

New Call Manager Features V8.0.5.2 and higher

The following three (3) new features have been added to Call Manager version 8.0.5.2 and higher.

Desktop Alert Answer Option

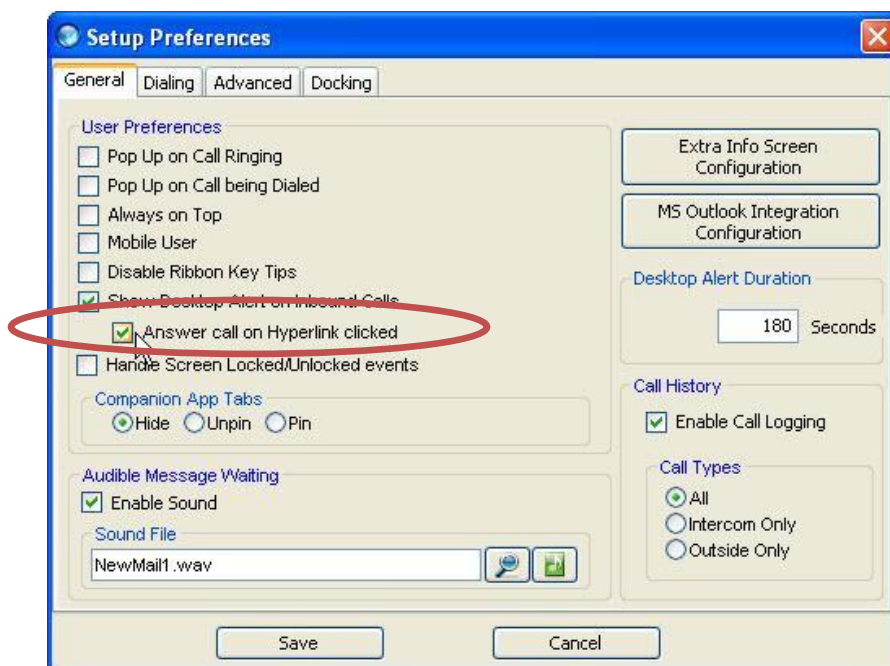
Screen Lock Unavailable/Available and DND Status Option

Publishing Personal Directory List

Desktop Alert Answer Option

The “**Answer Call on Hyperlink Clicked**” option has been added to the “**User Preferences**” section on the “**General**” tab in “**Setup Preferences**” as an option for the “**Show Desktop Alerts on Inbound Calls**”. This option is to allow the user to click on the hyperlink of the Desktop Alert with the calling number to answer an incoming call.

Screen capture of the “**User Preferences**” section on the “**General**” tab in “**Setup Preferences**” showing the “**Answer Call on Hyperlink Clicked**” added option.



Screen capture of the “**Desktop Alert on Inbound Call**” with the calling number hyperlink to answer an internal call.



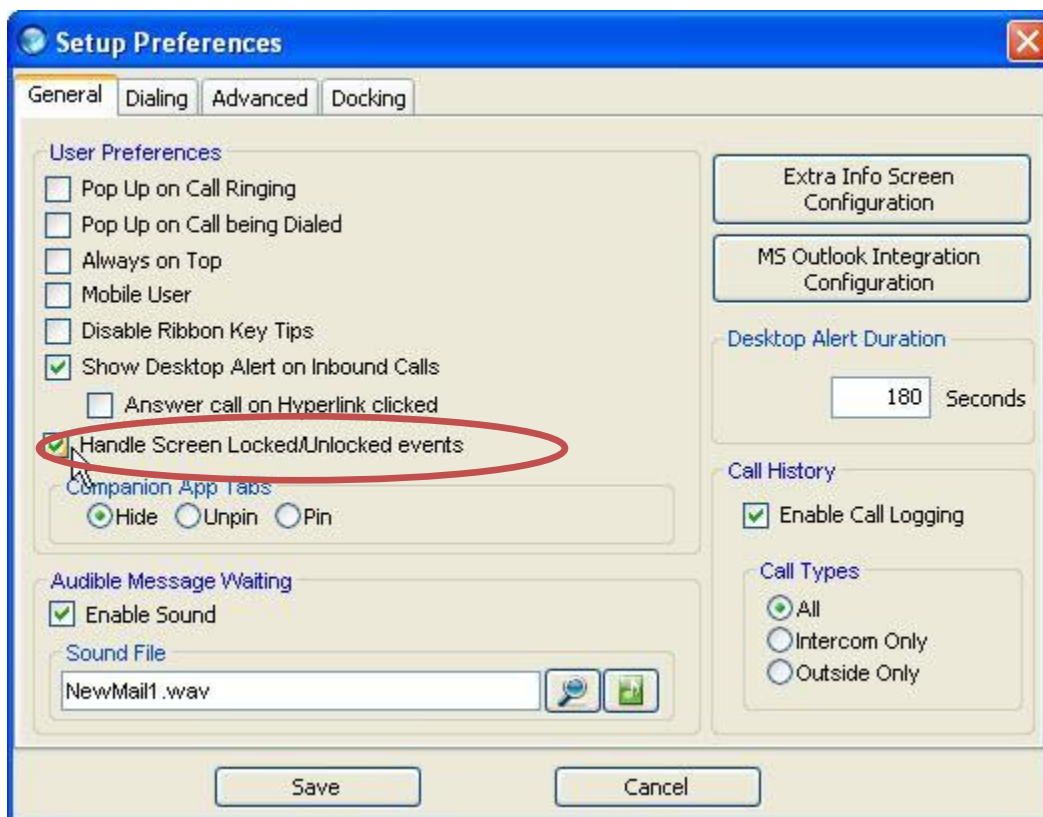
Screen capture of the “**Desktop Alert on Inbound Call**” with the calling number hyperlink to answer an external call.



Screen Lock Unavailable/Available and DND Status Option

The “**Handle Screen Locked/Unlocked Events**” option has been added to the “**User Preferences**” section on the “**General**” tab in “**Setup Preferences**” to set the ACD Agent status to Unavailable or Available and Call Manager DND On or Off State when the user locks or unlocks the computer. If this option is selected, and the user locks the computer screen by either using the windows short cut keys of “**Windows Key + L**”, or by pressing “**Ctrl+Alt+Del**” and then click on the “**Lock this Computer**” option, the ACD Agent status will be set to “**Unavailable**” for the ACD Queues they are logged into and the Call Manager DND will be set to the “**ON**” state. When the user returns and unlocks the computer, the ACD Agent status return to the “**Available**” state in ACD and Call Manager DND will be set to the “**OFF**” state.

Screen capture of the “**User Preferences**” section on “**General**” tab in “**Setup Preferences**” showing the “**Handle Screen Locked/Unlocked Events**” added option.



Publishing Personal Directory List

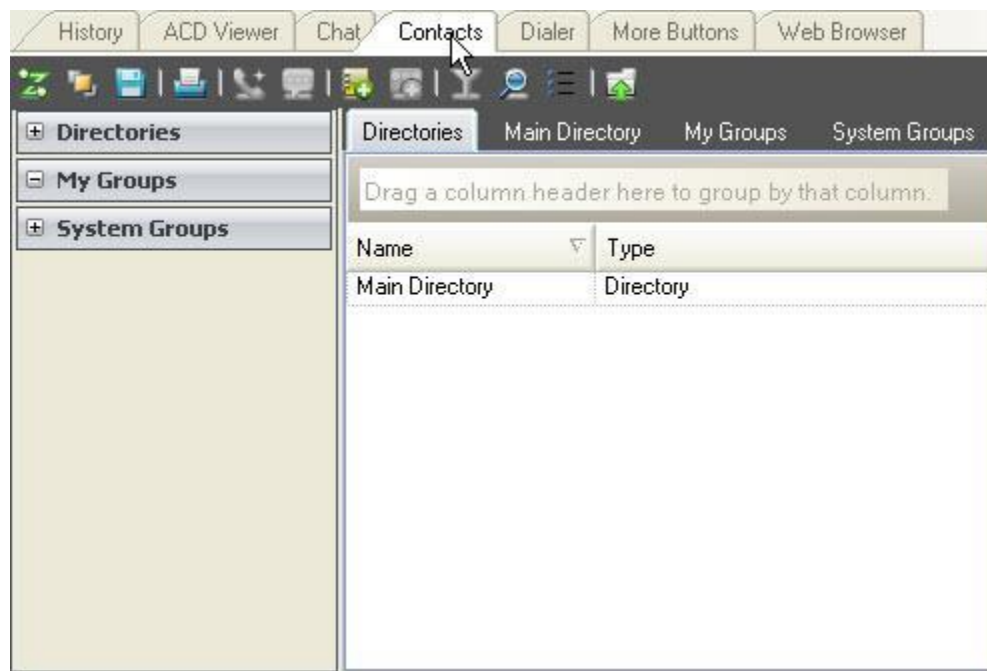
Publishing Personal Directory List is a Contact directory that can be created by a Call Manager Administrator client and then published to Net Server, so that all Call Manager User clients can have access to the same Personal Directory List.

This new option is only available when all Call Managers (Administrator and Users) are setup in a Server-based SCM COS setup. The Call Manager Administrator client can then create a Personal Directory List and then publish it to Net Server, where all Call Manager User clients will download the Published Personal Directory List from Net Server.

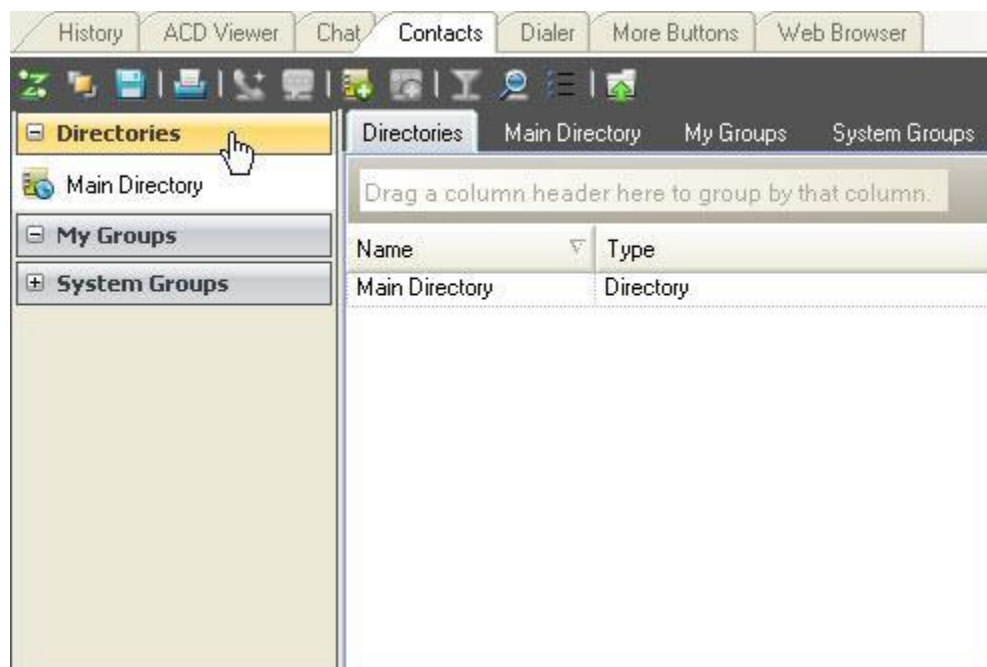
If changes need to be made to the Published Personal Directory List, the Call Manager Administrator can make changes to the Published Personal Directory List and then re-published it to Net Server for all other Call Managers User clients to have access to.

Please follow the step below to create and publish a “**Personal Directory List**”;

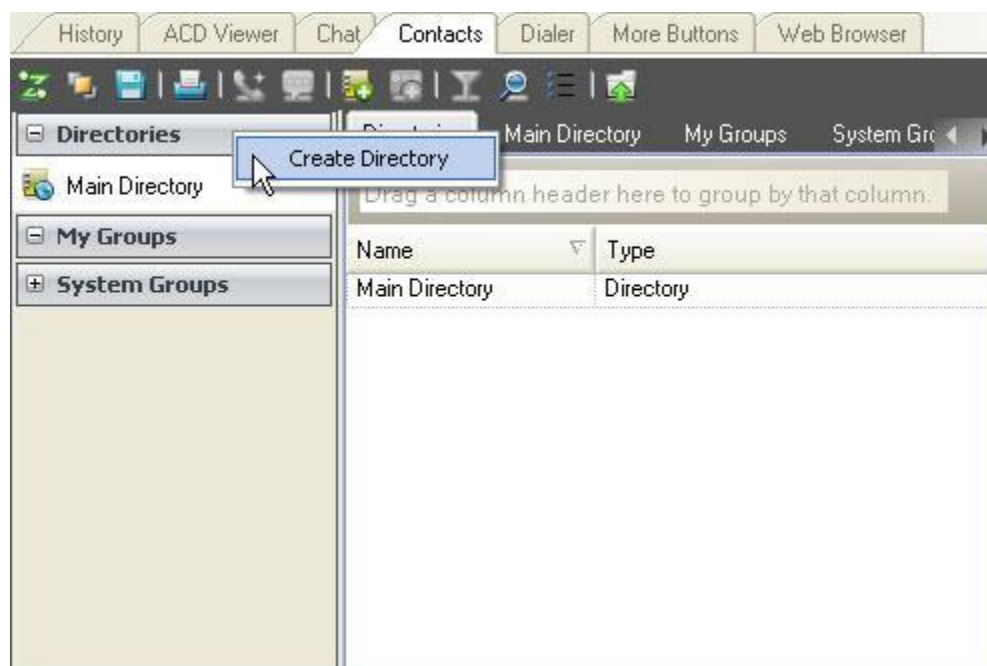
- 1). Setup a Server-based SCM COS setup, assigning at least one (1) Call Manager client as an Administrator and all others as User clients. See **Chapter – 5 – Server-based SCM COS** on **page 19** of the **Strata Call Manager Administrator Guide**.
- 2). From the Call Manager client that was setup and assigned as the Administrator, click the “**Contacts**” tab to open Contacts as seen below;



- 3). Click on the “**Directories**” bar to open the Directories group as seen below;



4). Right click on the “**Directories**” bar, or in the main Directories window and click on “**Create Directory**” to create a new Personal Directory List as seen below;



5). “Personal Directory Settings” window, enter in a Directory Name for this Personal Directory List like “Company Contacts” as seen below;



6). “Personal Directory Settings” window, change the File Name to something other than “PersonalDir0.txt” as seen below. (In the example we replaced “Personal” as personal with “Common” as common to all)

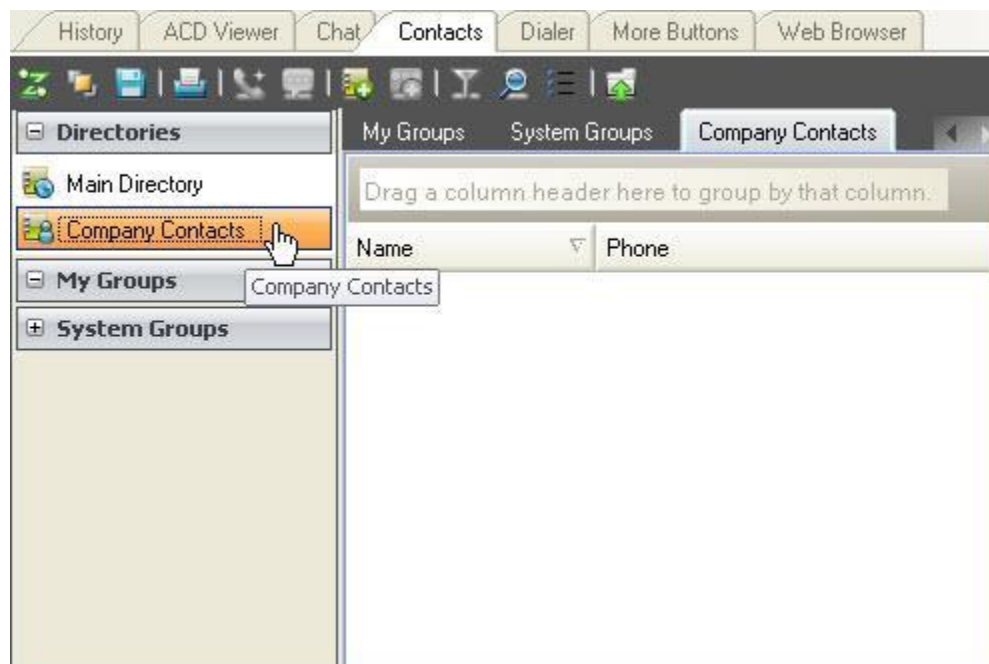


Note: It is very important that this File Name be change to something other than “PersonalDir0.txt” before publishing. If a Call Manager User client has already created a Personal Directory List using “PersonalDir0.txt” and the Call Manager Administrator client uses “PersonalDir0.txt” as the File Name and publishes it, the Call Manager User client Personal Directory List will be over-written and replaced.

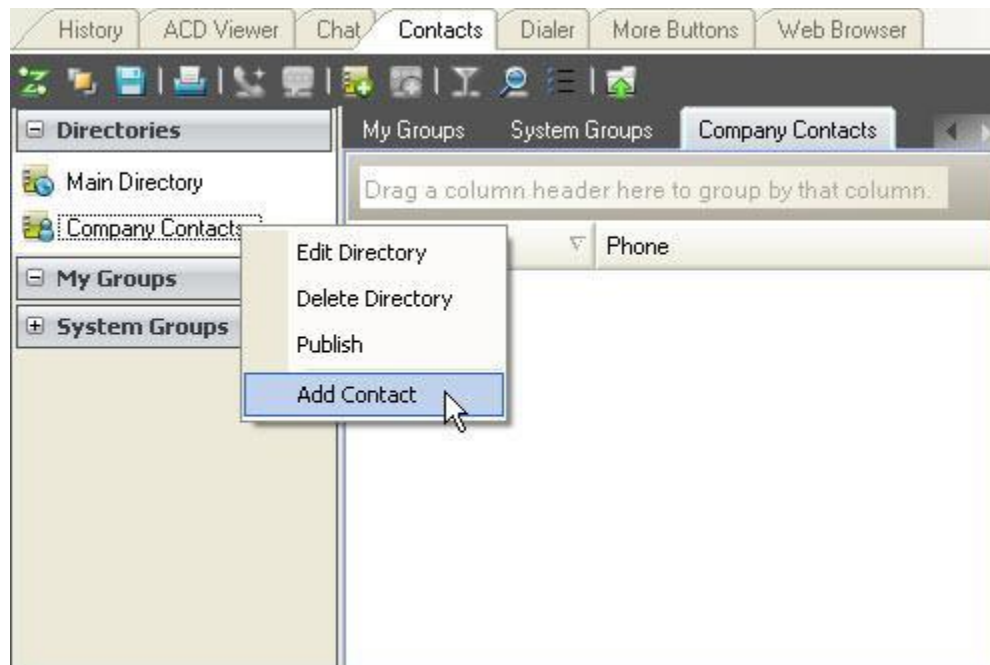
7). Leave all other setting as default and click the “OK” button to save the new Personal Directory List (**Company Contacts**).



8). Select the newly created Personal Directory List (**Company Contacts**) as seen below;



9). Right click on the new Personal Directory List (**Company Contacts**), **OR** right click in the new Personal Directory List main window and click on “**Add Contact**” as seen below;

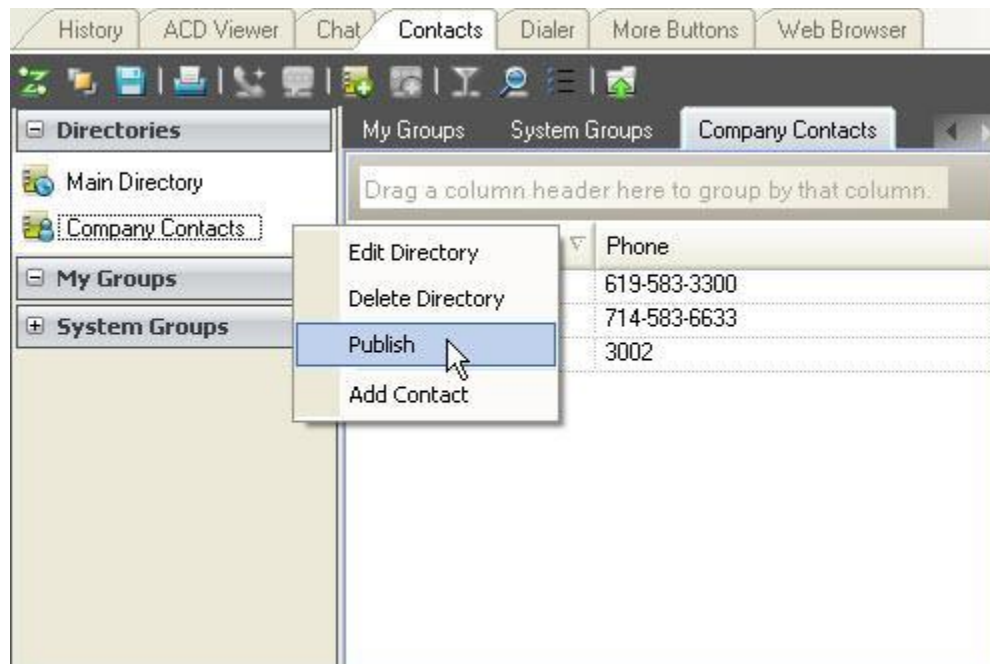


10). On the “**Contact Dialog**” window, enter the contacts name in the “**Name**” field, the number to be dialed in the “**Phone**” field, and the “**Type**” as “**ACD/Hunt Grp, Phone, Station, or Voice Mail**”, then click “**OK**” to save your entry.



Note: Only the “**Phone**” entry uses either the Call Manager or System Dial Plan to dial the number entered.

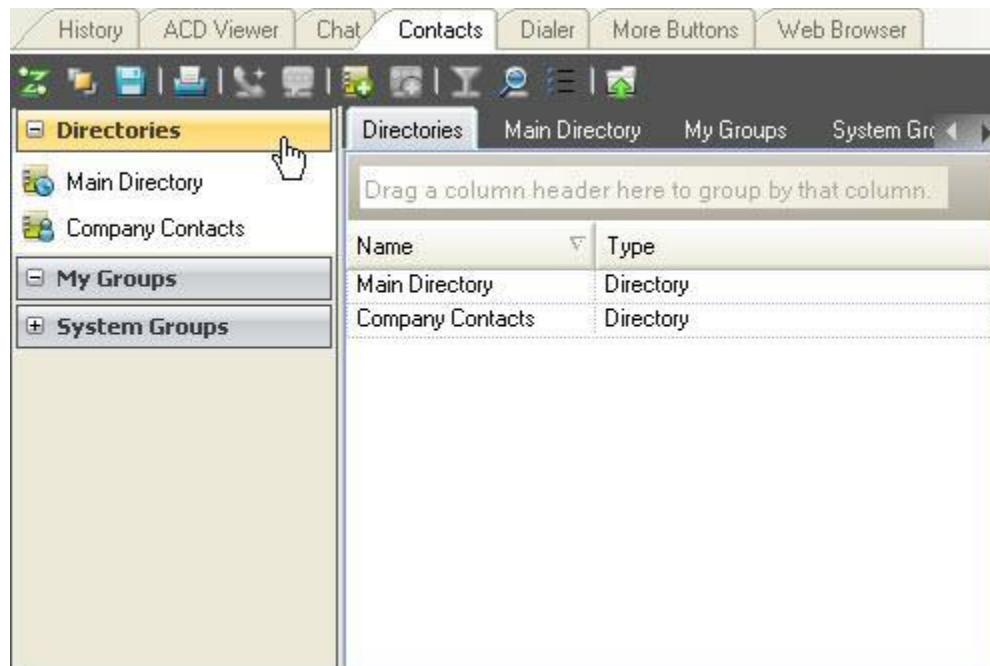
11). After you have finished entering all the contacts for the list, either right click on the new Personal Directory List (**Company Contacts**), or right click in the new Personal Directory List main window and click on “**Publish**” as seen below.



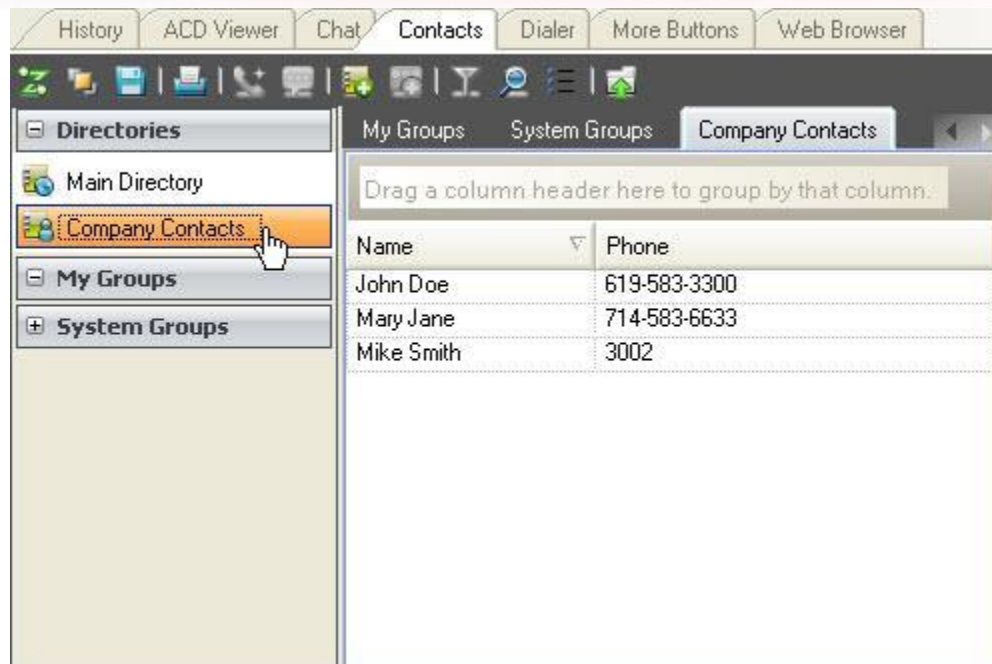
12). Once the Personal Directory List has been published and transfer to Net Server for all the Call Manager Users, the Call Manager dialog will appear. Click “**OK**” to close the dialog box.



13). Reset or restart all Call Manager User clients to receive the newly created shared Personal Directory List (**Company Contacts**). Click on the “**Directories**” bar to open the directories as seen below;



14). Click on the Personal Directory List (**Company Contacts**) from the Directories list to open the shared Personal Directory list.



Additional Notes on Personal Contact Directories List:

- a). A Call Manager User client can add additional contacts to the Personal Directory List which was downloaded from Net Server, but the added Contact(s) will be removed when the Users Call Manager client is reset or re-started.
- b). If a Call Manager User client deletes a Contact from the shared Personal Directory List, it will be restored the next time the Users Call Manager client is reset or re-started.
- c). A Call Manager User clients cannot publish to a Personal Directory List or change its content.
- d). If the Call Manager Administrator client does not change the Personal Directory File Name to something other than "**PersonalDir0.txt**" before publishing it, if Call Manager User clients have created a Personal Directory using the default name of "**PersonalDir0.txt**", the Personal Directory List published by the Call Manager Administrator client will over-write the Call Manager User client Personal Directory List.