

Webitel Phone

Webitel Phone - client application that allows you to make audio and video calls via the Webitel platform using the WebRTC protocol.



The application works only with Webitel version 3.7 and newer servers.

Main features:

- Audio and video calls
- Video conferencing
- Screen sharing function
- Multichannel
- User statuses
- Auto Answer
- Operator mode
- Access to conversation recordings
- Automatic transfer of any variables from ACR routing

Installation

Installation files for [Windows \(64bit\)](#), [MacOS](#) and [Linux \(64bit\)](#).

Application

When you start application first time , you must enter the login, password and connection string to the Webitel Engine server:

History

The main **History** tab displays the user's call history. If the user has the necessary access rights, then he will be able to view and listen to the recordings of any conversations:

Users

The **Users** tab displays the current statuses of Webitel users, with the ability to call:

Settings

Using the **Settings** menu, you can change application settings:

User Status

In the top menu are displayed:

- Current user status
- Logged in contact center operator mode (cc)
- Current speed of connection to the telephony server

Clicking on the name of the current status of the user (in the upper left corner of the application) opens the status change menu:

Incoming call

When an incoming call is displayed, the name of the subscriber and the variables that were sent from the **ACR** script using [exportVars](#):

Call Transfer

The phone supports two types of call transfer: **unconditional** and **translation with consultation**.

To perform an **unconditional** transfer, simply click the transfer button and enter a new destination number.

To make a **transfer with a consultation**, make a second outgoing call, after clicking on the transfer button, you will see information about active calls:

Screencasting conference

Reviews

General functionality

Work with variables