

ConferenceManager™ Operator Console



KEY BENEFITS

- **Increased System Oversight**
Enables full, real-time oversight and management of all system activity
- **Multi-Conference Support**
Allows each operator to manage multiple conference calls at one time
- **Dynamic Functionality**
A comprehensive feature set allows this tool to be used for many unique applications and business workflows
- **Enhanced Security**
With a full view of all incoming and active callers, operators can screen and disconnect lines as needed
- **Cost Savings**
Eliminates the need for third-party operator and support services

Real-Time Operator Support

Manage multiple conferences simultaneously through a single powerful interface

The Operator Console enables you to experience professional quality operator services and support without the need for a third-party provider. Delivering real-time management of system activity, the Operator Console's rich feature-set adds a new level of control to your communication and business workflows. Its easy-to-use interface enables oversight of multiple calls at once, allowing agents to expertly coordinate and facilitate business communications, unique workflows, and support.

- *00 support for participants and incoming callers
- Management of sub-conferences and private rooms
- Single click access to meetings and participants
- Operator initiated dial outs (single or blast)
- Drag and drop participant management
- Support for multiple operator stations

Multi-Conference Support Interface

Featuring an easy-to-use interface with comprehensive agent controls, the Operator Console is the perfect tool to help enhance management, support, and security of your conferences.

The interface is divided into several sections, numbered 1 through 4:

- Agent Control Area:** Located at the top left, it shows a list of active agents with their names, departments, and current status. For example, Breanne Stella is in the Main department and has been active for 1:24.
- Active Conference List:** Located at the top right, it displays a table of active conferences. The table includes columns for Display, Host Name, Conf ID, Subject, Start Time, Scheduled End Time, Audio(Sched), Audio(Actual), Web(Sched), and Web(Actual). Active conferences are marked with a checkmark in the Display column.
- View Panel:** Located in the middle left, it shows a detailed view of a specific conference. It includes a list of participants with their names and phone numbers, and a set of controls for managing the conference.
- Sub-Conference Support:** Located in the middle right, it shows a list of sub-conferences. Each sub-conference has its own set of controls and a list of participants.

Operator Console

1 Agent Control Area

Instantly view all incoming callers. Lines can be labeled based on department or executive team.

2 Active Conference List

Displays all active conferences at a glance

3 View Panel

Multiple conference viewing enables complete monitoring and control of all active, scheduled and ad-hoc calls

4 Sub-Conference Support

Moderators can initiate a private conversation with anyone.

Console Controls

- Join the operator line into the entire conference or connect privately to individual participants
- Perform blast dial out to selected participants using various address books or invitee lists
- Disconnect everyone or individual participants from the conference
- Move everyone or individual participants to music on hold
- Mute and unmute all or individual participants
- Create and manage private rooms
- Mute or unmute operator line
- Dial out to new participants
- Manage system ANIs

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