012	13:07:58	5
Admin Admin	6611	6612	6613	(866) 508-0012	14:07:59	2

Calling #	User Name	Access Co...	Started	Duration	Role	Mute	Hold	Drop
(919) 354-0881	Guest	6602	14:07:52	06m:35s	Participant	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(604) 688-0331	Participant	6602	14:07:52	06m:35s	Participant	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(919) 328-3626	Master	6601	14:07:51	06m:36s	Master	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(555) 389-5280	Mr. Second	6602	13:10:05	64m:22s	Participant	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
+1 371 675 0378	Mr. First	6602	13:08:54	65m:33s	Participant	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Figure 19: 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 20. 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 20 inactive conferences are hidden and there is the active filter for the *Host AC* column and the filter *0012* is being entered for the *Phone Number* column.



Figure 20: 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 19). 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
   	Indicates that the caller connected to the sub-conference #1, #2, #3, #4 respectively; no color circle in the first column indicates that the caller connected to the main conference (and does not attached to any of the sub-conferences)
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

Additionally you can see the calls that are not connected to any of the conferences – so called lobby calls (or IVR calls). To view them press the “*View Lobby*” button in the conferences navigation bar. This will bring up the list of the IVR calls that shows the individual calls that do not joined to any if the conferences – they will be shown in the lower portion of the screen (Figure 21). The columns of information about each call are similar to conference calls columns that were described in Table 2; there is no *Role* column for IVR calls, but *Called #* column was added. Called number column represents target conference called number, i.e. the phone number that was dialed by the user to join to the conference.



Lobby Content									
	Calling #	Called #	User Name	Started	Duration	Mute	Hold	Drop	
	+1 371 675 0378	(866) 508-0012		13:25:48	00m:07s	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	(604) 809-1547	12		13:21:53	04m:02s	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	(604) 809-1547	(866) 508-0012		13:21:19	04m:36s	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	(371) 854-6510	(866) 508-0012		13:21:02	04m:53s	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	


Figure 21: View Lobby (IVR) Calls Information

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 6. 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

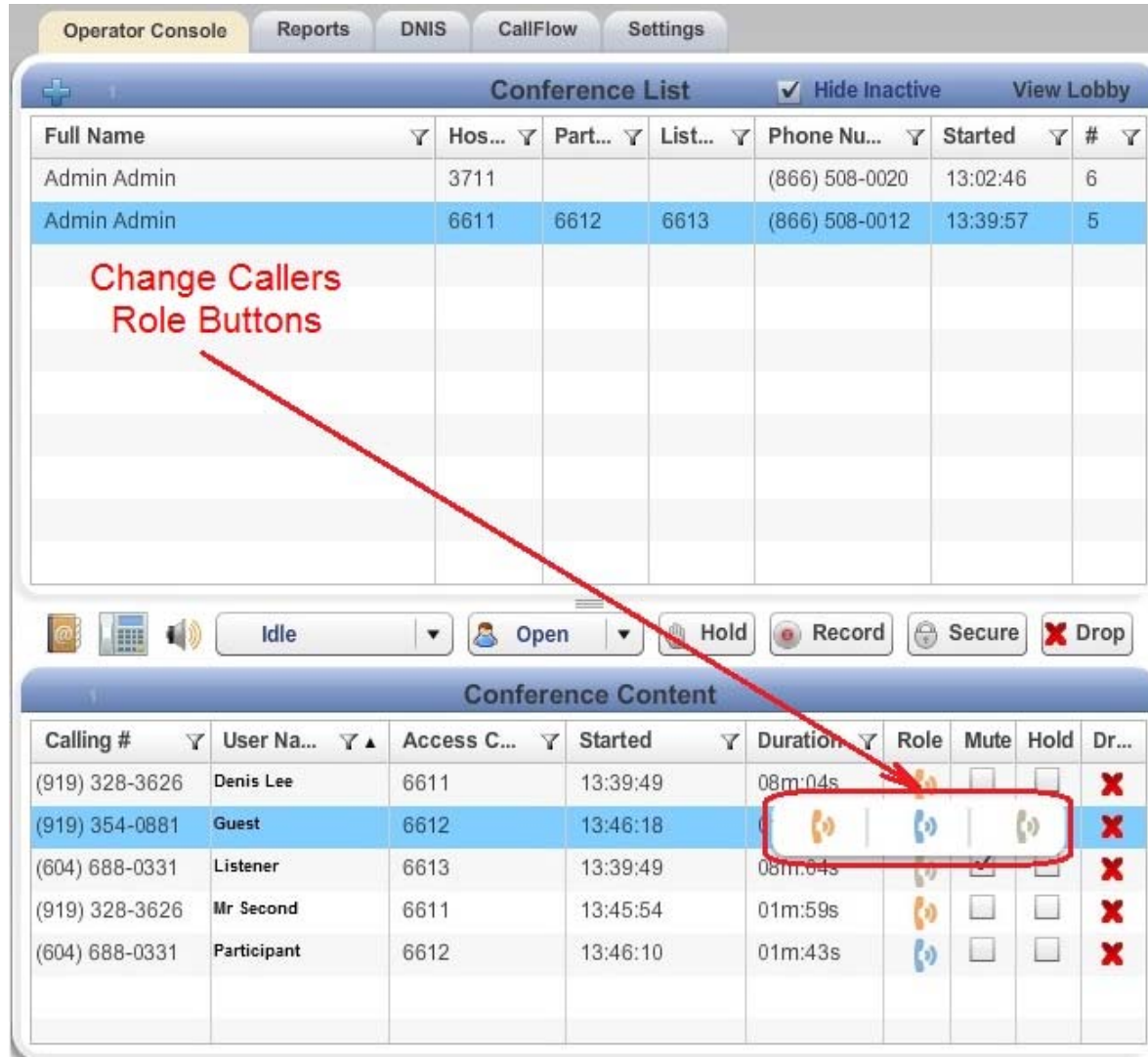
If during a call, you wish to cancel a conference call for specific participants, you may use the “Drop” feature to kick someone off the call. To drop someone from a conference call, first log in to the operator console, then use the following procedure:

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.

Change Callers Roles

While a conference is in progress, you can change the role of the specific caller using the callers' roles buttons as shown on Figure 22. To change the role of the caller you should click on the caller's role icon in the conference content. You will see the buttons (icons) for the roles that can be set for the caller (see Figure 22). Click the  icon to make the caller host; click the  icon to make the caller participant; click the  icon to make the caller listener.



The screenshot shows the Operator Console interface with the 'Conference List' and 'Conference Content' sections. A red arrow points from the text 'Change Callers Role Buttons' to the role icons in the 'Conference Content' table.

Full Name	Hos...	Part...	List...	Phone Nu...	Started	#
Admin Admin	3711			(866) 508-0020	13:02:46	6
Admin Admin	6611	6612	6613	(866) 508-0012	13:39:57	5

Change Callers Role Buttons













Calling #	User Na...	Access C...	Started	Duration	Role	Mute	Hold	Dr...
(919) 328-3626	Denis Lee	6611	13:39:49	08m:04s		<input type="checkbox"/>	<input type="checkbox"/>	✗
(919) 354-0881	Guest	6612	13:46:18		  	<input type="checkbox"/>	<input type="checkbox"/>	✗
(604) 688-0331	Listener	6613	13:39:49	08m:04s		<input checked="" type="checkbox"/>	<input type="checkbox"/>	✗
(919) 328-3626	Mr Second	6611	13:45:54	01m:59s		<input type="checkbox"/>	<input type="checkbox"/>	✗
(604) 688-0331	Participant	6612	13:46:10	01m:43s		<input type="checkbox"/>	<input type="checkbox"/>	✗

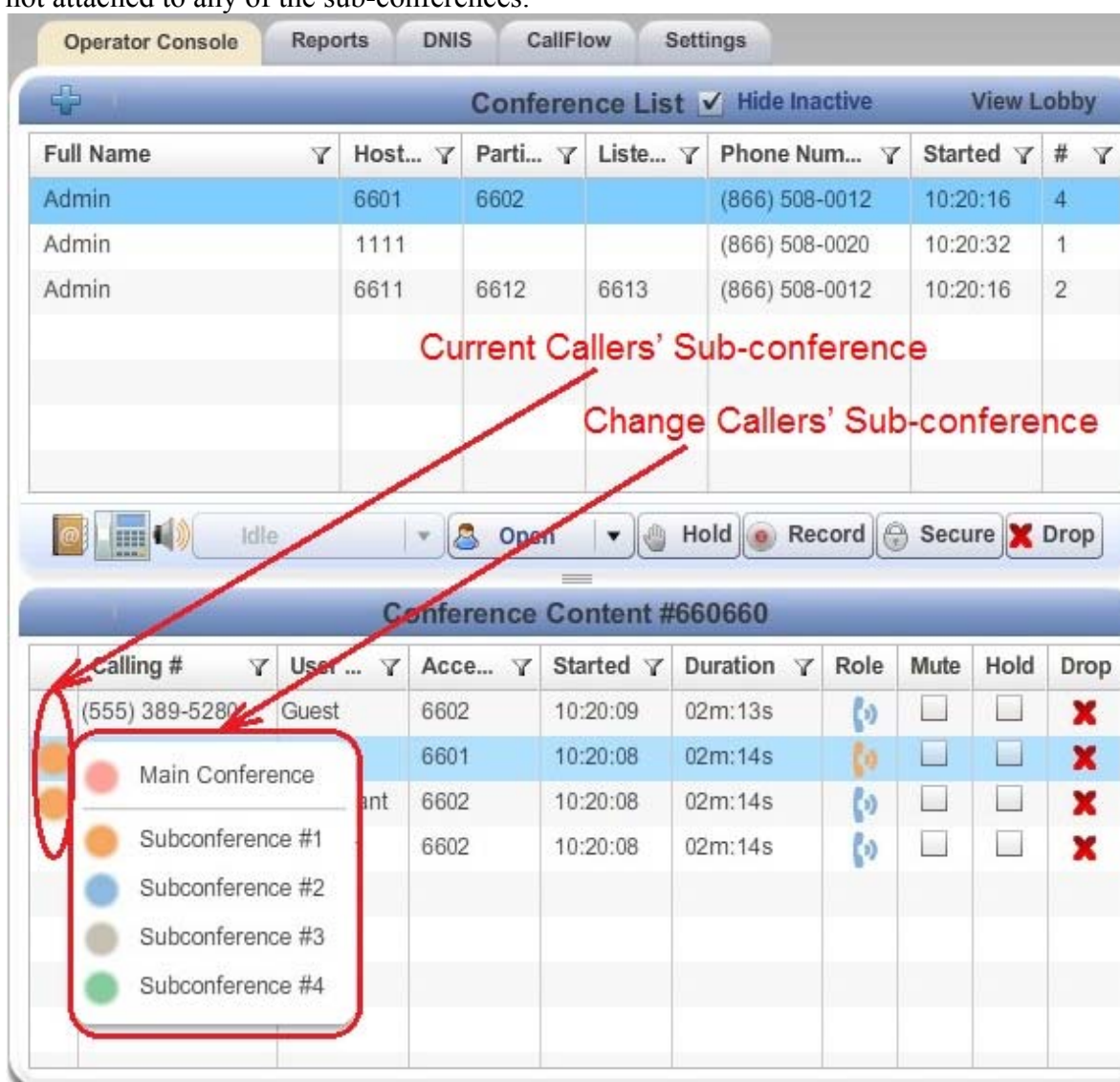
Figure 22: The Location of the Change Callers Role Buttons

Move Callers between Sub-Conferences

While a conference is in progress, you may need to attach the callers to specific sub-conference or to detach the callers from specific sub-conference or to move the callers between sub-conferences. The callers that are joined to the same sub-conference are having

private conversations between each other, but not listening/talking remaining conference callers.

To change the sub-conference of the caller you should click on the left (first) column for this caller in the conference content. You will see the dialog that allows you to attach/detach/move the caller to/from/between sub-conferences as shown on Figure 23. Click the icon  to attach the caller to the sub-conference #1, click the icon  to attach the caller to the sub-conference #2, click the icon  to attach the caller to the sub-conference #3, click the icon  to attach the caller to the sub-conference #4, click the icon  to detach the caller from his sub-conference and attach him to the main conference. If for the caller the first column in the conference content has any of these color icons, that means this caller connected to the sub-conference #1, #2, #3, #4 respectively; no color circle in the first column indicates that the caller connected to the main conference and does not attached to any of the sub-conferences.



Operator Console Reports DNIS CallFlow Settings





Conference List ☒ Hide Inactive View Lobby

Full Name	Host...	Parti...	Liste...	Phone Num...	Started	#
Admin	6601	6602		(866) 508-0012	10:20:16	4
Admin	1111			(866) 508-0020	10:20:32	1
Admin	6611	6612	6613	(866) 508-0012	10:20:16	2

Current Callers' Sub-conference

Change Callers' Sub-conference

Conference Content #660660

Calling #	User ...	Acce...	Started	Duration	Role	Mute	Hold	Drop
(555) 389-5280	Guest	6602	10:20:09	02m:13s		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
		6601	10:20:08	02m:14s		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	ant	6602	10:20:08	02m:14s		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
		6602	10:20:08	02m:14s		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Legend:






-  Main Conference
-  Subconference #1
-  Subconference #2
-  Subconference #3
-  Subconference #4

Figure 23: The Location of the Change Callers Sub-conference Buttons and the Current Callers Sub-Conference Icons

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 24 shows where to select the mode for the conference.

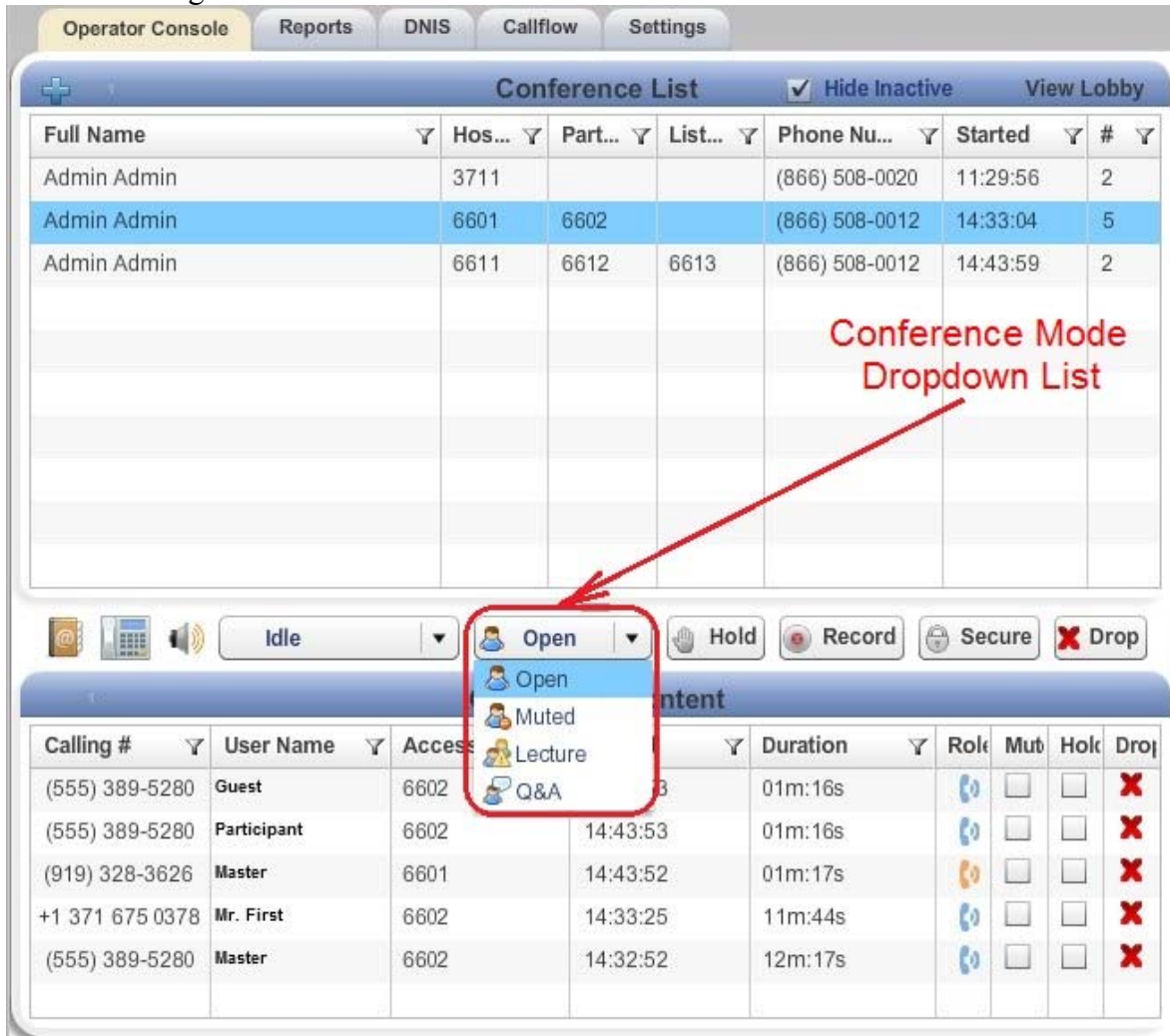


Figure 24: The Location of the Conference Mode Dropdown



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 25 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 the following components:

- Conference List Table:**

Full Name	Hos...	Part...	List...	Phone Nu...	Started	#
Admin Admin	3711			(866) 508-0020	11:29:56	4
Admin Admin	6601	6602		(866) 508-0012	14:33:04	5
Admin Admin	6611	6612	6613	(866) 508-0012	15:32:00	2
- Conference Content Table:**

Calling #	User Name	Access Co...	Started	Duration	RoI	Mut	Hol	Q&A	Dro
(919) 354-0881	Guest	6602	15:31:55	08m:43s		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
(604) 688-0331	Participant	6602	15:31:55	08m:43s		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
(919) 328-3626	Master	6601	15:31:53	08m:45s		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
+1 371 675 0378	Mr. First	6602	14:33:25	67m:13s		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
(555) 389-5280	Mr Second	6602	14:32:52	67m:46s		<input type="checkbox"/>	<input type="checkbox"/>		

Red Annotations:

- "Conference is in Q&A mode" points to the **Q&A** dropdown menu in the status bar.
- "Conference Q&A Commands" points to the **Clear Q&A** and **Engage Next** buttons.
- "Conference Callers Q&A Icons" points to the **Q&A** column in the Conference Content table.

Figure 25: 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 26. That means they will be muted, but they will be able to hear the conversation.

Operator Console | Reports | DNIS | Callflow | Settings

Conference List | ☒ Hide Inactive | View Lobby

Full Name	Hos...	Part...	List...	Phone Nu...	Started	#
Admin Admin	3711			(866) 508-0020	11:29:56	2
Admin Admin	6601	6602		(866) 508-0012	13:07:58	5
Admin Admin	6611	6612	6613	(866) 508-0012	14:07:59	2

Mute Call Participants Checkboxes

Idle | Open | Hold | Record | Secure | Drop

Conference Content

Calling #	User Name	Access Co...	Started	Duration	Role	Mute	Hold	Drop
(919) 354-0881	Guest	6602	14:07:52	06m:35s		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(604) 688-0331	Participant	6602	14:07:52	06m:35s		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(919) 328-3626	Master	6601	14:07:51	06m:36s		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(555) 389-5280	Mr. Second	6602	13:10:05	64m:22s		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
+1 371 675 0378	Mr. First	6602	13:08:54	65m:33s		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Figure 26: 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 27 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 28; 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 DNIS Callflow Settings

Conference List ☒ Hide Inactive View Lobby

Full Name	Hos...	Part...	List...	Phone Nu...	Started	#
Admin Admin	3711			(866) 508-0020	11:29:56	2
Admin Admin	6601	6602		(866) 508-0012	13:07:58	5
Admin Admin	6611	6612	6613	(866) 508-0012	14:07:59	2

Hold Conference Button

Idle Open **Hold** Record Secure Drop

Conference Content

Calling #	User Name	Access Co...	Started	Duration	Role	Mute	Hold	Drop
(919) 354-0881	Guest	6602	14:07:52	06m:35s		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(604) 688-0331	Participant	6602	14:07:52	06m:35s		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(919) 328-3626	Master	6601	14:07:51	06m:36s		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(555) 389-5280	Mr. Second	6602	13:10:05	64m:22s		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
+1 371 675 0378	Mr. First	6602	13:08:54	65m:33s		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Figure 27: The Location of the Hold Conference Button

Operator Console Reports DNIS Callflow Settings

Conference List ☒ Hide Inactive View Lobby

Full Name	Hos...	Part...	List...	Phone Nu...	Started	#
Admin Admin	3711			(866) 508-0020	11:29:56	2
Admin Admin	6601	6602		(866) 508-0012	13:07:58	5
Admin Admin	6611	6612	6613	(866) 508-0012	14:07:59	2

Hold Conference Button Pressed

Idle Open **Hold** Record Secure Drop

Conference Content

Calling #	User Name	Access Co...	Started	Duration	Role	Mute	Hold	Drop
(919) 354-0881	Guest	6602	14:07:52	07m:44s		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(604) 688-0331	Participant	6602	14:07:52	07m:44s		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(919) 328-3626	Master	6601	14:07:51	06m:59s		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(555) 389-5280	Mr. Second	6602	13:10:05	64m:22s		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
+1 371 675 0378	Mr. First	6602	13:08:54	65m:33s		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Figure 28: 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 27) – 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 28) – 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 29. That means they will hear music and do not hear the conversation.

The screenshot shows the Operator Console interface with the 'Conference List' and 'Conference Content' windows. A red arrow points from the text 'Hold Call Participants Checkboxes' to the 'Hold' checkboxes in the 'Conference Content' table.

Conference List

Full Name	Hos...	Part...	List...	Phone Nu...	Started	#
Admin Admin	3711			(866) 508-0020	11:29:56	2
Admin Admin	6601	6602		(866) 508-0012	13:07:58	5
Admin Admin	6611	6612	6613	(866) 508-0012	14:07:59	2

Conference Content

Calling #	User Name	Access Co...	Started	Duration	Role	Mute	Hold	Drop
(919) 354-0881	Guest	6602	14:07:52	06m:35s		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(604) 688-0331	Participant	6602	14:07:52	06m:35s		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(919) 328-3626	Master	6601	14:07:51	06m:36s		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(555) 389-5280	Mr. Second	6602	13:10:05	64m:22s		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
+1 371 675 0378	Mr. First	6602	13:08:54	65m:33s		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Figure 29: 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 30 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 31; 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, there are tabs: Operator Console, Reports, DNIS, Callflow, and Settings. Below these is the 'Conference List' section, which includes a table with columns: Full Name, Hos..., Part..., List..., Phone Nu..., Started, and #. The table contains three rows of conference data. Below the table is a control bar with buttons: Idle, Open, Hold, Record, Secure, and Drop. The 'Secure' button is highlighted with a red box, and a red arrow points from the text 'Secure Conference Button' to it. Below the control bar is the 'Conference Content' section, which includes a table with columns: Calling #, User Name, Access Co..., Started, Duration, Role, Mute, Hold, and Drop. This table contains five rows of participant data.

Full Name	Hos...	Part...	List...	Phone Nu...	Started	#
Admin Admin	3711			(866) 508-0020	11:29:56	2
Admin Admin	6601	6602		(866) 508-0012	13:07:58	5
Admin Admin	6611	6612	6613	(866) 508-0012	14:07:59	2

Calling #	User Name	Access Co...	Started	Duration	Role	Mute	Hold	Drop
(919) 354-0881	Guest	6602	14:07:52	06m:35s		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(604) 688-0331	Participant	6602	14:07:52	06m:35s		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(919) 328-3626	Master	6601	14:07:51	06m:36s		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(555) 389-5280	Mr. Second	6602	13:10:05	64m:22s		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
+1 371 675 0378	Mr. First	6602	13:08:54	65m:33s		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Figure 30: The Location of the Secure Conference Button

The screenshot shows the Operator Console interface with the following components:

- Operator Console** (selected tab) | Reports | DNIS | Callflow | Settings
- Conference List** (header) | ☒ Hide Inactive | View Lobby
- Conference List Table:**

Full Name	Hos...	Part...	List...	Phone Nu...	Started	#
Admin Admin	3711			(866) 508-0020	11:29:56	2
Admin Admin	6601	6602		(866) 508-0012	13:07:58	5
Admin Admin	6611	6612	6613	(866) 508-0012	14:07:59	2
- Secure Conference Button Pressed** (red text with arrow pointing to the Secure button)
- Control Bar:**
 - Icons: @, Phone, Speaker
 - Buttons: Idle (dropdown), Open (dropdown), Hold, Record, **Secure** (highlighted with a red box), Drop (with red X)
- Conference Content** (header)
- Conference Content Table:**

Calling #	User Name	Access Co...	Started	Duration	Role	Mute	Hold	Drop
(919) 354-0881	Guest	6602	14:07:52	06m:35s	[Speaker Icon]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(604) 688-0331	Participant	6602	14:07:52	06m:35s	[Speaker Icon]	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(919) 328-3626	Master	6601	14:07:51	06m:36s	[Speaker Icon]	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(555) 389-5280	Mr. Second	6602	13:10:05	64m:22s	[Speaker Icon]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
+1 371 675 0378	Mr. First	6602	13:08:54	65m:33s	[Speaker Icon]	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Figure 31: 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 30) – 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 31) – 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 32 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 33; 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 DNIS Callflow Settings

Conference List ☒ Hide Inactive View Lobby

Full Name	Hos...	Part...	List...	Phone Nu...	Started	#
Admin Admin	3711			(866) 508-0020	11:29:56	2
Admin Admin	6601	6602		(866) 508-0012	13:07:58	5
Admin Admin	6611	6612	6613	(866) 508-0012	14:07:59	2

Record Conference Button

Idle Open Hold **Record** Secure Drop

Conference Content

Calling #	User Name	Access Co...	Started	Duration	Role	Mute	Hold	Drop
(919) 354-0881	Guest	6602	14:07:52	06m:35s		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(604) 688-0331	Participant	6602	14:07:52	06m:35s		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(919) 328-3626	Master	6601	14:07:51	06m:36s		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(555) 389-5280	Mr. Second	6602	13:10:05	64m:22s		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
+1 371 675 0378	Mr. First	6602	13:08:54	65m:33s		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Figure 32: The Location of the Record Conference Button

Operator Console Reports DNIS Callflow Settings

Conference List ☒ Hide Inactive View Lobby

Full Name	Hos...	Part...	List...	Phone Nu...	Started	#
Admin Admin	3711			(866) 508-0020	11:29:56	2
Admin Admin	6601	6602		(866) 508-0012	13:07:58	5
Admin Admin	6611	6612	6613	(866) 508-0012	14:07:59	2

Record Conference Button

Idle Open Hold **Record** Secure Drop

Conference Content

Calling #	User Name	Access Co...	Started	Duration	Role	Mute	Hold	Drop
(919) 354-0881	Guest	6602	14:07:52	06m:35s		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(604) 688-0331	Participant	6602	14:07:52	06m:35s		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(919) 328-3626	Master	6601	14:07:51	06m:36s		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(555) 389-5280	Mr. Second	6602	13:10:05	64m:22s		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
+1 371 675 0378	Mr. First	6602	13:08:54	65m:33s		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Figure 33: 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 32) – the conference is not being recorded; pressing this button starts the conference recording;
- the button is pressed (Figure 33) – 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).

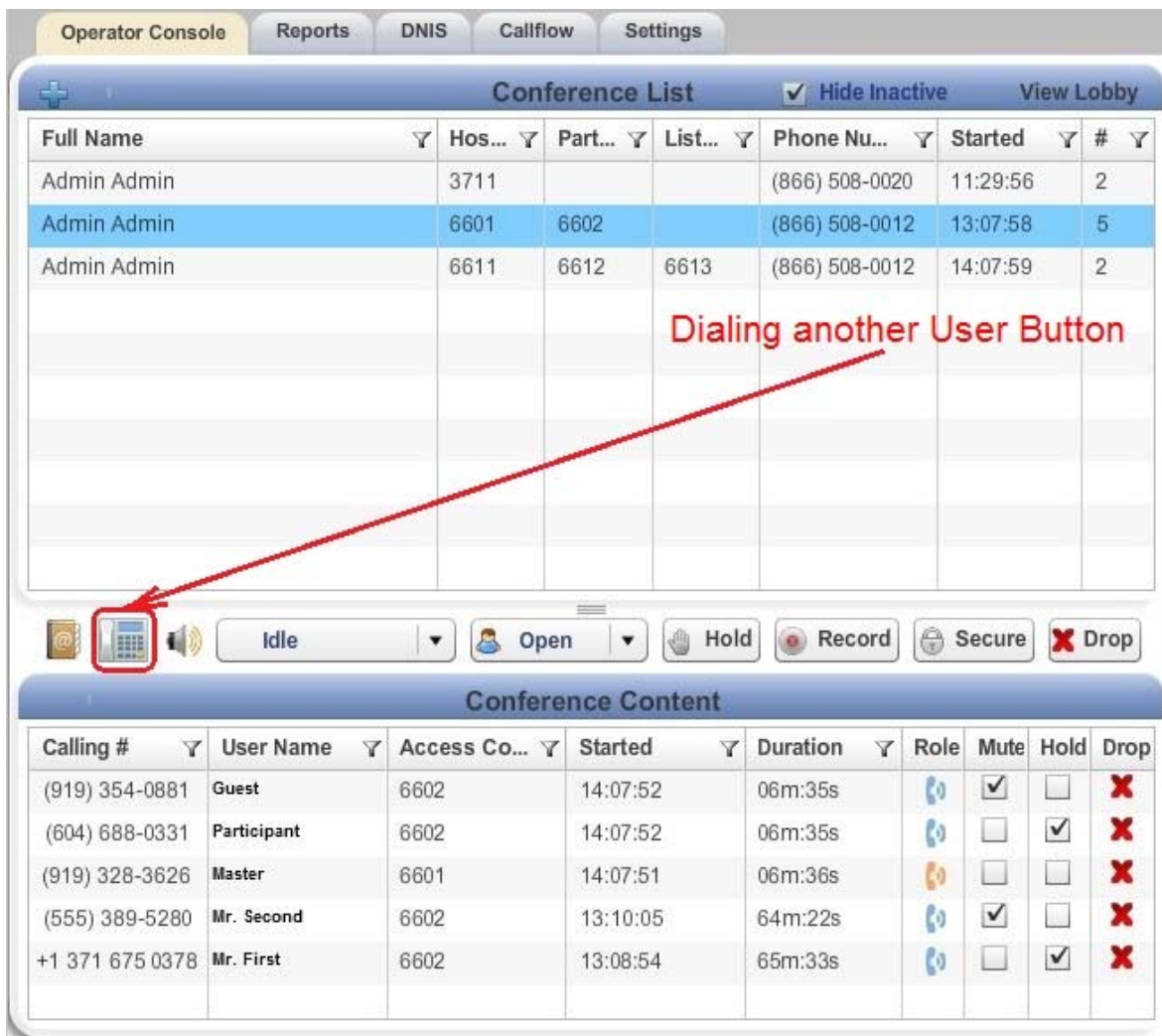
The recorded conferences can be playback either using the Web Administration Interface reporting or by calling to PLAYBACK call flow DNIS numbers and playing the conference on your phone – see “Web Administration Interface – User Guide” for additional information how to playback the recorded conferences.

Dialing another User and Maintaining Dial-out Lists

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, you have the possibility either perform dialout to individual users or maintain subscriber dialout list for the conferences and perform group dialout to the users from this list.

To dialing another user or maintaining conference dial-out lists 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 34 to find this button.



The screenshot displays the Operator Console interface. At the top, there are tabs for 'Operator Console', 'Reports', 'DNIS', 'Callflow', and 'Settings'. Below these is a 'Conference List' section with a 'Hide Inactive' checkbox and a 'View Lobby' link. The 'Conference List' table has columns: Full Name, Hos..., Part..., List..., Phone Nu..., Started, and #. It contains three rows of data, with the second row highlighted in blue. Below the table is a toolbar with icons for a telephone, a speaker, and buttons for 'Idle', 'Open', 'Hold', 'Record', 'Secure', and 'Drop'. A red arrow points to the telephone icon, with the text 'Dialing another User Button' next to it. Below the toolbar is a 'Conference Content' section with a table showing details for each participant, including Calling #, User Name, Access Co..., Started, Duration, Role, Mute, Hold, and Drop.

Full Name	Hos...	Part...	List...	Phone Nu...	Started	#
Admin Admin	3711			(866) 508-0020	11:29:56	2
Admin Admin	6601	6602		(866) 508-0012	13:07:58	5
Admin Admin	6611	6612	6613	(866) 508-0012	14:07:59	2

Calling #	User Name	Access Co...	Started	Duration	Role	Mute	Hold	Drop
(919) 354-0881	Guest	6602	14:07:52	06m:35s	Guest	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(604) 688-0331	Participant	6602	14:07:52	06m:35s	Participant	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(919) 328-3626	Master	6601	14:07:51	06m:36s	Master	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(555) 389-5280	Mr. Second	6602	13:10:05	64m:22s	Participant	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
+1 371 675 0378	Mr. First	6602	13:08:54	65m:33s	Participant	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Figure 34: The Location of the Dialout Button

3. Dialing out to another user and the conference dialout list dialog appears as shown on Figure 35.

Dialout

Phone Number: (604) 688-0331 Role: [Role Icon] Custom Name: [Text Box]

[Dial] [Add]

	Phone	Role	Custom Name	
<input type="checkbox"/>	(919) 435-5166	[Role Icon]	Margaret Swami	X
<input type="checkbox"/>	(815) 254-2468	[Role Icon]	Alex Tomson	X
<input type="checkbox"/>	(314) 677-2214	[Role Icon]	Larry Smith	X

[Dial to Group] [Save] Filter: [Text Box]

Figure 35: Dialing Out another User and Conference Dial-out Lists Dialog

4. Using this screen you can perform the following actions:
 - Enter the phone number you wish to dial, using the role icon select the callers role that should be granted to the call in the conference, type optional custom name for the caller and click the “Dial” button to perform single dialout to the caller;
 - ✓ The user will be added to the conference;
 - Follow the similar procedure – enter the phone number, select the role, type custom name and click the “Add” button to add the user to the conference dialout list;
 - ✓ This user appears in the conference dialout list;
 - Update any entry in the users list, i.e. change phone number, role, and custom name, as well as delete any entry from the list;
 - Use filter to search any specific entry in the conference dialout list; you can just type your search criteria in the filter textbox, and only entries with phone numbers and custom names that meet the criteria will be shown;
 - To save any changes in the conference dialout list you should press the “Save” button;
 - Select the users you wish to dial using the checkboxes in the first columns of the users list and click the “Dial to Group” button to perform group dialout to the selected users from the list;
 - ✓ The selected users will be added to the conference.

Active Speaker Notification (ASN) Mode and Automatic Gain Control

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 36 to find this button. ASN window appears as shown on Figure 37. 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).

Operator Console Reports DNIS Callflow Settings

Conference List ☒ Hide Inactive View Lobby

Full Name	Hos...	Part...	List...	Phone Nu...	Started	#
Admin Admin	3711			(866) 508-0020	11:29:56	2
Admin Admin	6601	6602		(866) 508-0012	13:07:58	5
Admin Admin	6611	6612	6613	(866) 508-0012	14:07:59	2

Active Speaker Notification Conference Button

Icons: @, Phone, **Speaker**, Idle, Open, Hold, Record, Secure, Drop

Conference Content

Calling #	User Name	Access Co...	Started	Duration	Role	Mute	Hold	Drop
(919) 354-0881	Guest	6602	14:07:52	06m:35s	Participant	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(604) 688-0331	Participant	6602	14:07:52	06m:35s	Participant	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
(919) 328-3626	Master	6601	14:07:51	06m:36s	Master	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(555) 389-5280	Mr. Second	6602	13:10:05	64m:22s	Participant	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
+1 371 675 0378	Mr. First	6602	13:08:54	65m:33s	Participant	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Figure 36: The Location of the Active Speaker Notification (ASN) Conference Button

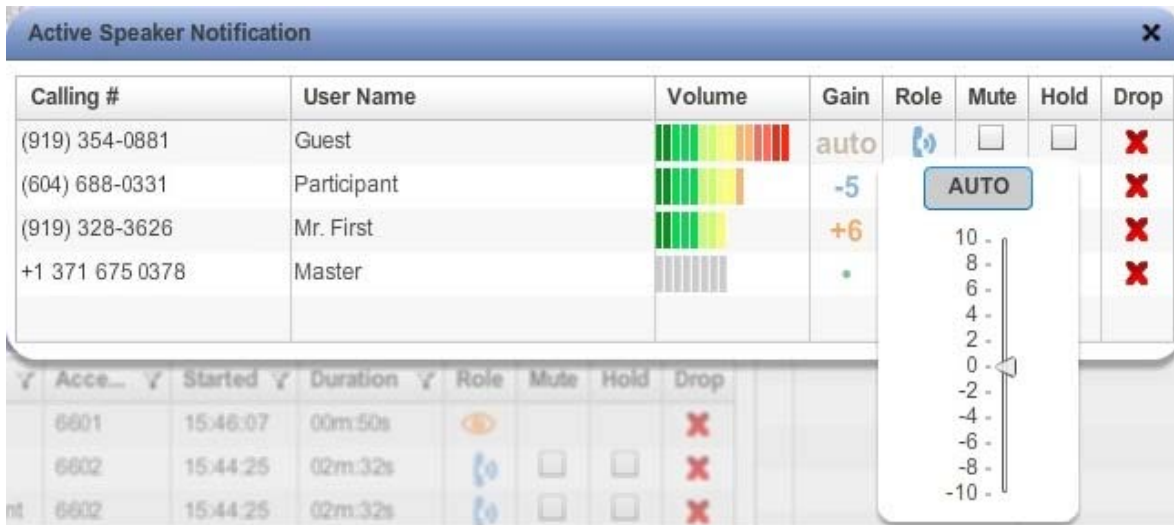


Figure 37: Active Speaker Notifications and Gain Controls for the Conference

While a conference is in progress and Active Speaker Notification window is opened, using this ASN window you can control the gain level for each conference call as shown on Figure 37. This window gives you the opportunity to manage the microphone volume level of the selected call, i.e. gain control option. This value could be from -10 (the quietest/lowest sound level) till 10 (the loudest/highest sound level) or the microphone level (the gain control level) could be automatically adjusted by the WYDE bridge. You should click into the gain column value for specific call and use the slider to set the gain value of this specific call or you can press the “auto” button to use automatically adjusted gain level.


To stop active speaker notifications just close this window.

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 and/or adjust gain level of the callers.

Section 2.6: 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.

Additionally operators can record and play audio messages to all calls on the bridge, to the users from the operator queue, and to specific conference hosts, participants or listeners.

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 38.

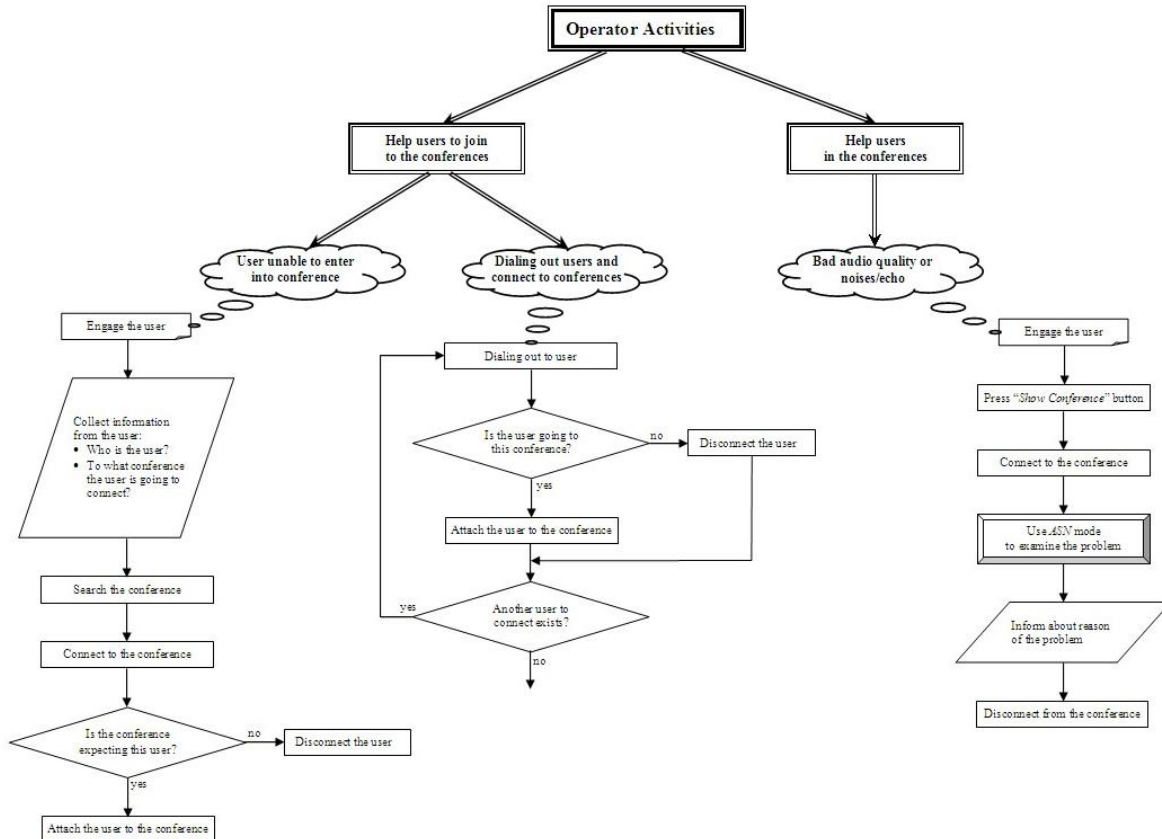


Figure 38: Operator Activities Uses-Cases

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
*8	Record and play message to the operator queue or to the all calls on the bridge; when the operator presses *8 and there is no previously recorded operator message he is being asked to leave his message after the tone and press # when it is done; after the message has been recorded (and # was pressed) this message will be played back to the operator and he will have the options either press 1 to send the recorded message to the users from his operator's queue, or press 2 to send the recorded message to the all users on the bridge, or press * to cancel; the recorded message will be played to the users until the operator clears this message, i.e. stops playing this message; when the operator presses *8 and there is previously recorded operator message he is being asked to press 1 to clear the message or press 2 to listen to the message or press * to cancel; if the operator presses 1 the message will be cleared so no recorded message will be played to users


Touch Tone Command	Description
*9	<p>Record and play message to the conference; when the operator presses *9 the following message is being played to the operator: <i>“press # to connect to the user's conference, otherwise enter conference number followed by the #”</i>; if the operator already connected to the conference or talking to the user from the conference, he can press # to leave his message to this conference, if he do not connected to the conference or if he wants to leave the message to another conference, he should enter the conference number and press # (otherwise he receives the message <i>“you are not currently connected to any conference”</i>); after the conference where to send operator message was established the operator is being asked to leave his message after the tone and press # when it is done; after the message has been recorded (and # was pressed) this message will be played back to the operator and he will have the options either press 1 to send the recorded message to the conference, or press * to cancel; the recorded message will be played to all participants and listeners from the selected conference</p>

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 39. 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.

Conference List ☒ Hide Inactive View Lobby

Full Name	Hos...	Part...	List...	Phone Nu...	Started	#
Admin Admin	3711			(866) 508-0020	14:03:53	5
Admin Admin	6601	6602		(866) 508-0012	14:52:23	4
Admin Admin	6611	6612	6613	(866) 508-0012	15:04:22	2

Selected Conference

Operator Listen / Talk / Talk with user Conference Buttons

Idle
Listen
Talk
Talk (w user)

Conference Content

Calling #	Names...	Started	Duration	Role	Mute	Hold	Drop
(919) 354-08...		15:04:15	02m:04s		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(604) 688-033...		15:04:15	02m:04s		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(919) 328-3626	Mr Second	15:04:15	02m:04s		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
+1 371 675 0378	Mr. First	14:54:10	12m:09s		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

User requested a call to an OPERATOR

Figure 39: 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.

Manage Operator Queue

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 40. 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 displays the Operator Console interface. At the top, there is a 'Start Monitoring' button. Below it, on the left, are input fields for 'Calling #', 'Called #', 'User Name', 'Company', 'Email', and 'Started'. To the right of these fields are two buttons: 'Engage' (with a green phone icon) and 'Show Conference' (with a magnifying glass icon). Below these buttons is an 'Actions' section with three empty rows. The main part of the interface is the 'Operator Queue' table, which has five columns: 'Calling #', 'Called #', 'Duration', and 'Reject'. The table contains three rows of data. To the right of the table is a vertical sidebar with the word 'Operator' and two double arrow buttons. At the bottom of the interface is an 'Announces' button with up and down arrow icons.


Calling #	Called #	Duration	Reject
+1 371 675 0378	(866) 508-0012	01m:57s	
(604) 809-1547	12	01m:17s	
(371) 854-6510	(866) 508-0012	01m:17s	


Figure 40: 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

Column	Description
Reject 	Reject the user from operator queue without starting the conversation with him; confirmation question “ <i>Are you sure you want to reject the caller?</i> ” will be asked once you press this button; after confirmation the user will be rejected from the queue

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 41 for the scenario when the currently engaged user is selected and his information is shown on the screen; see Figure 42 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 form shows call details: Calling # 3718546510, Called # 8665080012, User Name Andrew, Company Testing Inc., Email (empty), and Started 17:16:57. To the right of this form are buttons for 'Release' and 'Show Conference', and an 'Actions' section with a pause icon. Below the form is a table titled 'Operator Queue' with columns: Calling #, Called #, Duration, and Reject. The table contains three rows of call data. The third row is highlighted in blue and has a speaker icon in the first column. A red arrow points from the 'Release' button to the speaker icon, and another red arrow points from the text 'The caller who talking to the operator selected' to the speaker icon. To the right of the table is a vertical button labeled 'Operator' with double arrows. At the bottom is an 'Announces' button with up and down arrows.

Calling #	Called #	Duration	Reject
+1 371 675 0378 (604) 809-1547	(866) 508-0012 12	02m:41s	👑
🔊 (371) 854-6510	(866) 508-0012	02m:41s	👑

The caller who talking to the operator selected

Figure 41: Viewing the Callers from an OPERATOR Queue, the User is talking to an Operator, Currently Engaged User Selected

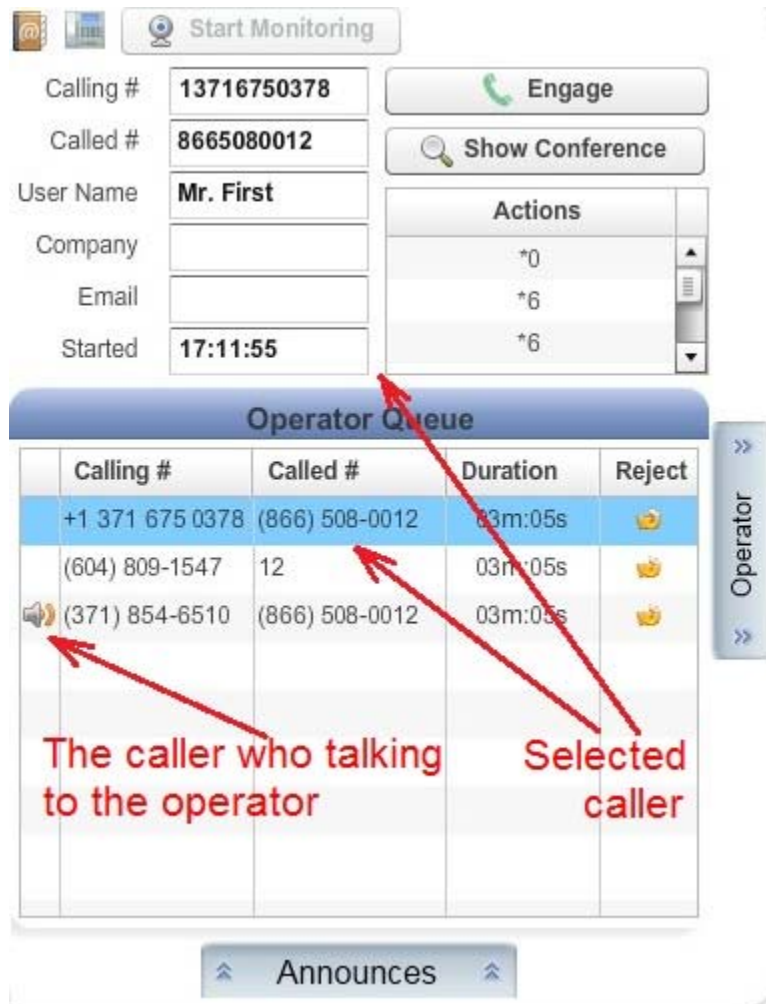


Figure 42: Viewing the Callers from an OPERATOR Queue, the User is talking to an Operator, another User Selected







Operator Action Buttons

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 43 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 43: 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.
-  **View Engaged** – this button is visible and enabled only if the conference surveillance (scanning) is in progress or when the operator is listening to/talking in the conference. Pressing this button shows the conference operator is currently joined and listening/talking.
-  **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.

Move Users to Different Conferences

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 44 for details. Next the system will ask you the confirmation question as it is shown on Figure 45, 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.

The screenshot shows the WYDE Operator Console interface. At the top, there are tabs for 'Operator Console', 'Reports', 'DNIS', 'CallFlow', and 'Settings'. The main area is divided into several sections:

- Conference List:** A table with columns: Full Name, Ho..., Par..., List..., Phone Nu..., Started, #. The third row is highlighted in blue.
- Conference Content:** A table with columns: Calling #, User Name, Acces..., Started, Durati..., Role, Mute, Hold, Drop. The second row is highlighted in blue.
- Operator Queue:** A table with columns: Calling #, Called #, Duration, Reject. The first two rows are highlighted in blue.
- Call Details:** A form on the right with fields for Calling #, Called #, User Name, Company, Email, Started, and buttons for Engage, Show Conference, and Actions.

Red arrows and numbers indicate the drag-and-drop technique:

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

Figure 44: Attach the User to the Different Conference Using Drug-and-drop Technique



Figure 45: 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.

Operator Listening and Talking in User Conferences

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 46. When the listening or talking for the conference is started you can select “*Idle*” button to stop them; 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.

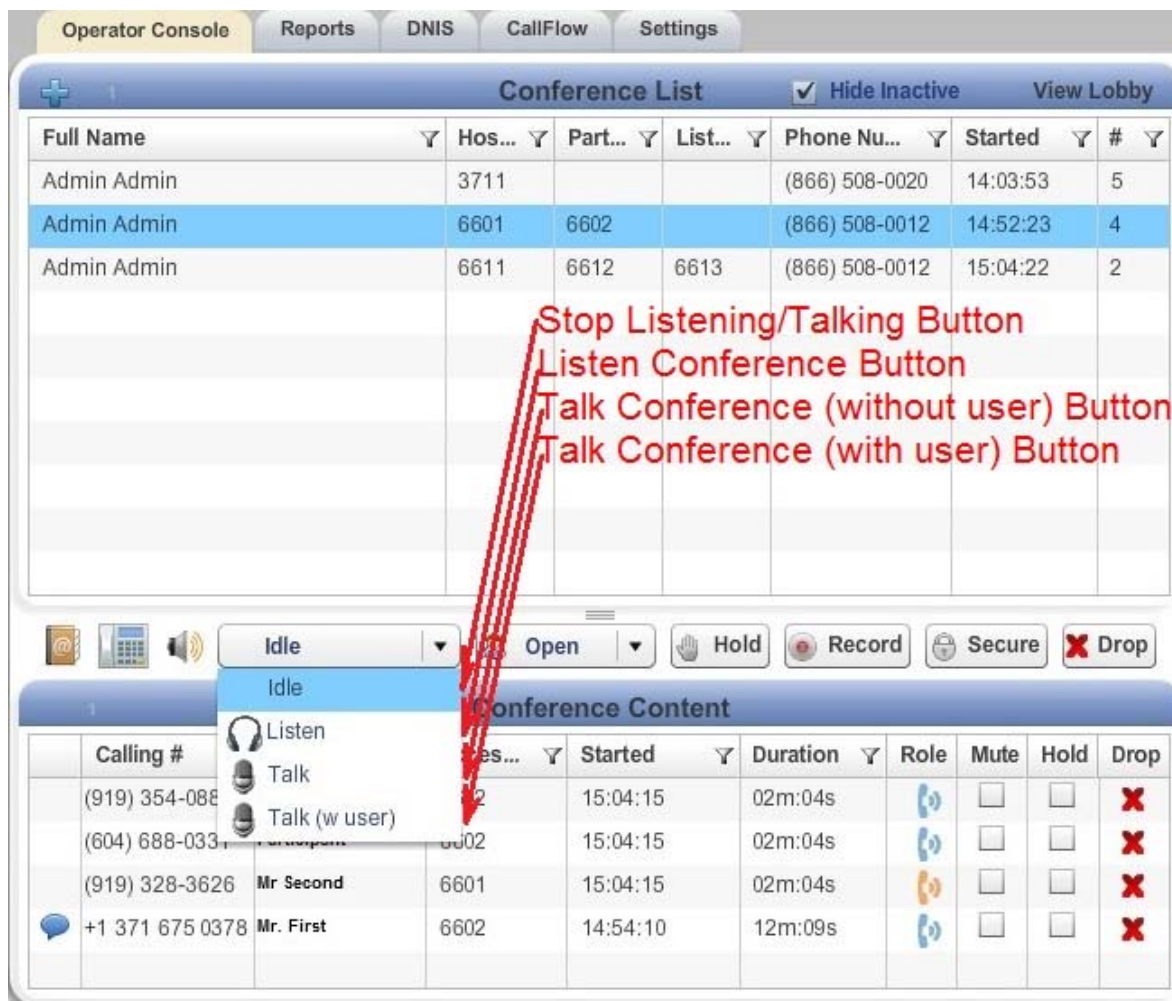


Figure 46: The Location of Buttons to Listen and Talk the User Conference by the Operator


Operator Announcements

Using Operator Console you as an operator are able to manage sound announces. When you login to Operator Console and have voice call connected to your operator conference, you should press the “*Announces*” button to see additional buttons that allow controlling operator announces as shown on Figure 47.

The screenshot displays the Operator Console interface. At the top, there is a 'Start Monitoring' button. Below it, a form contains input fields for 'Calling #', 'Called #', 'User Name', 'Company', 'Email', and 'Started'. To the right of these fields are two buttons: 'Engage' (with a green phone icon) and 'Show Conference' (with a magnifying glass icon). Below these buttons is an 'Actions' section with several empty rows. A blue header bar labeled 'Operator Queue' is positioned above a table. The table has five columns: 'Calling #', 'Called #', 'Duration', and 'Reject'. To the right of the table is a vertical sidebar with the word 'Operator' and expand/collapse arrows. Below the table, the text 'No active announcements' is displayed. At the bottom, there are three buttons: 'Listen' (with a headset icon), 'Record' (with a red dot icon), and 'Stop' (with a red X icon). Below these buttons is a dropdown menu labeled 'Announces'.

Figure 47: View Operator Announces Buttons and Information

The following action buttons are available for the operator announces:

-  **Record** – initiates the recording of announcements; the operator announcement could be recorded and played either to the all calls on the bridge or to the users from the operator queue or to the users of the specific conference. After you pressed this button the screen shown on Figure 48 appears. On this screen you should select the announcement type – either the message should be played to *everybody* on the bridge or to the users from the operator *queue*, or to the callers of the specific *conference*. If you wish to play the message to specific conference you should drag and drop the desired conference from the conference list to the *conference* option of this dialog; in this case the screen where you can select the callers roles appears (see Figure 49), the announcement will be played to the selected roles only. Next if you would like to use prerecorded message you should select it from the list or if you would like to record new message you should select the “Record” option and press the “Finish” button (see Figure 50). The screen shown on Figure 51 appears; it can be closed at any moment. If you are recording the operator announcement in your operator voice call you will be prompted to leave the message after the tone and press # when it is done; after the message has been recorded (and # was pressed) this message will be played back to the

operator and the operator will have the options either press 1 to send the recorded message, or press * to cancel.

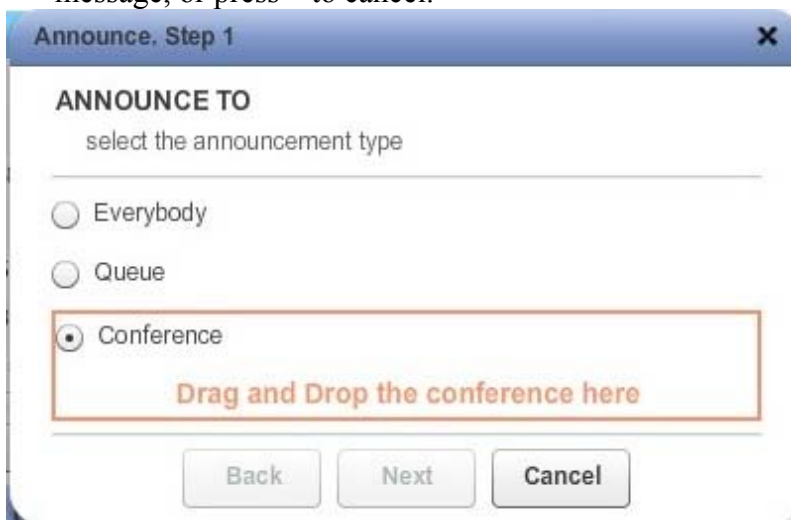


Figure 48: Select Operator Announcement Type



Figure 49: Select Operator Announcement Conference Roles



Figure 50: Select or Record the Message to Announce



Figure 51: Finish Operator Announcement Dialog



-  **Listen** – initiates the listening of the previously recorded announcements. If there is the announcement message that was set to the all calls on the bridge or to the users from the operator queue, the announcement status message will be changed from “*No active announcements*” either to “*Announcing to all*” or to “*Announcing to queue*” and the “*Listen*” button will be enabled. You can playback the recorded announcement using this button. The window shown on Figure 52 appears. From this screen you can start, pause, stop the playback as well as download the recording file in mp3-format.
-  **Stop** – clears the operator message to the all calls on the bridge or to the users from the operator queue, i.e. playing of this message will be stopped.



Figure 52: Announcement Playback Screen Sample

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.

Section 2.7: 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 53.

Conf Id	Call Created	Acces...	Custom Name	Called #	Calling #	Dur...	Call Ended	Rea...	Initi...
2	01/11/2011 15:51:49	958657		20	admin	09m:35s	01/11/2011 16:01:24	Normal	User
3	01/11/2011 16:42:03	958657		20	admin	05m:32s	01/11/2011 16:47:35	Normal	User
4	01/11/2011 16:47:39	958657		20	admin	51m:13s	01/11/2011 17:38:52	Normal	User
134217733	01/18/2011 11:39:27	958657		20	admin	02m:06s	01/18/2011 11:41:33	Normal	User
134217734	01/19/2011 17:25:42	958657		20	Moderator-Console	01m:23s	01/19/2011 17:27:05	Normal	User
134217735	01/19/2011 17:28:22	958657		20	admin	00m:46s	01/19/2011 17:29:08	Normal	User
134217736	01/21/2011 11:19:41	6601		(866) 508-0012	admin	00m:21s	01/21/2011 11:20:02	Normal	User
134217737	01/21/2011 11:41:57	6601		(866) 508-0012	admin	00m:13s	01/21/2011 11:42:10	Normal	User
134217738	01/21/2011 11:44:13	6601		(866) 508-0012	admin	00m:25s	01/21/2011 11:44:38	Normal	User
134217739	01/21/2011 12:08:46	6601		(866) 508-0012	admin	00m:43s	01/21/2011 12:09:29	Normal	User
134217740	01/21/2011 12:39:51	6601		(866) 508-0012	admin	00m:11s	01/21/2011 12:40:02	Normal	User
134217741	01/21/2011 12:45:44	6601		(866) 508-0012	admin	01m:29s	01/21/2011 12:47:13	Normal	User
134217742	01/21/2011 12:52:12	6602		(866) 508-0012	admin	00m:16s	01/21/2011 12:52:28	Normal	User
134217742	01/21/2011 12:51:59	6601		(866) 508-0012	admin	00m:31s	01/21/2011 12:52:30	Normal	User
134217743	01/21/2011 12:54:34	6602		(866) 508-0012	admin	01m:21s	01/21/2011 12:55:55	Normal	User

Figure 53: 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 53 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 54).



Figure 54: Calendar to Select either the “From” Date or the “To” Date

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

You can export operator console reports in CSV formats to your clipboard. To the right of the “*Search*” 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*).

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 55.

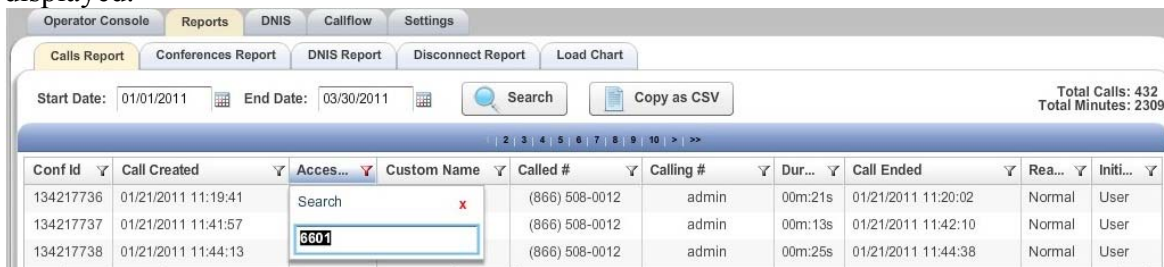


Figure 55: Reports Navigation Bar

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 56. 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 56 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  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.



The screenshot shows the Operator Console interface with the 'Reports' tab selected. Under 'Reports', the 'Calls Report' is active. The 'Start Date' is 01/01/2011 and the 'End Date' is 03/30/2011. A search bar is present with a 'Search' button and a 'Copy as CSV' button. The table below shows call data with columns: Conf Id, Call Created, Access Code, Custom Name, Called #, Calling #, Duration, Call Ended, Reason, and Initials. The 'Access Code' column is highlighted, and a search box is open with '6601' entered. The table contains three rows of data.

Conf Id	Call Created	Access Code	Custom Name	Called #	Calling #	Dur...	Call Ended	Rea...	Initi...
134217736	01/21/2011 11:19:41	Search		(866) 508-0012	admin	00m:21s	01/21/2011 11:20:02	Normal	User
134217737	01/21/2011 11:41:57	6601		(866) 508-0012	admin	00m:13s	01/21/2011 11:42:10	Normal	User
134217738	01/21/2011 11:44:13			(866) 508-0012	admin	00m:25s	01/21/2011 11:44:38	Normal	User

Figure 56: 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. Calls Report and Conferences Report are available for any subscribers, but if the subscriber is neither administrator, nor operator these reports will show data for the conferences that belong to the subscriber that calls the report and his subordinate subscribers. DNIS Report, Disconnect Report, and Load Chart are available for administrators and operators only. We will describe each of the reports 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 “Search” 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. After you change date range, you should press the “Search” button to refresh the reports; if you changed filters the reports are being refreshed automatically.

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 57.

Table 5: Calls Report Columns

Column	Description
Conf Id	The internal unique conference identifier
Conf #	The number of the conference where the user was assigned to
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.
Initiator	Who initiated the disconnection; possible values: BRIDGE and USER

Conf Id	Conf #	Call Created	Access Code	Custom Name	Called #	Calling #	Duration	Call Ended	Reason	Initiator
134217733	660660	08/26/2011 13:48:57	6601		(866) 508-0012	100	10m:00s	08/26/2011 13:58:57	Normal	User
134217734	660661	08/26/2011 13:48:57	6611		(866) 508-0012	100	10m:00s	08/26/2011 13:58:57	Normal	User
134217734	660661	08/26/2011 13:48:57	6613		(866) 508-0012	101	10m:00s	08/26/2011 13:58:57	Normal	User
134217733	660660	08/26/2011 13:48:57	6602		(866) 508-0012	101	10m:00s	08/26/2011 13:58:57	Normal	User
134217733	660660	08/26/2011 13:48:57	6602		(866) 508-0012	102	10m:00s	08/26/2011 13:58:57	Normal	User
134217735	660660	08/26/2011 14:00:57	6601		(866) 508-0012	100	10m:00s	08/26/2011 14:10:57	Normal	User
134217736	660661	08/26/2011 14:00:57	6613		(866) 508-0012	101	10m:00s	08/26/2011 14:10:57	Normal	User
134217736	660661	08/26/2011 14:00:57	6611		(866) 508-0012	100	10m:00s	08/26/2011 14:10:57	Normal	User
134217735	660660	08/26/2011 14:00:57	6602		(866) 508-0012	101	10m:00s	08/26/2011 14:10:57	Normal	User
134217735	660660	08/26/2011 14:00:57	6602		(866) 508-0012	102	10m:00s	08/26/2011 14:10:57	Normal	User
134217738	660660	08/26/2011 14:12:57	6601		(866) 508-0012	100	10m:00s	08/26/2011 14:22:57	Normal	User
134217737	660661	08/26/2011 14:12:57	6611		(866) 508-0012	100	10m:00s	08/26/2011 14:22:57	Normal	User
134217737	660661	08/26/2011 14:12:57	6613		(866) 508-0012	101	10m:00s	08/26/2011 14:22:57	Normal	User
134217738	660660	08/26/2011 14:12:57	6602		(866) 508-0012	101	10m:01s	08/26/2011 14:22:58	Normal	User
134217738	660660	08/26/2011 14:12:58	6602		(866) 508-0012	102	10m:00s	08/26/2011 14:22:58	Normal	User
134217740	660660	08/26/2011 14:24:57	6601		(866) 508-0012	100	10m:00s	08/26/2011 14:34:57	Normal	User

Figure 57: 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 58.

"Conference Id","Conference Number","Created","Access Code","User Name","Callee","Caller","Duration","Ended","Disconnect Reason","Disconnect Initiator"
 "134217790","660660","08/31/2011 12:32:15","6602","admin","(866) 508-0012","101","10m:00s","08/31/2011 12:42:15","Normal","1"
 "134217790","660660","08/31/2011 12:32:15","6602","Mr. First","(866) 508-0012","102","10m:00s","08/31/2011 12:42:15","Normal","1"
 "134217790","660660","08/31/2011 12:32:15","6602","John Smith","(866) 508-0012","103","10m:00s","08/31/2011 12:42:15","Normal","1"
 "134217775","660660","08/31/2011 11:08:11","6602","Mr. Second","(866) 508-0012","101","10m:00s","08/31/2011 11:18:11","Normal","1"
 "134217792","660660","08/31/2011 12:44:11","6601","","(866) 508-0012","100","10m:00s","08/31/2011 12:54:11","Normal","1"
 Normal","1"

Figure 58: 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 59.

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
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](#)

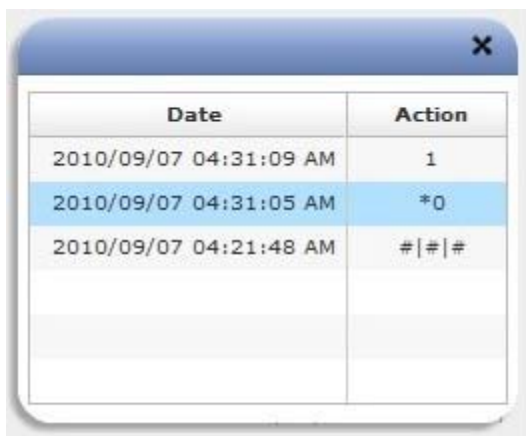
[View in Conferences Report](#)

[View action history](#)

[Copy data to clipboard](#)

Figure 59: 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 60). 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 61).



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 60: 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 61: Detail Call Export Sample

Conferences Report

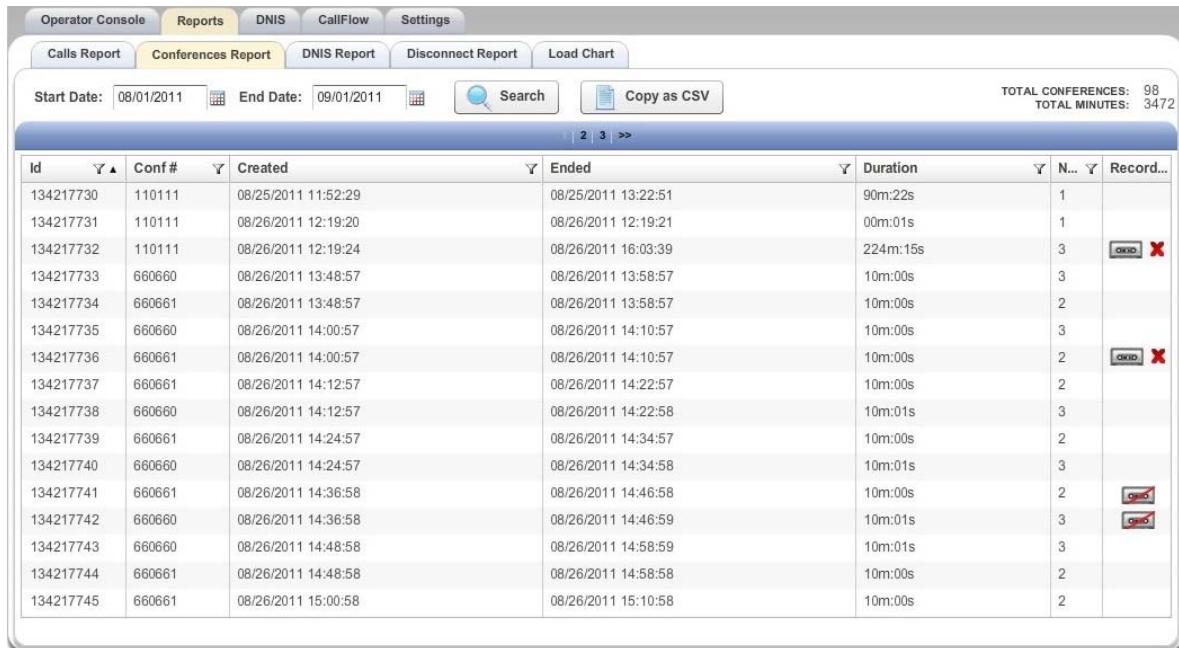
The Conferences Report shows all conferences that have taken place during the specified date range. The columns shown on the Conferences Report see in Table 7. The Conferences Report sample is shown on Figure 62.

Table 7: Conferences Report Columns

Column	Description
Id	The internal unique conference identifier, the conference ID on this report is unique
Conf #	The number of the selected conference
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
Recording - 	“Delete” recording button – when clicked, deletes the conference recording file from the server

ColumnRecording - **Description**

“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	Conf #	Created	Ended	Duration	N...	Record...
134217730	110111	08/25/2011 11:52:29	08/25/2011 13:22:51	90m:22s	1	
134217731	110111	08/26/2011 12:19:20	08/26/2011 12:19:21	00m:01s	1	
134217732	110111	08/26/2011 12:19:24	08/26/2011 16:03:39	224m:15s	3	
134217733	660660	08/26/2011 13:48:57	08/26/2011 13:58:57	10m:00s	3	
134217734	660661	08/26/2011 13:48:57	08/26/2011 13:58:57	10m:00s	2	
134217735	660660	08/26/2011 14:00:57	08/26/2011 14:10:57	10m:00s	3	
134217736	660661	08/26/2011 14:00:57	08/26/2011 14:10:57	10m:00s	2	
134217737	660661	08/26/2011 14:12:57	08/26/2011 14:22:57	10m:00s	2	
134217738	660660	08/26/2011 14:12:57	08/26/2011 14:22:58	10m:01s	3	
134217739	660661	08/26/2011 14:24:57	08/26/2011 14:34:57	10m:00s	2	
134217740	660660	08/26/2011 14:24:57	08/26/2011 14:34:58	10m:01s	3	
134217741	660661	08/26/2011 14:36:58	08/26/2011 14:46:58	10m:00s	2	
134217742	660660	08/26/2011 14:36:58	08/26/2011 14:46:59	10m:01s	3	
134217743	660660	08/26/2011 14:48:58	08/26/2011 14:58:59	10m:01s	3	
134217744	660661	08/26/2011 14:48:58	08/26/2011 14:58:58	10m:00s	2	
134217745	660661	08/26/2011 15:00:58	08/26/2011 15:10:58	10m:00s	2	

Figure 62: 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 63.

"Conference Id","Conference Number","Created","Ended","Duration","Participant Count"

"134217730","110111","08/25/2011 11:52:29","08/25/2011 13:22:51","90m:22s","1"
 "134217731","110111","08/26/2011 12:19:20","08/26/2011 12:19:21","00m:01s","1"
 "134217732","110111","08/26/2011 12:19:24","08/26/2011 16:03:39","224m:15s","3"
 "134217733","660660","08/26/2011 13:48:57","08/26/2011 13:58:57","10m:00s","3"
 "134217734","660661","08/26/2011 13:48:57","08/26/2011 13:58:57","10m:00s","2"

Figure 63: 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 64 appears. From this screen you can start, pause, stop the playback as well as download the recording file in mp3-format.



Figure 64: 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 65.

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

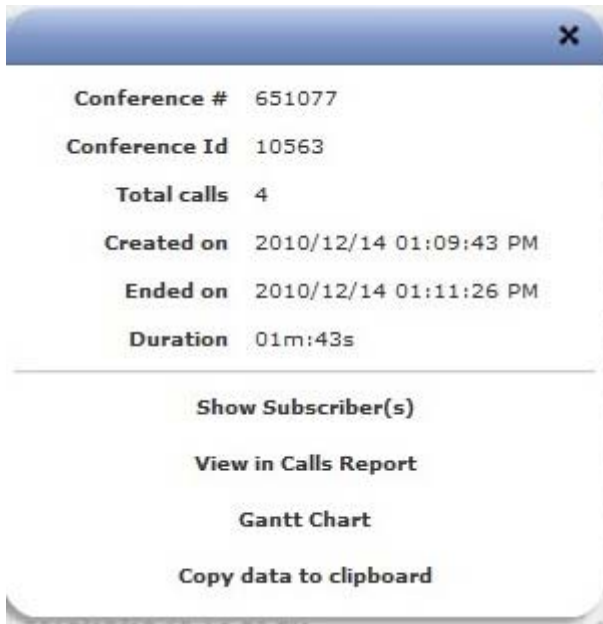


Figure 65: Conferences Report Detail Conference Information Sample

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 66). 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 67).



Figure 66: 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 67: 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 68. 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
Callflow	The name of the call flow used by the DNIS
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

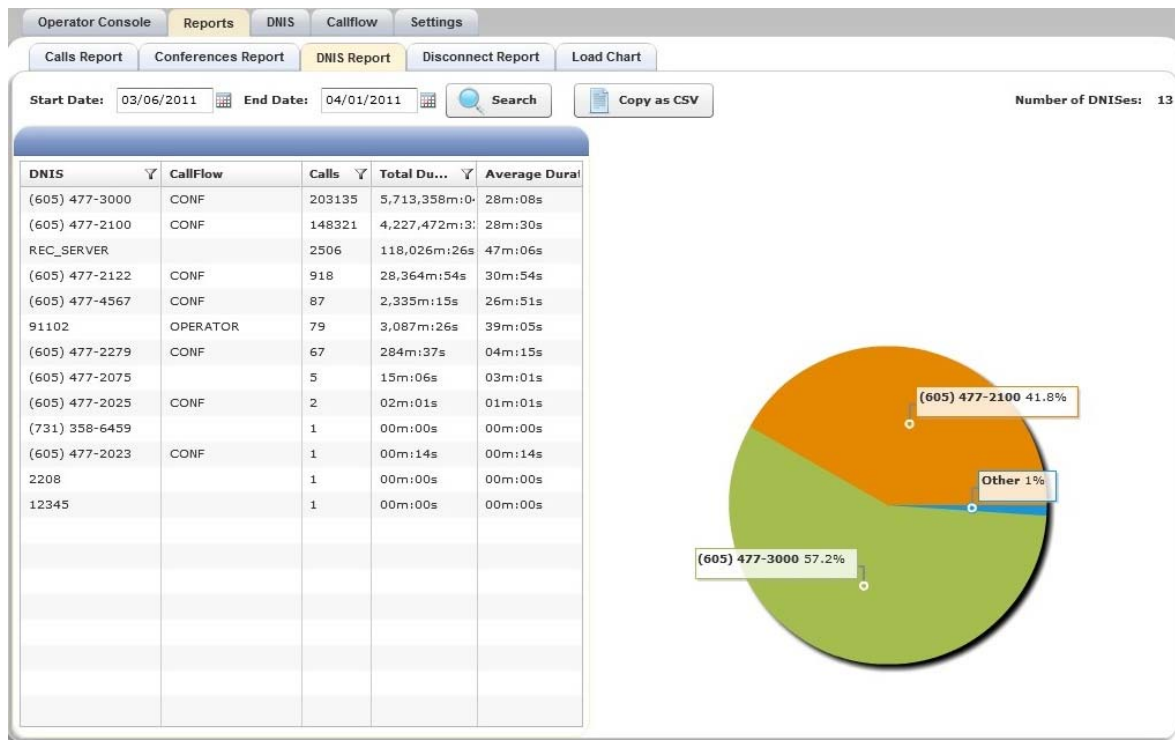


Figure 68: DNIS Report Sample

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 69.

```
"DNIS","CallFlow","Number of calls","Duration","Average Duration"
"(605) 477-3000","CONF","209609","5,900,959m:55s","28m:09s"
"(605) 477-2100","CONF","152719","4,355,857m:00s","28m:31s"
"REC_SERVER","","2559","120,988m:04s","47m:17s"
"(605) 477-2122","CONF","937","28,761m:00s","30m:42s"
"(605) 477-4567","CONF","87","2,335m:15s","26m:51s"
"91102","OPERATOR","80","3,151m:51s","39m:24s"
"(605) 477-2279","CONF","67","284m:37s","04m:15s"
"(605) 477-2075","","5","15m:06s","03m:01s"
"(605) 477-2025","CONF","2","02m:01s","01m:01s"
"(731) 358-6459","","1","00m:00s","00m:00s"
"(605) 477-2023","CONF","1","00m:14s","00m:14s"
"2208","","1","00m:00s","00m:00s"
"12345","","1","00m:00s","00m:00s"
```

Figure 69: 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 70. 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
Disconnect Cause	Standard Q.931 (ISDN) disconnect cause codes list can be used to decode the disconnect reasons in ISDN messages ¹
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

¹ You can find additional information regarding to Disconnect Cause Codes, including the complete list of the codes using the following URLs:

- <http://en.wikipedia.org/wiki/Q.931>
- <http://networking.ringofsaturn.com/Routers/isdncausecodes.php>

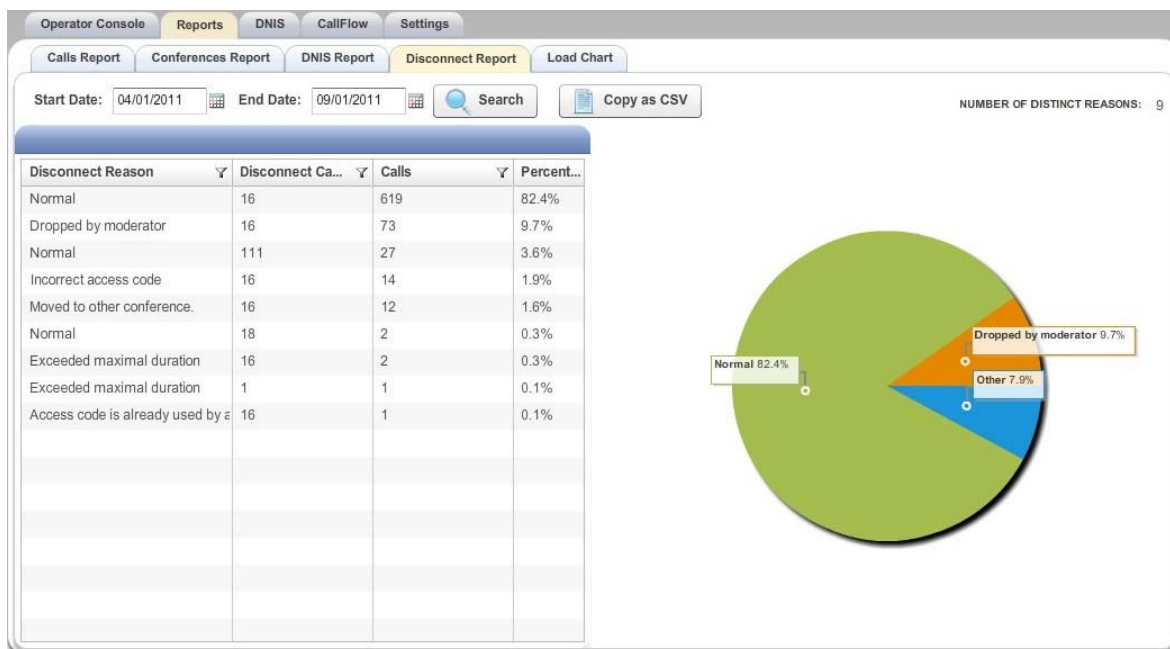


Figure 70: Disconnect Report Sample

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 71.

"Disconnect Reason","Disconnect Cause","Number of calls","Percentage"

"Normal","16","619","82.4%"

"Dropped by moderator","16","73","9.7%"

"Normal","111","27","3.6%"

"Incorrect access code","16","14","1.9%"

"Moved to other conference.","16","12","1.6%"

"Normal","18","2","0.3%"

"Exceeded maximal duration","16","2","0.3%"

"Exceeded maximal duration","1","1","0.1%"

"Access code is already used by another moderator","16","1","0.1%"

Figure 71: 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 72.

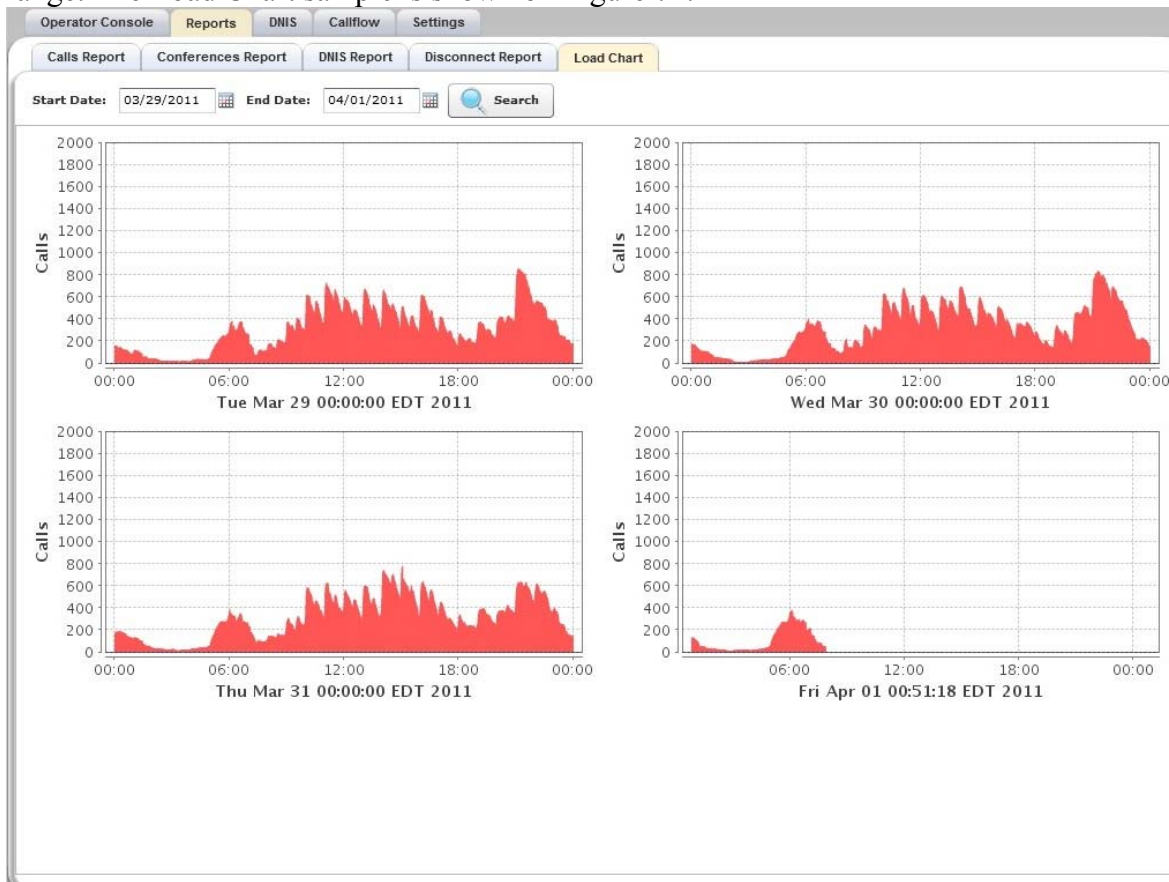


Figure 72: Load Chart Sample

Section 2.8: DNIS and Call Flows Management

The conference called number or DNIS is the 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 (DNIS) 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.

As DNIS number you can also use the mask of the number, in such mask '*' – denotes any sequence of digits and '?' – denotes one single digit; in this case for such DNISes the bridge will process all numbers that comply with the DNIS number mask. Moreover you can define aliases of the DNIS number, i.e. alternative conference called numbers that will be processed by the bridge the same way as the base DNIS number is being processed.

For the purposes of our discussion, a DNIS Association is a combination of a call flow and an actual inbound DNIS number.

One piece of terminology unique to conference call setup is the idea of a call flow. In other words, the call flow is unique conference call setup, the logic that is used to process the calls; this is the process a call goes through from call setup to, to processing, to call tear down. It includes the logic, DTMF key-presses used, functions, and the recorded prompts. The various system settings and usage parameters are different depending on the call flow used.

The following basic call flows are available in the system:

- CONF
- InterCall
- OPERATOR
- PLAYBACK
- SPECTEL

One of the benefits of the WYDE architecture is the ability to build a complete custom call flow for your organization. So additional custom call flows could be created as customization of the existing call flows. For more information on a custom call flow, please contact your WYDE representative.

Using Operator Console you can view/add/modify/delete DNIS numbers, as well as view existing call flows and modify their attributes. Note that to view DNIS numbers and call flows you should have operator permissions, but to make any changes you need to login to Operator Console as administrator.

The call flow attributes shown on call flow screen are default call attributes. They can be overridden on DNIS configuration level and also can be overridden in the conferences setup for subscribers. In other words the hierarchy of the attributes is the following: Call Flows → DNIS Associations → Subscriber Conferences.

Any possible user command usually is represented by pair of call flow attributes – the policy attribute and the DTMF binding attribute.

When the attribute defines policy of any option that means the person to whom this option should be available. There could one of the 3 possible policies alternatives: the option could be available for conference hosts, the option could be available for participants of the conference, and the option could be available for conference listeners. You can use checkboxes to define who should have the access to specific option. The description of such attribute usually is ended with “*policy*” keyword, for example “*Mute self DTMF policy*” attribute describes the policy of who can mute himself (his call) in the conference and “*Host*” and “*Participant*” checkboxes checked mean that hosts and participants can mute their calls or “*Mute mode DTMF policy*” attribute describes the policy of who can mute the entire conference and “*Host*” checkbox checked means that only the hosts can mute the conference.

When the attribute defines binding that means the special functions – the assigned keys that should be pressed on telephone keypad to facilitate the call change any modes of the call, etc. The description of such attribute usually is ended with “*binding*” keyword, for example “*Mute self DTMF binding*” attribute describes the keys (default: *6) that should be pressed on your telephone to mute yourself or “*Mute mode DTMF binding*” attribute describes the keys (default: *5) that should be pressed on your telephone to mute the entire conference.

Call flow attributes also can define parameters of the calls and conferences, for instance maximum values, switching on or off any calls or conference modes, etc. If the attribute defines maximum value, for instance, “*Maximal calls duration*”, “*Max number of calls per conference*”, “*Maximal conference duration*”, “*Maximal number of calls per DNIS*”, etc. the value “-1” means that there is no limit used for this parameter.

Additionally call flow attributes can define audio files that are being played in the conference, for example “*Music on hold*” or “*Welcome prompt*” call flow attributes. For these attributes you can not only select the audio prompt file from the list, but also upload new audio file from your computer, delete existing previously uploaded file, as well as playback music on hold / welcome prompt sound file. Note that “*Welcome prompt*” call flow attribute value can be overridden on DNIS level only; but “*Music on hold*” call flow attribute value can be overridden in DNIS Associations and in Subscriber Conferences both.



Changing any of the call flow attributes, unless instructed to do so by WYDE technical support, can render your system inoperable.

View DNIS Numbers

You can use Operator Console to view DNIS numbers as well as modify and delete them or to add new numbers. To view existing DNISes, their attributes and aliases, log in to the operator console and see DNIS tab. You will see a screen similar to shown on Figure 73. This shows all the DNIS numbers registered in the system. The following three columns of information for DNISes are shown on the screen:

- **DNIS** – The actual inbound DNIS number or mask of number; if aliases defined for the DNIS they are also shown in this column;
- **Callflow** – The name of the call flow used by the DNIS;
- **Description** – The description of this DNIS number association.

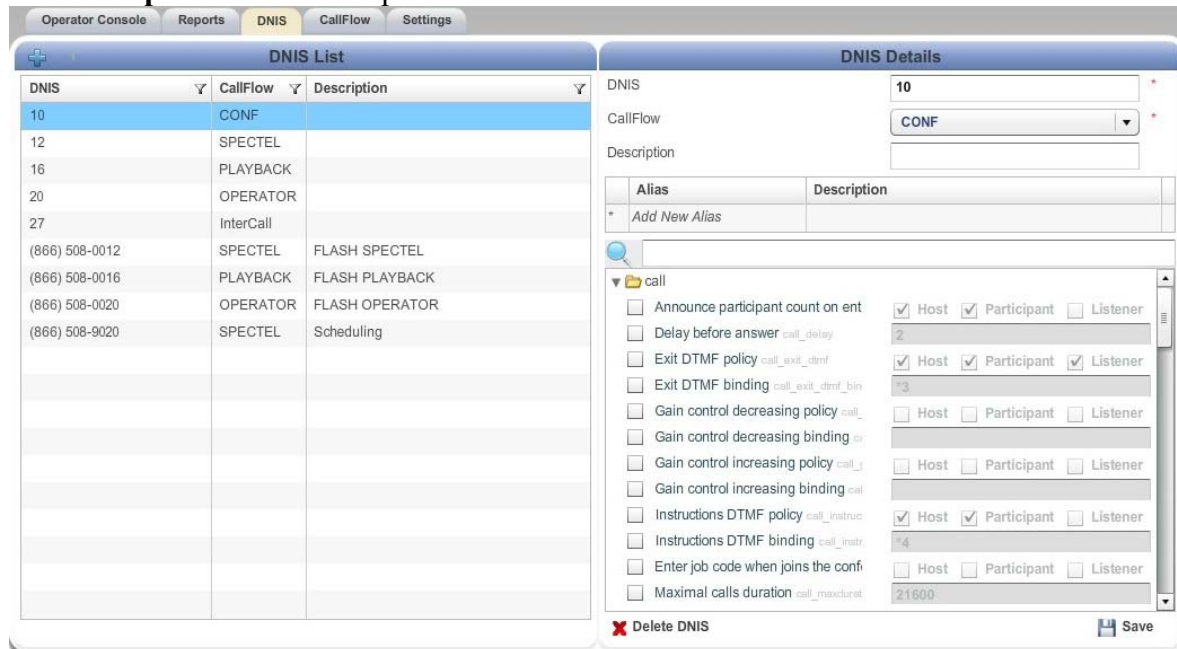


Figure 73: View Existing DNIS Numbers

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 DNIS number). To reverse any sort order, click the column heading again.

Also, like other Operator Console views (Conference List, Report views, etc.) you'll notice a navigation bar in the top row of the DNIS list that is useful when you have more than one page of DNIS numbers registered in the system. This navigation bar is shown on Figure 74.

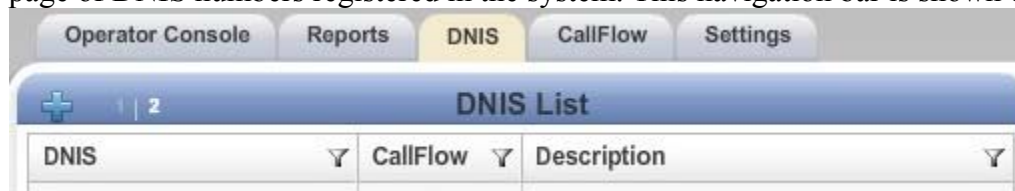


Figure 74: DNIS Numbers Navigation Bar

This bar allows you to navigate amongst the different pages of DNIS numbers. You can click on the ">" to move to the next page of DNISes, 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) DNIS numbers by any of the shown columns values. Click the ▾ icon in the column you wish to use for filtering, you will see the screen similar to shown on Figure 75. In the search dialog that appears you can enter this column value that you would like to use to filter the DNIS numbers. You can filter the DNISes 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 75 there is the active filter for the *DNIS* column and the filter *866* is being entered as this column filter.



The screenshot shows the 'Operator Console' interface with tabs for 'Operator Console', 'Reports', 'DNIS', 'Callflow', and 'Settings'. The 'DNIS' tab is active, displaying a 'DNIS List' table. A search filter '866' is entered in the 'DNIS' column's search box. The table has three columns: 'DNIS', 'Callflow', and 'Description'. The 'DNIS' column is highlighted with a red filter icon. The table contains the following data:

DNIS	Callflow	Description
Search	CONF	
866	OPERATOR	
(866) 508-0016	SPECTEL	FLASH SPECTEL
(866) 508-0020	PLAYBACK	FLASH PLAYBACK
(866) 508-9020	OPERATOR	FLASH OPERATOR
	SPECTEL	Scheduling Testing

Figure 75: Filter DNIS Numbers

Create a DNIS

Whenever you need using a new conference called number, you must register it on the bridge. Note: you can create DNIS number association only if you logged into the system as administrator.

To create a DNIS number using the operator console, simply log in to the operator console as administrator and use the following procedure:

1. Go to DNIS tab. This will bring up the screen previously shown in Figure 73.
2. If you logged in as administrator the DNIS numbers navigation bar contains the “+” button in the left part of the header. Click it to start new DNIS creation process.
3. In the screen that appears (similar to Figure 76), fill out the information for the new DNIS. The fields that are required are noted with an asterisk (*). The fields you need to fill out include:
 - **DNIS (*)**: The inbound DNIS number, i.e. the conference called number you want to be associated within this DNIS Association.
 - **Call Flow (*)**: The dropdown contains the call flow to be used with this DNIS Association (CONF in this sample).
 - **Description**: An optional description for this DNIS Association.

DNIS	CallFlow	Description
10	CONF	
12	SPECTEL	
16	PLAYBACK	
20	OPERATOR	
27	InterCall	
(866) 508-0012	SPECTEL	FLASH SPECTEL
(866) 508-0016	PLAYBACK	FLASH PLAYBACK
(866) 508-0020	OPERATOR	FLASH OPERATOR
(866) 508-9020	SPECTEL	Scheduling

Alias	Description
* Add New Alias	

Attribute	Host	Participant	Listener
Announce participant count on ent	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Delay before answer call_delay	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exit DTMF policy call_exit_dtmf	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Exit DTMF binding call_exit_dtmf_bin	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gain control decreasing policy call_g	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gain control decreasing binding call_g	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gain control increasing policy call_i	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gain control increasing binding call_i	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Instructions DTMF policy call_instruc	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Instructions DTMF binding call_instr	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Enter job code when joins the conf	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maximal calls duration call_maxdurat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Figure 76: Creating a New DNIS

- In addition you can override any of default call flow attributes. If you would like to change any of the attribute, the checkbox near attribute name should be checked – otherwise the attribute value fields are disabled and they are not being updated. The list of available call flow attributes depends on selected call flow name.
 - ✓ As you can see on Figure 76, you can search among attributes names and descriptions. If you need to find any specific attribute or attributes you can just type your search criteria in the search textbox, and only attributes that meet the criteria will be shown.
 - ✓ As it was previously mentioned in the beginning of this section you can also upload the audio files, such as music on hold and welcome prompt files.



Changing any of the default call flow attributes, unless instructed to do so by WYDE technical support, can render your system inoperable.

- Moreover you can add aliases for the DNIS. If you would like to put in new alias, simply start entering new alias into row with “+” icon and fill out the information for the new alias – new alias number and optionally alias description. See Figure 77 for details.

Alias	Description	
(866) 508-0112	First alias	✗
(866) 508-0212	Second alias	✗
* Add New Alias		

Figure 77: DNIS Number Aliases

- Next you should press the “Create” button to finalize the creation process and to save new DNIS information. You will be returned to the DNIS numbers view and you will be able to see your new DNIS. After that you are be able to use this DNIS in your conference configuration as the conference called number.

Modify a DNIS

To view and change the details of any existing DNIS using the operator console, log in to the console as administrator and use the following procedure:

- In the DNIS list view find and select the DNIS that you wish to view or modify, i.e. simply click on the desired DNIS number.
- DNIS information appears on the screen as shown on Figure 78.

The screenshot displays the Operator Console interface. On the left, the 'DNIS List' table shows the following data:

DNIS	CallFlow	Description
(866) 508-0012	SPECTEL	FLASH SPECTEL
(866) 508-0016	PLAYBACK	FLASH PLAYBACK
(866) 508-0020	OPERATOR	FLASH OPERATOR
(866) 508-9020[(866) 508-0112; (866) 508-0212]	SPECTEL	Scheduling

The right pane shows 'DNIS Details' for the selected DNIS (866) 508-9020. It includes fields for DNIS, CallFlow (SPECTEL), and Description (Scheduling). Below these is a table of aliases:

Alias	Description
(866) 508-0212	Second alias
(866) 508-0112	First alias
* Add New Alias	

At the bottom, there is a search bar and a list of call flow attributes with checkboxes for Host, Participant, and Listener. The first two attributes, 'Announce participant count on €' and 'Delay before answer', are checked. The 'Delay before answer' attribute has a value of 3. Other attributes include 'Exit DTMF policy', 'Exit DTMF binding', 'Gain control decreasing policy', 'Gain control decreasing binding', 'Gain control increasing policy', 'Gain control increasing binding', 'Instructions DTMF policy', and 'Instructions DTMF binding'.


Figure 78: Modifying an Existing DNIS

- On this DNIS edit screen you can update DNIS number and description or select another call flow from dropdown list.
- Additionally you can override any of default call flow attributes. If you would like to change any of the attribute, the checkbox near attribute name should be checked – otherwise the attribute value fields are disabled and they are not being updated. The list of available call flow attributes depends on selected call flow name. On the sample Figure 78 the first two call flow attributes for the selected DNIS are overridden.
 - ✓ As you can see on Figure 78, you can search among attributes names and descriptions. If you need to find any specific attributes you can just type your search criteria in the search textbox, and only attributes that meet the criteria will be shown.
 - ✓ As it was previously mentioned in the beginning of this section you can also upload the audio files, such as music on hold and welcome prompt sound files.
- Moreover you can add/update/delete aliases for the DNIS. You should enter information into last row with the “*” in the first column to add new alias; use the “✗”

button to delete existing alias, or simply click on the alias name/description if you wish to update them.

- Once you have made all your changes, click the “Save” button to accept the changes.

Delete a DNIS

There will come a time when a DNIS number is no longer in use and should be removed from the system to avoid confusion with active DNIS numbers and conferences configuration. To delete the DNIS from the operator console you should select (click) on the DNIS you wish to delete to open DNIS edit dialog. Next you should press the “ Delete DNIS” button. The system will ask the confirmation question “*This action will delete DNIS*”; if you confirm your actions pressing the “Continue” button the DNIS number and all conferences associated with this DNIS number will be deleted.

View Call Flows

You can use Operator Console to view call flows as well as modify their attributes. To view existing call flows and their attributes, log in to the operator console and see *Callflow* tab. You will see a screen similar to shown on Figure 79. This shows all the call flows registered in the system. The following two columns of information for call flows are shown on the screen:

- Name** – The name of the call flow used;
- Path** – The path to call flow scripts and prompts.

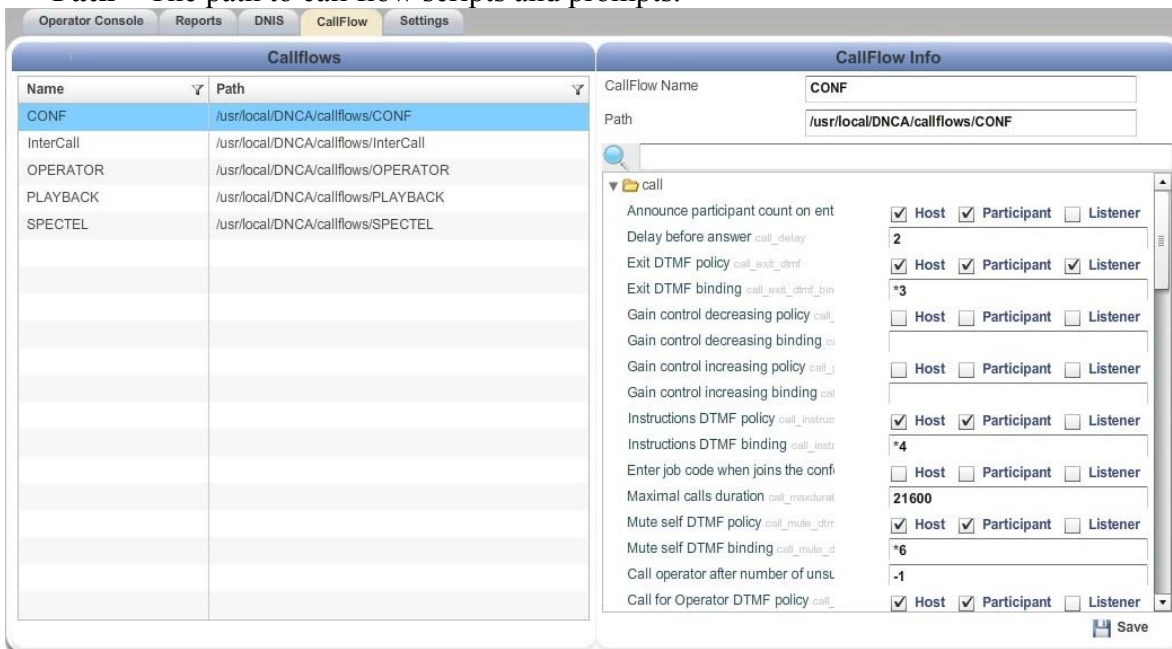


Figure 79: View Existing Call Flows

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 call flow name). To reverse any sort order, click the column heading again.

Also, like other Operator Console views (Conference List, Report views, DNIS List, etc.) you’ll notice a navigation bar in the top row of the call flows list that is useful when you

have more than one page of call flows registered in the system. This navigation bar is shown on Figure 80.



Figure 80: Call Flows Navigation Bar

This bar allows you to navigate amongst the different pages of call flows. You can click on the “>” to move to the next page of call flows, 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) call flows by any of the shown columns values. Click the ▼ icon in the column you wish to use for filtering, you will see the screen similar to shown on Figure 81. In the search dialog that appears you can enter this column value that you would like to use to filter the call flows. You can filter the call flows 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 81 there is the active filter for the *Path* column and the filter *PLAYBACK* is being entered as this column filter.



Figure 81: Filter Call Flows

Edit Call Flow Attributes

To view and change attributes of any existing call flow using the operator console, log in to the console and use the following procedure:

1. In the call flow tab find and select the call flow that you wish to view or which attributes you would like to modify, i.e. simply click on the desired call flow.
2. Callflow information appears on the screen as shown on Figure 82.

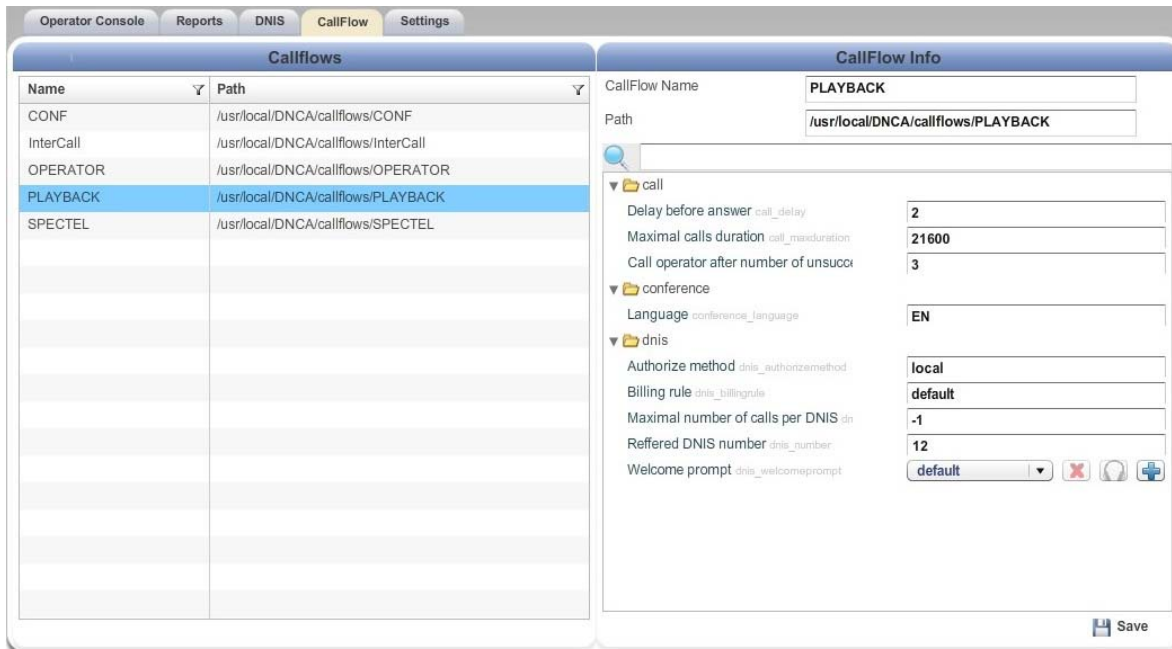


Figure 82: Modifying an Existing Call Flow Attributes

3. On this call flow edit screen you can update any call flow attribute. You can modify the policy attribute, i.e. who (host, participant, listener) should have access to the option, the DTMF binding attribute, i.e. what keys should be pressed on telephone (DTMF) keypad to facilitate the option, as well as define some parameters of the calls and conferences and upload sound files for music on hold and welcome prompt.
 - ✓ As you can see on Figure 82, you can search among attributes names and descriptions. If you need to find any specific attributes you can just type your search criteria in the search textbox, and only attributes that meet the criteria will be shown.



Changing any of the default call flow attributes, unless instructed to do so by WYDE technical support, can render your system inoperable.

4. Once you have made all your changes, click the “Save” button to accept the changes.

Section 2.9: 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 83.

The screenshot shows the WYDE VOICE Operator Console interface. At the top, there's a header with the WYDE VOICE logo and navigation tabs: Operator Console, Reports, DNIS, Callflow, and Settings (which is highlighted). To the right of the tabs, it shows 'BRIDGE WYDE', 'CONFERENCE 1', 'CALLS 1', and 'LOGGED AS admin (logout)'. Below the tabs, the 'Console' section contains two settings: 'Update Conference List every' set to '10s' and 'Conference list items per page' set to '10'. The 'Reports' section contains 'CSV Export Delimiter' set to 'Tab'. Below these settings, there's a green message 'Credentials are remembered' and a 'Forget me!' button. At the bottom of the settings area are three buttons: 'Save' (with a floppy disk icon), 'Discard', and 'Defaults'. The version number 'version: 2.3.300.110322' is displayed at the very bottom right.

Figure 83: 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 and the “*Save*” / “*Discard*” buttons are enabled. If you would like to restore previously saved parameters values click “*Discard*” 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.