




DSTNY SOFTPHONE QUICK GUIDE

A PHONE IN YOUR COMPUTER WITH GOOD SOUND

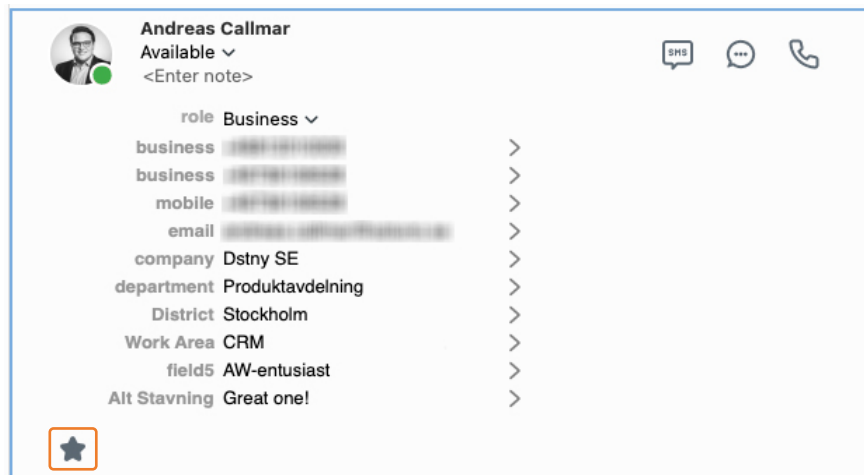
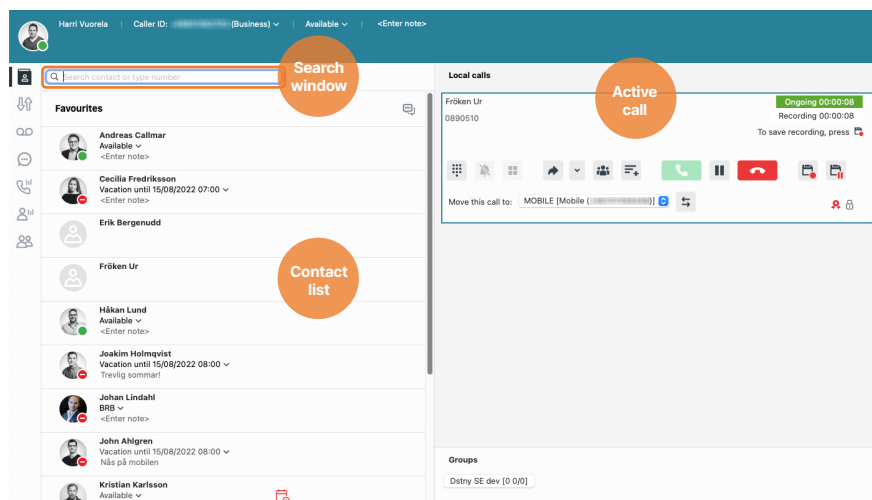
By allowing your computer to become a phone you get a simple all-in-one solution with good sound quality.

CONTACT LIST AND ACTIVE CALLS IN PROGRESS

The search window is used to find contacts in your softphone. You can search for different variables, such as name, phone number, title or department. In the search box, you can also type or copy the phone numbers you want to call.

-  Indicates available employee.
-  Indicates busy employee.
-  Indicates that employee is busy on the phone.

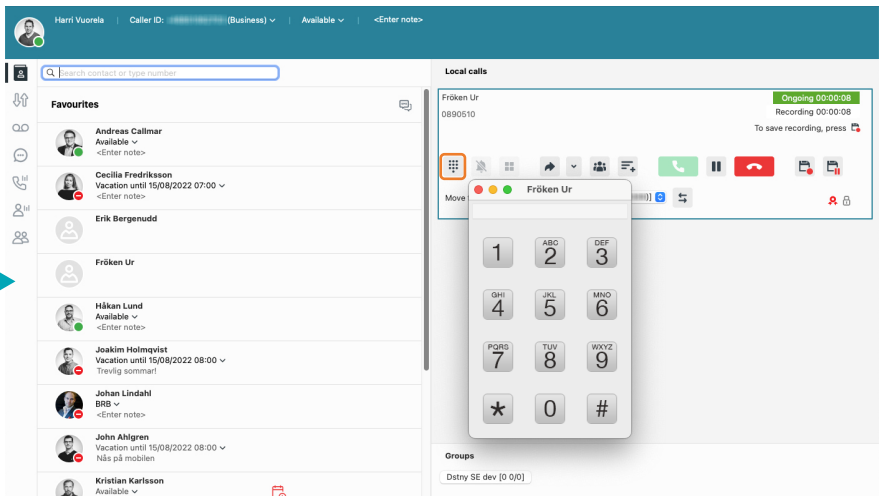
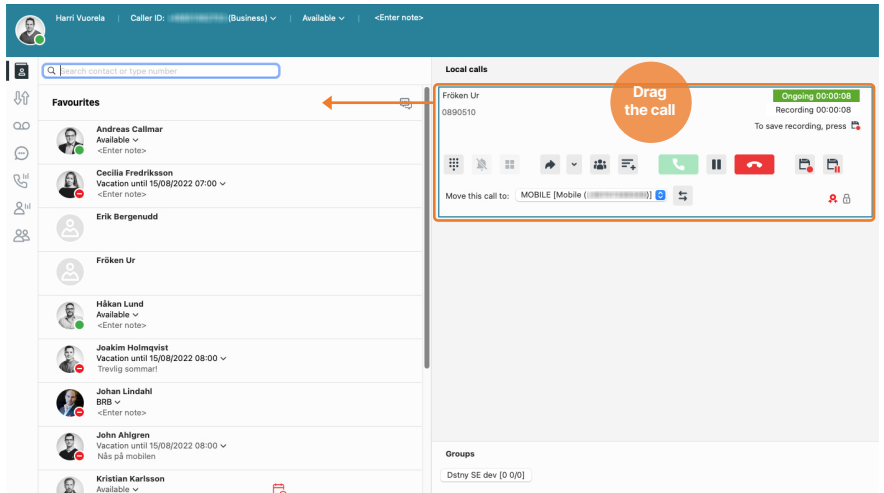
When you hold the mouse over a contact, a **small arrow** appears. Click it to open the contact card. Here you will find all the information connected to the contact, quick access to phone numbers, e-mail, company, title, department, special areas etc. At the bottom right you will see a **star symbol**. Click on it if you want to add the contact to your favorite list. To remove the contact in your favorite list, just click the **star symbol** again.



FORWARD A CALL

To forward a call in progress, place the mouse cursor within the frame of the active call and drag the call using the mouse to the person you wish to connect to in the left-hand field, the contact list. Then release the button and the call connects automatically.

To announce the call before connecting, call the person you want to notify by clicking on the **handset** on the person's contact card. The existing call is put on hold automatically. When you have made the notification, drag the call that is on hold down to the active "notified" call.



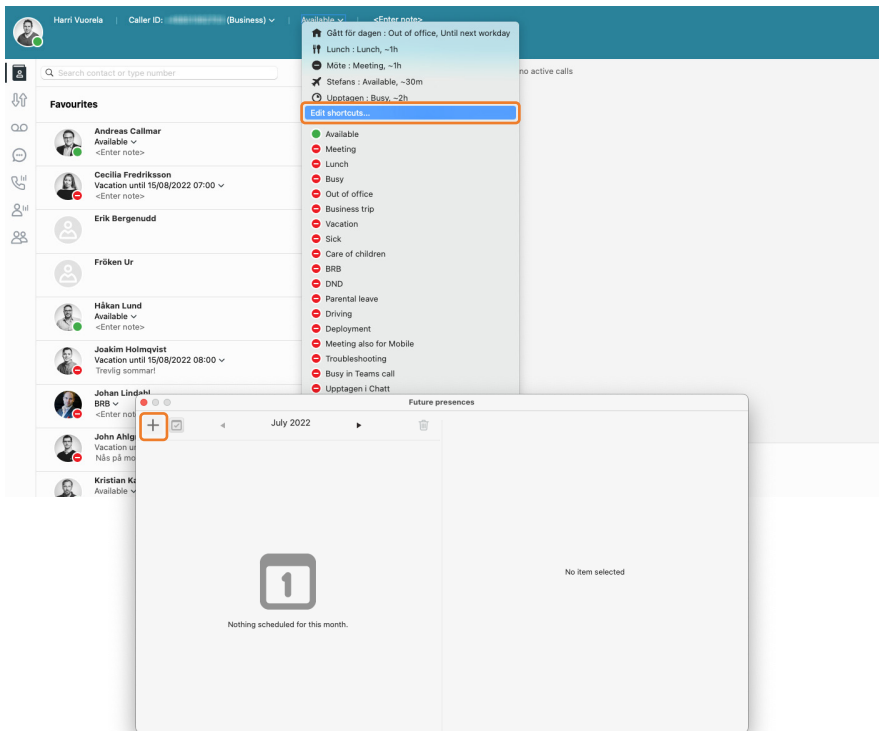
DTMF TONES

To send DTMF tones, e.g. when calling a bank or similar, press the horizontal keypad at the far left in the window for the previous call.

REFERENCES

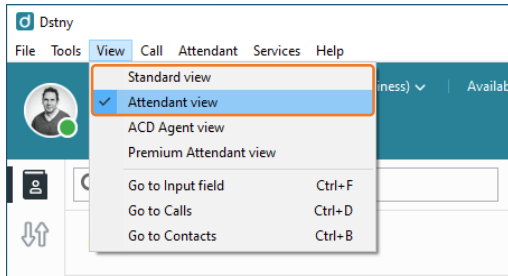
The reference system is used to set your presence to manage your connection. Standard control can be changed (to voicemail) if the customer wants alternative answer locations. E.g. the exchange, answering service or similar. You can create shortcuts yourself and set them as you wish, to do this press **Edit shortcuts**.

Future presence is used to schedule future references. To create such a schedule, click on **Future presence**. The future preference then controls the connection during the relevant activity, e.g. for meeting.










VIEWS

Softphone offers the user two different views; Standard view and Attendant view, where Attendant view is the most popular. These can be found under the menu bar and **View**.

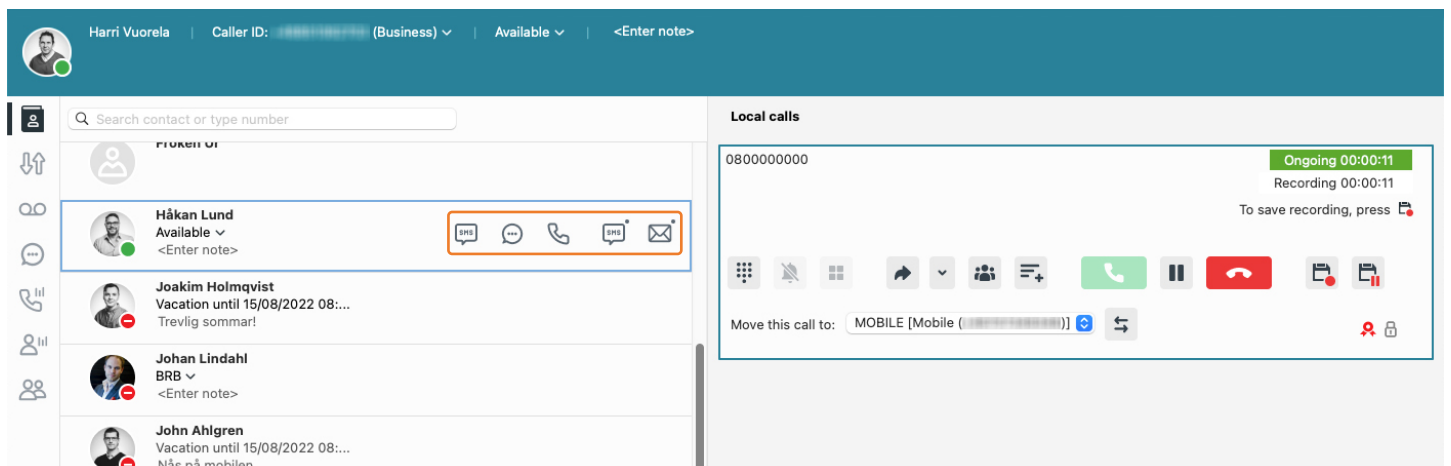
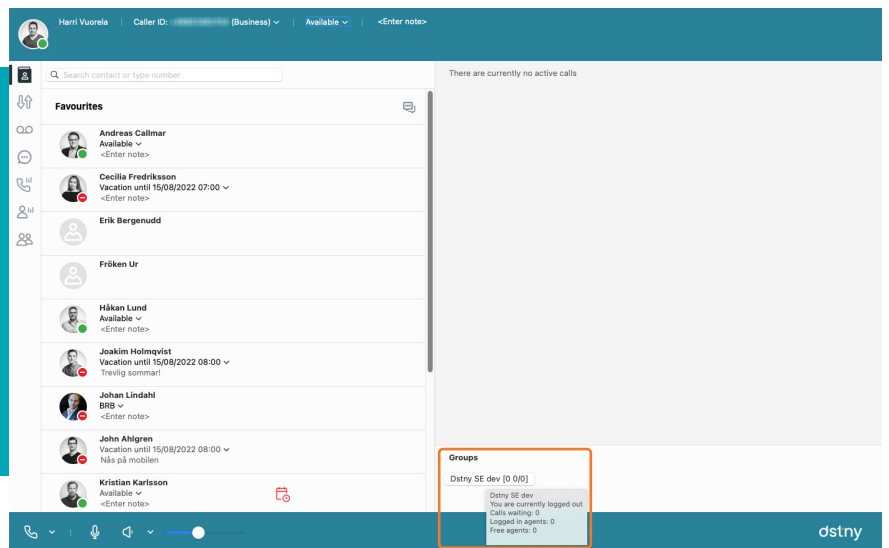


TABS

- 1  **1. Contacts:** Colleagues or other default contacts
 - 2  **2. Call log:** For all phone calls on extension
 - 3  **3. Voicemail:** Listen to your voicemail here
 - 4  **4. MiTeam:** Can be found here if you have bought it
 - 5  **5. Queue statistics:** On ACD/Attendant groups with login and logout function
 - 6  **6. Agent statistics:** For users in the response groups and ability to manage login and logout for colleagues
 - 7  **7. Group log:** Overview of different response groups
- Click on the icon to open the respective function. The Queue statistics and Agent statistics tabs require the supervisor function as well as group authorisation.

LOG IN/OUT ACD GROUPS

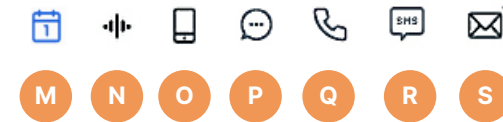
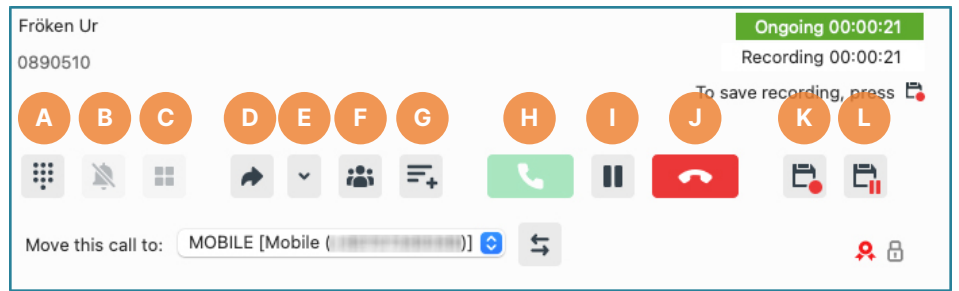
Logging in and out can be done from ACD/ ACD Light/Attendant groups. Move the mouse cursor over the button to obtain information about the group, information about whether the user is logged in or not, calls waiting and status of administrators. If the button is blue, the user is logged in. To log in or out, click on the **response group**.



When you are logged into an Attendant group and receive a call, you can e-mail and SMS during the course of the call. With this function you can notify that someone was calling one of your colleagues. To send an e-mail/SMS about the call in progress, click on one of the two right icons on the contact card on the colleague being searched. A predefined e-mail or SMS is created and you simply need to click **Send**.

TELEPHONY FUNCTIONS

- A. Key pad
- B. Mute
- C. Launch application
- D. Transfer
- E. Dropdown menu
- F. Add the call to a conference
- G. Park call
- H. Answer call
- I. Put call on hold
- J. End call
- K. Save call recording
- L. Pause ongoing call recording



MEDIA FUNCTIONS

- M. Calendar/Outlook connection
- N. Intercom call
- O. Call using a mobile phone

- P. Chat
- Q. Call using the desktop application
- R. Attendant function: Send text about the call
- S. Attendant function: Send E-mail about the call



USER TIPS

- Highlight a number on your computer, press F8 and softphone makes the call.
- Connect to Hitta.se. Contact Dstny's support for special configuration.
- Use link Callto: Write in chat box to link a telephone number that is sent to a colleague.

ADD-ON SERVICES

- Connect Dstny's CRM integration with your existing system. (e.g. sales support program)
- Recording of call traffic, Dstny Call recording.
- Make regular traffic measurements via Dstny Reports plus.
- Realize a full-fledged integration with Microsoft Exchange and Outlook for contacts and calendar management.
- Contact Dstny support or a dealer for more information.

VOICEMAIL

There are several ways to access your voicemail. The user can call the VM number (card number at Mex), exit the menu using 0 (Zero) and listen to any messages. The user can also order e-mail or SMS notification via helpdesk (at a cost). Voice messages can also be heard via the app under **Log**, under the **Inbox** tab.

VOICE MENU HELP

It can be difficult to remember the options available when calling voicemail sometimes. The tables below indicate which buttons you can use.

MAIN MENU

- 2 Listen to saved messages
- 4 Listen to personal greeting
- 5 Record personal greeting
- 6 Delete personal greeting
- 0 Repeat this menu
- * End call

WHEN PLAYING A MESSAGE

- 1 Previous message
- 2 Repeat current message
- 3 Next message
- 7 Delete current message
- 0 Go back to main menu
- * End call

