



Com.X

IP PBX / Gateway

Call Info Popup User Manual

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Document History

Version	Date	Description of Changes
1.0	12/01/2015	M.Knight – initial draft
1.1	13/01/2015	M.Knight – renamed document to “Call Info Popup User Manual”
1.2	14/01/2015	M.Knight – added comment to log in
1.3	14/01/2015	M.Knight – added notes on copy icon and FOP2 access
1.4	2/01/2015	M.Knight – updated reference on “FOP2 phonebook usage”



Table of Contents

<u>1 INTRODUCTION.....</u>	<u>4</u>
<u>1.1 OVERVIEW</u>	<u>4</u>
<u>1.2 BACKGROUND</u>	<u>4</u>
<u>2 USING THE POPUP.....</u>	<u>5</u>
<u>2.1 LOGGING IN</u>	<u>5</u>
<u>2.2 CALL STATUS AND CALL LIST</u>	<u>5</u>

Index of Tables

Table 1: Current Call Information Fields.....	6
Table 2: Call List Fields descriptions and values.....	7

Illustration Index



1 Introduction

1.1 Overview

The agent info popup is intended to provide call information automatically to a logged in agent operating within a call centre. This is to help administer CDR information.

1.2 Background

The Agent info popup mechanism was designed to be used in conjunction with other call tracking and recording systems. It is for this purpose that the 'Call Reference' number is displayed in the current call status information (see section Call status and Call list). The associated call recording can then be retrieved via some other interface using this call reference number.



2 Using the Popup

2.1 Logging in

The firstly each individual agent must log in via a web browser with the following url:

```
http://<comx_ip_address>:8081/webapp/agent-info/index.html
```

The following should be visible:

Extension	Password	Login
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Illustration 1: Agent Info Popup Log In

The 'Extension' field is the agent's associated extension number. The 'Password' field is the voice mail password for that corresponding extension.

NB:

- Note that there may be an initial delay when logging on for the first time.
- The agent extension must have a voicemail password set.

2.2 Call status and Call list

Connected to FSN3X00122
User extension 5000

[Logout](#)

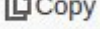
Status	Ended	Duration	00:00:00
Phone number	7203	Name	
Call Reference	1421137126.17	Copy	
Company Name	none		

Time	ID	Duration	Type	Extension	Dialled Number	Caller ID	Disposition
10:18 AM	1421137126.17	7	Incoming	5000		7203	Unanswered
10:18 AM	1421137112.16	7	Outgoing	5000	*65	"5000" <5000>	Answered
4:54 PM	1421074499.13	4	Incoming	5000		7203	Unanswered
3:40 PM	1421070001.11	3	Incoming	5000		7203	Unanswered
3:35 PM	1421069719.7	1	Internal	3000	5000	"3000" <3000>	Unanswered
3:35 PM	1421069705.6	12	Outgoing	5000	*65	"5000" <5000>	Answered
3:33 PM	1421069591.4	4	Internal	3000	5000	"3000" <3000>	Unanswered
3:32 PM	1421069572.2	4	Internal	3000	5000	"3000" <3000>	Unanswered
3:39 PM	1418996345.55	15	Incoming	5000		"snom720-70C121/Line-1" <9190001>	Unanswered
8:48 AM	1418971681.8	7	Internal	3000	5000	"3000" <3000>	Unanswered

Illustration 2: Call status and call list

Once logged in, the screen in the illustration above should be visible. The upper half of the screen is a display of the current call information. The lower half displays a list of the last 10 previous calls to that user extension.



In the centre of the current call status window there is a  icon. This will create a separate window in which the call reference number can be copied for use else where.

The table below contains descriptions of the current call information fields and their possible values.

Current Call Fields		
Field	Description	Values
Status	The connection status of the current call	Calling, Incoming, Ringing, Connected, Ended
Phone Number	The incoming phone number	Any incoming phone number
Call Reference	This is the call's unique id number which can be used for reference.	XXXXXXXXXX.Y Where X has 10 digits and Y maybe 1 or 2 digits long.
Duration	The duration of the call in hours, minutes and seconds	HH:mm:ss
Name	A FOP2 phone book entry lookup of the 'name' associated with the incoming phone number	Defined in the FOP2 phone book. If there is no associated entry then this field will appear blank. *
Company	A FOP2 phone book entry lookup of the 'company' associated with the incoming phone number	Defined in the FOP2 phone book. If there is no associated entry then this field will appear blank. *

Table 1: Current Call Information Fields

* For FOP2 phonebook usage information please see section "6.19.6.1 Phonebook Management" in <http://www.farsouthnet.com/wp-content/uploads/2011/06/com.X-administrator-guide-1.3-ver3.0.6.pdf>



The table below describes all of the various fields associated with the call list.

Call List Fields		
Field	Description	Values
Time	The time stamp of the start of the call	HH:mm AM/PM
ID	Same as the "Call Reference" in the current call fields. This is the call's unique id number which can be used for reference.	XXXXXXXXXX.Y Where X has 10 digits and Y maybe 1 or 2 digits long.
Duration	Duration of the call in seconds	Seconds
Type	The direction of the call	Incoming, Outgoing, Internal
Extension	Orgin for internal/outbound else destination	An extension number
Dialled Number	The dialled number	Phone number
Caller ID	String caller identifier	Variable text
Disposition	What happened to the call	Answered, Unanswered, Unknown

Table 2: Call List Fields descriptions and values