

# User manual

## Main window

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1. Information bar
2. User status change icon, search bar and dial button
3. Primary workspace with call history
4. Navigation menu

Depending on the operating system, an additional context menu is available on the icon in the quick launch panel

## Information bar

Information bar contains:

- User name
- Registration status in contact center mode
- Connection status when working through a headset
- [Minimize](#) app option
- Close app option

## Search

The menu allows to search the call history and to dial a number for an outgoing call

## User status

The icon's color shows the user's current status

By clicking on the Status icon you can open the User status management menu

## Calls history

The log shows the history of all calls from the current user during the last 7 days

If a call record is attached to the entry, the voice icon will be displayed

If any additional information was received during the call (webitel data), the following icon will be displayed

Clicking on the corresponding icon will display detailed call information:

Call directions can be: incoming, outgoing and missed.

## Callback

The module displays the information about the queues for callback, that have been added to the current user for processing

- **Overdue** - a list of tasks with expired processing time
- **Callback list** - a list of tasks that have to be completed without a clear completion time
- **Scheduled** - a list of tasks that are not yet completed, but are scheduled for a specific time
- **Completed** - list of completed tasks

## Information

For tasks that have been added from the widget "Call from a site" is available option to view customer information and call address.

## Comments

Each task has the ability to add a comment and review the comments left by other users.

## Users

This module displays a list of domain users and their current statuses

A click on the handset icon to the right of the user initiates a call to this user.

## Settings

Settings can be set either through the [configuration file](#) or through the user interface.

- **Log out** - log out to change the current user
  - **Theme** - the theme of the application
  - **Use web phone** - includes WebRTC protocol support. If this feature is disabled, a hardware IP phone must be configured.
  - **Use STUN** - enable support for external STUN / TURN servers to solve the problem of passage of voice over NAT.
  - **SIP auto answer** - adds the ability to automatically answer SIP phone to an outgoing call through the [click-to-call](#)
  - **Agent auto login** - automatically switch the CC agent to the call waiting mode after the application starts.
  - **Agent on demand** - the functional does not put the agent in the call waiting mode after the end of the call. The agent will need to change his status manually after each call.
  - **Use post process** - displays the post-processing window for outgoing calls
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- **The sound of an incoming call** - a sound file is playing during the incoming call.
  - **Incoming call notification** - additional information is displayed with the ability to manage the incoming call.

- **Missed call notification** - displays information about missed calls in a separate pop-up window on a screen
- **Audio devices** - allows you to specify devices through which sound notifications and voice will play and which microphone to use
- **Disable auto-update** - allows you to disable the auto-update feature of the application. Otherwise, the application will check for new versions each time it is launched.

## The call