

Akkadian Console Web

1.2.0 — Last update: 2018/10/31

Akkadian Labs

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1. Akkadian Web Console 1.2

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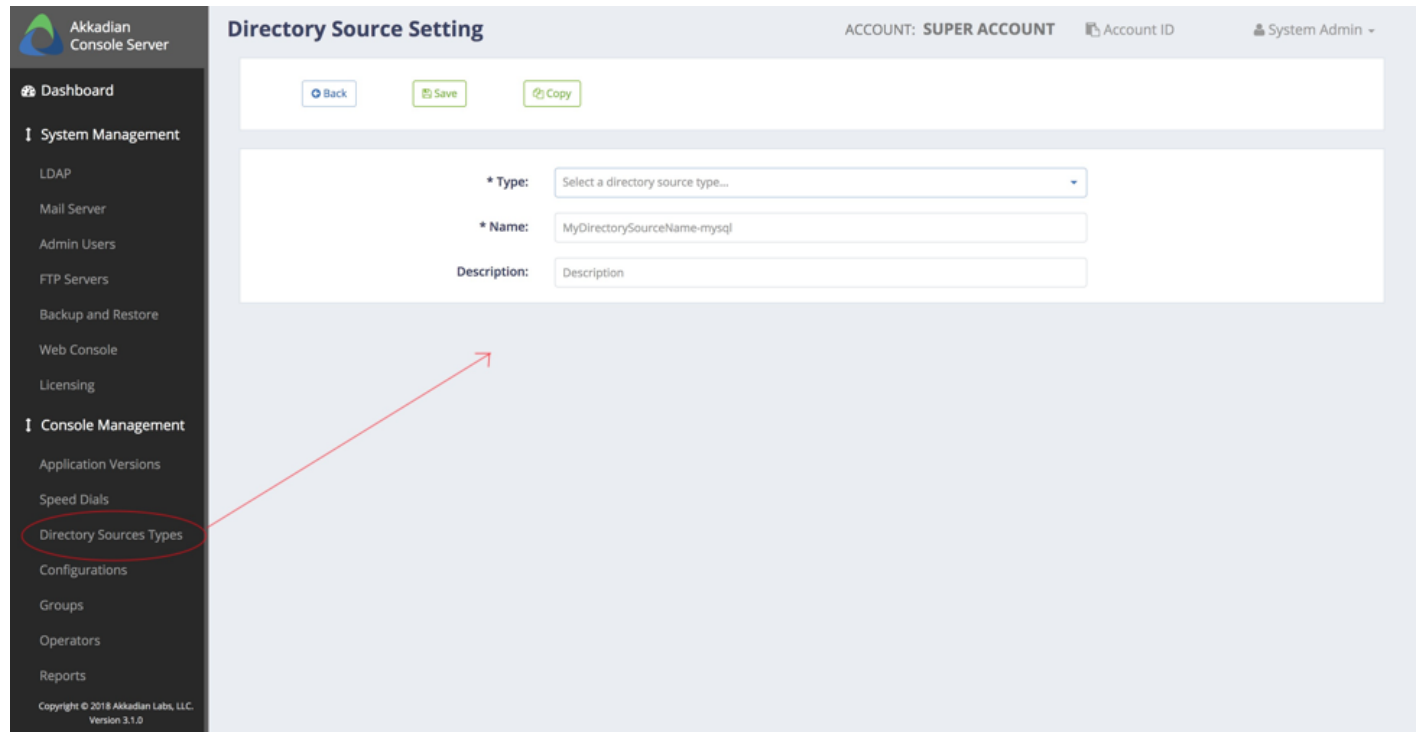
For the most current version of this user guide, please use the following link: <http://www.akkadianlabs.com/aco/>

2. Configuring Web Console

In order to be able to use the Web Console it is necessary to setup the configuration through the Akkadian Configuration Portal.


To do that, go to Server ip in a browser and create:

Directory Source Type,



The screenshot displays the 'Directory Source Setting' page in the Akkadian Console Web. The interface includes a top header with the Akkadian Console Server logo, account information (ACCOUNT: SUPER ACCOUNT), and user details (Account ID, System Admin). A left sidebar lists navigation options: Dashboard, System Management (LDAP, Mail Server, Admin Users, FTP Servers, Backup and Restore, Web Console, Licensing), and Console Management (Application Versions, Speed Dials, Directory Sources Types, Configurations, Groups, Operators, Reports). The 'Directory Sources Types' option is circled in red, with a red arrow pointing to the main form area. The form contains three fields: '* Type' (a dropdown menu with the placeholder 'Select a directory source type...'), '* Name' (a text input field containing 'MyDirectorySourceName-mysql'), and 'Description' (a text input field containing 'Description'). At the top of the form area, there are three buttons: 'Back', 'Save', and 'Copy'.

Configuration,

 Akkadian
Console Server

Dashboard

System Management

- LDAP
- Mail Server
- Admin Users
- FTP Servers
- Backup and Restore
- Web Console
- Licensing

Console Management

- Application Versions
- Speed Dials
- Directory Sources Types
- Configurations**
- Options Permission
- CUCM
- Directory Source

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[Back](#) [Save](#) [Copy](#)

* Name:

MyConfigurationName

Description:

Description

Console Options Permission

Console Options Password

* Enter Password:

* Confirm Password:

This password will be used to restrict access to the configuration options of the console clients. Console users will be required to enter this password to access the configuration options.

Communications Manager Settings

Cisco Communication Manager Information

* Server 1:

192.168.1.101

Server 2:

192.168.1.102

Server 3:

192.168.1.103

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3. Accessing Web Console

To start Web Console:

1. In browser launch `https://{Ip address}/acow-webapp` .
2. The Login Window will appear. If the Login Windows does not appear, Web Console has not been configured. Please contact your administrator for further assistance.
3. Enter your Email and Password and click OK.

A screenshot of a "Sign In" form. The form has a light gray background and a white border. It contains two input fields: "Email" with a person icon and "Password" with a lock icon. A blue "Sign In" button is located at the bottom right of the form.

An alternative is using Akkadian Console Server, in dashboard section

Akkadian
Console Server

System Management

LDAP

Mail Server

Admin Users

FTP Servers

Backup and Restore

Web Console

Licensing

Console Management

Application Versions

Speed Dials

Directory Sources Types

Configurations

Groups


Operators

Reports

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Welcome to ACO Server


Concurrent License: License Used: [Web aCO Link: aCO Web link](#)



Configurations

Configurations for ACO client.


[view more](#)



Groups

Groups of clients with the same configuration.


[view more](#)



Operators

ACO Clients Operators


[view more](#)



Speed Dials

Speed Dials for ACO client.


[view more](#)



Reports

Reporting information for ACO Client.

[view more](#)





















Application Version

Manage ACO Client Versions.

[view more](#)

4. Web Console Icons

This icon chart is designed to help guide you through akkadian Web Console.

Status Icons	What It Means
	The line is idle/open
	There is an incoming call
	The line is in use
	Delete the number in the dial box
	Answers the call
	Hangs up the call
	Calls the number input in the dial box
	Puts the highlighted call on Hold
	The highlighted call will turn yellow when on hold for 60 seconds
	The highlighted call will turn red when on hold for 120 seconds
	Resume the highlighted call
	Conduct a Blind Transfer
	Conduct a Consult Transfer
	Directly Transfer two lines together
	Initiate a Conference Call
	Join two calls to create a conference call
	Park an active call
	Revert a <u>call in</u> Park











5. Web Console Interface












The screenshot displays the Akkadian Console Web interface, which is divided into several functional panels. At the top, a toolbar contains various icons for call control functions. The main interface is organized into four primary sections, each with a descriptive text box:








- Parked Calls Panel:** Located on the top left, it manages parked calls. It includes a table with columns: Park On, Parked Party, Parked by, and Start.
- Calls Panel:** Located in the top center, it provides management of calls. It includes a table with columns: Actions, Duration, Notes, Called, Calling, and Start. A call record is visible for Gonzalo Peralta.
- Lines Panel:** Located on the top right, it provides the visual status of controlled lines. It includes a table with columns: Status, Not..., Number, and Label.
- Directory Source Panel:** Located on the bottom left, it shows the directory and presence on each line. It includes a search bar and a table with columns: Status, Not..., First Name, Last Name, Department, Telephone, Mobile Nu..., Home Num..., Manager, Title, and Email.
- Speed Dials Panel:** Located on the bottom right, it creates and manages speed dials. It includes a search bar and a table with columns: Status, Not..., Name, Telephone Number, Email, Department, and SpeedDial Group.






At the bottom left, a green circle indicates the system is "Initialized". At the bottom right, the Akkadian Console logo and version "1.1.0.286" are displayed.

6. Akkadian Web Console Call Control

To....	Do this with the mouse....	Call Control Toolbar
Place a call	<p>Either:</p> <ul style="list-style-type: none"> • Enter the number in the Dial Box and press enter or click the icon • In the Directory panel, double-click the contact to dial Business Number, or right-click on the contacts, Business, Mobile or Home Number, and click Dial. • In the Speed Dials Panel, double-click the contact, or right-click and select Dial. 	N/A
End a Call	<p>Either:</p> <ul style="list-style-type: none"> • Right-click on the active call and select End Call • In the Calls Panel, click the  • With the active call selected, click the  icon in the Call Control Toolbar. 	
Answer a Call	<p>Either:</p> <ul style="list-style-type: none"> • Double-click on the ringing call. • Right-click on the ringing call and select Answer. • Click the  icon in the Call Control Toolbar to answer the most recent ringing call. • In the Calls Panel, click the  icon to the left of the desired call. 	
Hold a Call	<p>Either:</p> <ul style="list-style-type: none"> • Right-click on the active call and select Hold. • Select the active call and click the  icon in the Call Control Toolbar. • In the Calls Panel, click the  icon to the left of the active call. 	
Resume a Call	<p>Either:</p> <ul style="list-style-type: none"> • Right-click on the Held call and select Resume. 	

	<ul style="list-style-type: none"> • Select the active call and click the  icon in the Call Control Toolbar. • In the Calls Panel, click the  icon to the left of the active call. 	
Park a Call	<p>Either:</p> <ul style="list-style-type: none"> • Drag the call from the Calls Panel to the Parked Calls Panel. • Right-click on the active call and select Park . • Select the active call and click the  icon in the Call Control Toolbar. 	
Retrieve a Parked Call	<p>Either:</p> <ul style="list-style-type: none"> • Drag the call from the Parked Calls Panel to the Calls Panel. • Right-click on the parked call and select Revert. • Select the parked call and click the  icon in the Call Control Toolbar. 	
Blind Transfer	<p>Either:</p> <ul style="list-style-type: none"> • Drag the call from the Calls Panel to the Directory panel, and then drop it on the desired recipient contact number. (Business number is default) • Drag the call from the Calls Panel to the Speed Dial panel, and then drop it on the recipient. • Enter the destination number in the Dial Box and click the  icon in the Call Control Toolbar. • Right-click on the selected call and choose Transfer. Enter the transfer destination number in the dial pad and press the Transfer button. 	
Consult Transfer	<p>Either:</p> <ul style="list-style-type: none"> • Right-click on the selected call and choose Consult Transfer. Use the Dial pad to enter the transfer destination number. Press the Consult Transfer button to initiate the call. After consulting with the transfer recipient, press the Transfer button to complete the transfer. • Select the call you want to transfer. Enter a transfer destination number in the Dial Box using the keyboard and click on the  icon to have the number dialed. After consulting with the transfer recipient, press the Transfer button to complete the transfer. • Select the call you want to transfer. Right-click a Speed Dial or Directory entry and choose Consult Transfer. After consulting with the transfer recipient, press the Transfer button to complete the transfer. 	

	<p>Note: If the transfer recipient cannot take the call, click the Cancel button; the dial pad will then close. Use the End Call option to end the call with the recipient and Resume with the original held party.</p>	
Direct Transfer	<p>Either:</p> <ul style="list-style-type: none"> • Select the calls you want to directly transfer by holding down the Ctrl key and clicking the calls. Right-click and choose Direct Transfer. • Select the calls you want to directly transfer by holding down the Ctrl key and clicking the calls. Press the  icon. 	
Transfer a call to voicemail	<p>Either:</p> <ul style="list-style-type: none"> • Select the call you would like to transfer to voicemail, right-click and choose Transfer to Voicemail. Enter the transfer destination number using the dial pad or keyboard and press the Transfer button to complete the transfer to voicemail. • Select the call you would like to transfer to voicemail. Enter a phone number in the Dial Box and click on the  icon to complete the transfer to voicemail. • Select the call you would like to transfer to voicemail. Search for the contact using the Directory or Speed Dials panel. Right-click on the name and select Transfer to Voicemail. <p>Note: You can only use internal numbers to transfer to voicemail.</p>	
Conferencing Calls	<p>Either:</p> <ul style="list-style-type: none"> • Right-click on the selected call and choose Conference. Use the Dial pad or keyboard to enter the number for the conference participant. Press the Conference button to initiate the call. After confirming with the recipient, press the Conference button again to join all parties together into a conference call. • Select the call you want to start a conference with from the Calls panel. Enter the desired number in the Dial Box using the keyboard and click on the  icon to have the number dialed. After consulting with the conference recipient, press the Conference button on the dial pad to join all parties together into a conference call. 	
Joining Calls	<p>Either:</p> <ul style="list-style-type: none"> • Select the calls you want to join by holding down the Ctrl key and clicking the calls. Right-click and choose Join. 	

	<ul style="list-style-type: none">Select the calls you want to join by holding down the Ctrl key and clicking the calls. Press the  icon.	
Voicemail	<ul style="list-style-type: none">Select the line you would like to use to call into voicemail. Press the  icon located on the Call Control Toolbar and follow the prompts. When an automated voice prompt requires you to enter information, use the  icon located on the toolbar.	
Add Notes	<ul style="list-style-type: none">Notes can be added to lines, active calls, parked calls, directory and speed dial entries using the Note field. Right-click on the Note field next to the name or number. A text box will appear where you can type in your note. Click Save to activate it. Click Delete to remove the selected note. Use your mouse to hover over a Note icon to quickly read the message.	

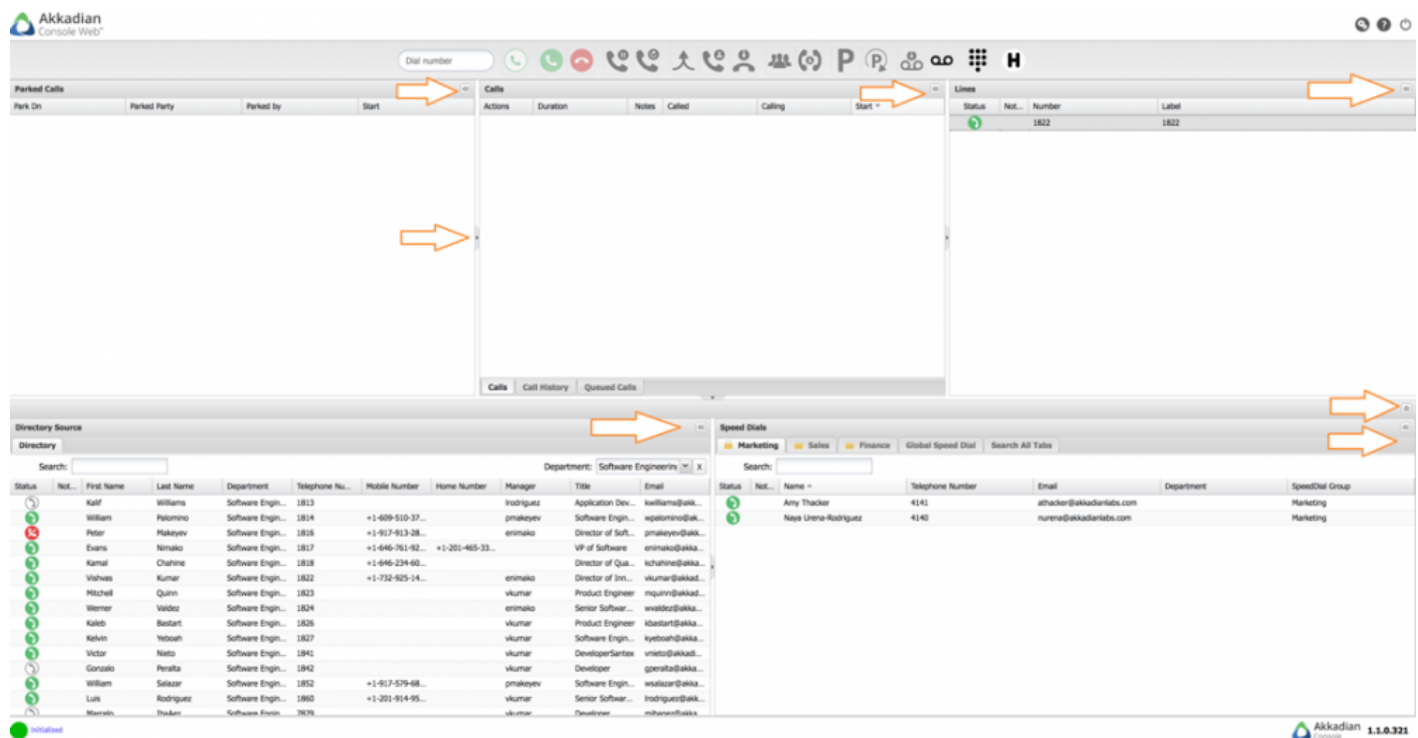
7. Customizing akkadian Web Console

The Web Console interface is very customizable. This sections provides details on the different options available to customize interface.

7.1. Rearranging Web Console Panels Using Drag-and-Drop

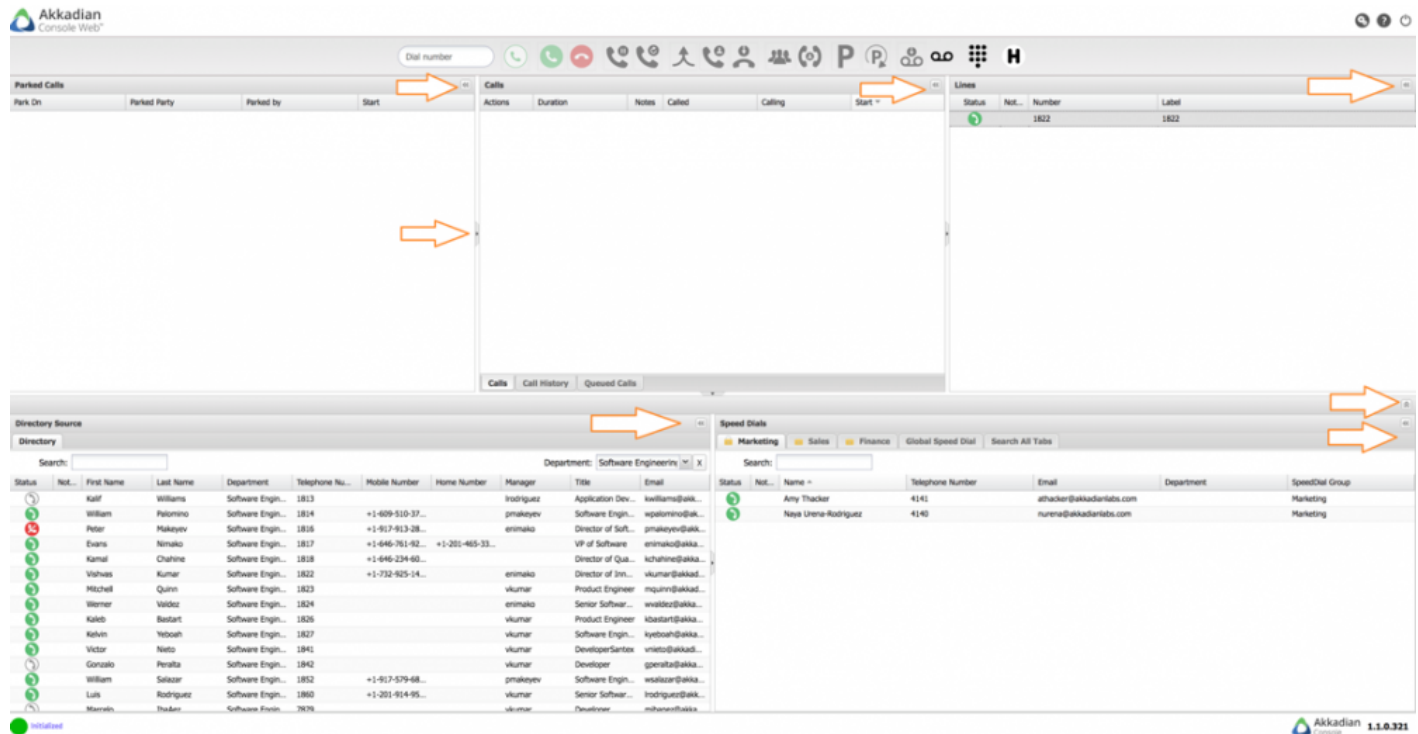
Web Console provides the ability to rearrange the panels using your mouse:

- Use the Guide Arrows rearrange the windows to your preference, please see figure 3.



7.2. Managing Panels Using the Toolbar

Web Console provides the ability to managed panels using the panel toolbar. Each panel has three icons as shown in the next figure:



1. The Menu icon provides four options :

- Docked – Default setting where the panel is docked in the main application
- Sliding – Enables the panel to slide out from the left side of the application

7.3. Configuring Lines

Web Console automatically display all lines on the phone associated with the Web Console. To improve the call handling experience, Web Console provides several options to customize each line in the Web Console.

Feature	Description
Add Label	Add an alphanumeric label to a line to better identify the line.
Silence Line	Prevent the Web Console from displaying any call activity for a line.
Change Color	Assign a color to a line which is applied to all calls for that line.
Notes	Assign a note to a line.


7.3.1. Labeling a Line

In Web Console, to better identify lines, you can add a label.



To Label a line:

1. Right-click on the line.
2. Select Edit Label.
3. In the Label: field, enter the desired label.
4. Click Save to save your changes.



Modify Label 

Label:

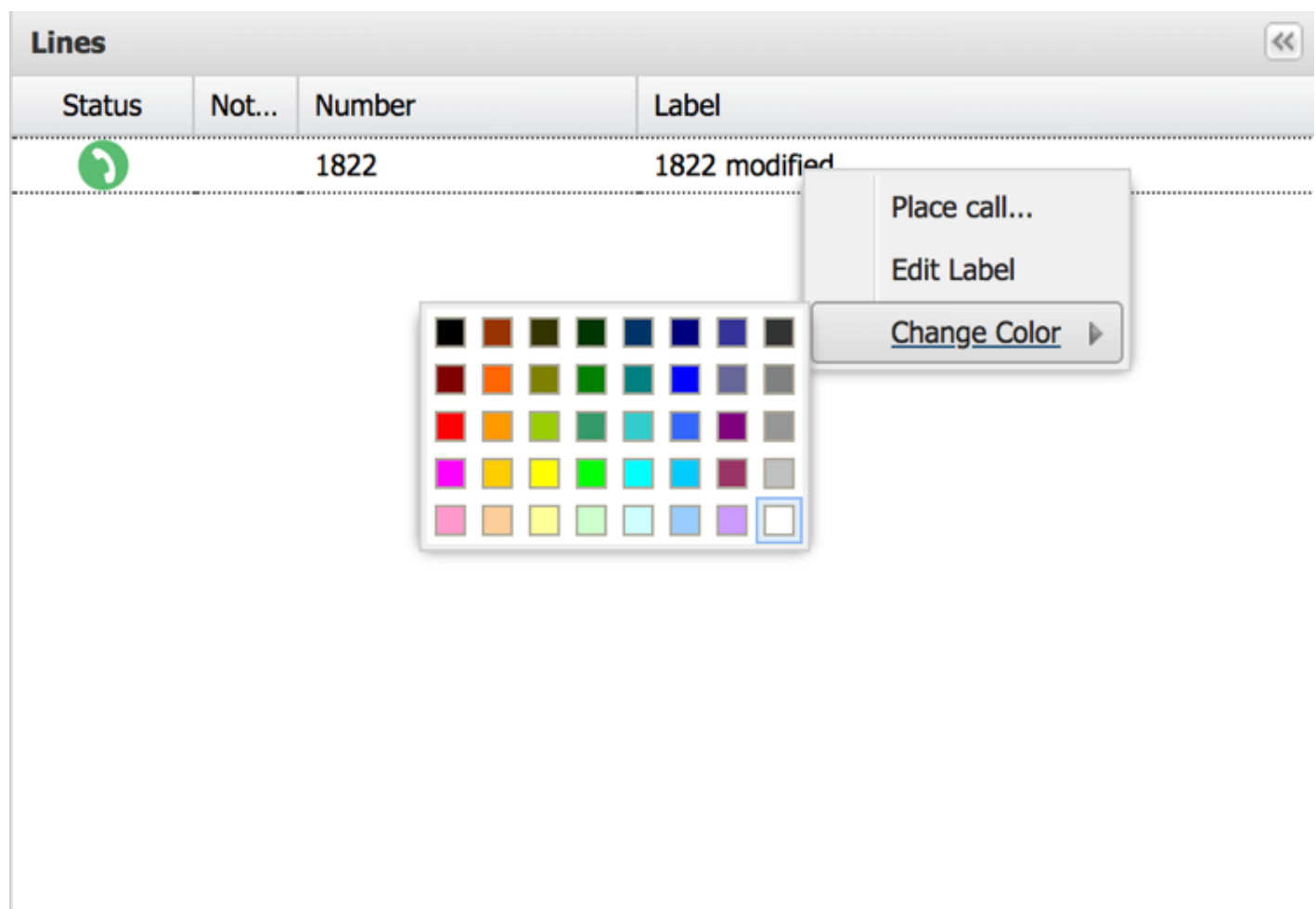
Lines 			
Status	Not...	Number	Label
		1822	1822 modified

7.3.2. Changing a Line Color

Changing the line color can help better identify calls. When a color is assigned to a line, it automatically display from all call activity on that line in the Calls Panel.

To change the line color:

1. Right-click on the line.
2. Select Change Color.



8. Managing Speed Dials

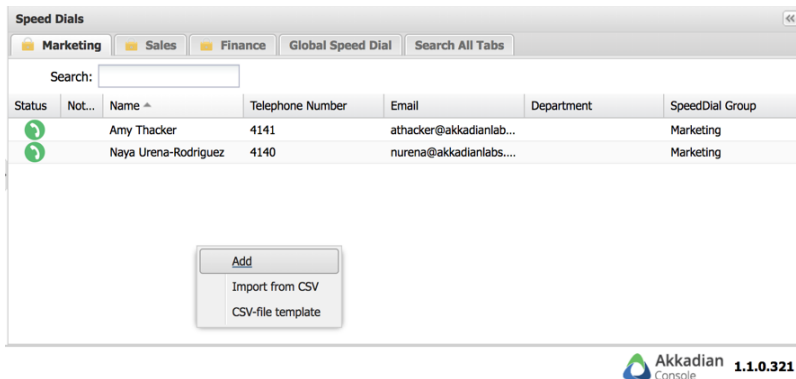
Web Console allows for an unlimited number of speed dials. Speed dials can be organized into groups with the ability to search across a single or all groups. This sections will cover the steps necessary to manage speed dials, including, adding, editing deleting and importing speed dials.

8.1. Adding Speed Dials

To add Speed Dials:

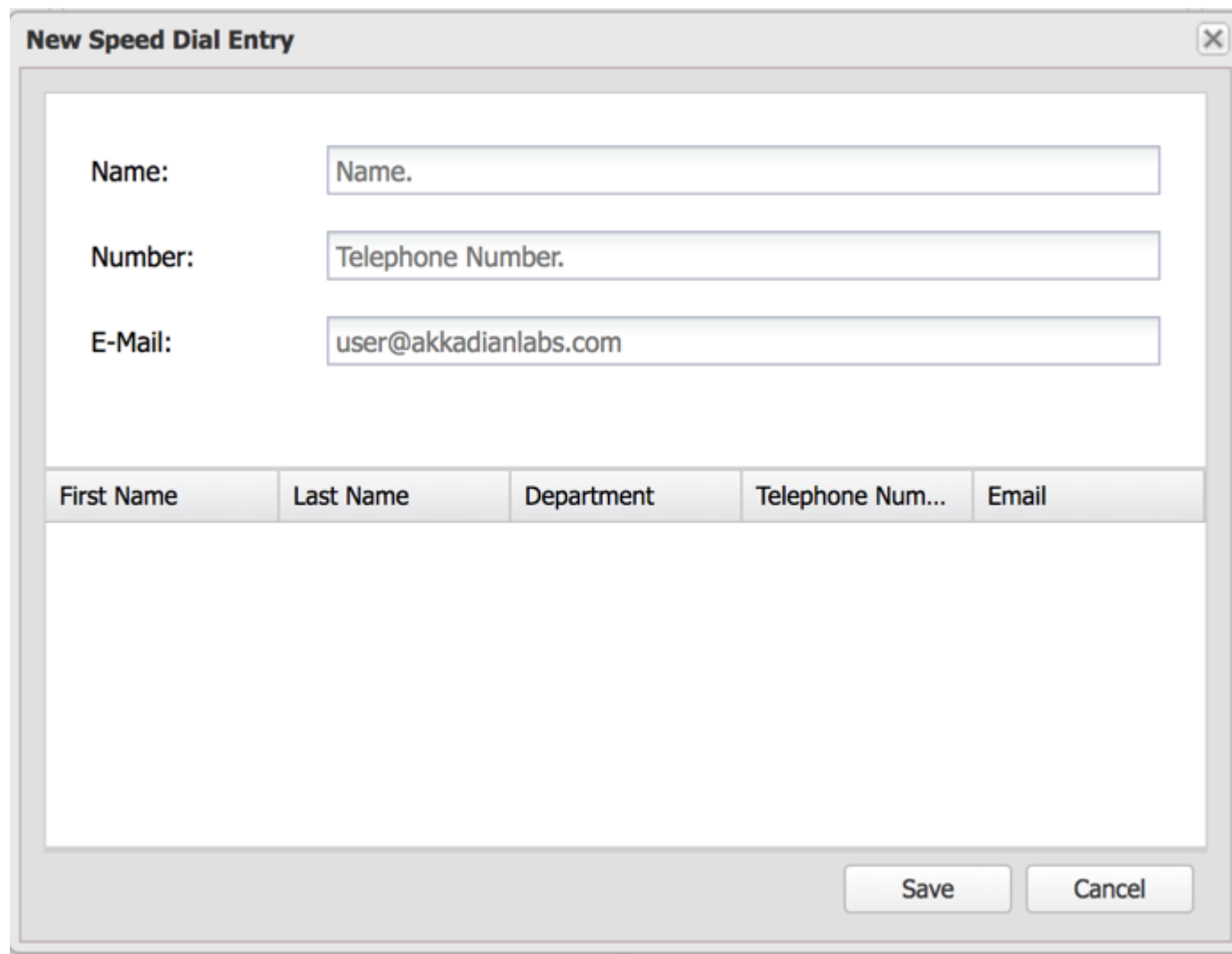
Using Method 1:

1. Right-click anywhere in the speed dial group.



2. From the menu, select Add.
3. Enter the speed dial information in the Add Speed Dials window.

Name	Speed Dial Name (Required)
Number	Speed Dial Number (Required)
Email	Email (Optional)



The image shows a 'New Speed Dial Entry' dialog box. It has a title bar with a close button. Inside, there are three input fields: 'Name:' with the placeholder 'Name.', 'Number:' with the placeholder 'Telephone Number.', and 'E-Mail:' with the placeholder 'user@akkadianlabs.com'. Below these fields is a table with five columns: 'First Name', 'Last Name', 'Department', 'Telephone Num...', and 'Email'. The table is currently empty. At the bottom right of the dialog are 'Save' and 'Cancel' buttons.

First Name	Last Name	Department	Telephone Num...	Email
------------	-----------	------------	------------------	-------

1. Click Save to save the changes.

Using Method 2:

1. Search for a contact in Directories.
2. Using the mouse, drag and drop the Directory entry into a Speed Dial Group.

8.2. Editting Speed Dials

To Edit a Speed Dial:

1. Right-click on the speed dial.
2. From the menu, select Edit.
3. Update the speed dial information.
4. Click OK to save the changes.

8.3. Deleting Speed Dials

1. Right-click on the speed dial.
2. From the menu, select Delete.

8.4. Adding Speed Dial Groups

Speed Dial Groups allow you to organize speed dials in to groups. Speed Dial Groups can contain an unlimited number of speed dials and can be individually searched. By default, the Web Console is configured with a single Speed Dial Group named “Contacts”. This group can be renamed or deleted.

To Add a Speed Dial Group:

1. Right-click on an Speed Dial Grey header
2. From the menu, click New Tab.
3. Enter the Speed Dial Group name in the Name field.
4. Click OK to save the new Speed Dial Group.

8.5. Deleting Speed Dial Groups

To Delete a Speed Dial Group:

1. Right-click on the Speed Dial Tab
2. From the menu, click Remove tab.

Speed Dials ⌵

Marketing Sales Finance Global Speed Dial Search All Tabs

Search:

New Tab
Remove Tab

Status	Not...	Name ▲	Telephone Number	Email	Department	SpeedDial Group
		Amy Thacker	4141	athacker@akkadianlab...		Marketing
		Naya Urena-Rodriguez	4140	nurena@akkadianlabs....		Marketing


8.6. Importing Speed Dials

Speed Dials can be imported using a CSV file.

To Import Speed Dials:


1. Right-click within a Speed Dial Tab.
2. From the Menu, select CSV-file Template.
3. Enter the speed dial to import in the template and save the file.
4. Select the target Speed Dial Group for the import.
5. Right-click within the Speed Dial Tab.
6. From the Menu, select Import from CSV.
7. Select Local and select the file created in step 3.

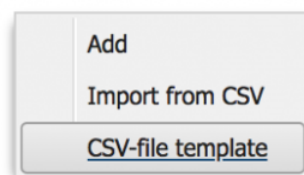
Speed Dials

 special

Search All Tabs

Search:

Status	Not...	Name ▲	Telephone Number	Email	Depart
		Gonzalo modified Peralta	19876541111	gperalta@akkadianlabs.c...	



9. Managing Directory

9.1. Search for directory entry

Web Console provides the ability to search Directory using the Name, Department and or Number fields. You can search within a Directory Department or across all the Directory using Search All Tabs.

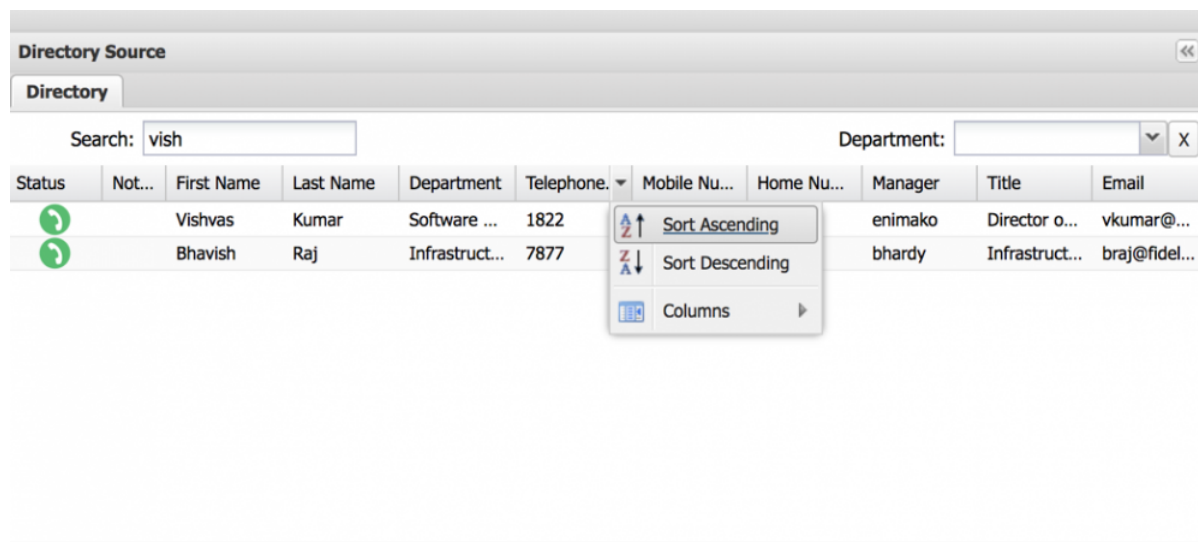
To Search for Speed Dials within a Speed Dial Group

1. Click on the Speed Dial Tab.
2. In the Search fields, enter the search criteria.

9.2. Add/Remove Directory Column Headers

This feature allows the column headers to be added or removed from the Speed Dial display.

1. Right click on column drop down.
2. A pop-up window will appear with a list of all column.
3. To make a header visible, check the corresponding box.
4. To remove a header uncheck the corresponding box.



The screenshot shows the 'Directory Source' window in the Akkadian Console Web. It features a search bar with 'vish' entered and a 'Department' dropdown menu. Below these is a table with the following columns: Status, Not..., First Name, Last Name, Department, Telephone, Mobile Nu..., Home Nu..., Manager, Title, and Email. The table contains two rows of data. A context menu is open over the 'Telephone' column, displaying three options: 'Sort Ascending', 'Sort Descending', and 'Columns'. The 'Columns' option is highlighted with a right-pointing arrow.

Status	Not...	First Name	Last Name	Department	Telephone	Mobile Nu...	Home Nu...	Manager	Title	Email
		Vishvas	Kumar	Software ...	1822			animako	Director o...	vkumar@...
		Bhavish	Raj	Infrastruct...	7877			bhardy	Infrastruct...	braj@fidel...

10. Using Notes in akkadian Opertor Web Console

Web Console provides the ability to add notes for lines, active calls, parked calls, directory entries, and speed dials.

5.1 – Adding a Note


To add a Notes for a lines, active calls, parked calls, directory entries, or speed dials:

1. Right-click on entity to which you want to add Notes
2. From the Menu, click Notes.
3. A text box will appear where you can type in your note.
4. Click Save to add the note.
5. To add additional notes, repeat steps 1-4.

5.1 – Viewing and Editting Notes

To View or Edit existing Notes:



1. Click on the  icon
2. To edit a Note, select the Note and edit the note in the text box.
3. Click Save.
4. To edit additional notes, repeat steps 2 – 3.