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University

User Guide

# Interaction Connect

Division of Information Technology

For further information please contact the [IT Service Desk](#)

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# Overview

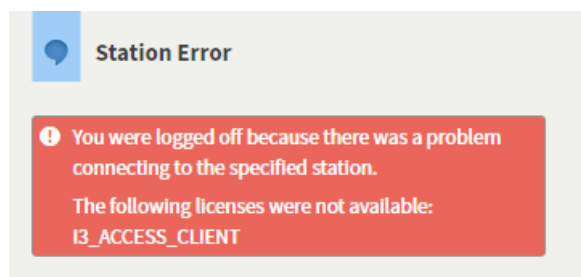
This document details how to access Interaction Connect, login and perform common phone functions.

Interaction Connect is an interaction management application for call control at CSU. Interaction Connect offers more functionality than a standard telephone. In addition to making and receiving phone calls, it is used to manage voicemail, conference calls, phone queues and web chats.

Interaction Connect can be accessed via Virtual Desktop Infrastructure (VDI) or by using CSU computers on the CSU network either on campus or via Virtual Private Network (VPN).

## Access Interaction Connect

Interaction Connect requires the purchase of a one-off license to grant access. Attempting to login to Interaction Connect without a license will present the below error:

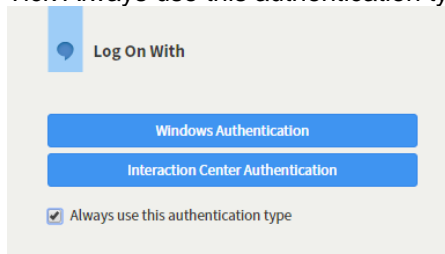


To obtain an access license, please [contact the Computer Shop](#).

# Getting started

## Opening Interaction Connect

1. Open a web browser and enter <https://icweb.csu.edu.au>
2. At Log On With screen, click Windows Authentication
3. Tick Always use this authentication type to save your preference

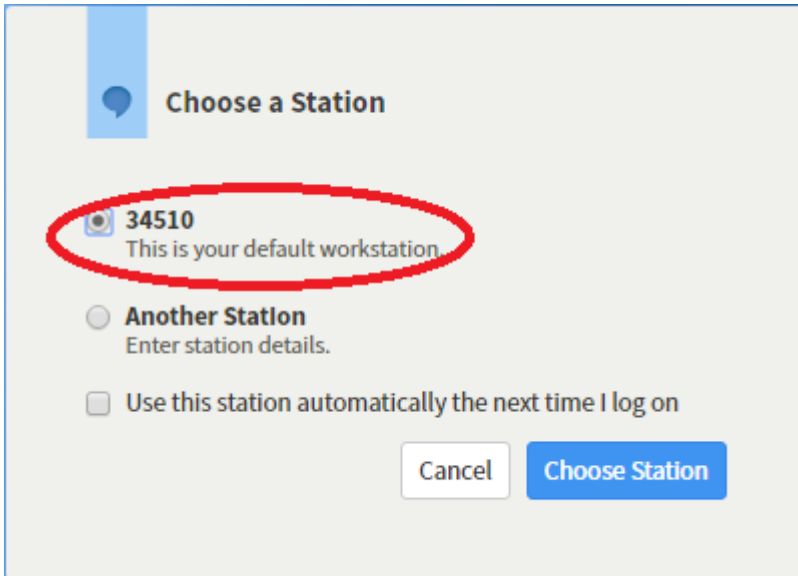


Note: Using call queues or managing multiple numbers may have different login requirements. Contact the [IT Service Desk](#) to request additional assistance if your particular requirement is not addressed here.

4. At the *Choose a Station* page, you'll need to specify where you would like your calls to be sent. You have the options below.

## Sitting at your usual workstation using a CSU telephone

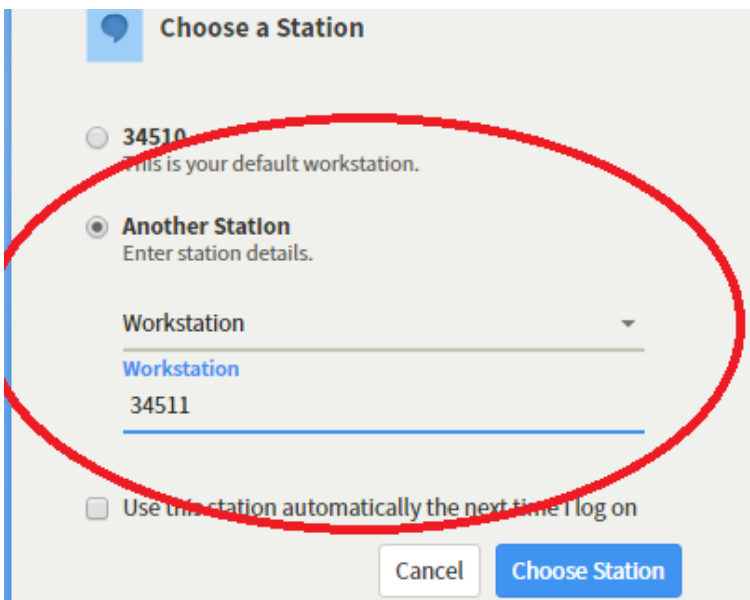
1. Choose your default workstation number which should appear as the first option
2. Click Choose Station to log in



The screenshot shows a dialog box titled "Choose a Station" with a blue header bar. There are three radio button options: "34510" (selected and circled in red), "Another Station", and "Use this station automatically the next time I log on". Below the options are "Cancel" and "Choose Station" buttons.

## Sitting at a hot desk or alternate location using a CSU telephone

1. Select Another Station
2. From the Workstation drop down, select Workstation and enter the phone number of the handset at the desk you are sitting at
3. Click Choose Station to log in



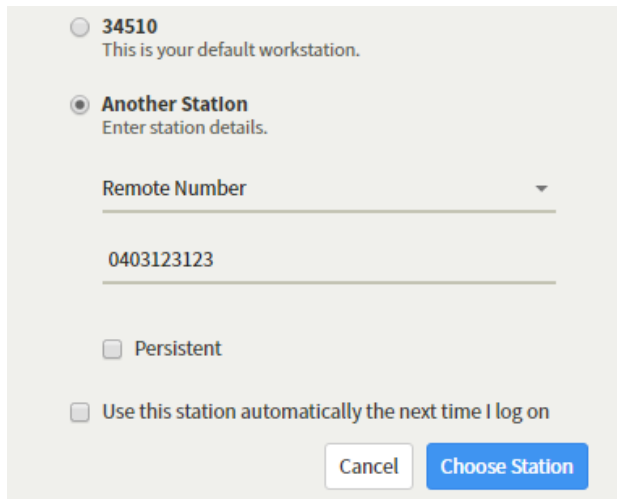
The screenshot shows the "Choose a Station" dialog box with "Another Station" selected and circled in red. The "Workstation" dropdown menu is open, showing "Workstation" selected. Below it, the number "34511" is entered in a text field. The "Use this station automatically the next time I log on" checkbox is unchecked. "Cancel" and "Choose Station" buttons are at the bottom.

## Sitting at a hot desk or alternate location using a mobile or alternate landline

If you are not sitting at your usual desk, you can manage calls using Interaction Connect and use a remote phone number, such as a home landline or mobile phone.

Please note: Interaction Connect can only be used on a CSU device either on campus or via a VPN connection. For more information on VPN, go to <https://www.csu.edu.au/division/dit/staff/training/self-help/sc/virtual-private-network-vpn>

1. Send calls to another number by selecting Remote Number and enter the phone number you are using



2. Click on Choose Station to log in

When making calls, dial using Interaction Connect – your remote number will then ring. When you pick up the call, it will dial the number you entered.

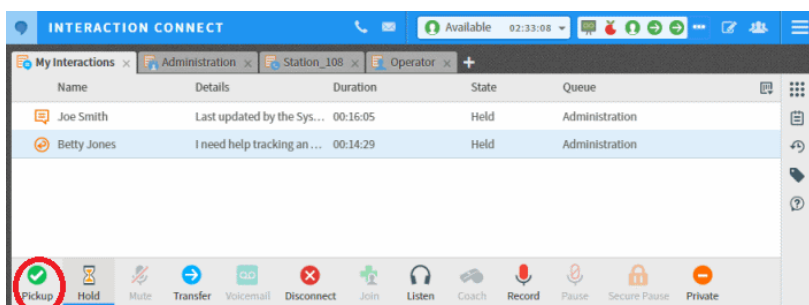
## Receiving calls

### Answer call

When you receive a call, a new call will display inside Interaction Connect.

To answer a call:

1. Click the call in the *My Interactions* window and click on the Pickup icon



2. You can also double-click the alerting call in the *My Interactions* window

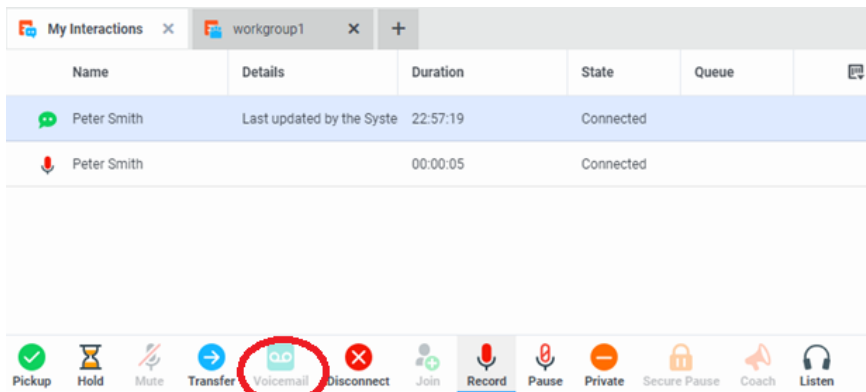
## Place call on hold

To place a current or incoming call on hold:

1. Select the Hold icon (caller will hear on hold music)
2. Press either the Hold or Pickup icon to take the selected call off hold

## Send to voicemail

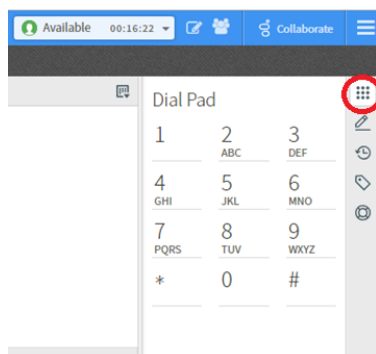
Send a current or incoming call to Voicemail by selecting the interaction in the *My Interactions* window and click on Voicemail



# Making calls

## Using the dial pad

1. On the right-hand side of the *My Interactions* window, click on the dial pad icon

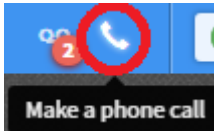


2. Click the numbers required and then click on Dial in the *Dial a Number* field at the top of screen



## Using your keypad

1. Click on the phone icon at the top of screen to open the *Dial a Number* field

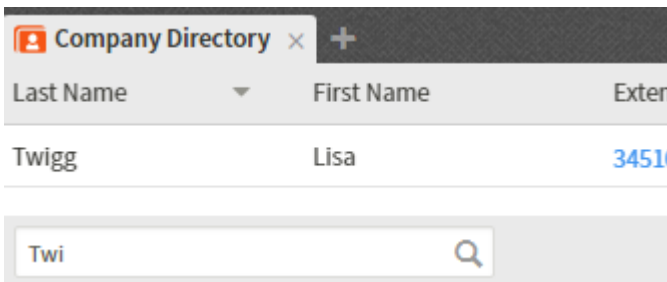


2. Using your keyboard, enter the number required and click on Dial



## From the directory

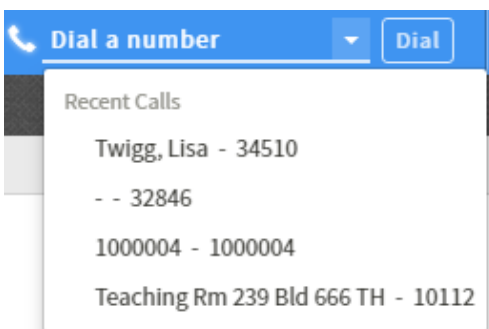
1. Click on the search bar at the bottom of the directory window
2. Enter your search term and press enter



3. To make the call, click either on the blue extension or double click the entry

## From your recent calls

1. Click on the phone icon at the top of screen to open the *Dial a Number* field
2. Click on the small arrow on the right-hand side to display your recent calls

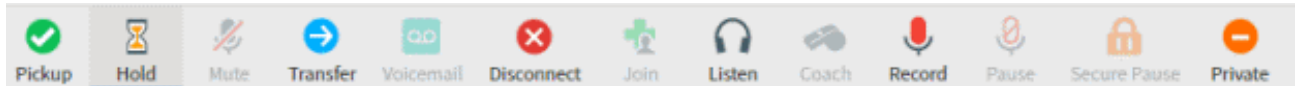


3. Click on a recent call to dial the number



# Call controls

While on a call, the call control icons at the centre of screen will become available.



## Mute

Mute your microphone to stop the system sending sound to the other party:

1. Select the Mute icon
2. Select the Mute icon again to disable

## Transfer

To transfer a call:

1. Click the Transfer icon (a dialog box will open)
2. Enter the number you wish to transfer the call to in the dialog box
3. As you type the recipient's name or number into the text box, a drop-down of choices appears:
  - a. Selecting *Dial 'your entry'* as digits creates a call as you type the number
  - b. Selecting a contact name from the drop down will phone their extension
4. Click on Transfer

Transfer: Drake, Paul

Transfer To

19808 (519808) Options

19808

Help Cancel Transfer

## Disconnect

To end a call:

1. Select the interaction from the *My Interactions* window
2. Click on Disconnect

## Conference call

Conferences will show up in the main queue list (in a tree fashion) with your call at the top of the list.

To expand or collapse the list of callers on the conference, a plus or minus sign can be clicked.

To add parties to a conference, you may drag a connected call to the conference:

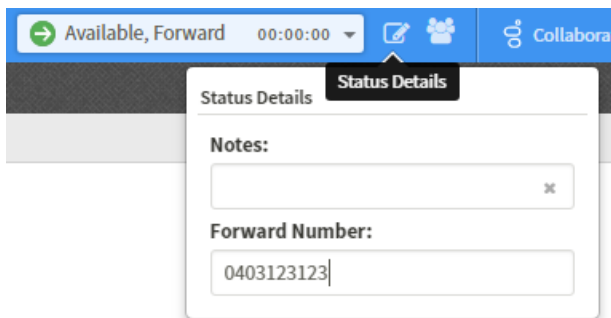
1. Call the first participant you want in the conference and then call the second participant (the first participant will be put on hold)
2. Once the second participant answers, hold down the mouse button and drag the second call into the first call and release the mouse (a new interaction called **Conference** will appear)
3. To add other participants, call and then drag and drop the connected calls into the conference

## Forward

If you are away from your desk but need to be accessible at another number, you can forward your calls. Calls can be forwarded to another internal extension, local number, long distance or a mobile phone.

To set your call forward:

1. Click on the Status Details drop down on the top right toolbar
2. Select Available, Forward
3. Enter the number you wish to forward your calls to

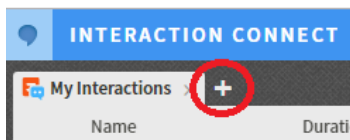


4. To cancel, return your status to Available

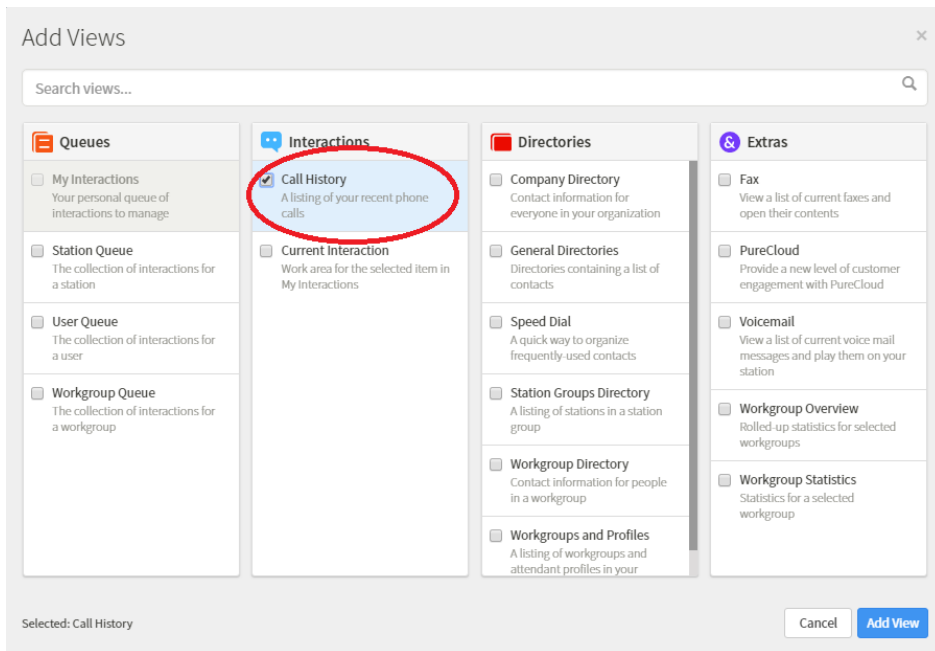
## Call history

Add your Call History view to Interaction Connect to check for calls made, received and missed.

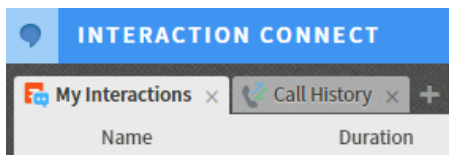
1. Click on the '+' icon next to *My Interactions* window



2. Tick Call History and click Add View

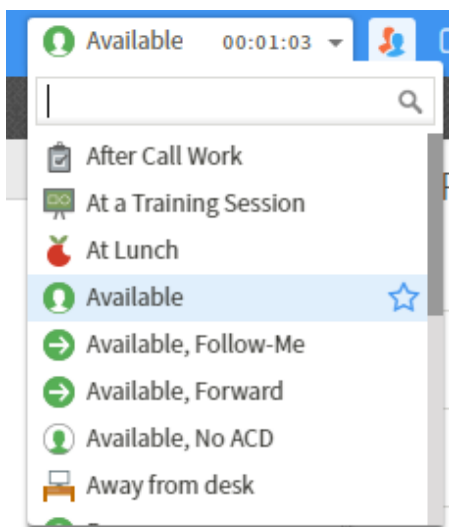


3. Once added Call History will appear as a tab at the top of screen



## Your status

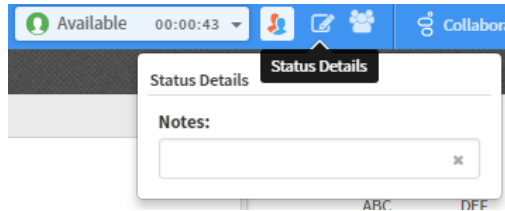
Your status can be set using the drop-down menu on the top toolbar



You can also select up to 5 favourite statuses by clicking the star to the right.

To the right of My Status, you will see Status Details icon. By clicking this, you can set:

- A forward number for the *Available*, *Forward* status
- Notes that other people with IC can read
- An estimated time and date you will be back (with *Out of the Office* or *At Lunch* statuses)



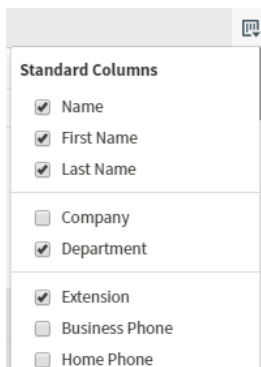
## Directories

The default directory (Company Directory) contains the contact information of all CSU users.

### Adding fields to the view

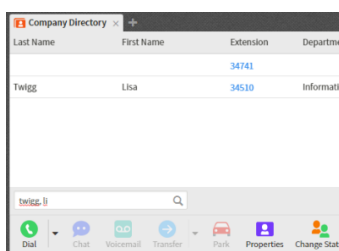
Additional information about contacts can be displayed by adding fields to this view. To do this:

1. Click on the column icon at the right-hand side of the Directory window.
2. Tick the columns to add - commonly used columns are Name, Status and On Phone




### Searching the directory

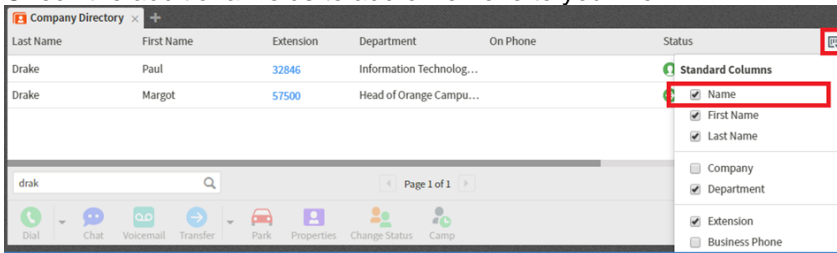
This directory can be searched by entering search terms into the search bar at the bottom and pressing enter.



## Adding additional directory fields

To add other fields to the directory view:

1. Click on the  icon on the right of screen
2. Check the additional fields to add or remove to your view

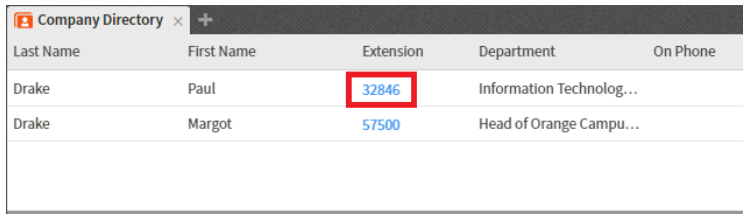


3. Add name to the view to enable a search on both first and last name
4. To search using full name, enter the last name then first name separated by a comma e.g. *Drake, Paul*

## Making calls from directories

To call a person from within a directory:

1. Click the blue number listed under Extension or
2. Select the entry and click Dial at the bottom of the page

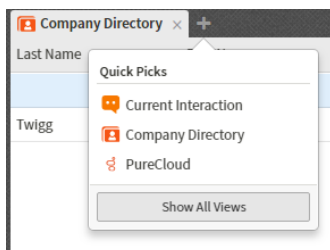


## Adding a directory

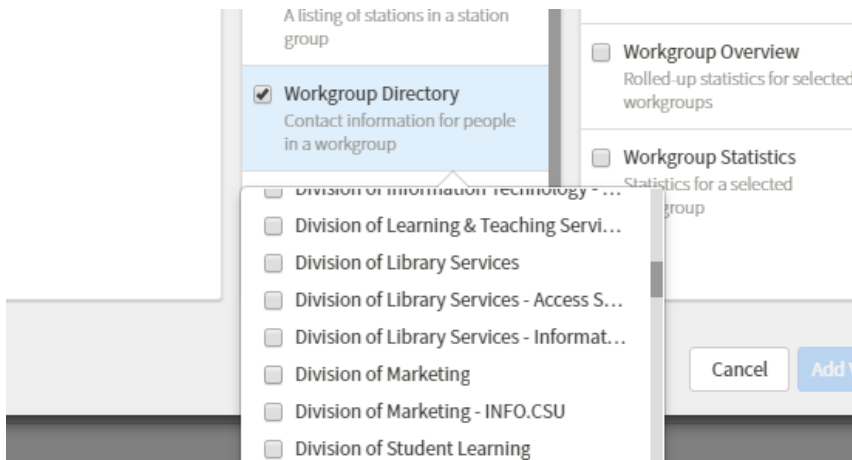
Extra directories can be added to the window with most University workgroups listed. Workgroups break down into listings of sections, schools and divisions at CSU.

To add a directory:


1. Click the '+' icon located to the centre right of the screen
2. Select Show All Views



3. Under *Directories* select Workgroup Directory, select the directory you would like to add and click Add View
4. The new directory will appear as a tab next to the *Company Directory*



## Removing a directory

To remove a directory, click Close  on the Directories tab.

Any tab you remove can be added again.

The company directory cannot be removed.

# Voicemail

## Listening to messages

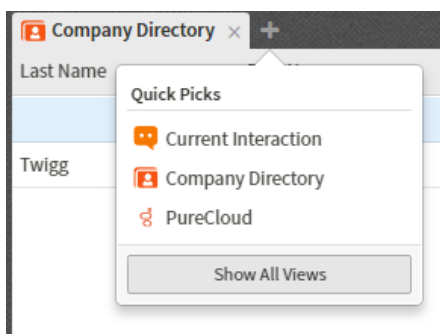
Voicemail can be accessed in 3 ways:

- Play from Voicemail view within Interaction Connect
- Play from the voicemail notification email in Outlook
- Dial the voicemail service '99'

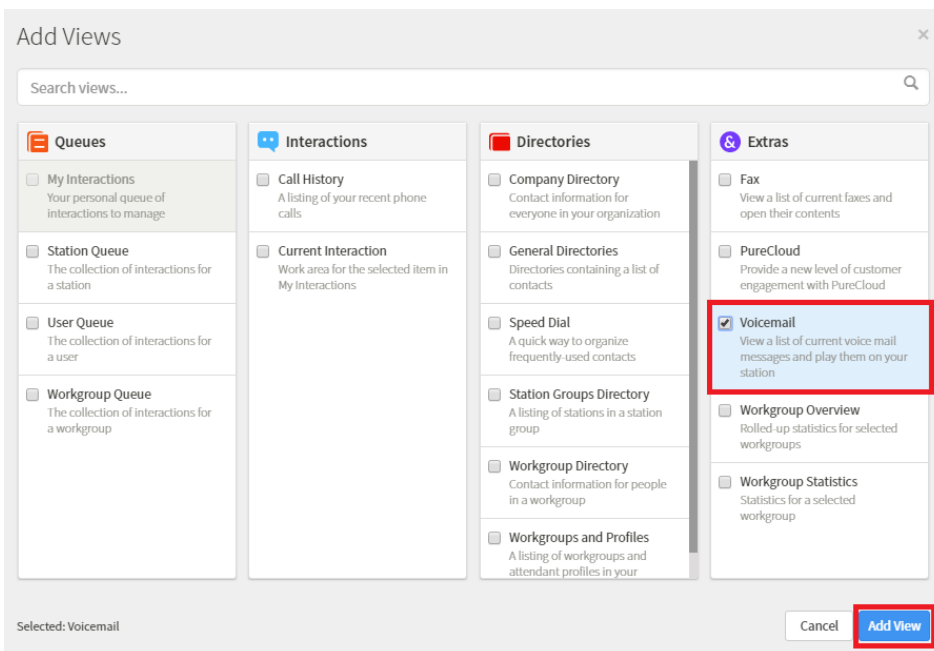
## Using Interaction Connect

Add the voicemail viewer:

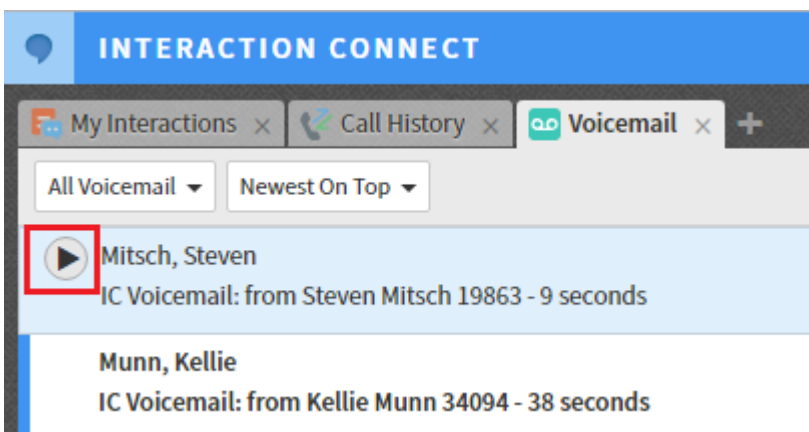
1. Click the '+' icon located to the centre right of the screen
2. Select Show All Views



3. Under Extras select Voicemail and click Add View



Voicemail will appear as a tab at the top of screen



4. To listen, click the play button next to the voicemail.
5. On the top toolbar, a voicemail waiting indicator icon appears when you have unheard voicemail messages. The number on the icon indicates the number of unheard messages



6. Click the icon to select the Voicemail view and bring it to the front if it is behind another view.

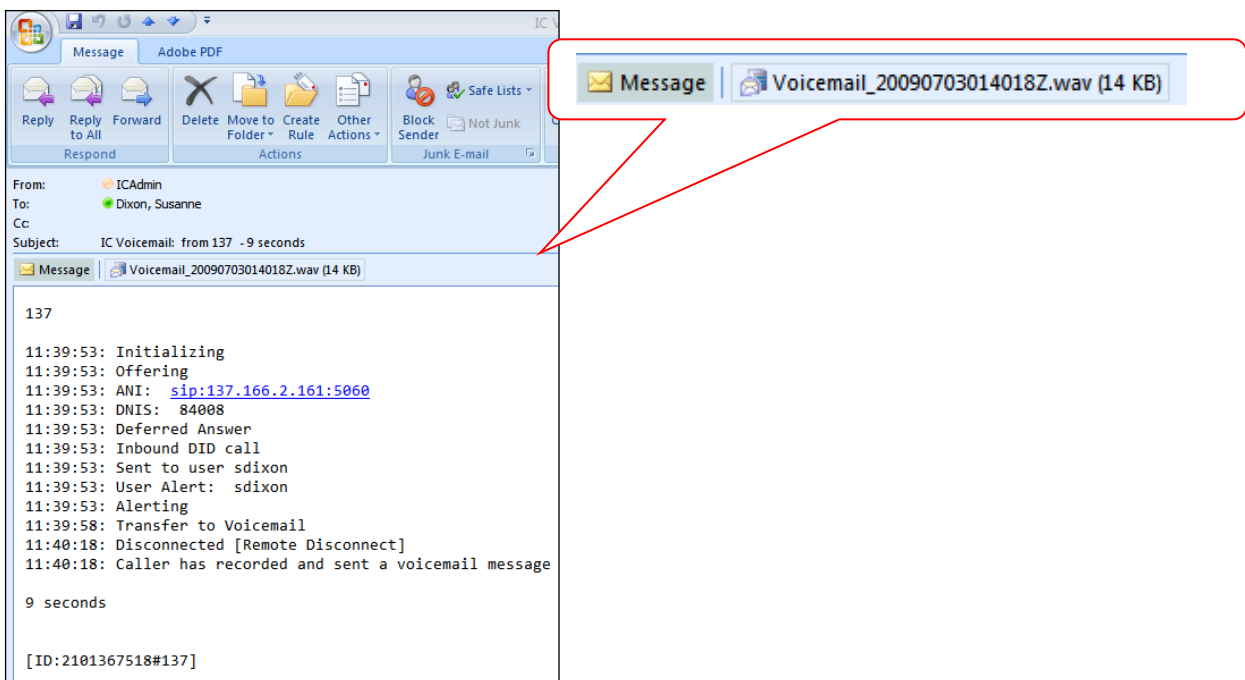
## Using Outlook

When a caller leaves you a voicemail message, you will receive an email informing you that you've received a message and has the message attached.

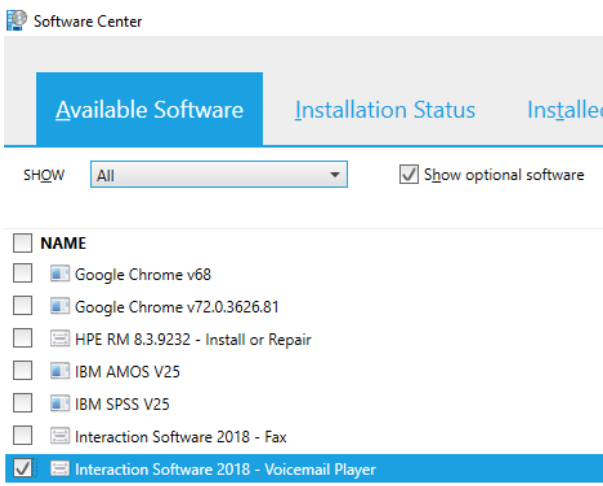
The email contains:

- time of the call
- callers details
- length of the voicemail message

1. Double click on the attachment to open the voicemail.

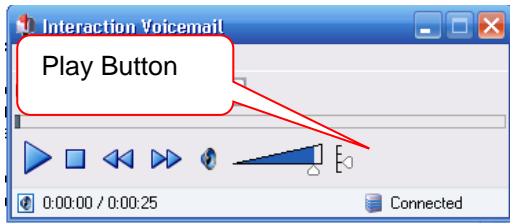


2. The voicemail will play in your preferred media software. Alternatively, you can install the Voicemail Player from the Install Software icon <https://www.csu.edu.au/division/dit/staff/training/self-help/software-and-online-applications/software-installation> to play voicemail audio.





3. In the 'Interaction Voicemail' player, click the play button to play voicemail messages via your pc speakers. See below:



### Using the voicemail service (99)

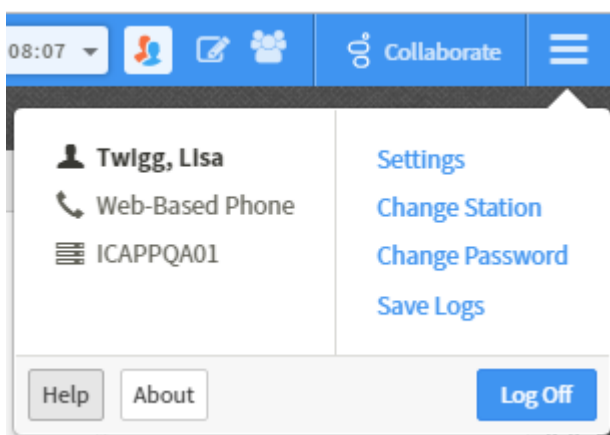
To listen to your voicemail messages through the CSU phone system, dial 99 and enter your pin when prompted.

## More help

For more information:

Access the Interaction Connect help:

1. Click on the menu icon at the top right of screen
2. Click on the Help button



Access the [Interaction Connect Help](#) pages