

- To return a prompt to a generic recording, click the **Reset** button.
- Click **Apply** to save your changes.

Set your status

- Click the arrow at the end of the **My Status** box.
Or in the notification area of your taskbar (located at the bottom right side of your main window), right-click your Interaction Client status icon.
Or in the Company Directory, right-click your name and choose **Change User's Status**.
- Choose a status from the menu and, if applicable, click the **OK** button.

View another person's status

Right-click a person's name in the Company Directory or other directory tab. Interaction Client .NET Edition lists the person's availability in the menu that appears.

Note: If the Status column is not already displayed in the company directory, right-click the row of column headers, select **Status Columns**, then select **Status** to add the Status column to the Company Directory.

Set another person's status

Note: Your IC administrator must grant you the right to use this feature.

- Right-click the user's name in the Company Directory or other directory page.
- Select **Change User's Status** from the menu that appears. The **Set Status** dialog box appears.
- Select a status from the drop-down list and enter other applicable status information.
- Click **OK**.

Advanced User Tips and Shortcuts

Interaction Client .NET Edition contains shortcuts to increase proficiency with frequently performed tasks.

Note: These shortcuts work only if a call, page, or queue is selected before you perform the action by clicking with the mouse or navigating with the **Tab** and arrow keys on the keyboard. The window must have focus before you use the shortcut keys. The focus indicator arrow (→) will help show you which window has the focus.

For shortcuts to work properly you must hold down the **Ctrl** or **Alt** key while pressing and releasing the second and then, if applicable, the third key.

Interaction functions

Shortcut	Function	Shortcut	Function
Ctrl+P	Pickup	Ctrl+L	Listen
Ctrl+H	Hold	Ctrl+R	Record
Ctrl+T	Transfer	Ctrl+E	Pause
Ctrl+M	Voicemail	Ctrl+U	Mute
Ctrl+D	Disconnect	Ctrl+I	Private
Ctrl+J	Join	Ctrl+N	Assistance
Ctrl+Shift +P			Properties
Ctrl+Shift +R			Remove from Queue

Menu Shortcuts

Shortcut	Function
Alt+F+O	Logout
Alt+F+S	Change Station
Alt+F+C	Close (hide)
Alt+F+X	Exit
Alt+V+D	Dial Pad
Alt+V+A	Active Camps
Alt+O+R	Rules
Alt+O+C	Configuration

Additional Keyboard Tips

With the Interaction Client .NET Edition, you can use the **Tab** keys, arrow keys, and others to navigate the system:

- Press **WinKey+C** to pop the client window, regardless of the application currently running in the foreground. If an interaction is in your queue, the focus is on **My Interactions**. If a call is not selected, the focus goes to the **Number:** field, allowing you to make a call quickly.

Note: The **Winkey** is the Windows logo key typically located between the Ctrl and Alt keys.

- Press **F2** to give focus to **My Interactions** and press **F3** to give focus to the **Company Directory**.

- When a tab in a docked area has focus (as indicated by the focus indicator arrow →), you can move between tabs within that zone with your **left and right arrow keys**. If you want to move to a different docked area, use **Alt+[left, right, up, or down] arrow key**.
- A list of recent calls is available from the **Number:** drop-down list. Eliminate unwanted numbers from this list by selecting an entry and pressing **Delete**.

Where can I find out more?

Help

If you have a question about how to do something, open the **Help** menu and click **Help Contents** (or press the **F1** key), then click or search for a topic on which you want more information.

Computer Based Training (CBT)

Check with your administrator about the availability of a CBT module that shows you how to use Interaction Client .NET Edition.

My Contact Information

Corporate phone number: _____

My direct number: _____

My extension: _____

My password: _____

My email address: _____

Other: _____

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Interaction Client® .NET Edition Version 3

Managing Phone Calls

Using the toolbar



Use buttons on the Interaction Client .NET Edition toolbar to help manage your calls. Many of these functions are also available by right-clicking a call.

Make a new call

1. In the **Number:** field, type the phone number you want to call.
2. Click the **Make Call** button next to the **Number:** field or press **Enter**.

Dial a recently dialed number

1. Click the arrow at the end of the **Number:** field drop-down list.
2. Click a number from the list of numbers you have recently dialed.
3. Click the **Make Call** button next to the **Number:** field or press **Enter**.

Note: You can also dial a recently dialed number by opening the **Call History** page and clicking the number you wish to call, or right-clicking the number and choosing **Dial** from the menu that appears.

Dial a number inside the organization

1. Click a directory tab.
2. Do one of the following:
 - Double-click a name from the directory list.
 - Single-click any displayed phone number.
 - Right-click a person's name and choose one of the displayed "Dial..." entries from the menu that appears.

Answer a call

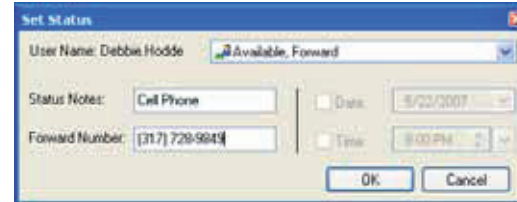
- If you are not connected to another call, pick up your telephone handset.
- If you are connected to another call, click the **Pickup** button. The first call is placed on hold.

Place a call on hold

1. Click the call you want to put on hold, then click the **Hold** button, or right-click it and choose **Hold**.
2. To reconnect to the call, click **Hold** again.
3. To suppress hold music for the caller, click **Mute** before or after clicking **Hold**.

Forward your calls

1. Click the **My Status** drop-down list.
2. Select **Available, Forward** from the list.
3. Click the **Set status details** link to the right of the My Status list. The **Set Status** box opens.

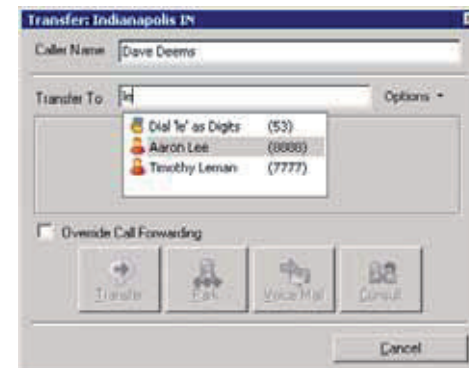


4. In the **Forward Number:** field, enter the remote phone number for forwarded calls.
5. Click **OK**.

Disconnect a call

1. To disconnect a call with your handset, just hang up the telephone.
2. To disconnect a call with the client:
 - Highlight the call to disconnect.
 - Click the **Disconnect** button or right-click the call and choose **Disconnect**.

Transfer and park calls



Transfer a call to another person

1. Inform the caller of the transfer and on the Call Control toolbar click the **Transfer** button. The Transfer dialog box opens.
2. In the **Transfer To:** field, type all or part of the recipient's name or number. In the dropdown list that appears select "**Dial [your entry] as Digits**" to convert a text entry into numbers or select the appropriate contact name and associated extension or phone number.

3. Click the **Transfer** button or choose from the following transfer options:

- **Park:** Place a call on hold in an Interaction Client Outlook Edition recipient's **My Interactions** queue.
- **Voicemail:** Direct the call to a recipient's voicemail.
- **Consult:** Opens the Consult Call dialog box and allows you to select the **Consult** button to speak to the transfer recipient while your caller stays on hold or the **Caller** button to speak to the caller without exiting the transfer operation, or the **Transfer Now** button if the recipient answers his or her phone and agrees to the transfer.

Working with voicemail

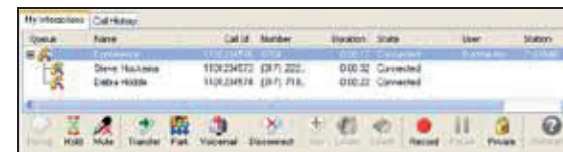
Listen to your voicemail

1. Open your email inbox.
2. Double-click the voicemail. You can use either the **Interaction Voicemail Player** or your selected media player to playback your message, depending on your choice in the **Voicemail Player Options** dialog box.

Pick up a call in voicemail

1. If the call is not highlighted, click the call you want to pick up.
2. Click the **Pickup** button, or right-click the call and choose **Pickup**.

Conferencing Calls



Create a conference session

1. Dial the number of a participant in the conference call, then click the **Hold** button to put the call on hold.
2. Repeat step 1 for each participant.
3. Select one of the calls you want to conference and while holding down the mouse button, drag that call to another call

in My Interactions and release. You will see a new entry in the list entitled "Conference".

Add someone to a conference session

To add parties to a conference call, drag a connected call and drop it on the Conference item in the **My Interactions** list.

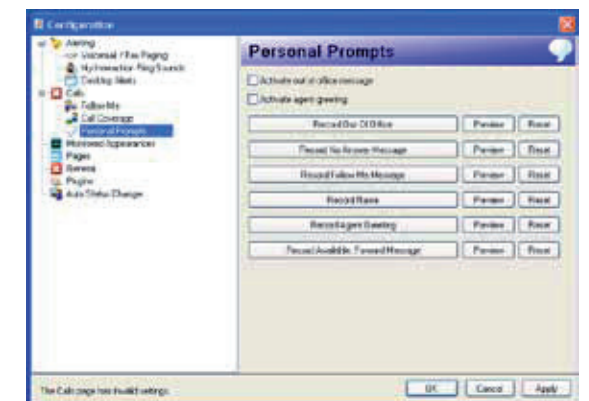
Participate in a conference call using Join

1. Open the user or station queue you are monitoring.
2. Select the call or conference call you want to join.
3. Click the **Join** button. You are now connected to the call (or conference call already in progress).

Disconnect someone from a conference call

1. From the list of joined calls in the **My Interactions** list, choose the participant you want to disconnect.
2. Click the **Disconnect** button or right-click and choose **Disconnect**.

Using Interaction Client Options



Record your personal prompts

1. Open the **Options** menu, click **Configuration...**, expand **Calls** node and click **Personal Prompts**.
2. In the **Personal Prompts** page, click the button of the prompt you want to record. Interaction Client initiates a call to your station.
3. Pick up the call and record the prompt, then **press 1** to end the recording.
4. To review a recorded prompt, click the **Preview** button.