

The screenshot displays the Operator Panel interface. At the top left, there is a 'Dynamic Call Parking' toggle set to 'OFF'. Below this, a 'Parking Lot (4111)' is active, showing a 'Parked Call 4111' at '10:43' for 'Pat Ajax 1003', parked by 1003. Action buttons for 'Retrieve' and 'Transfer' are visible. The main area is divided into 'Contacts', 'Call Queues', and 'Auto Attendants' tabs. A search bar and filters for 'Department' (set to 'All') and 'Sort by' (set to 'Extension') are present. A list of contacts is shown below, including Basic User (1000), Bob Baker (1001), Alex Trombone (1002), Pat Ajax (1003), Sol Berg (1004), Frank Romeo (1005), New User (1055), Office Manager (2001), and New User (2002).

TalkAnywhere Operator Panel Guide v44.1



If you need further assistance, please reach out to us at myaccount.cyberlynk.net. Once we receive your request one of our representatives will get back to you as soon as possible to help you with any of your phone system needs.

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Overview

Welcome to the TalkAnywhere Operator Panel Guide. The Operator Panel provides control for many call management features, including transferring and parking incoming calls.

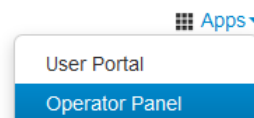
We will discuss parking, multiple options for transferring calls, call queues and making calls.

We're here to help! If you have any questions about the new functionality please reach out to us at myaccount.cyberlynk.net.

Accessing the Operator Panel

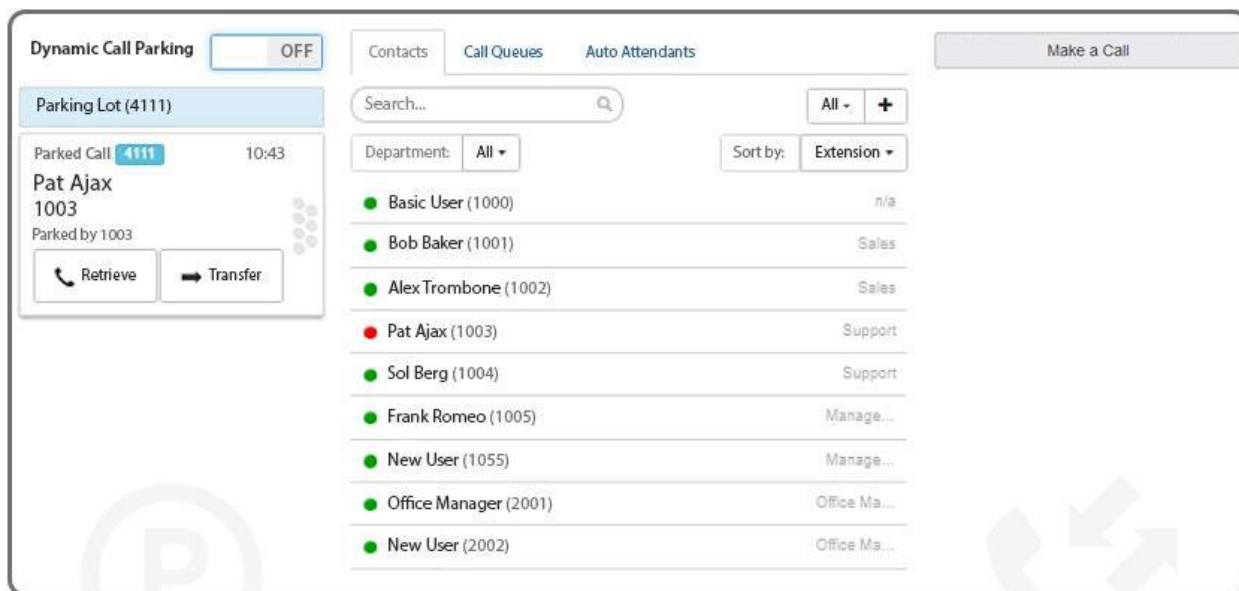
In order to access the Operator Panel, you will need to be logged into the TalkAnywhere User Portal.

In the top right hand corner, click on Apps and select the link to the Operator Panel. This will open another webpage and take you to the TalkAnywhere Operator Panel's page which will display the domain's contacts, queues and parking spots.



Dashboard Layout

The Operator Panel dashboard provides information within several areas of the Operator Panel.



Dynamic Call Parking

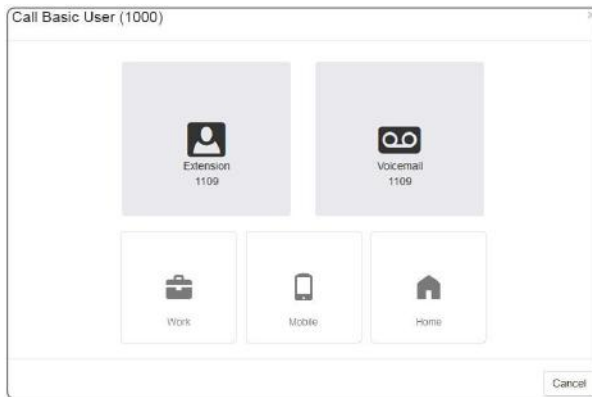
You can enable Dynamic Call Parking from the Operator Panel. Dynamic call park will place the caller in the first available parking spot when you park a call. If Dynamic Call Parking is off, the operator will choose which parking spot to park the call in.

Contacts

The Contacts tab provides you an overview of all the contacts in your organization and provides a status indicator.

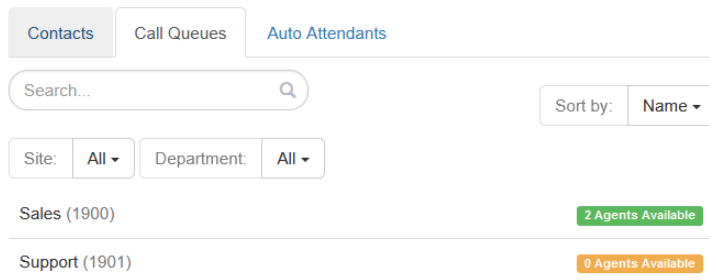
A green circle displayed next to a user's name and extension means that user is currently available. A red circle means the user is currently unavailable as they are already on the phone with another user or set their status to Do Not Disturb.

Clicking on a contact will bring up a new window where you can call the contact at their extension, their work contact, mobile number, or their home contact number if the information has been entered into the contact details. You can also leave a voicemail for the contact as well.



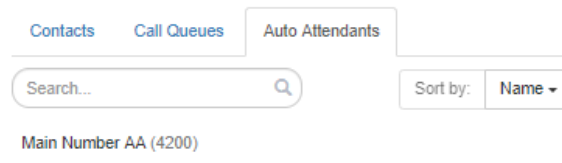
Call Queues

The Call Queues tab will give you an overview of the different Call Queues your organization has and the number of agents available in each queue.



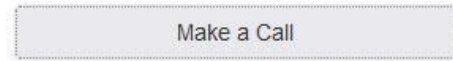
Auto Attendants

The Auto Attendants tab allows you to see an overview of the Auto Attendants your organization has configured.



Make a Call

Selecting the Make a Call button will allow you to enter a phone number and each device that is synced with the active answering rule will then ring.

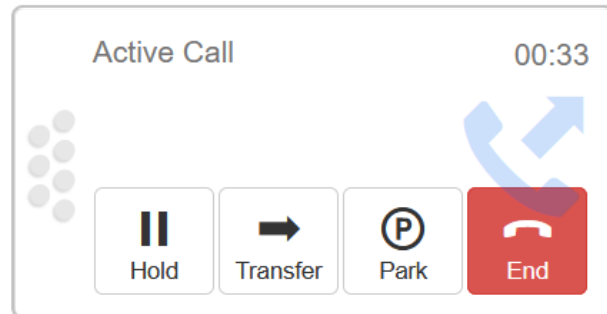


Answer the call on one of those devices. You will then be connected with the phone number you dialed within the Operator Panel and the call functions screen will appear.

Answer a Call

When a call comes in, use one of your devices to answer the call. Please note, you cannot pick a call up through the Operator Panel.

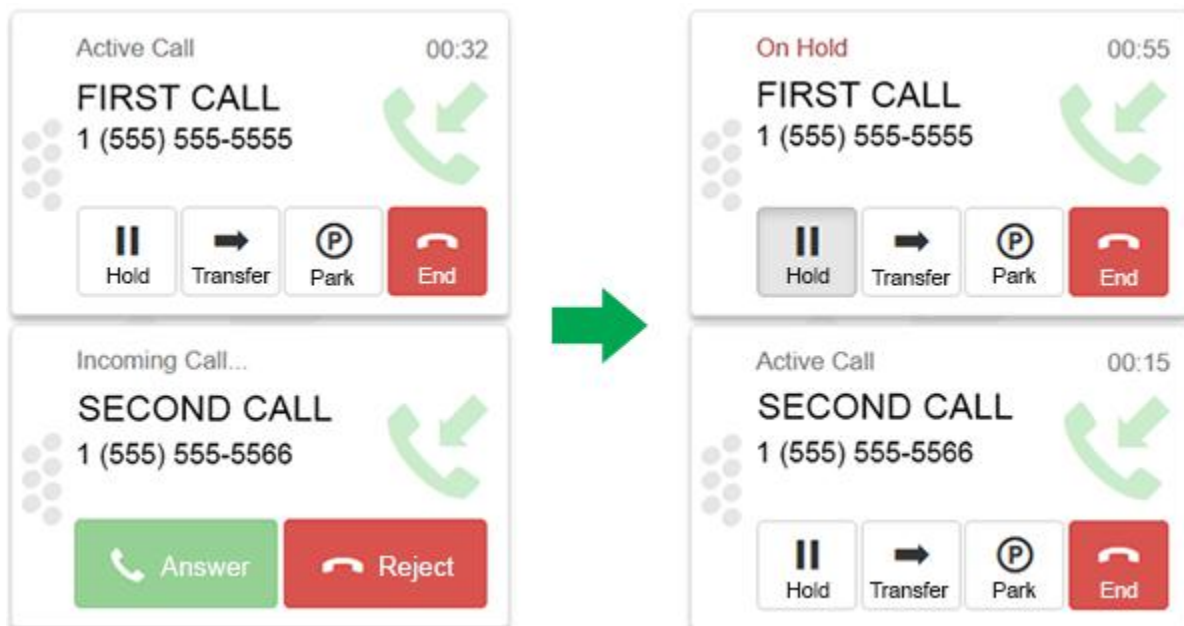
Once you have answered a call with another device a window will appear on the Operator Panel screen that allows you to manage that call. The options available are Hold, Transfer, Park or End the call.



Answering a second call while on a live call

If you are currently on a call and need to answer an incoming call:

- Select the Hold button within the Operator Panel to put the first call on hold
- Use your mobile device or Web softphone to answer the second call.
- You will then be able to manage both calls through the Operator Panel.



Call Functions

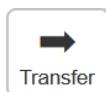
Below are the functions available using the Operator Panel to handle phone calls.

Put a call on hold



While on a live call select the Hold button and the call will be put on hold. The caller will hear music. To resume the call, select the Hold button again.

Transfer a call




When you need to transfer a call there are three options available.

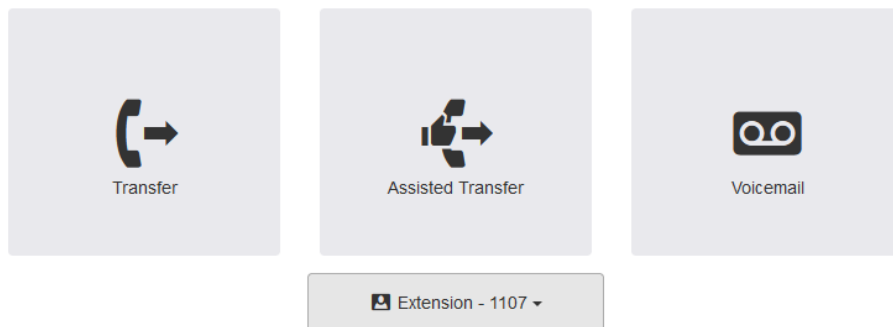
- Transfer - Transfer the caller directly to the contact/queue
- Attended Transfer - Speak to the contact first before transferring the call
- Voicemail - Transfer the call directly to the contact/queue's voicemail

Transferring a call to a Contact

While on a live call select the Contact tab and then select the Transfer button on the window and click on the user's name that you want to transfer the call to.

Another option is to drag the call by selecting the dots  on the side of the Active Call window over to the contact you would like to transfer the call to.


A box will appear after both options asking what type of transfer you would like to do.



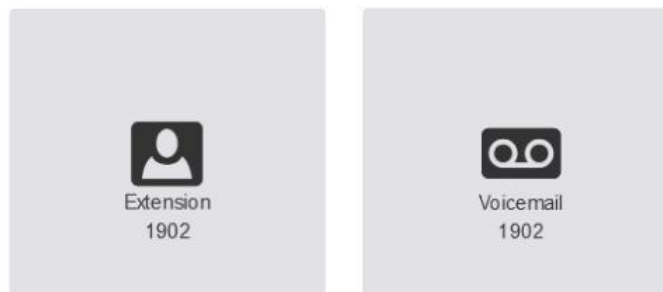
Transferring a call to a Queue

You can transfer a call directly into a queue using the Operator Panel.

While on a live call select the Queue's tab and then select the Transfer button on the active call window and click on the queue that you want to transfer the call to.

Another option is to drag the call by selecting the dots  on the side of the Active Call window over to the queue you would like to transfer the call to.

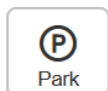
A box will appear after both options asking if you want to transfer to the extension or the queue voicemail (if there is one).



Park a call


Call Parking is a type of hold. When you park a call, that call can be picked up from ANY device on the system. If a call is put on hold, only the person who put the call on hold can access that call. There are several ways to park a call through the Operator Panel.

Park Button



- Select the Park button on the Active Call window
- Click on an empty parking spot on the left side of the dashboard
- The call is now parked in that spot

Drag to Park a call

Select the dots on the side of the Active Call window  and drag it to an empty parking spot on the left side of the dashboard.

Dynamic Call Parking

If you want the system to automatically assign a parking spot you will need to enable dynamic call parking

- Enable Dynamic Call Parking by moving the tab from Off to On

Dynamic Call Parking

Once enabled you can click on the Park button in the window of the call and it will automatically find an open parking spot and park the call in that spot.

You can also drag a live call to the left hand side parking section by dragging the Active Call window over to the left side of the dashboard under the Parking area and it will automatically find an open parking spot.



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