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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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,

Akkadian Console Server	Directory Source Setting		ACCOUNT: SUPER ACCOUNT	Account ID	🚔 System Admin 👻
🏖 Dashboard	🛛 Back 🗄 Save	Сору			
System Management					
LDAP	* Type:	Select a directory source type		•	
Mail Server					
Admin Users	* Name:	MyDirectorySourceName-mysql			
FTP Servers	Description:	Description			
Backup and Restore					
Web Console	7				
Licensing					
I Console Management					
Application Versions					
Speed Dials					
Directory Sources Types					
Configurations					
Groups					
Operators					
Reports					
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Configuration,

Akkadian Console Server	-		
🕸 Dashboard	G Back Save	<u>ඳි</u> Сору	
1 System Management	* Name:	MyConfigurationName	
LDAP Mail Server	Description:	Description	
Admin Users	7		
FTP Servers	Console Options Permission Console Options Password		
Backup and Restore Web Console	* Enter Password:		
Licensing	* Confirm Password:	*****	
Console Management		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	
Application Versions Speed Dials		the configuration options.	
Directory Sources Types	Communications Manager Settings		
Configurations -	Cisco Communication Manag	ger Information	
Options Permission CUCM	* Server 1:	192.168.1.101	
Directory Source	Server 2:	192.168.1.102	
Copyright © 2018 Akkadian Labs, LLC. Version 3.1.0	Server 3:	192.168.1.103	

3. Accessing Web Console

To start Web Console:

1. In browser launch https://{Ip address}/acow-webapp .

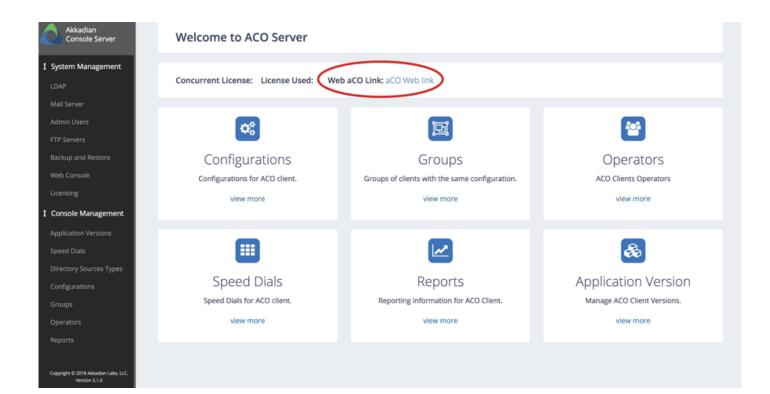
2. The Login Window will appear. If the Login Windows does not appear, Web Console has not been configured. Please contact your administrator for further assistance.

3. Enter your Email and Password and click OK.



1	Email	
۵	Password	
		Sign In

An alternative is using Akkadian Console Server, in dashboard section



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
8	The line is in use
Solution	Delete the number in the dial box
C	Answers the call
•	Hangs up the call
C	Calls the number input in the dial box
6	Puts the highlighted call on Hold
C	The highlighted call will turn yellow when on hold for 60 seconds
Co	The highlighted call will turn red when on hold for 120 seconds
C	Resume the highlighted call
<u>۲</u>	Conduct a Blind Transfer
	Conduct a Consult Transfer
00	Directly Transfer two lines together
	Initiate a Conference Call
(•)	Join two calls to create a conference call
Ρ	Park an active call
(P)	Revert a <u>call in</u> Park

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5. Web Console Interface

																	Call Control Tool		
				2021			0	6	ピナ	્ષ	ໍ່ -	# (0)	P	å 0	נים	0	quick access to	call control functions	
Parked Calls							alls							ci Lines					
Park Dn	Par	ked Party	Parked by		Start	A	ctions Du	ration	Notes	Called	Ca	ling	Start *	Statu	s Not.	Number	Label		
						•	C 00:	:00:05		6000	Go	nzalo Peralta	2018-03-13 18:	- 8		2020	2020		
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Initialized																		Akkadian 1.1	.0.28

6. Akkadian Web Console Call Control

То	Do this with the mouse	Call Control Toolbar
Place a call	 Either: 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	 Either: 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	 Either: 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. 	C
Hold a Call	 Either: 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. 	٩
Resume a Call	Either: Right-click on the Held call and select Resume. 	Ç

		1
	 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	Either: Drag the call from the Calls Panel to the Parked Calls Panel. Right-click on the active call and select Park P. Select the active call and click the Picon in the Call Control Toolbar. 	Ρ
Retrieve a Parked Call	 Either: 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. 	Ç
Blind Transfer	 Either: 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	 Either: 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 button to complete the transfer. 	٩

	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.	
Direct Transfer	 Either: 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.) c
Transfer a call to voicemail	 Either: 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. Enter a phone number is con 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. Note: You can only use internal numbers to transfer to voicemail. 	မီ
Conferencing Calls	 Either: 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. 	<u></u>
Joining Calls	 Either: Select the calls you want to join by holding down the Ctrl key and clicking the calls. Right-click and choose Join. 	(•)

	 Select the calls you want to join by holding down the Ctrl key and clicking the calls. Press the icon. 	
Voicemail	 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. 	00
Add Notes	 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. 	F

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.

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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:

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000000000000000000000000000000000000000	Evans Kamal Vishvas Mitchell Werner Kaleb Kelvin Victor Gonzalo	Chahine Kumar Quinn Valdez Bastart Yeboeh Nieto Peralta	Software Engin Software Engin Software Engin Software Engin Software Engin Software Engin Software Engin	1822 1823 1824 1826 1827 1841 1842 1852	+1-732-925-14	L	enimako vikumar vikumar vikumar	Senior Softwar Product Enginee Software Engin. DeveloperSante Developer Software Engin.	 kbastart@akka kyeboah@akka vnieto@akkad gperaita@akka 							

- 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.

Lines					«
Status	Not	Number		Label	
\mathbf{O}		1822		1822	
			Place call		
			Edit Label		
			Change Color	4	

Modify Label	×
Label:	Label.
	Save Cancel

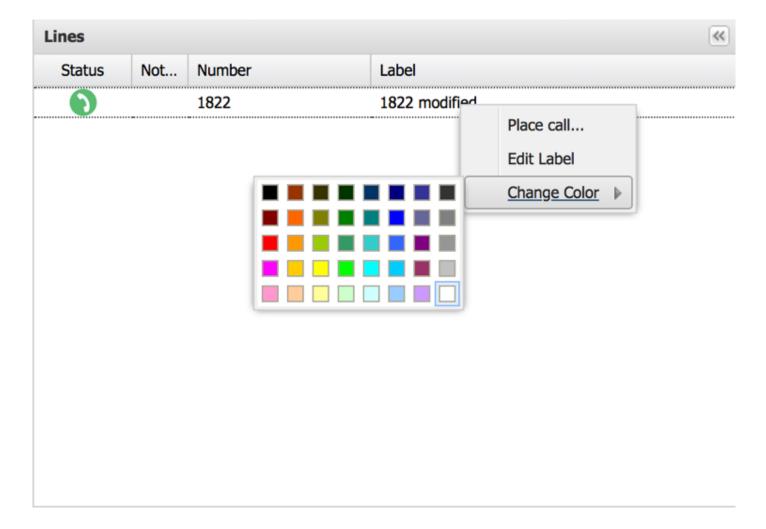
Lines			«	0
Status	Not	Number	Label	
		1822	1822 modified	

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.

	rketing	💼 Sales 💼 Fi				
			nance Global Speed I	Dial Search All Tabs		
atus	earch:					
	Not	Name 🛎	Telephone Number	Email	Department	SpeedDial Group
0		Amy Thacker	4141	athacker@akkadianlab		Marketing
ຄ		Naya Urena-Rodriguez	4140	nurena@akkadianlabs		Marketing
			Add Import from CSV			
			CSV-file template			Akkadian 1.1.0.3

- 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)

Ne	w Speed Dial Entry	1				×
	Name:	Name.				
	Number:	Telephone Nur	nber.			
	E-Mail:	user@akkadiar	nlabs.com			
F	First Name	Last Name	Department	Telephone Num	Email	
				Save	Cancel)

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 D	Dials						
🔒 Ma	rketing	💼 Sales 📄 Fin	ance Global Speed Di	al Search All Tabs		New Tab	
S	earch:]			Remove Tab	
Status	Not	Name 🛎	Telephone Number	Email	Depa	rtment	SpeedDial Group
\mathbf{O}		Amy Thacker	4141	athacker@akkadianlab			Marketing
\mathbf{O}		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					
🔒 spe	ecial	Search All Tabs				
S	earch:					
Status	Not	Name 🛎		Telephone Number	Email	Depar
		Gonzalo modified	Peralta	19876541111	gperalta@akkadianla	ibs.c
			Add			
				port from CSV		
			<u>CS</u>	/-file template		

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.

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Director	ny 🛛										
Sei	arch: v	ish						(Department:		•
tatus	Not	First Name	Last Name	Department	Telephone.	- M	1obile Nu	Home Nu	Manager	Title	Email
\mathbf{O}		Vishvas	Kumar	Software	1822	21	Sort Ascen	ding	enimako	Director o	vkumar@.
\mathbf{O}		Bhavish	Raj	Infrastruct	7877	Z↓	Sort Desce	nding	bhardy	Infrastruct	braj@fidel
							Columns	Þ			
					(Columns				

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:



- 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.