

# Interaction Client Web Edition (ICWE) - User Guide

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## Purpose

To provide an introduction to the Interaction Client Web Edition (ICWE) application for use with a remote number.

**Note** - a remote number is defined as a phone which is not managed by CSUs VoIP servers. This can include:

- mobile phones (including CSU issued mobiles)
- personal phones
- remaining PABX CSU phones

## Introduction

ICWE is a web version of Interaction Client (IC) .NET Edition. It can be accessed from Thin Client or any PC accessing the CSU network via Virtual Private Network (VPN).

ICWE allows a mobile (or other) phone to act as if it were a CSU phone in your office.

Incoming phone calls will appear in the ICWE window under 'My Interactions'.

From here a user can choose to send the call to:

- the phone they are using
- voicemail (ignoring or missing a call would send it voicemail)

## How Do I Access ICWE?

A license must be purchased to use ICWE.

To obtain access to ICWE, log a call with the CSU IT Service Desk (providing an account code).

You can contact the Service Desk either by calling x84357 or [Online Self Service](#).

Access to ICWE (which will also allow access to IC .NET Edition) carries a one-off fee.

## Getting Started

### Opening ICWE

Accessing ICWE is easy - simply open a web browser and enter <https://icweb.csu.edu.au> from wherever you are connected to the internet.

### Logging In

To login, you will need to enter the following information:

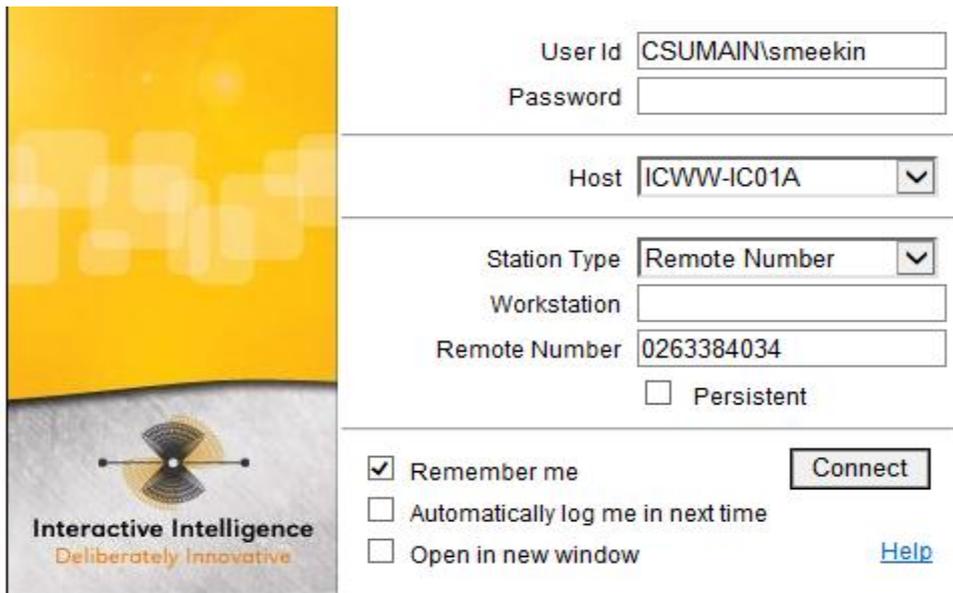
**User Id** – CSUMAIN\<>CSU Username<

**Password** - <CSU Password>

**Station Type** – change this to **Remote Number**

**Remote Number** – the phone number you are using

For example:



The screenshot shows the ICWE login interface. On the left is a yellow and grey banner with the text "Interactive Intelligence Deliberately Innovative" and a logo. The main form area contains the following fields and options:

- User Id: CSUMAIN\smeekin
- Password: (empty)
- Host: ICWW-IC01A (dropdown menu)
- Station Type: Remote Number (dropdown menu)
- Workstation: (empty)
- Remote Number: 0263384034
- Persistent
- Remember me
- Automatically log me in next time
- Open in new window
- Connect button
- Help link

If you'd like the page to remember your information, tick 'Remember me' and/or 'Automatically log me in next time'.

Select **Connect** to login. Your screen will appear as:

Interaction Client web edition Log off New View Options Help

My Interactions Make Call

Pickup Hold Mute Transfer Voicemail Disconnect Listen Record Pause Private Assistance Properties

My Status Available 21:18:36 [Set status details](#)

Company Directory x Division of Information Technology x

Last Name	First Name	Logged On	Extension	Department	Status	Status Notes	On Phone	Mobile Phone
		✘	10480		Available			
		✘	10482		Available			
		✘	1831		Invalid Status			
		✘	19186		Invalid Status			
		✘	19192		Available			
		✘	19195		Available			
		✘	19199		Available			
		✘	19237		Available			
		✘	19251		Available			
		✘	19253		Available			
		✘	19295		Available			
		✘	19301		Available			
	Common Room Rm 208	✘	19302		Invalid Status			
	Admin & Support 1 Rm 213	✘	19304		Available			
	Admin & Support 4 Rm 213	✘	19307		Available			

Viewing items 1 - 15 of 3,784 | Choose Columns... Page 1 of 253

Dial Email Chat Transfer Voicemail Camp Status Properties

icagpro001 smeeikin 86040

## Call Control

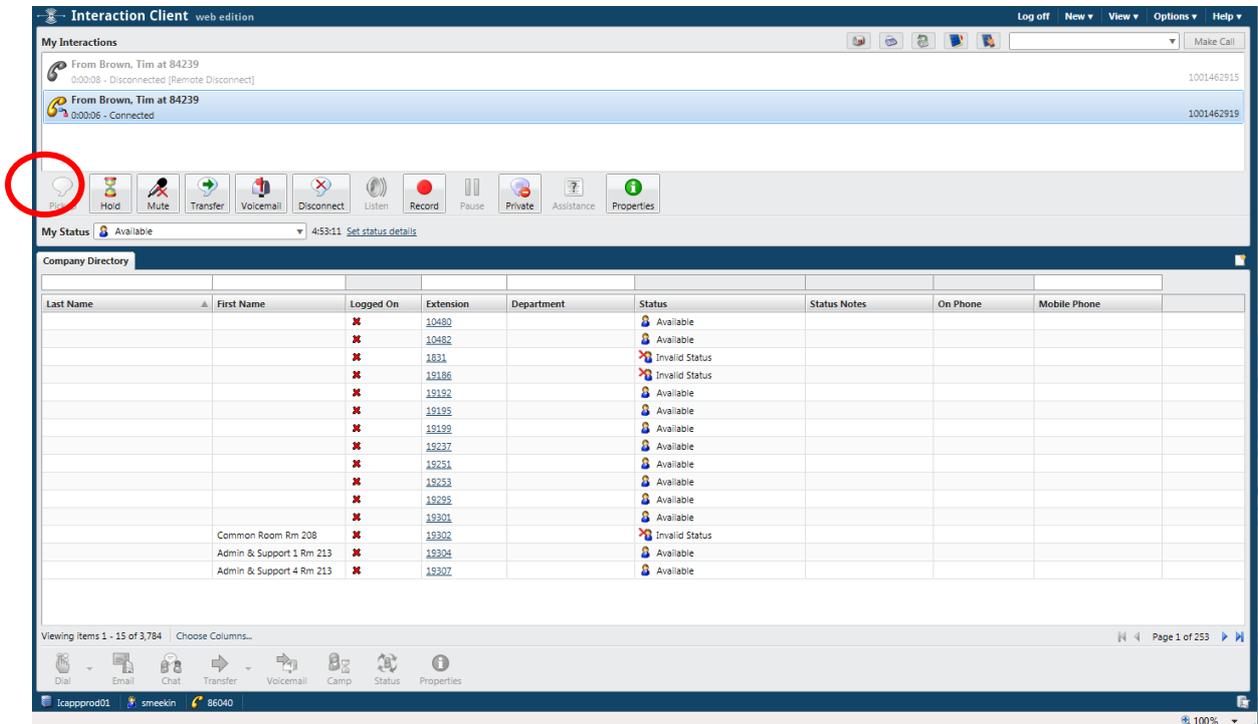
### Receiving Calls

When you receive a call, the phone you are using as your remote station will not ring. Instead, your PC will ring (if you have speakers) and a new call will display inside IC.

To answer a call:

- select the 'Pickup' icon, or
- double-click the alerting call

This will cause the phone you are using to ring. You can then pick up the call using the phone's handset.



If you do not wish to answer a call:

- select the **Voicemail** icon to send the call to voicemail, or
- simply ignore it

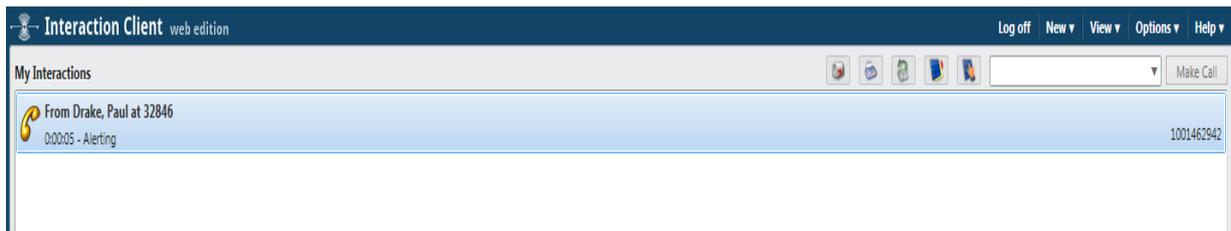
If you miss any calls, they will stay in the ICWE window for 2 minutes. You will also receive an email to show a missed call while you are logged in to a remote number.

## Making Calls

There are a number of ways to make a call in ICWE:

- enter a number in the Number field
- use the buttons on your telephone (call will appear in **My Interactions** and you can watch the status of the call)
- double-click a directory entry
- use the directory toolbar after selecting a directory entry

When making a call using the **Enter Number To Dial** box, selecting either **Enter** or **Make Call** will put the call into an **Initialising** state.



When **Initialising**, the system will dial your phone first and then after you answer, it will dial the other party as if it were a normal call.

**Note** - the system acts as if it were your office phone. You can dial any number as normal (like you would if you were at the University) including any of the 5 digit extensions.

## General Call Control

While on a call, the call control icons will become available and you can manipulate the call.



### Pickup

To answer a call, click the **Pickup** icon to answer the incoming call.

### Hold

To place a call on hold:

- select the **Hold** icon (caller will hear on hold music)
- press the **Hold** icon again (or **Pickup** icon) to take the selected call off hold

### Mute

You can mute your own microphone using ICWE:

- select the **Mute** icon (will stop the system sending sound to the other party)
- select the **Mute** icon again to disable

### Transfer

To transfer a call:

- select **Transfer** icon (will open a dialog box)
- enter the number you wish to transfer the call to in the dialog box, click **OK**

### Voicemail

Selecting the **Voicemail** icon will send a selected call to voicemail (regardless of whether you are talking to them or not).

## Disconnect a Call

Select the **Disconnect** icon to end a call, or hang up the phone you are using.

## Drag and Drop Conference Call

In ICWE, there is no conference button or separate dialog to handle conferences.

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, a user may drag a connected call to the conference:

- call the first participant you want in the conference and then call the second participant (the first participant will be put on hold)
- once the second participant answers - hold down the mouse button and drag the second call to the first call and release the mouse (a new interaction called **Conference** will appear)
- to add other participants, call and then drag and drop the connected call onto the conference

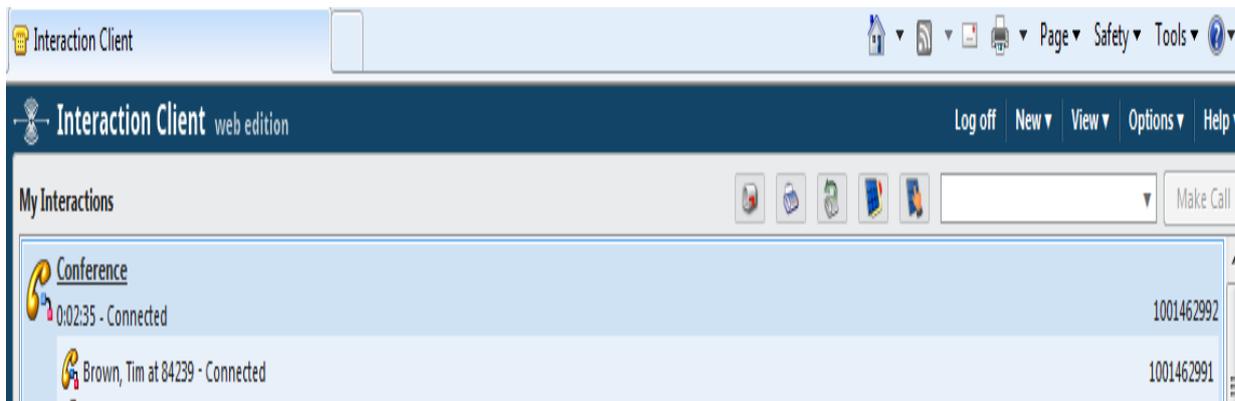


Figure 1 - Original call selected > press Conference

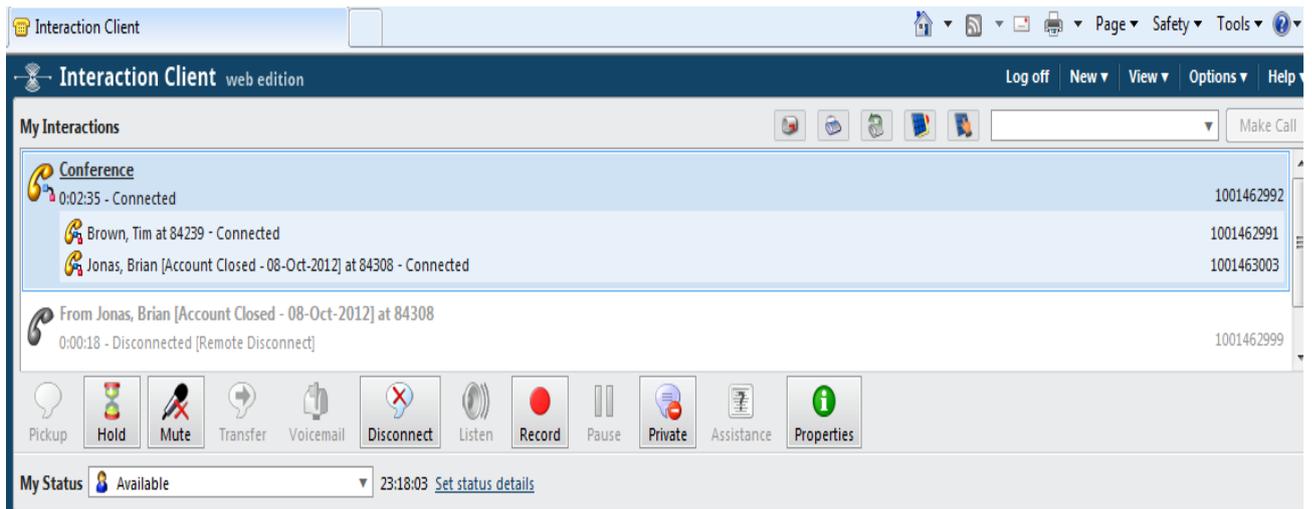
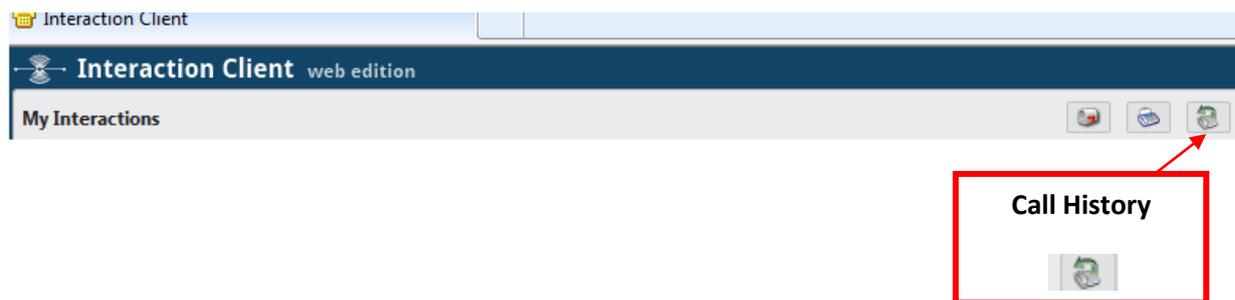


Figure 2 - Dial the next number > click on the Interaction to select it > drag to the Conference call

## Checking Your Call History

Click **Call History** (near top right of screen) to check your call history for calls made, received and missed.



A new window will open in which you can view calls. This window will save your call history over the last two days (maximum of 300 calls).

Call History		
 System 86040	Today, 3:54 PM	0:00:19
 Drake, Paul 32846	Today, 3:25 PM	0:00:14
 Brown, Tim 84239	Today, 3:18 PM	0:00:11
 Brown, Tim 84239	Today, 3:17 PM	0:00:09
 Goopy, Dale [Account Closed - 11-F... 84082	Today, 11:35 AM	0:00:06
 Jonas, Brian [Account Closed - 08-... 84082	Today, 10:24 AM	

Show: All Calls

This indicates a call dialled



This indicates a answered call



This indicates a missed call



## Setting Your Status

Your status can be set using the **My Status** drop down menu in the middle of the page.

Most options (e.g. At Lunch, In a Meeting, Out of the Office) will send your calls directly to voicemail.

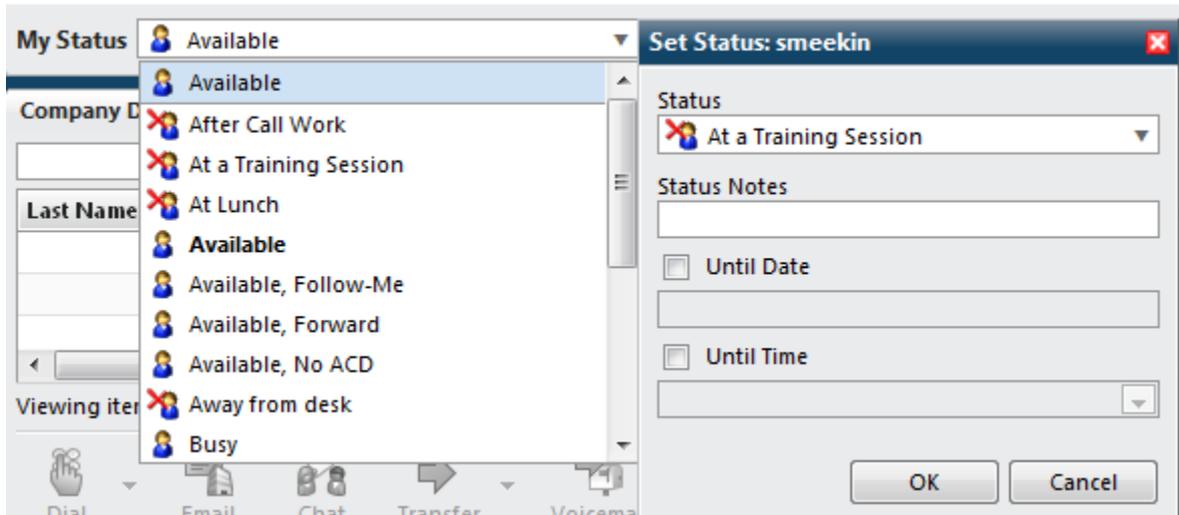
Some statuses (e.g. Follow-Me) need to be setup using IC .NET or logged with the service desk. When logging your status with the Service Desk, you will need to let them know:

- which phone numbers you want your calls to be forwarded to
- the order in which you would like them to be forwarded

By selecting **Available** or **Forward**, you will need to enter the number (e.g. mobile, colleague's extension) you want your extension to be forwarded to.

To the right of **My Status**, you will see **Set Status Details** (blue clickable link). By clicking this link, you can set:

- your forward number
- 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

ICWE has built in directories similar to IC .NET.

While there are some limitations - most directories, workgroups and features are available.

The default (Company Directory) can be searched showing: Name, Number, Department and User Status; as well as indicators to show whether they are logged into their phone.

Company Directory							
Last Name	First Name	Logged On	Extension	Department	Status	Status Notes	On Phone
		✘	10480		Available		
		✘	10482		Available		
		✘	1831		Invalid Status		
		✘	19186		Invalid Status		
		✘	19192		Available		

## Searching Directories

To search through a directory, you need to type a keyword into the box above the column you wish to search.

For example - for Shane Meekin-Sutherland, you could type 'Mee' into the box above **Last Name**, and 'Shane' into the **First Name**.

Company Directory							
Mee							
Last Name	First Name	Logged On	Extension	Department	Status	Status Notes	On Phone
Meekin-Sutherland	Shane	✔ 86040	84140	Information Technology,...	Available		

## Making Calls from Directories

To call a person from within a directory:

- click the blue number listed under **Extension**, or
- select the entry and click **Dial** at the bottom of the page

## Adding Directories

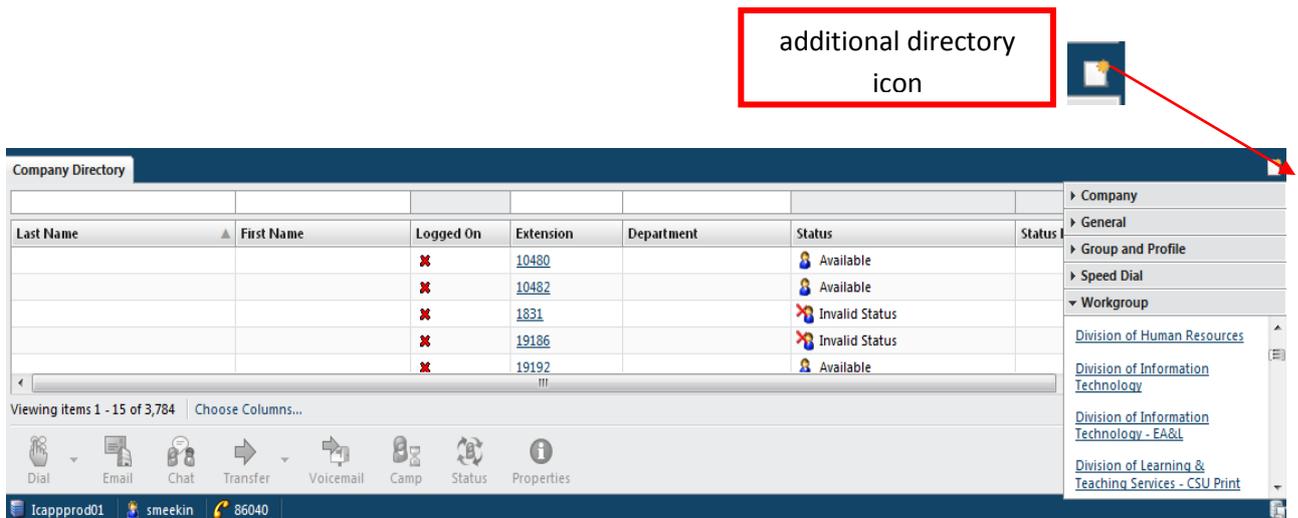
Extra directories can be added to the window with most University workgroups listed.

**Workgroups** break down into listings of sections, schools and divisions at CSU.

To add a directory:

- click the **Add Additional Directory** icon located to the centre right of the screen
- select **Work Group**
- select the directory to add to the page (will appear as a new tab to the right of the Company Directory)

additional directory  
icon



Last Name	First Name	Logged On	Extension	Department	Status	Status
		✘	<a href="#">10480</a>		Available	
		✘	<a href="#">10482</a>		Available	
		✘	<a href="#">1831</a>		Invalid Status	
		✘	<a href="#">19186</a>		Invalid Status	
		✘	<a href="#">19192</a>		Available	

## Removing a Directory

To remove a directory:

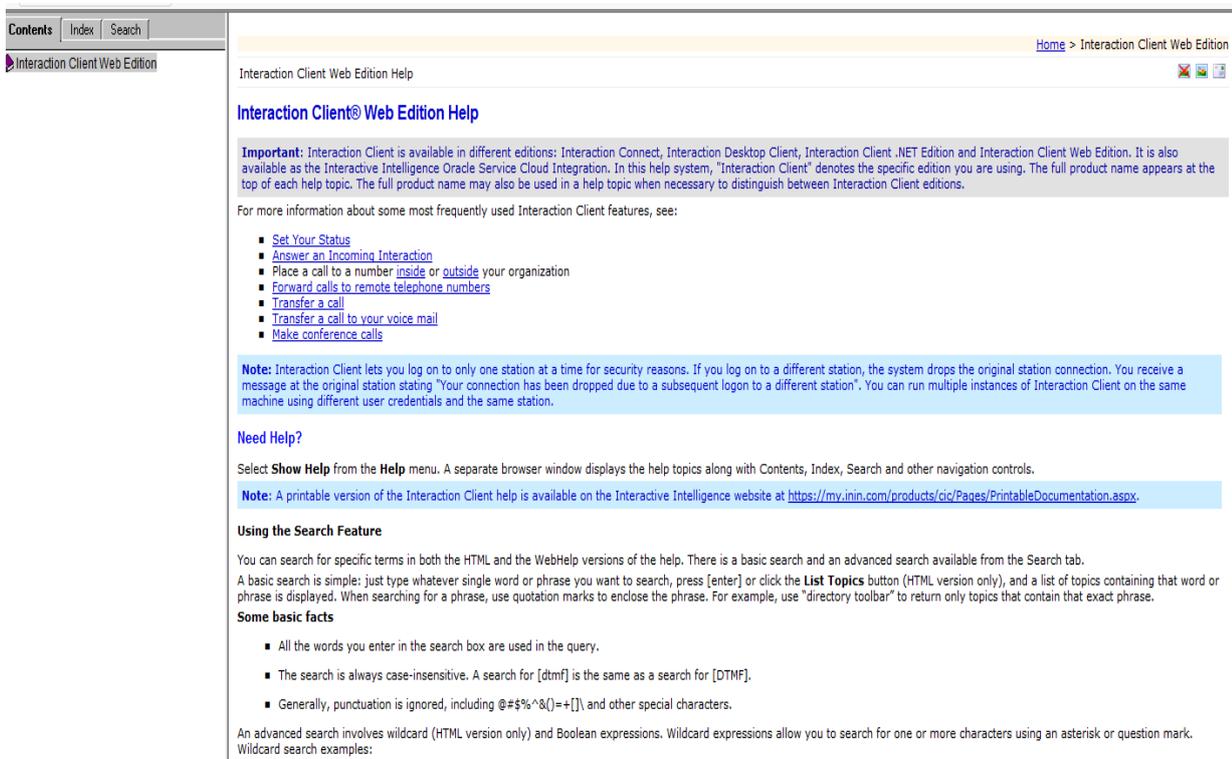
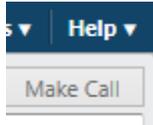
- click **Close**  on the **Directories** tab.

Any tab you remove can be added again (**Adding Directories**). The company directory cannot be removed.

## ICWE Help

Open ICWE help by selecting **Show Help** from the **Help** menu.

A separate browser window will display the help topics along with Contents, Index, Search and other navigation controls.

A screenshot of a web browser displaying the 'Interaction Client Web Edition Help' page. The browser's address bar shows 'Home > Interaction Client Web Edition'. The page has a navigation bar with 'Contents', 'Index', and 'Search' tabs. The main content area is titled 'Interaction Client® Web Edition Help' and contains an 'Important' note about different editions, a list of frequently used features with links, a 'Note' about logging on to stations, a 'Need Help?' section, and a 'Using the Search Feature' section with 'Some basic facts' and advanced search examples.

Interaction Client Web Edition Help

[Home](#) > Interaction Client Web Edition

### Interaction Client® Web Edition Help

**Important:** Interaction Client is available in different editions: Interaction Connect, Interaction Desktop Client, Interaction Client .NET Edition and Interaction Client Web Edition. It is also available as the Interactive Intelligence Oracle Service Cloud Integration. In this help system, "Interaction Client" denotes the specific edition you are using. The full product name appears at the top of each help topic. The full product name may also be used in a help topic when necessary to distinguish between Interaction Client editions.

For more information about some most frequently used Interaction Client features, see:

- [Set Your Status](#)
- [Answer an Incoming Interaction](#)
- Place a call to a number [inside](#) or [outside](#) your organization
- [Forward calls to remote telephone numbers](#)
- [Transfer a call](#)
- [Transfer a call to your voice mail](#)
- [Make conference calls](#)

**Note:** Interaction Client lets you log on to only one station at a time for security reasons. If you log on to a different station, the system drops the original station connection. You receive a message at the original station stating "Your connection has been dropped due to a subsequent logon to a different station". You can run multiple instances of Interaction Client on the same machine using different user credentials and the same station.

#### Need Help?

Select **Show Help** from the **Help** menu. A separate browser window displays the help topics along with Contents, Index, Search and other navigation controls.

**Note:** A printable version of the Interaction Client help is available on the Interactive Intelligence website at <https://my.inin.com/products/cic/Pages/PrintableDocumentation.aspx>.

#### Using the Search Feature

You can search for specific terms in both the HTML and the WebHelp versions of the help. There is a basic search and an advanced search available from the Search tab.

A basic search is simple: just type whatever single word or phrase you want to search, press [enter] or click the **List Topics** button (HTML version only), and a list of topics containing that word or phrase is displayed. When searching for a phrase, use quotation marks to enclose the phrase. For example, use "directory toolbar" to return only topics that contain that exact phrase.

#### Some basic facts

- All the words you enter in the search box are used in the query.
- The search is always case-insensitive. A search for [dtmf] is the same as a search for [DTMF].
- Generally, punctuation is ignored, including @\$%^&()=+[]\, and other special characters.

An advanced search involves wildcard (HTML version only) and Boolean expressions. Wildcard expressions allow you to search for one or more characters using an asterisk or question mark. Wildcard search examples: