PACK·NET SWITCHBOARD

What is Switchboard?

Switchboard is a web-based, real time, visual representation of your business's inbound and outbound call flows. It can be used as both an oversight tool and a functional call management platform. All calls that are being handled, and all waiting calls within your organisation can be seen at a glance.

The Main Switchboard panel gives a graphical overview of all users within the business.

Features

1 Address book

Fully integrated address book with image upload. The information within this is used for screen popping information associated to incoming calls.
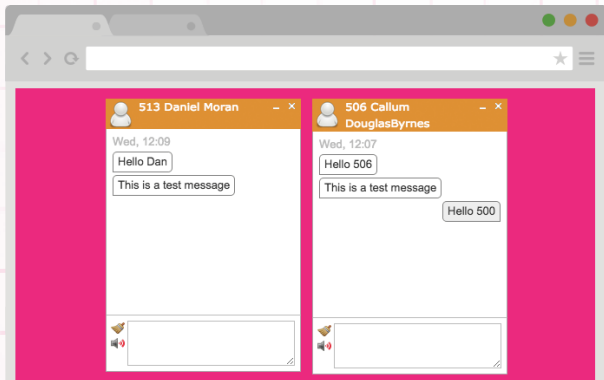
2 Integrated options

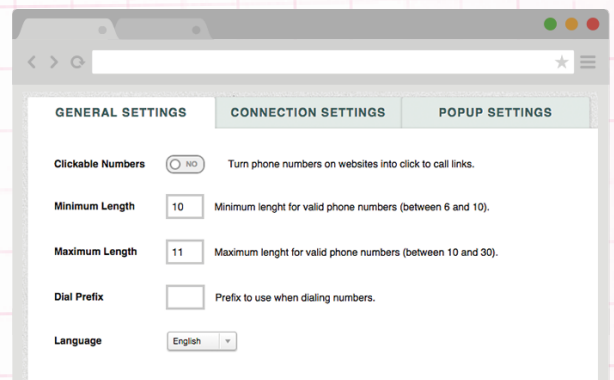Integrated options of how the switchboard works with you.

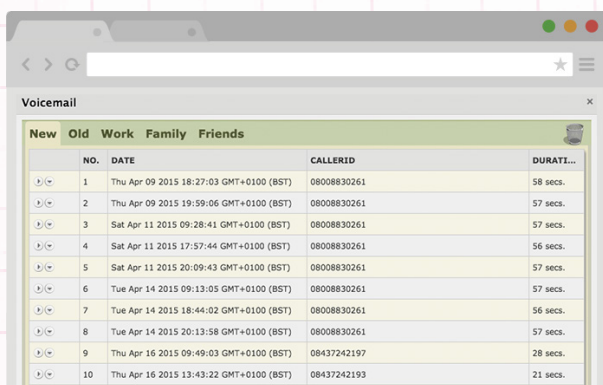**3** **Instant Messaging between team members**

Leave your colleagues a message via the built in instant messaging service.

4 **Chrome Browser Extension and configuration options**

The switchboard Chrome browser extension is easy to set up and opens up a number of further features including clickable numbers and on-screen call pop ups.

5 **Visual Voicemail and playback**

Within the voicemail manager you will find useful information such as the caller ID, the date the voicemail was left and even the duration. You can download and stream your voicemails straight from here.

The menu bar has multiple functions including making calls, transferring calls (Blind and Attended), transfer to external number, voicemail or mobile, pickup call ringing at other phone, listen into calls and whisper to colleague or hang up the call.

6 **Menu Bar**

The switchboard is designed to have three major user groups. The following table shows those groups and the available options within each.

Group	Available Options
Business Supervisors & Managers	• Not only you can see extension status, but also a quick glimpse of queues • See agents logged into a queue. • See agent status (paused, logged off, invalid). • See every call waiting on the queue with its timer. • Manage agents: add, remove or pause queue members. • Filter extension list to only queue members with one click. • Spy or whisper to your staff.
Gatekeepers and Receptionists	• All actions are available within two clicks of the mouse. • See who is available or not. • Transfer directly to destination extension, voicemail or external numbers. • Blind Transfer or Attended Transfer. • Call Pickup. • Real Time search and filter of extensions.
End Users	• Call notifications (callerid number and name, call from queue). • Directory integration, live search or dial to any typed number. • Call control: transfer out, hangup, pickup. • Presence: set and visualize your presence status. • IM Chat: Instant Messaging and Notes integrated. • Voicemail Explorer: lets you browse and hear your voicemail right from your browser.

Full Feature List

- ✔ Originate calls
- ✔ Dial to any number
- ✔ Dial phonebook entries
- ✔ Inbound Call Notification
- ✔ Visual Phonebook
- ✔ Transfer (Blind & Attended)
- ✔ Transfer to voicemail
- ✔ Transfer to external numbers
- ✔ Record calls
- ✔ Direct call pickup
- ✔ Hangup calls
- ✔ Set presence / DND
- ✔ Spy & Whisper

- ✔ Call history
- ✔ Call Popups
- ✔ Chrome Extension
- ✔ Extension Buttons
- ✔ Callerid & timer
- ✔ Held calls
- ✔ Paused indicator
- ✔ From queue indicator
- ✔ Presence information
- ✔ Shows call details, clid and channel
- ✔ Lets you pickup/steal calls
- ✔ Manage/listen to voicemail
- ✔ Web based chat