

Attendant Console 2.0

Administrator's Manual

Document Version: 2025-03

Release Date: 2025-03-04

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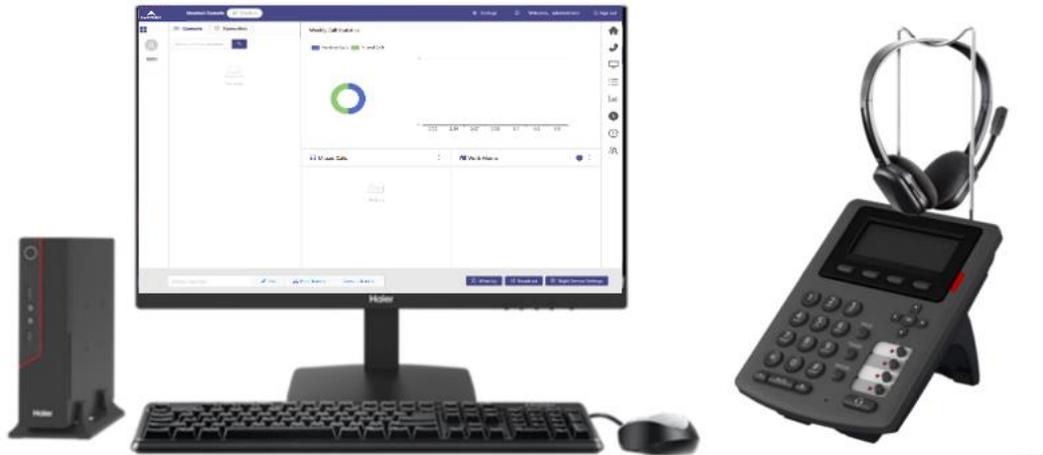
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1 Product Introduction

1.1 Product overview



The Attendant Console leverages the customer's internal telephone and computer networks and is deployed using a distributed architecture. The IPPBX equipment and the Attendant Console management system are installed in the central server room and connected to the operator's external server. Equipment and the Attendant Console management system are installed in the central server room and connected to the operator's external line. The system operates on a B/S network model, offering an intuitive design, easy operation, and flexible functionality.

Applicable scenarios include hotels, enterprises, hospitals, government agencies, and other service-oriented industries.

1.2 Function list

Function Name	Sub- items	Description
System Specifications	Number of Operators	Determined by the authorized quantity
	Total Extensions	Supports up to 8000 extensions
	System Language	English
Business Functions	Operations Group Setting	Includes regular seats, night shift seats, and custom call groups
	Call Group Distribution Rules	Call routing rules can be set for sequential selection, round-robin, or simultaneous ringing
	Operator Functions	Supports sign-in/out, call hold and retrieval, call transfer, call queuing, call storage, forced insert, forced disconnect, monitoring, etc.
	Organizational Structure	Supports manual addition, modification, deletion, and bulk import/export, with up to 5 levels. Extension numbers can be batch associated
	Address Book	Supports manual addition, modification, deletion, and bulk import/export. Each contact can save up to 10 phone numbers, LDAP supported
	Memo	Supports adding, modifying, and deleting memos. Each memo can have a reminder time
	Custom Seat Monitoring	Customizable seat status monitoring
	Status Monitoring	Monitors extension status, call status, and queue status
	IVR (Interactive Voice Response)	Customizable IVR voice navigation
	Wake up.	Supports large concurrent wake-ups (>500 lines)
	Broadcasting	Scheduled broadcasts, Emergency broadcasts
Intercom	Supports group intercom	

	Survey	Supports satisfaction surveys
	Call Recording	Supports online download, preview, and query of recordings
	Multiple Terminals	Supports APP, web, and PC Access
Others	Call Records	Displays call number, start/end time, call duration, and other information. Allows searching for relevant call records by keywords and time periods
	Incoming Call Music	Plays customized music when receiving incoming calls on the computer
	One-Key Night Service	Allows quick activation of night service mode
	Smart Query	Supports matching related personnel by any character, including pinyin, Chinese and initials
	System Compatibility	Supports CTI, secondary development interfaces, third-party IPPBX, CRM, and API authorization interfaces
	Secure Sign-Out	Requires operators to enter their account password before signing out

1.3 System features

The characteristics of the Attendant console system usually include the following features.

1. Automation and intelligence: The Attendant console has the characteristics of automation and intelligence. It can automatically answer and make calls, realize call transfer, recording, voice navigation and other functions to improve work efficiency. It can automatically answer and make calls, realize call transfer, recording, voice navigation and other functions to improve work efficiency.

2. Versatility: The Attendant console has a variety of functions, including call transfer, call waiting, conference calling, caller ID, SMS notification, to meet the needs of different users.

3. Flexibility and scalability: The Attendant console has strong flexibility and scalability. It can be customized and expanded according to user needs to adapt to communication systems of different sizes and needs. It can be customized and expanded according to user needs to adapt to communication systems of different sizes and needs.

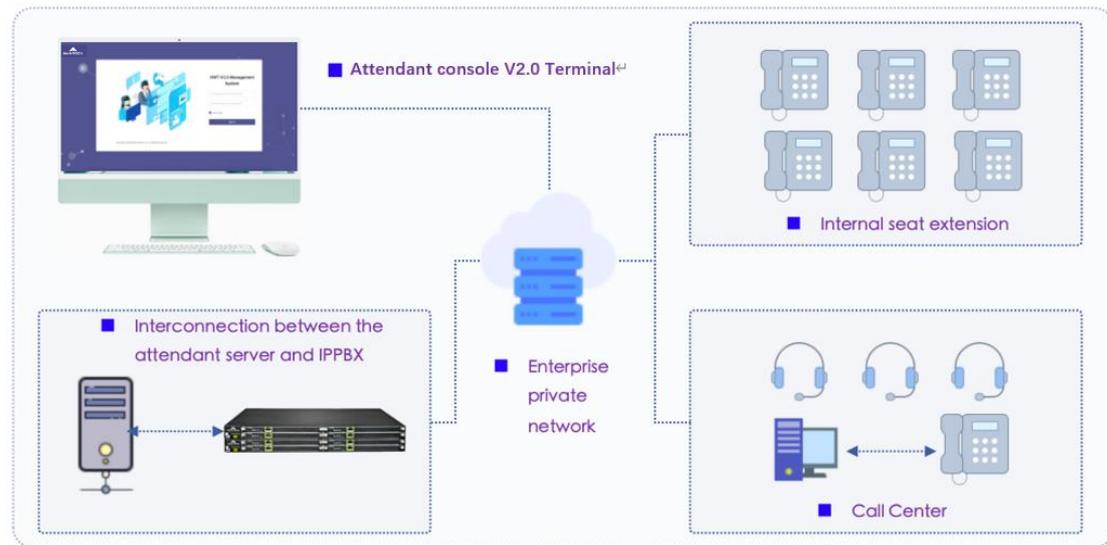
4. Real-time monitoring and management: The Attendant console can monitor and manage the operation of the communication system in real time. Provide real-time reports and statistical analysis. The Attendant console can monitor and manage the operation of the communication system in real time.

5. Information security and privacy protection: The Attendant console has high information security and privacy protection capabilities. Encrypt and protect call content to ensure communication. Encrypt and protect call content to ensure communication.

6. Good user experience: The Attendant console focuses on user experience, provides a friendly interface and operation methods. Allowing users to easily use the system for communication and management.

7. Cost effective: The Attendant console has high-cost effectiveness. It can reduce communication costs, improve communication efficiency and create greater value for users.

1.4 Attendant console system architecture



The architecture of Attendant console system usually includes the following key components.

1. Call management module: Responsible for call access, distribution, transfer and termination function. Including call centers and automatic voice response system.
2. User interface: Provide and interface for Attendant to use. Including call control, customer information management, call record and other functions.
3. Database system: Used to store and manage user information, call record, call status and other data. Provide data query and statistical analysis function.
4. Communication equipment: Include PBX, voice gateways, fax machines and other equipment. Used to implement communication functions such as telephone and fax.

5. Network equipment: Used to connect various components and external network. Including routers, switch and other devices.
6. Voice processing module: Responsible for functions such as speech recognition, speech synthesis and speech recording. Used to implement functions such as automatic voice response and voice navigation. Used to implement functions such as automatic voice response and voice navigation.
7. Reporting and monitoring module: It is used to monitor the system running status in real-time, generate reports and statistical analysis. Help administrator understand the system running status. It is used to monitor the system running status in real-time, generate reports and statistical analysis.
8. Security management module: Responsible for the security management of the system. Include user authentication, right management, data encryption and other functions. To ensure the security and stability of the system.

These components cooperate with each other to form the complete architecture of the Attendant console system. Realize various functions and services of Realize various functions and services of the Attendant console system.

2 Software Installation

This section details the entire installation process, including system requirements, pre-deployment preparations, and installation steps.

Pre-installation environment configuration

Please follow the instructions below to prepare the installation environment for a smooth system installation.

2.1 Hardware requirement

Details:

Assemblies	Request
Operating system	Linux Contos 7.0 and above
CPU	I5-8400 and above
Random access memory (RAM)	16G DDR4 2666MHZ and above
Free disk space	128GSSD+1T and above

2.2 Supported operating systems

Operating System Name	Releases
Ubuntu 22.04.3 Live	ubuntu-22.04.3-live-amd64.iso
Open Euler	openEuler-23.09-x86_64-dvd.iso

Kylin Linux	Advanced Server V10 (Lance)
Reflag (Asianux)	redflag-asianux-openEuler-8.1-x86_64-dvd.iso
UOS Server	uos-server-20-1070a-amd64.iso

Client Requirement

Components	Requirements
Operation System	Windows 7 and above, 32 bit or 64 bit
Resolution	1920*1080 and above

2.3 Software installation

Step 1: Put all the required files into the `/usr/local/remote` folder in advance.

If you don't have this folder you need to create a new one in the directory `/usr/local/` and put all the contents of the installation package into the remote folder.

Command: `mkdir remote`

```
root@nlk:/usr/local# mkdir remote
```

Step 2: Give the `install.sh` file execute permission.

Command: `chmod +x install.sh`

Step 3: Check if the root user is logged in.

```
nlk@nlk:~$ ./install.sh
Please switch to root user and re-run the script:
```

If the current user does not have root privileges, enter the command `su root`

to manually switch to the root user.

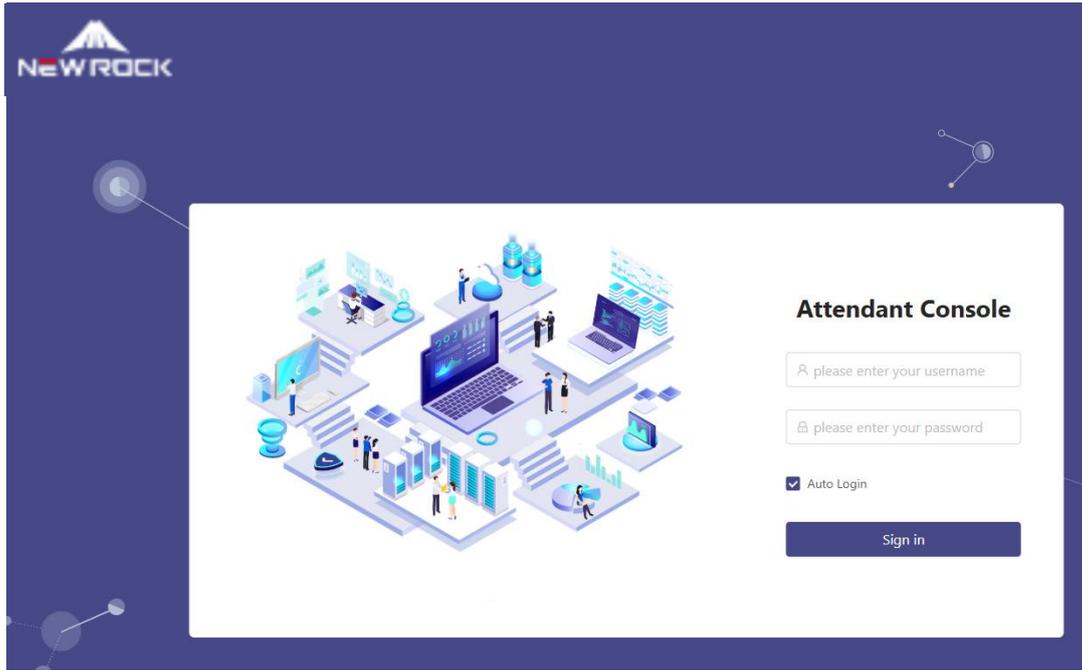
Step 4: Execute the install command. `/install.sh` to start installing the software, after the installation is completed as shown below:

```
bc4c342fd104: Loading layer 34.3kB/34.3kB
Loaded image: ttsserver:1.0.1
Docker image tts load success.
Start check docker container tts.
Running docker container sip.
Creating auth.txt file.
Docker image mrpcserver not found. Loading image.
174f56854903: Loading layer 211.7MB/211.7MB
436a338994f0: Loading layer 183.4MB/183.4MB
ab30b08f1f1c: Loading layer 6.656kB/6.656kB
bf5a1d148655: Loading layer 25.14MB/25.14MB
8275d2ea288b: Loading layer 14.34kB/14.34kB
7ab1215e2488: Loading layer 122.9kB/122.9kB
e6980b62c6a9: Loading layer 61.44kB/61.44kB
Loaded image: mrpcserver:1.0.0
Docker image mrpc load success.
Start check docker container mrpcserver.
Running docker container mrpcserver.
e3c3ee9f559109cdda86c6fba312506b827efdd691dcf6b61d0c973bdea25950
Creating auth.txt file.
Created symlink /etc/systemd/system/default.target.wants/hwt.service → /etc/sy
stemd/system/hwt.service.
Service hwt.service enabled success.
Created symlink /etc/systemd/system/default.target.wants/ippbx.service → /etc/s
ystemd/system/ippbx.service.
Service ippbx.service enabled success.
root@nlk:/usr/local/remote#
```

Step 5: After 10–30s, the server starts successfully and the browser enters `http://localhost:8186` for authorization. Please contact your distributor for an authorization code.

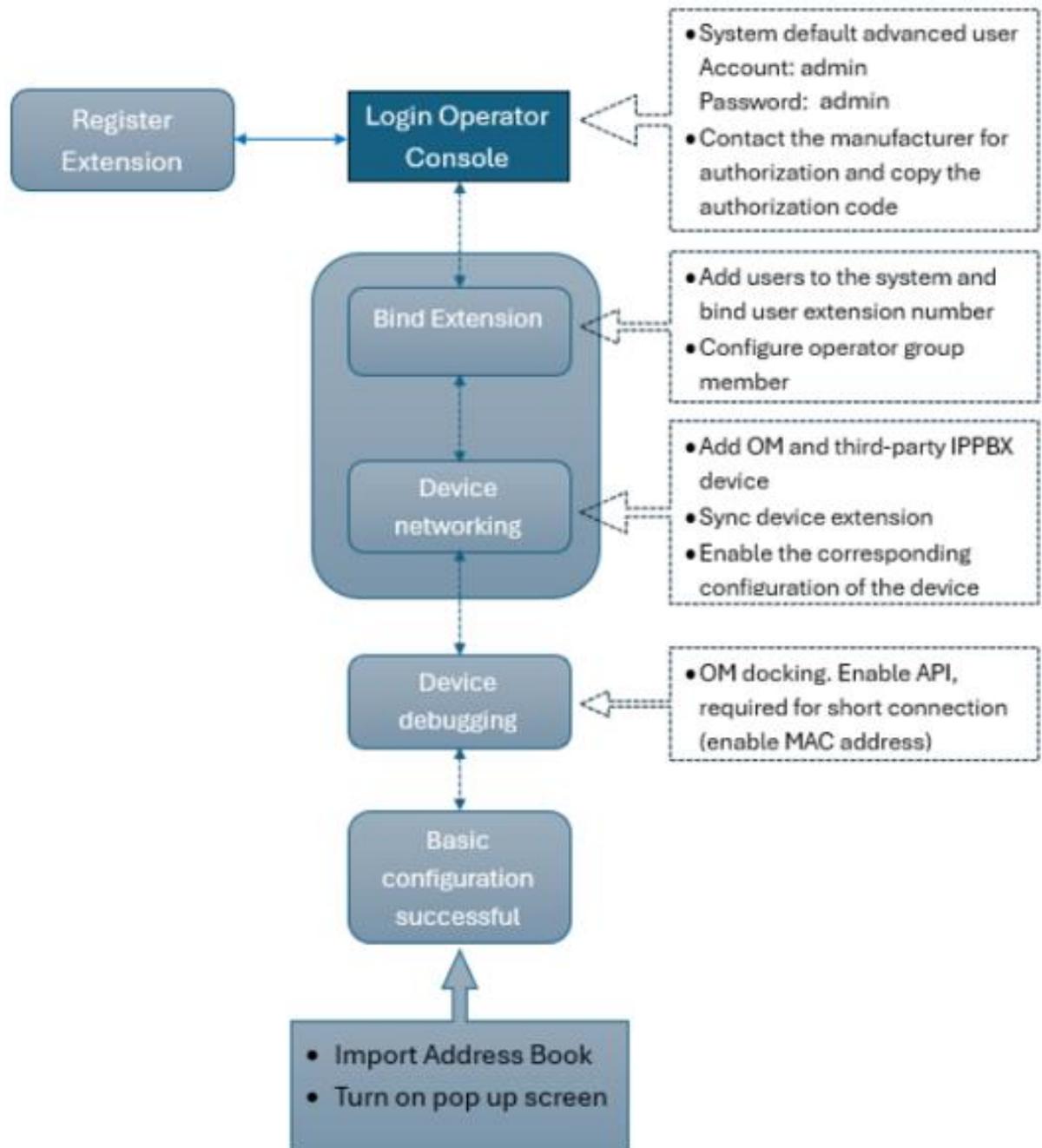
Step 6: After successful authorization, click OK, the server needs to be restarted, restart successfully, automatically jump to the login page.

Enter your account password to log in to the management system, the default username and password is admin.



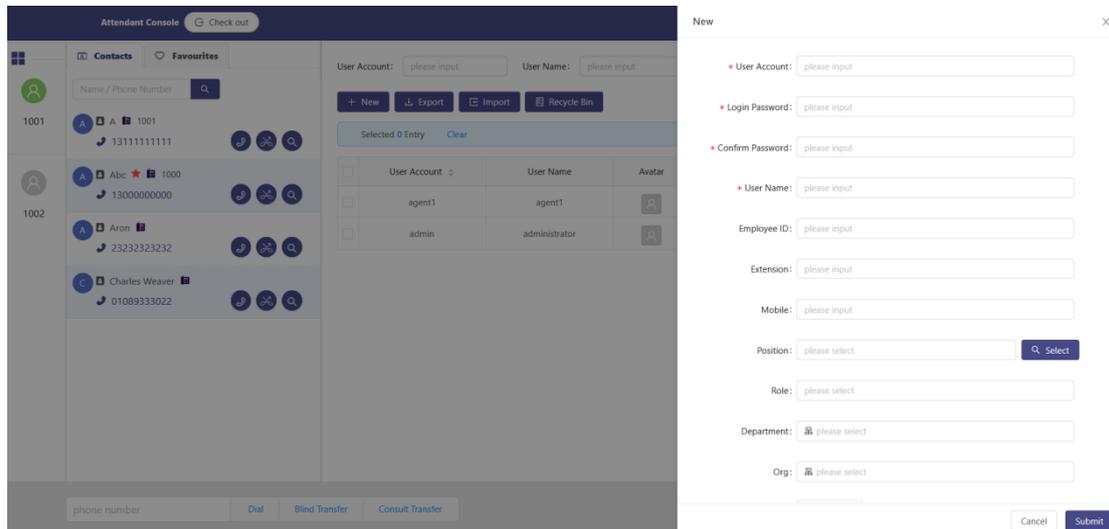
3 Initialization Usage

3.1 Initialization process



3.2 Binding group members

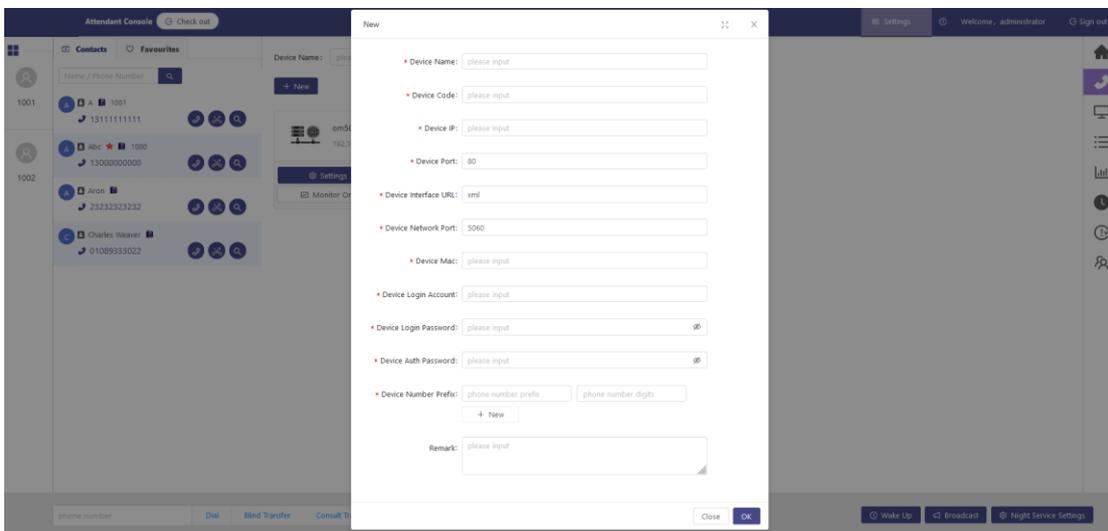
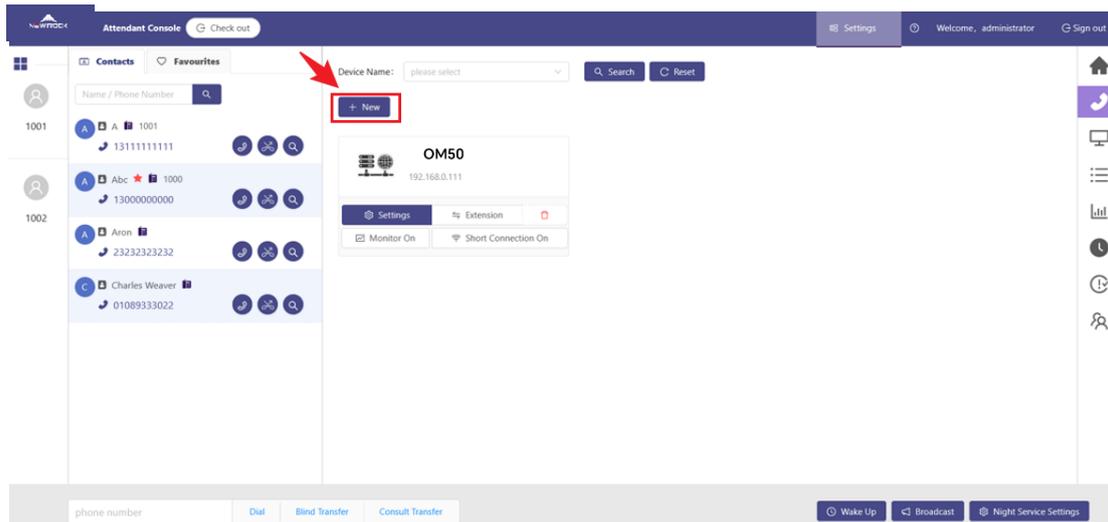
Bind the members through the function Menu-->System Settings-->User Management



3.3 Device networking

Through the device networking function, the operator can add networking devices (OM and third-party IPPBX), edit networking devices, support other softswitch docking, support SIP standard protocols, and support the Sip trunk method of networking.

Navigate to Function Setup > Network Management > Network Devices and click Add.



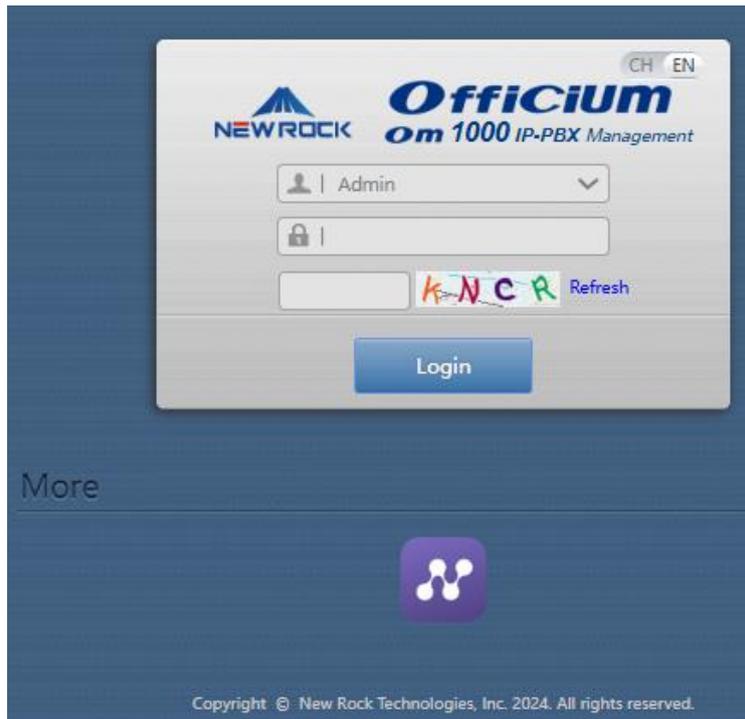
Item	Definition
Device Name	Unique names assigned to OM devices to make it easy for administrators to identify and differentiate between different devices
Device code	Unique identifier of the OM device
Device IP address	IP address of the OM device
Device Port	Port number used by the device to receive and send data

Device Interface URL	API interface for remote access to the device
Device Network Port	The network port used by the device during networking. (usually 5060)
Device MAC	The Media Access Control (MAC) address of the device. Available in the OM administrator's back-end under "info" in the upper right corner.
Device Login Account	The user name used to log in to the device management interface. Defaults to admin
Device Login Password	Password for logging into the device management interface
Device auth password	Used for authentication between devices and other systems or services, configured in OM Pipeline Backend > APIs
Device Number Prefix	Number prefix, number digits, e.g. OM extension number is a 4-digit number starting with 7, number prefix is 7, number digits are 4, dial the 4-digit number starting with 7, e.g. 7001

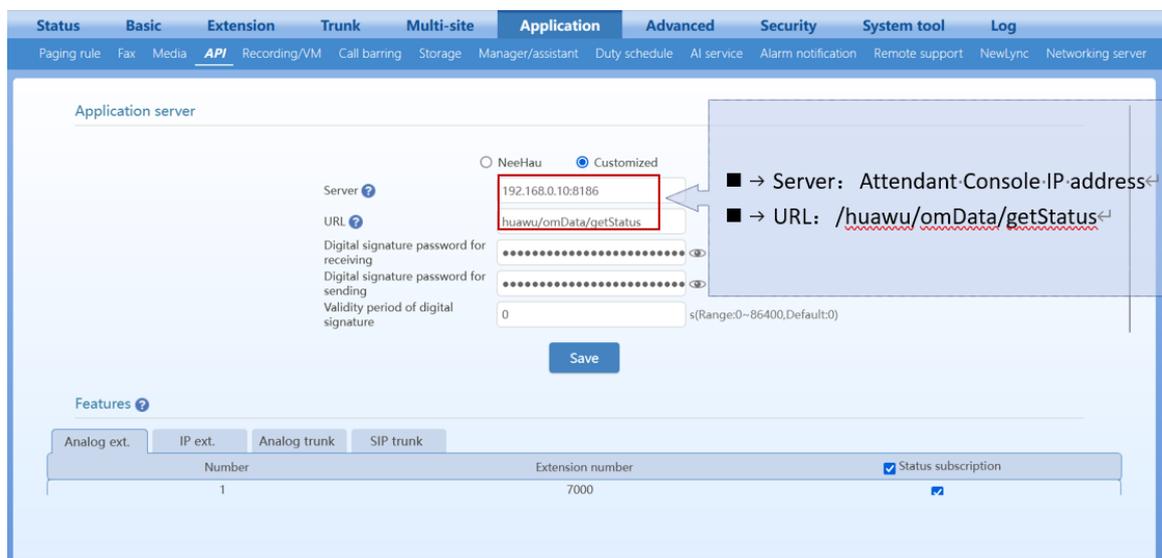
Default device grouping port: 5060. Device Port: 80 Used to access the OM device address.

3.4 OM device configuration

Access the OM device address (user-assigned IP address, e.g., 192.168.190.6), enter the device login interface, OM device default account: administrator password admin



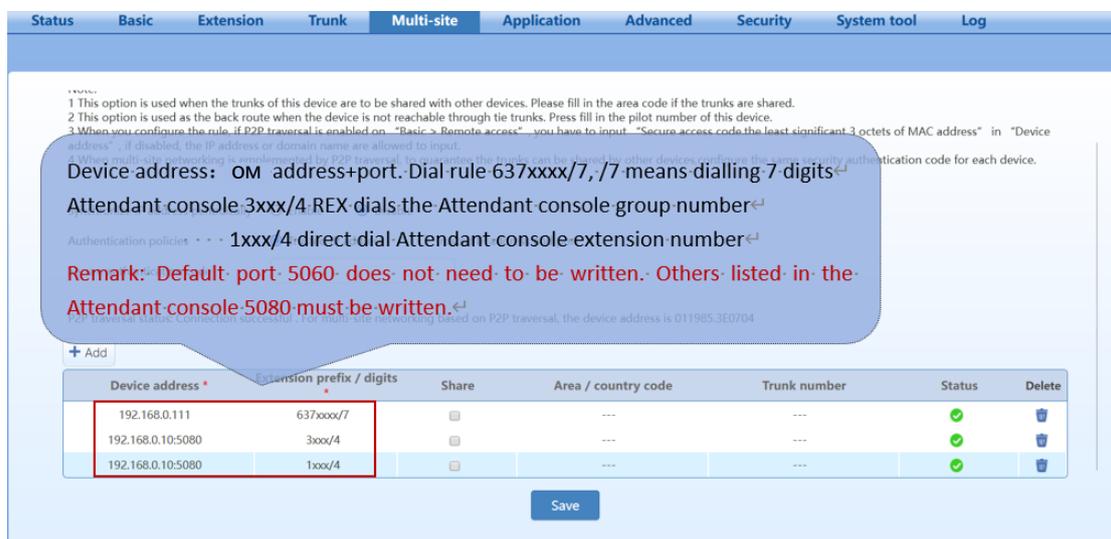
Setting OM Docking Station 2.0 Message Push Parameters



Item	Definition
Server	Server address for attendant console 2.0 deployment
URL	/huawu/omData/getStatus

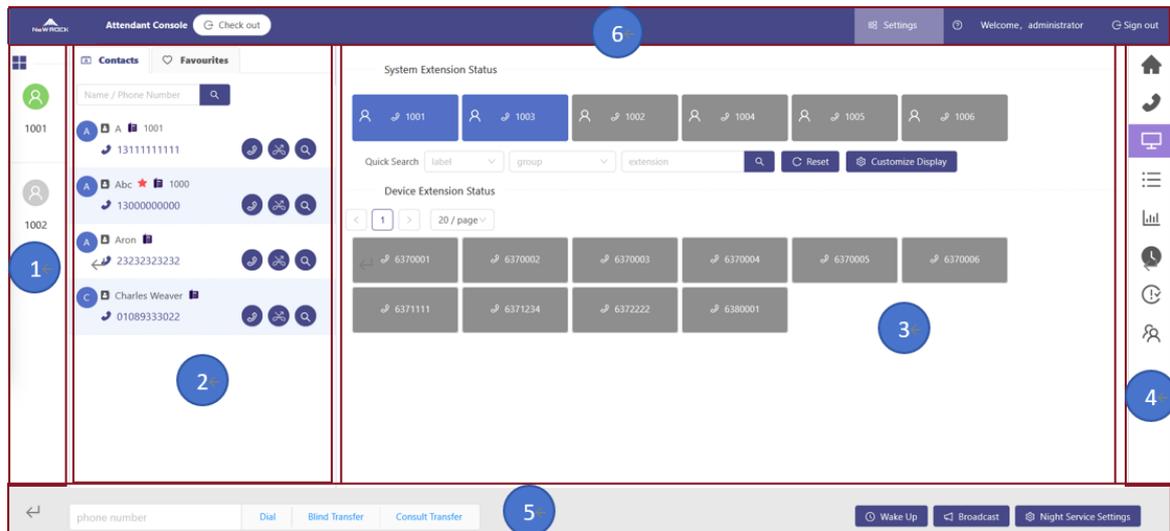
Setting up OM SIP Trunk Networking

Navigating to Network Settings

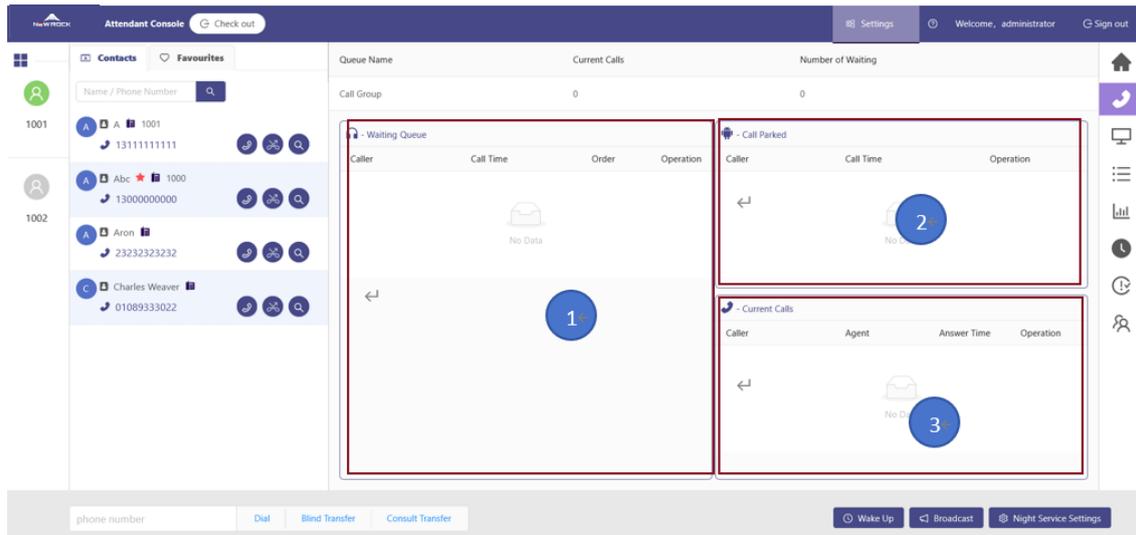


Item	Definition
Device address	OM address + port Dialing rule 637xxxx/7, /7 means dialling 7 digits
Attendant Console Address	3xxx/4 OM dials the talk group number of the talk group at the talk group; 1xxx/4 Direct dialing of the station extension number; Note: The default port 5060 can be left out, while the other ports listed in 5080 must be written.

3.5 Main interface module



Area	Function
1	Operator seat status monitoring, one account bound to multiple seats
2	Convenient address book, designed with mobile app user habits
3	Extension status monitoring
4	Function Navigation Dashboard Queue monitor CDR Call Report Daily Wake-up Tasks Failed Wake-up Tasks Handling Call Group Management
5	Outbound calls / Busy transfer / Consultation transfer
6	System navigation / Sign in / Sign out

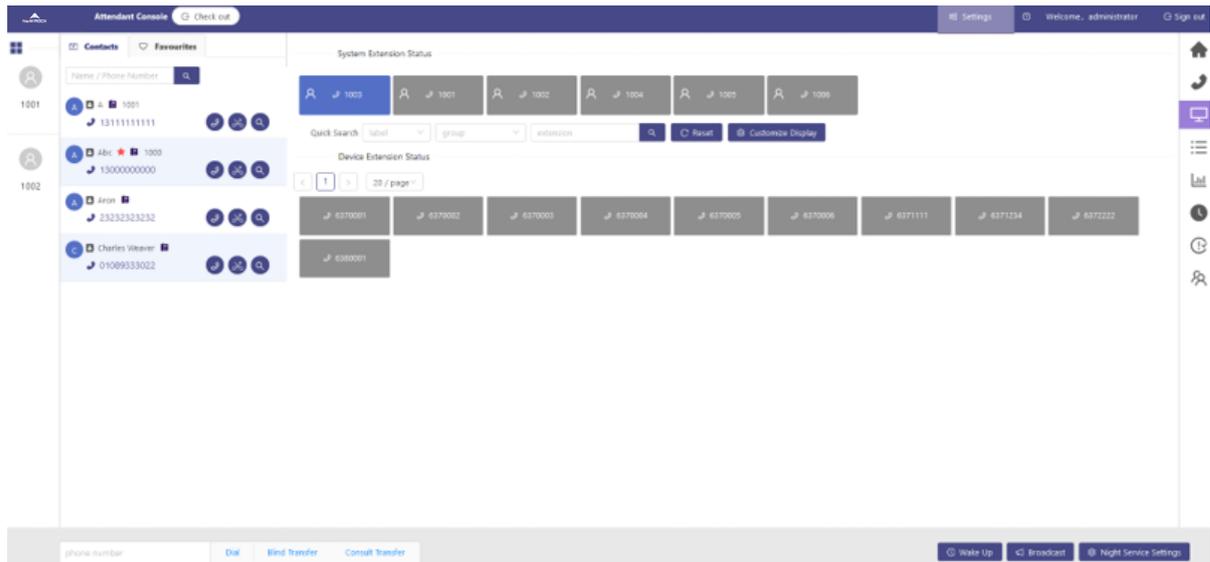


Area	Function
1	Incoming Call Queue
2	Hold Queue
3	Call Queue

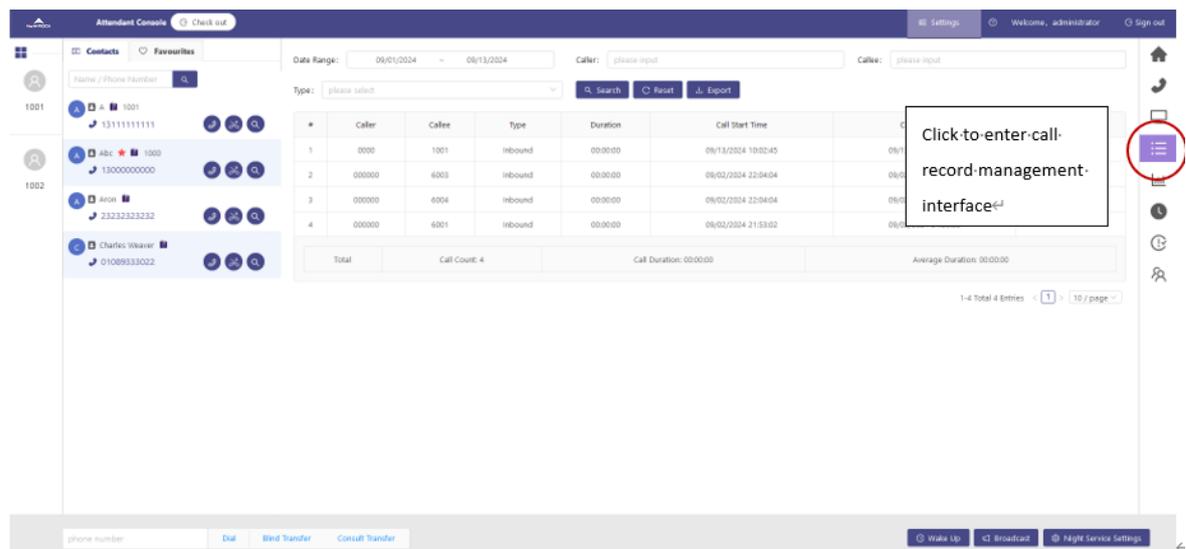
- Queue Control. Supports call storage, call hold, busy call transfer, and storage retrieval.

3.6 Attendant console status monitoring

Attendant console status monitoring support self-selected extension number for monitoring. Supports quick query, displays calling number and called number. Displays green when the line is on a call.



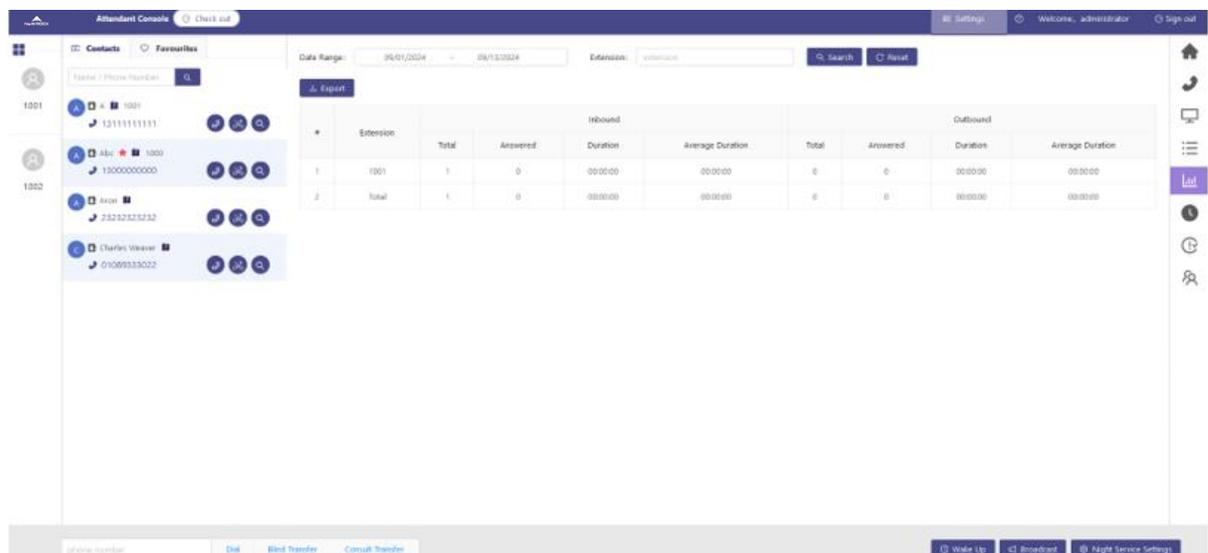
3.7 CDR management



CDR management supports internal/external line query, date range query, call duration, call type, calling party, called party. Supports import, export, recording viewing and downloading. Supports import, export, recording viewing and downloading.

3.8 Attendant report management

Supports diverse statistical reports. Agent incoming and outgoing call statistics, call group queue statistics, IVR data statistics, missed call statistics, manual agent statistics, attendant performance statistics, intelligent AI speech recognition statistics, CDR statistics and statistics, manual agent statistics, attendant performance statistics, intelligent AI speech recognition statistics, CDR statistics and Questionnaire survey statistics.



The screenshot displays the Attendant Console interface. At the top, there is a navigation bar with 'Attendant Console', 'Check out', 'Settings', 'Welcome, administrator', and 'Sign out'. Below this, there are sections for 'Contacts' and 'Favourites' on the left, and a 'Data Range' selector (05/01/2024 to 05/13/2024) and an 'Extension' field. The main area features a table with the following data:

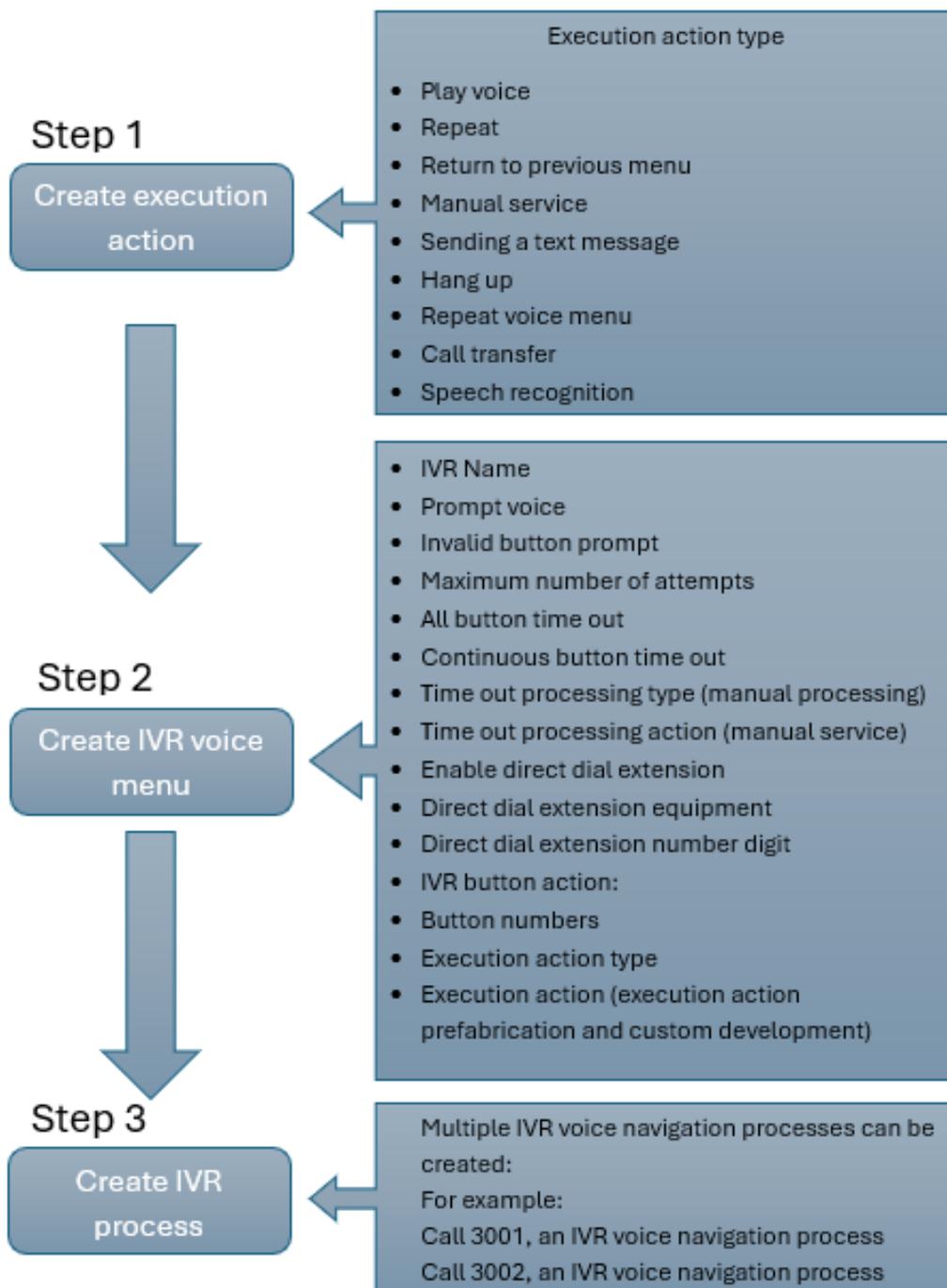
#	Extension	Inbound				Outbound			
		Total	Answered	Duration	Average Duration	Total	Answered	Duration	Average Duration
1	1001	1	0	00:00:00	00:00:00	0	0	00:00:00	00:00:00
2	Total	1	0	00:00:00	00:00:00	0	0	00:00:00	00:00:00

At the bottom of the interface, there are buttons for 'Dial', 'Blind Transfer', 'Consult Transfer', 'Wake Up', 'Broadcast', and 'Night Service Settings'.

4 Function Setting

4.1 IVR Voice Management

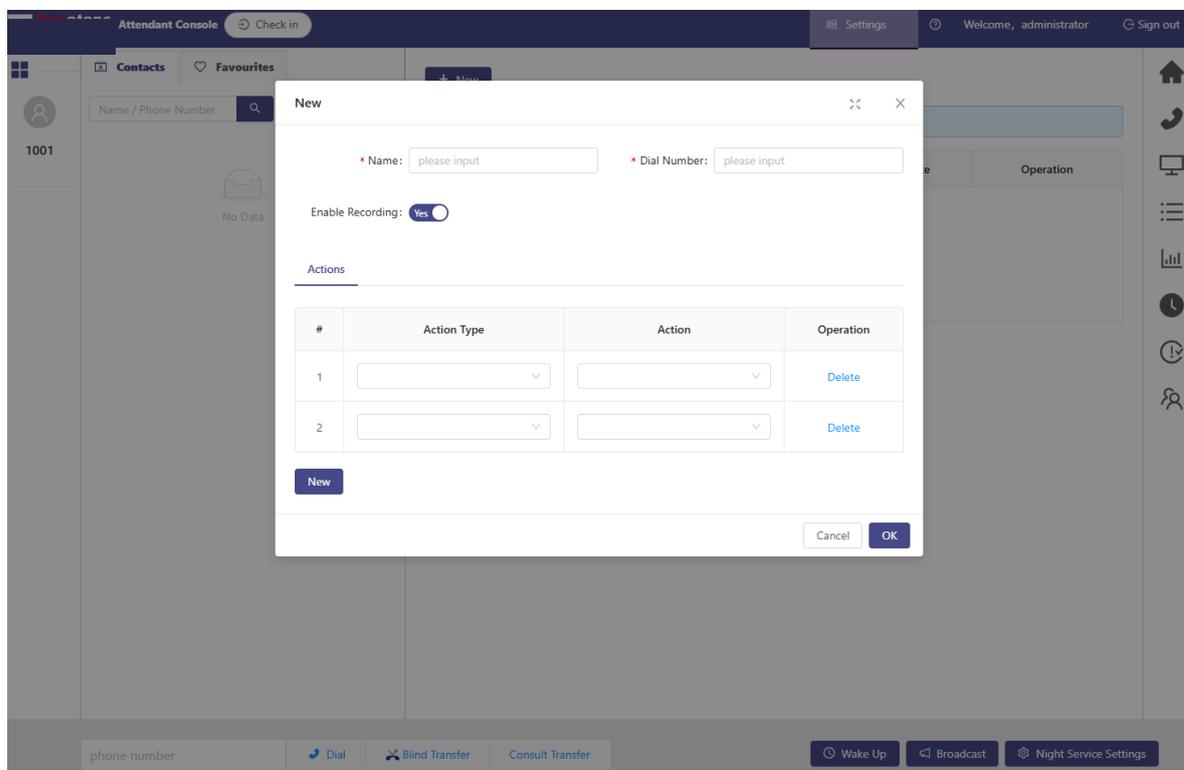
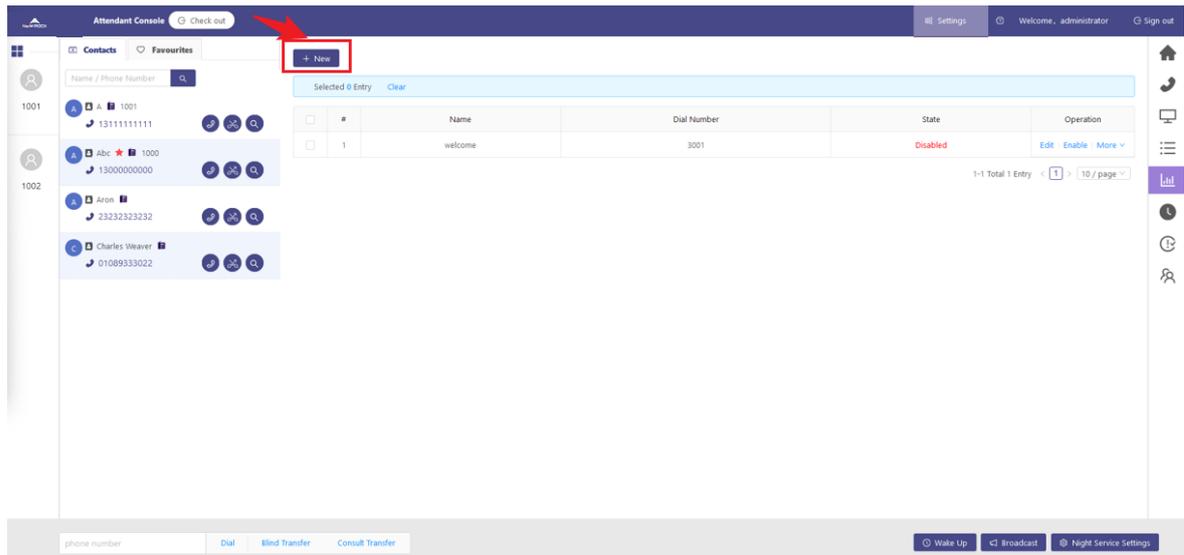
Intelligent IVR construction process



4.1.1 Call Flow Management

Navigate to Feature Settings > IVR Voice Management > Call Flow Management.

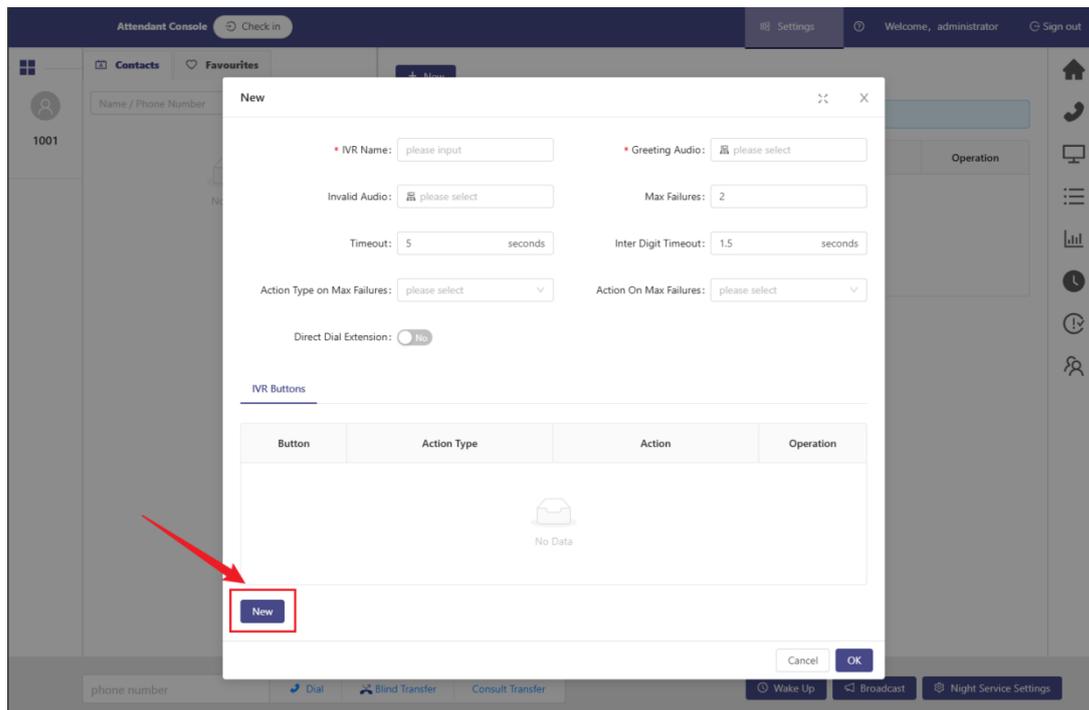
In the Call Flow Management interface of IVR Voice Management, users can create a new call flow after clicking the Add button in the upper left corner.



Item	Definition
Name	The user needs to enter the name of the new call flow
Dial number	Set the call number associated with this call flow
Whether or not to record	This option is used to set whether the call recording feature is enabled or not
Action type	Types of actions performed in this flow (play voice, repeat, return to previous level, human service, send SMS, hang up, repeat, voice menu, call transfer, voice recognition)
Action	Specific execution actions
Manipulate	You can delete the current master process sub-table

4.1.2 Voice menu management

Navigate to Function Setting > IVR Voice Management > Voice Menu Management, in the IVR Voice Management module, after clicking the "New" button, users can configure the new IVR process with the following fields and settings.

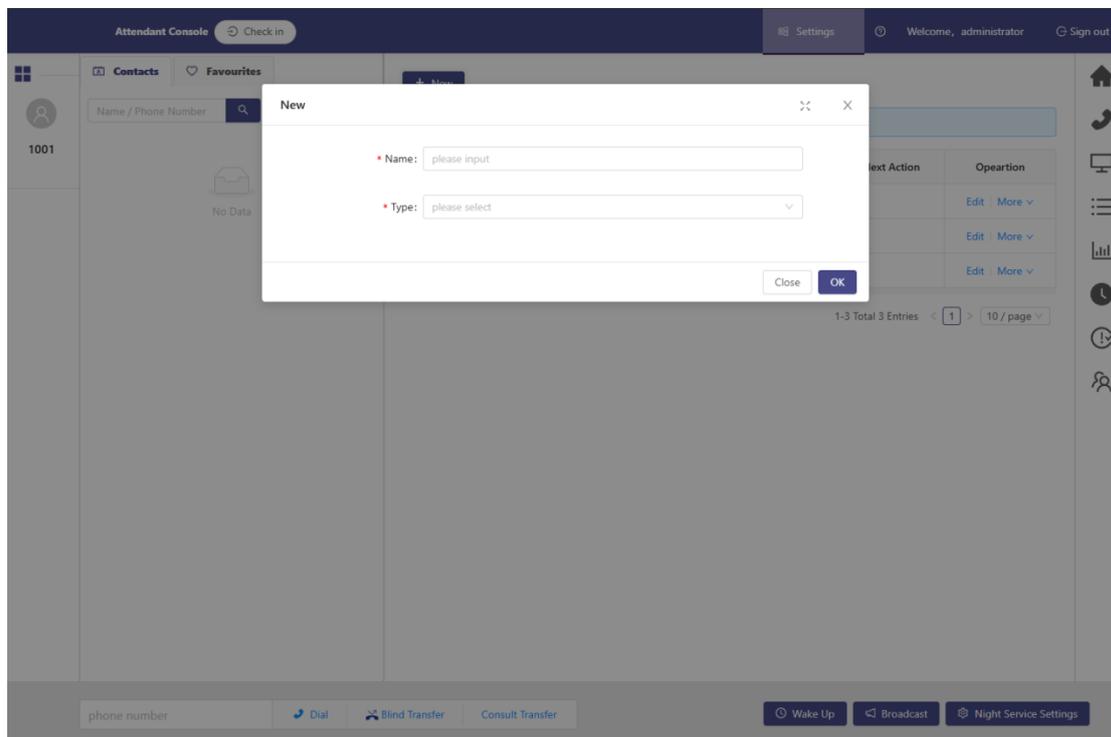


Item	Definition
IVR Name	Users need to name the new IVR process
Greeting audio	Select the type of prompting voice that is played when the user enters the IVR process
Invalid Audio	When the user enters an invalid key,

	the system will prompt the user that the input is invalid
Maximum Failures	This field defines the maximum number of attempts allowed by the system when a user makes an input error
Timeout	This field sets the maximum wait time for a user to press a key in the IVR process
Inter digit timeout	The drop-down box allows you to select the type of timeout processing
Max Failures	When the continuous key press timeout is reached, the system needs to perform the corresponding action
Direct dialing extension	After checking "Yes", select the direct dialing network equipment and set the number of direct dialing digits.

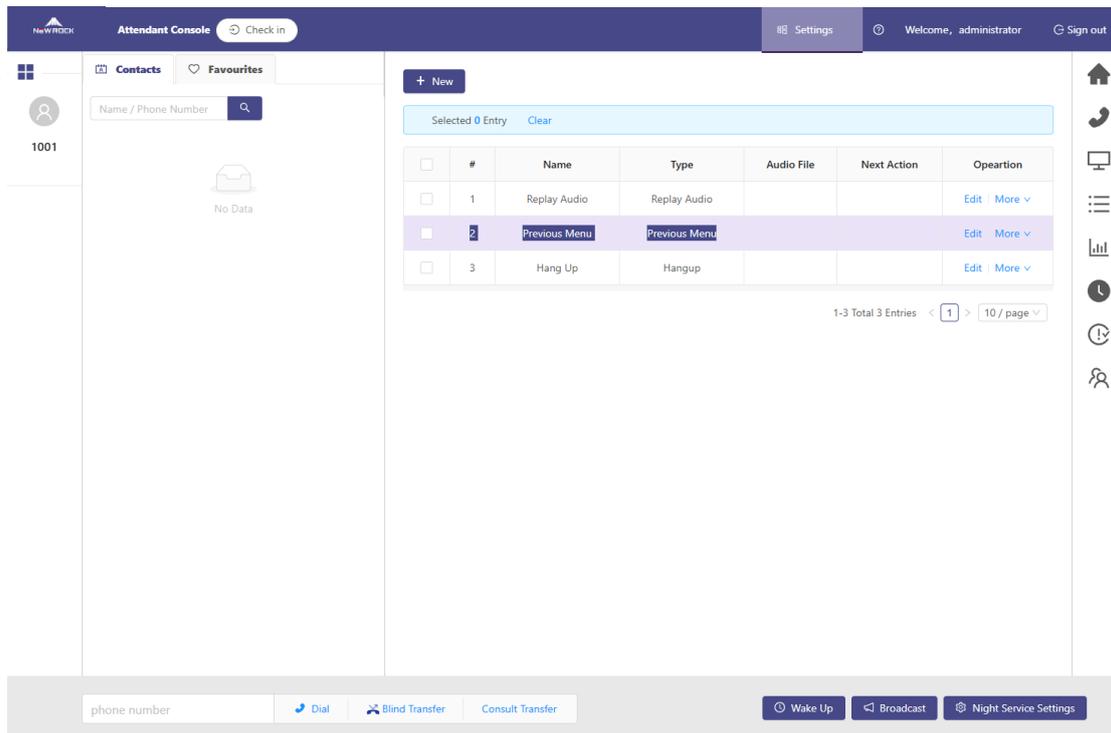
4.1.3 Executive Action Management

Navigate to Function Setting > IVR Voice Management > Execute Action Management, in the Execute Action Management interface, the user can see the actions previously executed by the device. By clicking Add, users can configure the specific actions that the system will perform when a particular action is triggered.



Item	Definition
Name	Configure a name for the execution action
Type	The user selects the appropriate type of action according to the requirements

Execution Action History

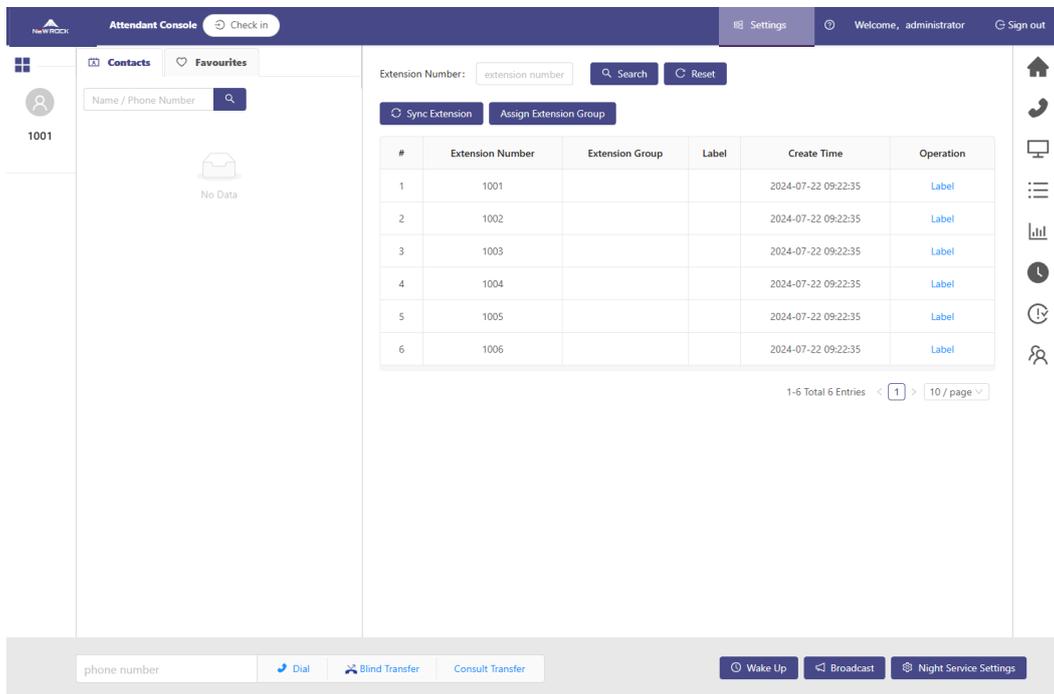


Item	Definition
Name	Name of the action to be performed
Type	Types of Display Actions and Specific Operations
Audio File	The voice file associated with this execution

4.2 Extension management

4.2.1 System extension

Navigate to Function Setting>Extension Management>System Extension. In the extension management interface, users can manage the configuration and assignment of all extensions, including extension number, query, reset, synchronize extension, assign department and other operations.

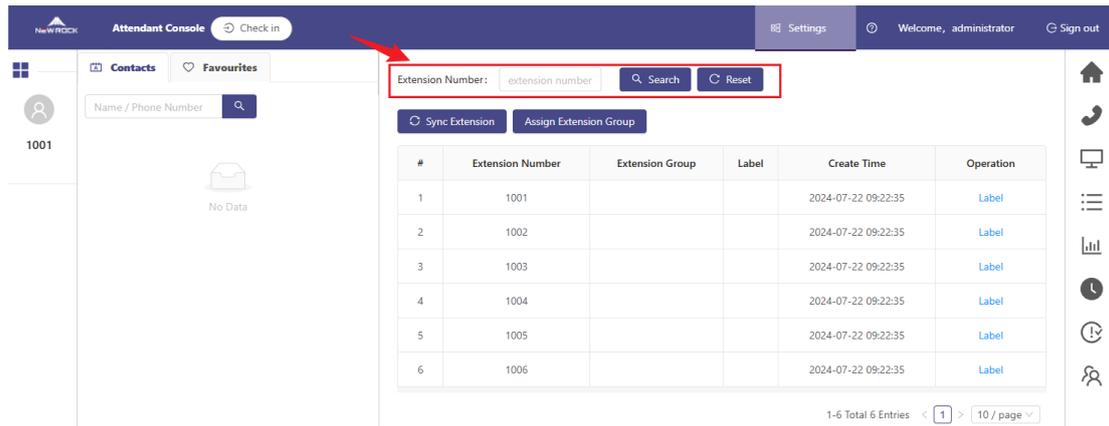


The screenshot displays the 'Attendant Console' interface for 'System Extension' management. The top navigation bar includes 'Settings', 'Welcome, administrator', and 'Sign out'. The main content area features a search bar for 'Extension Number' with 'Search' and 'Reset' buttons. Below the search bar are two buttons: 'Sync Extension' and 'Assign Extension Group'. A table lists six extension entries, each with a unique ID, extension number, group, label, and creation time. The 'Operation' column for each entry contains a 'Label' button. A pagination control at the bottom of the table shows '1-6 Total 6 Entries' and '10 / page'. The left sidebar shows 'Contacts' and 'Favourites' sections, with a search bar for 'Name / Phone Number' and a 'No Data' message. The bottom of the interface has a 'phone number' input field and buttons for 'Dial', 'Blind Transfer', 'Consult Transfer', 'Wake Up', 'Broadcast', and 'Night Service Settings'.

#	Extension Number	Extension Group	Label	Create Time	Operation
1	1001			2024-07-22 09:22:35	Label
2	1002			2024-07-22 09:22:35	Label
3	1003			2024-07-22 09:22:35	Label
4	1004			2024-07-22 09:22:35	Label
5	1005			2024-07-22 09:22:35	Label
6	1006			2024-07-22 09:22:35	Label

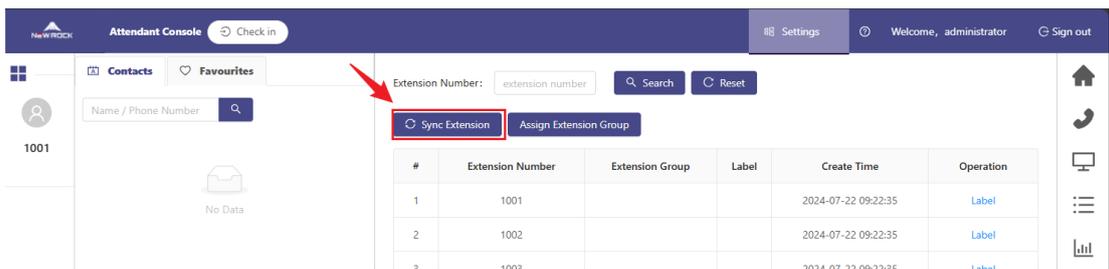
Screening machine

Click Filter Extension and enter the extension number to quickly filter the extension number, and click the reset button on the right to quickly reset the filled extension number.



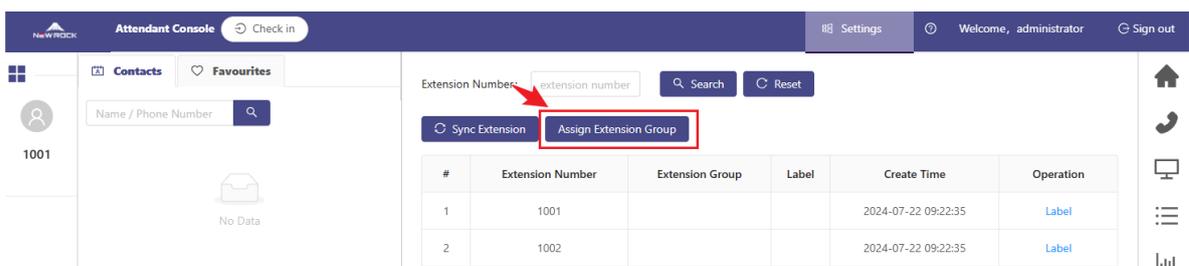
Synchronous extension

Click on the Synchronize Extensions button in the upper sitting corner to synchronize the extension number with the OM device.



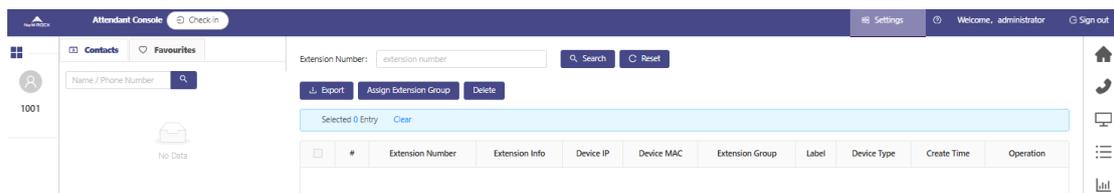
Department of distribution

Click the Assign Sections button to individually/batch assign sections to extension numbers.



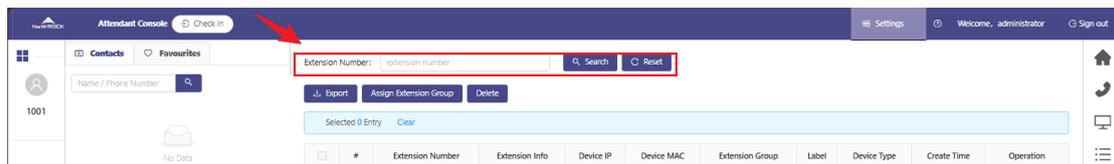
4.2.2 Device Extension

Navigate to Function Setting>Extension Management>Group Extension. In the Group Extension interface, users can configure, manage and assign extensions, including extension number, query, reset, export, add voice gateway extension, assign department, assign room number, delete and other operations.



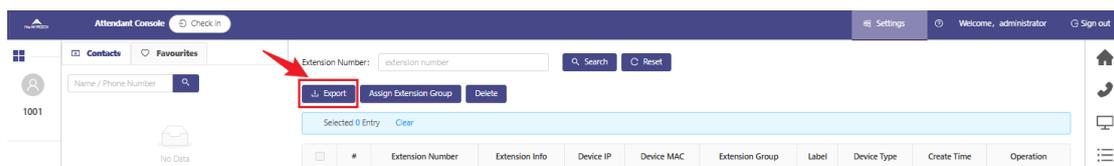
Screening machine

Click Filter Extension and enter the extension number to quickly filter the extension number, and click the reset button on the right to quickly reset the filled.



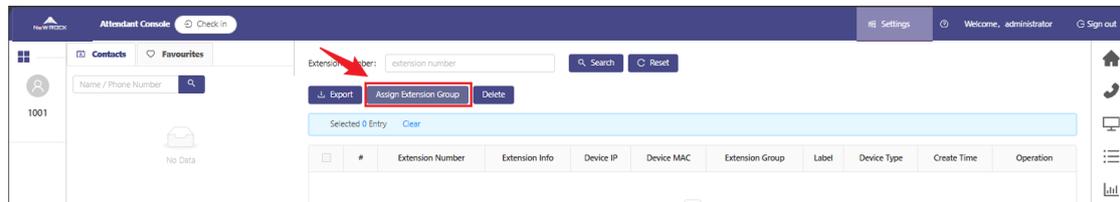
Export

Users can export extension information to a spreadsheet (Excel) by clicking the Export button.



Assign Extension Group

This function allows you to batch assign departments to the extensions checked in the list.

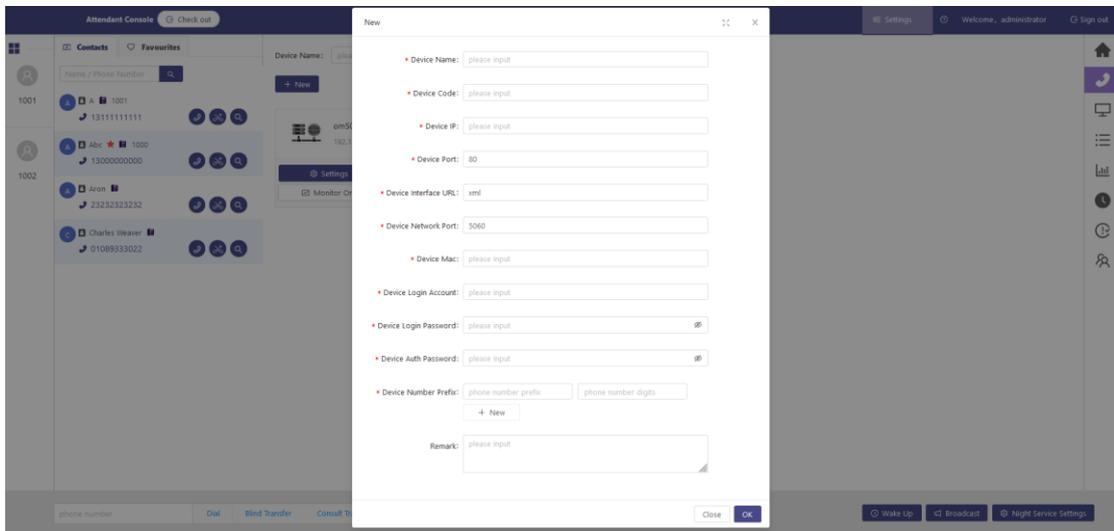
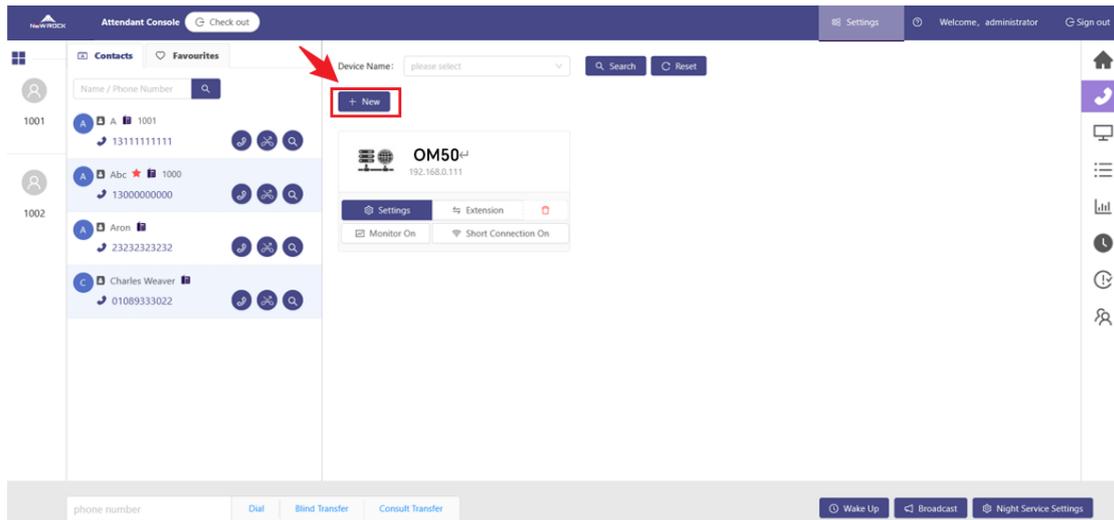


4.3 Network management

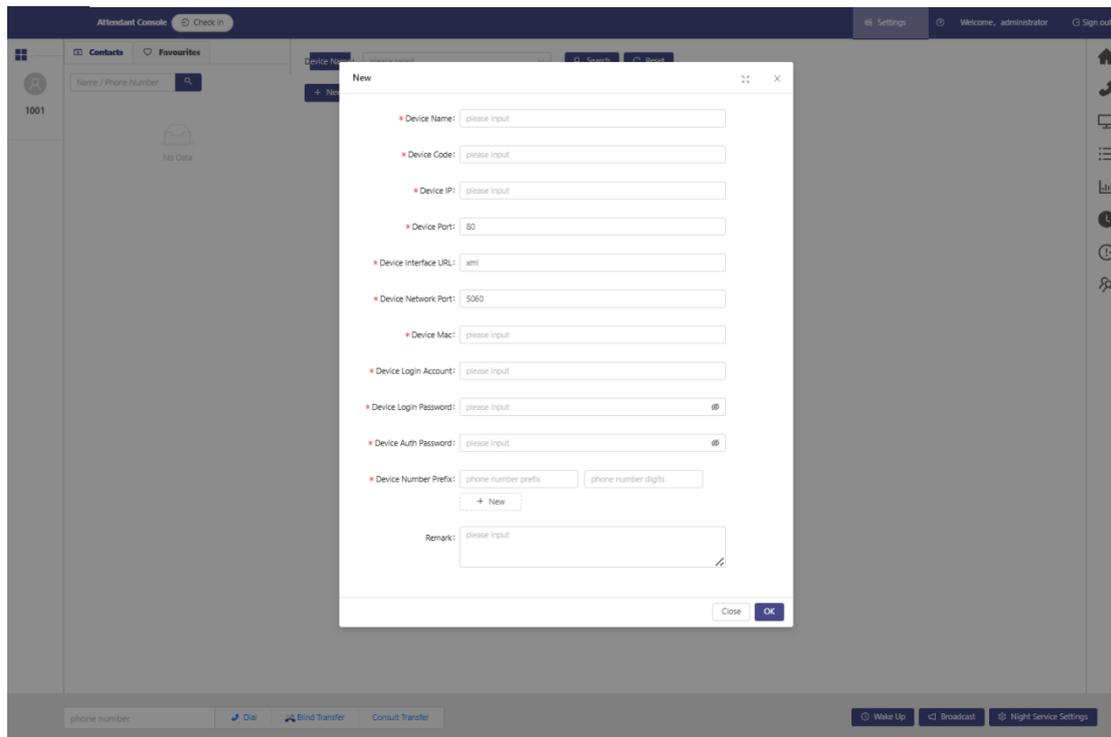
4.3.1 Networking equipment

Navigate to Function Setting>Network Management>Network Devices, and the operator can add network devices (OM and third-party IPPBX) and edit the network devices through the device networking function, support other softswitch docking, support SIP standard protocols, and support Sip Trunk mode in the networking mode.

Navigate to Function Setup > Network Management > Network Devices and click Add.



Take OM50 for example



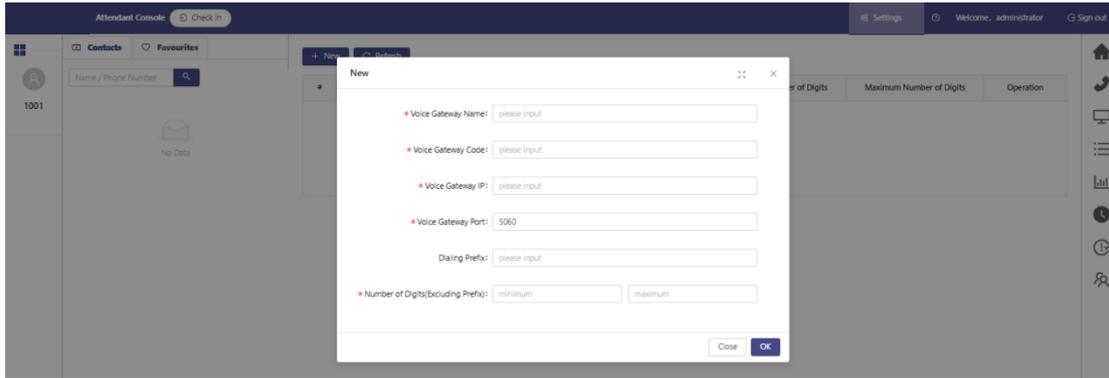
Item	Definition
Device name	Unique names assigned to OM devices to make it easy for administrators to identify and differentiate between different devices
Device code	Unique identifier of the OM device
Device IP	IP address of the OM device
Device Port	Port number used by the device to receive and send data
Device Interface URL	API interface for remote access to the device
Device Network Port	The network port used by the device during networking. (usually 5060)

Device MAC	The Media Access Control (MAC) address of the device. Available in the OM administrator's back-end under "info" in the upper right corner.
Device Login Account	The user name used to log in to the device management interface. Defaults to admin
Device Login Password	Password for logging into the device management interface
Device auth password	Used for authentication between devices and other systems or services, configured in OM Pipeline Backend > APIs
Device Number Prefix	Number prefix, number digits, e.g. OM extension number is a 4-digit number starting with 7, number prefix is 7, number digits are 4, dial the 4-digit number starting with 7, e.g. 7001

Default device grouping port: 5060. Device port: 80 Used to access the OM device address

4.3.2 Voice gateway

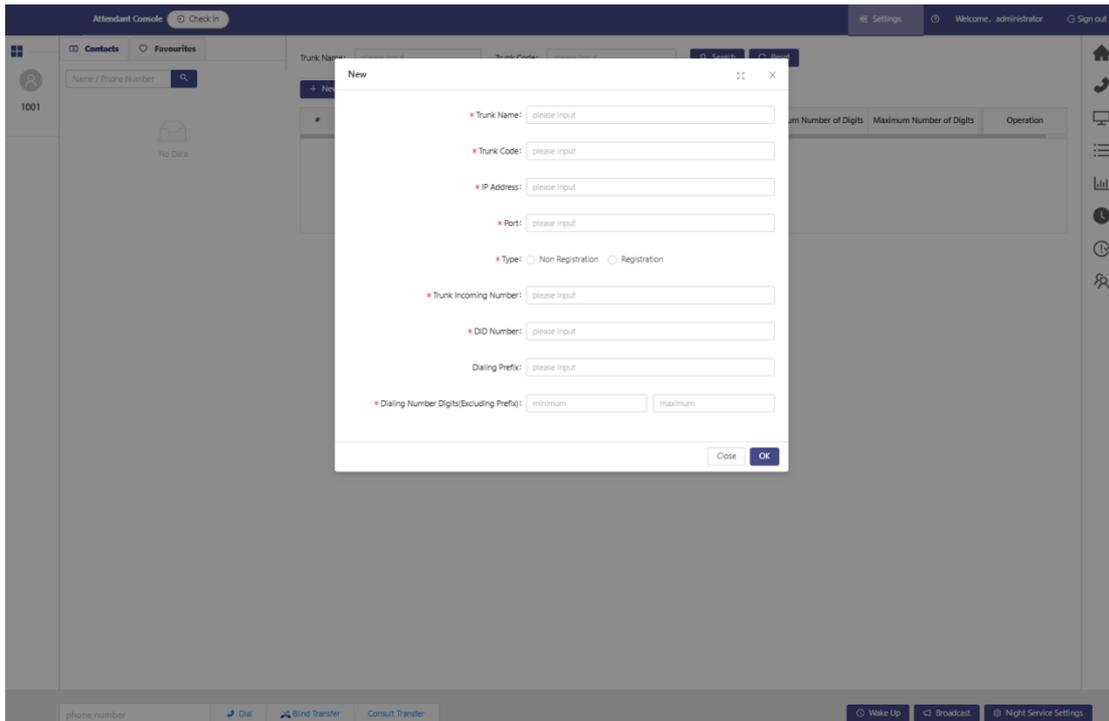
Navigate to Function Setting > Network Management > Voice Gateway, and in the Voice Gateway Add screen, users can configure new voice gateway information.



Item	Definition
Voice Gateway Name	Name of the voice gateway
Voice gateway code	Unique coding for voice gateways
Voice gateway IP	Configure the IP address of the voice gateway
Voice gateway port	Configure the group port number of the voice gateway, the default value is 5060
Dialing Prefix	Input Dialing Prefix
Number of Digits (Excluding Prefix)	For example, if the OM extension number is a 4-digit number beginning with 7, the prefix is 7 and the number digits are 4, dial the 4-digit number beginning with 7.

4.3.3 Relay management

Navigate to Function Setting > Network Management > Trunk Management, and in the Trunk, Management Add screen, users can configure new trunk lines.



Item	Definition
Trunk name	Name of the new trunk line
Trunk code	Unique codes for trunk lines
IP address	Configure the IP address of the trunk line
Ports	Configure the port number of the trunk
Type	Non-Registered: Selecting the "non-

	<p>registered" type indicates that the relay does not need to register for identity and establishes communication with the target system through IP address and port directly.</p> <p>Registration: Selecting the "Registration" type indicates that the trunk requires SIP registration for authentication and access. The registration type usually applies when establishing communications with an external VoIP provider</p>
Trunk incoming number	Used to configure the number of incoming calls received by the trunk line
DID number	Enter the trunk caller's direct dialing phone group number or extension number
Dialing prefix	Setting the prefix number to be used when dialing
Dialing number digits	Setting the maximum/minimum

	number of digits for dialing a number
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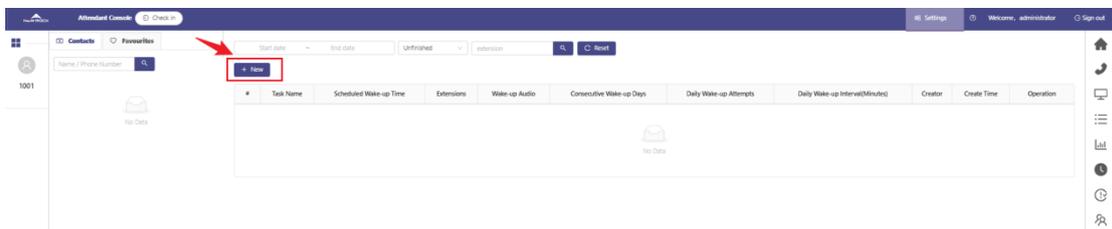
Work Memo

Navigate to Feature Settings > Work Memo and click Add, where administrators can fill in the content and set the importance level.



4.4 Wake-up call

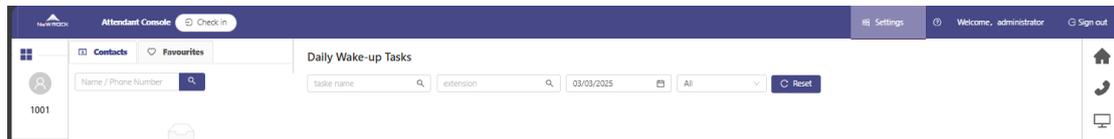
Navigate to Function Setting>Wakeup Management>Wakeup Setting, the Wakeup Management interface is used to set and manage all kinds of wakeup tasks, which is commonly used in hotels or other places that need regular wakeup service. Users can manage and schedule wake-up calls for a specified period of time by setting information such as start date, end date, extension number or room number.



Item	Definition
Task name	Display the name of the wakeup task
Select extension	Click to select the specified extension
Input Extensions	Minimum Extension (only this item is recorded for a single extension ~ Maximum Extension)
Scheduled Wake-Up Time	Selecting a scheduled wake-up time
Consecutive wake-up days	Select the number of consecutive wake-up days
Daliy wake-up days	Select the number of wake-up calls per day
Wake-up audio	Setting the wake-up voice

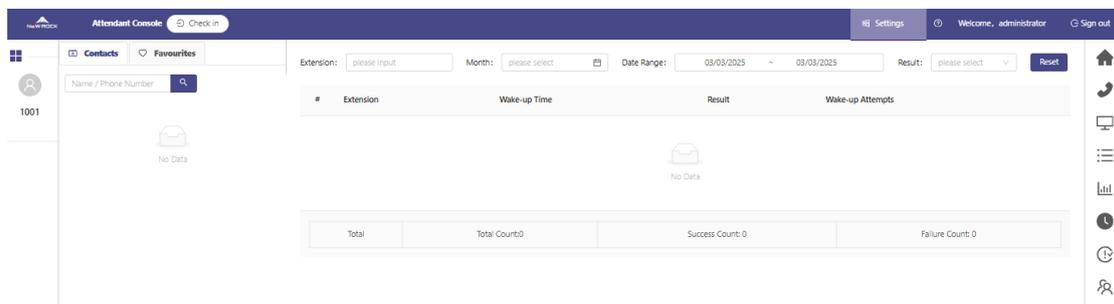
Daily Wake-up Tasks

Navigate to Feature Settings > Wake-up Management Daily Wake-up Tasks, where you can filter daily wake-up history tasks.



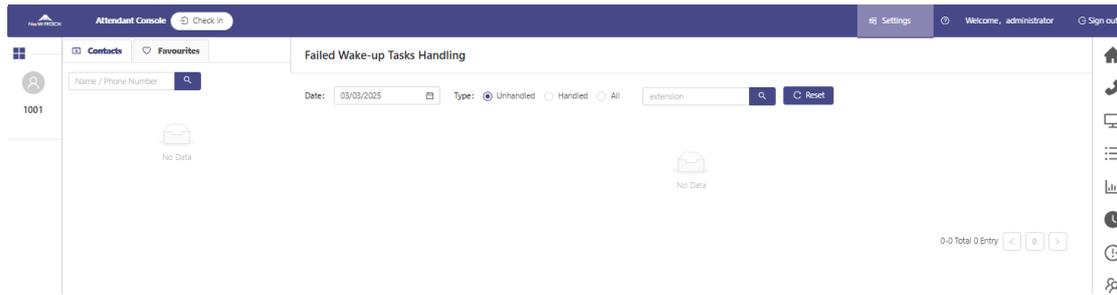
Wake-up call history

Navigate to Function Setting > Wakeup Management > Wakeup History. The Wakeup History interface is used to query the past records of wakeup tasks, which helps users to analyze and count the execution of wakeup service. Users can view detailed wake-up call records by filtering conditions such as room number, extension number, month, time period, etc.



Failed Wake-up Tasks Handling

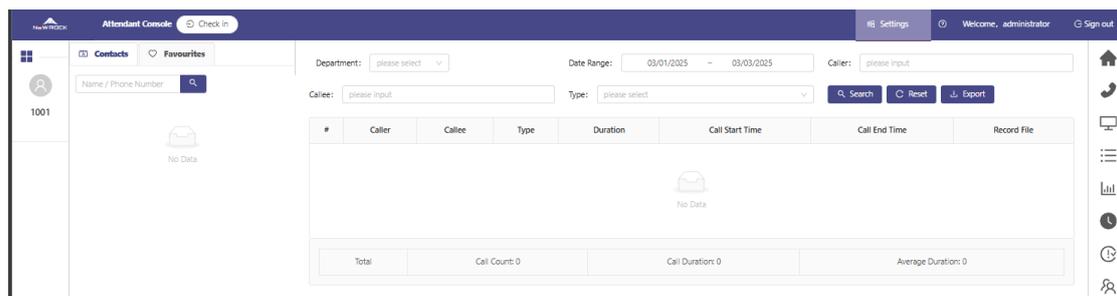
Navigate to Feature Settings > Wake-up Management > Failed Wake-up Tasks Handling to view and filter the records of failed wake-ups.



4.5 Voice setting

4.5.1 Billing Management

Navigate to Function Setting > Call Setting > Bill Management, users can query and manage call records by setting the query date range, selecting the call type, and entering the calling and called numbers. Supports querying the start and end time, duration, number of calls, calling device and other details of the call, and supports exporting the query results and viewing the call recordings. You can also reset the query conditions and quickly adjust the query parameters to facilitate call data analysis and management.

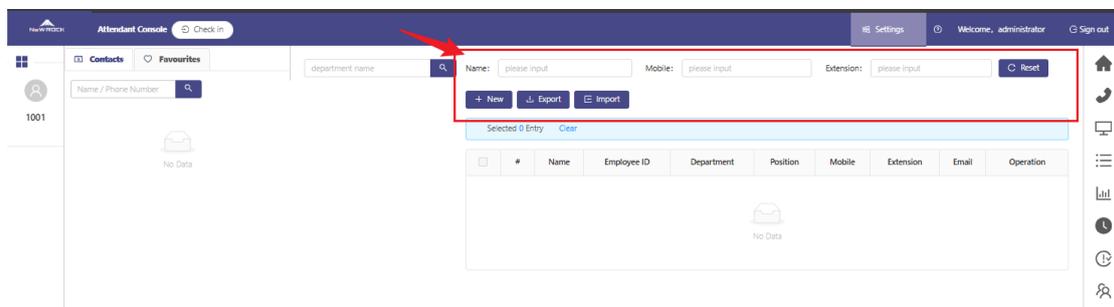


Item	Definition
Caller	The number from which the call was initiated
Callee	The number to answer the call
Type	Type of call, e.g., "inbound", "outbound".

Duration	Duration of the call
Call start time	Record the exact time the call started
Call end time	Record the exact time the call ends
Record file	If the call is recorded, the user can download or play the recording

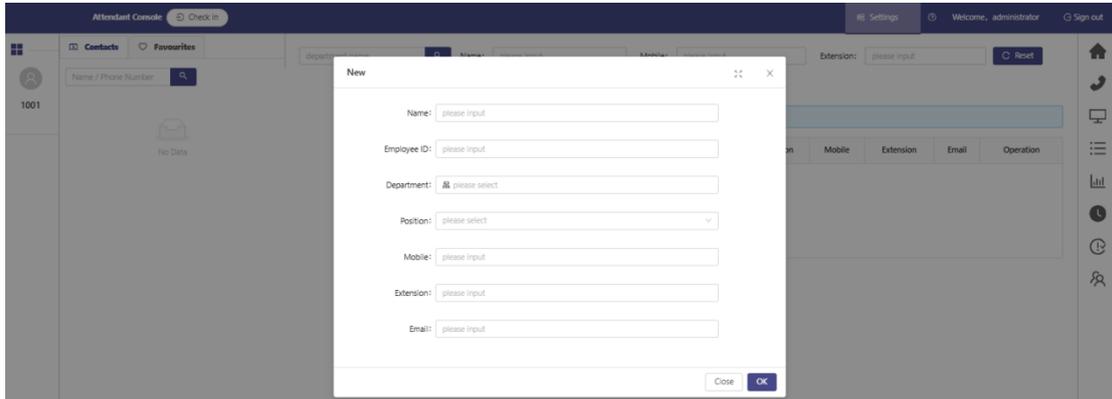
4.5.2 Directory

Navigate to Function Setting > Call Setting > Contacts, in the Contacts interface, through the Add function, users can manually add the contact information of a new employee, including name, extension, phone number, department and other information. In addition, users can also use the import function to batch import contact information from external files into the system, saving time for manual entry, and the export function allows users to export all contact information in the address book to a spreadsheet. The left side of the page provides a department name quick filter function, the user can enter the name of the department to quickly filter the department of all employees.



Additional members

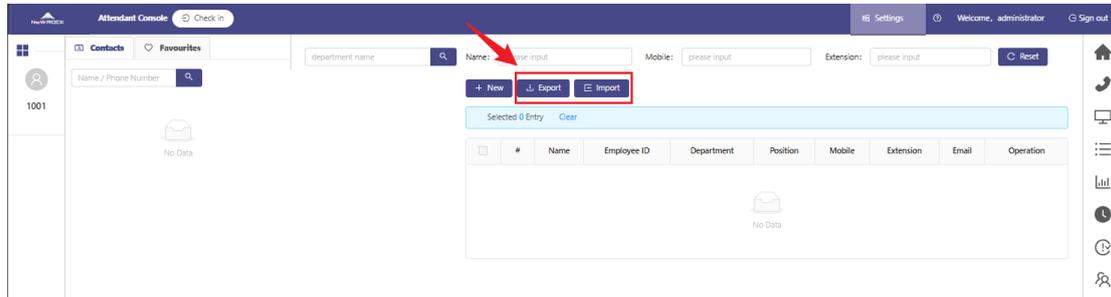
In the Add Member screen, users can add basic information about a new employee.



Item	Definition
Name	Name of the new employee
Employee ID	Employee's job number
Department	Assigning employees to departments
Position	Employee's position
Mobile	Employee's cell phone number
Extension	Assigning extension numbers to employees
Email	Employee's company email address

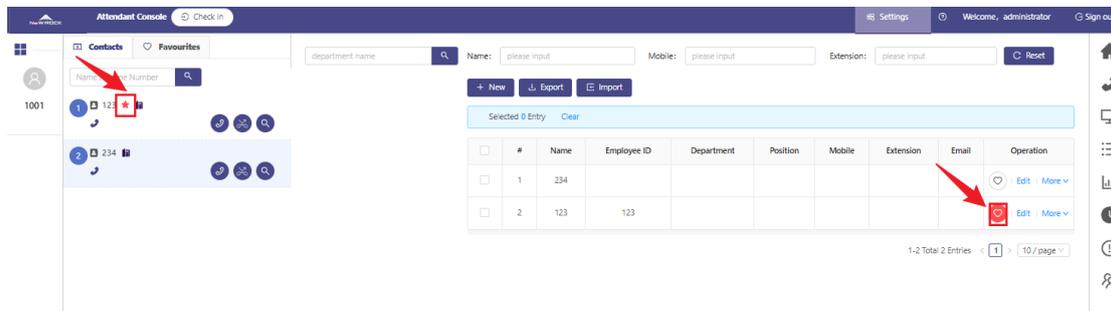
Import and export

Through the import function, the contact information from external files can be imported into the system in batch, saving the time of manual entry.



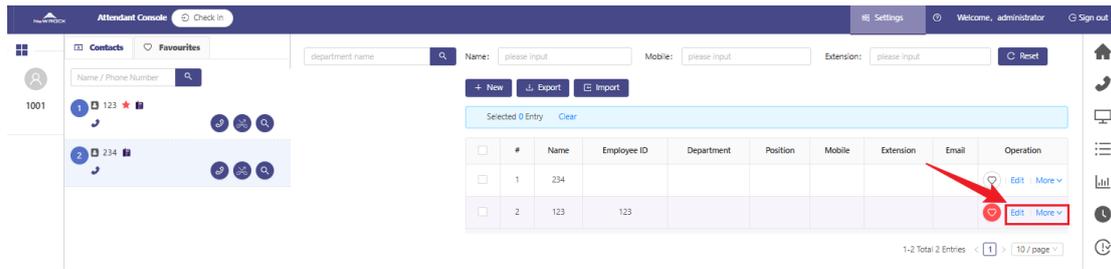
Favorite Users

Click the love icon to favorite the current user, after the favorite user will be marked red in the left address book, convenient for administrators to quickly find.



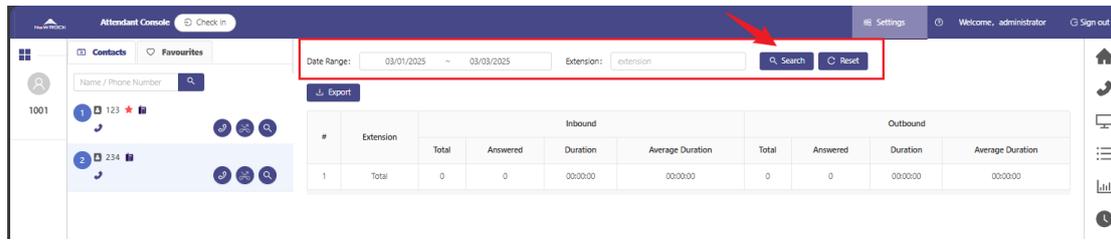
Editing and deleting users

Click Edit on the right and More on the right to edit user information/delete the current user.



4.5.3 Call Reports

Navigate to Function Setting > Call Setting > Call Reporting, in the Call Reporting interface, users can view and analyze the detailed call records and statistics of the call system.



Screening

Filter by date range: Users can select a customized date range to view call records and statistics for a specific time period.

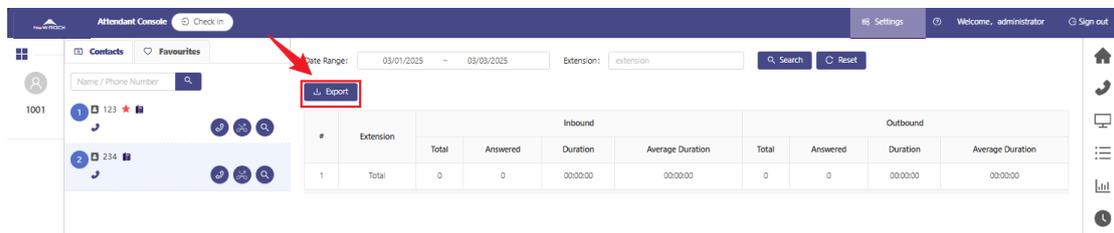
Filter by extension number: Users can filter the call records of a specific extension according to the extension number, which is convenient for analyzing the call situation of a single extension.

Item	Definition
Total	Displays the total number of calls
Answered	Displays the number of successfully

	connected calls
Duration	Displays the total duration of all calls
Average Duration	Displays the average length of each call

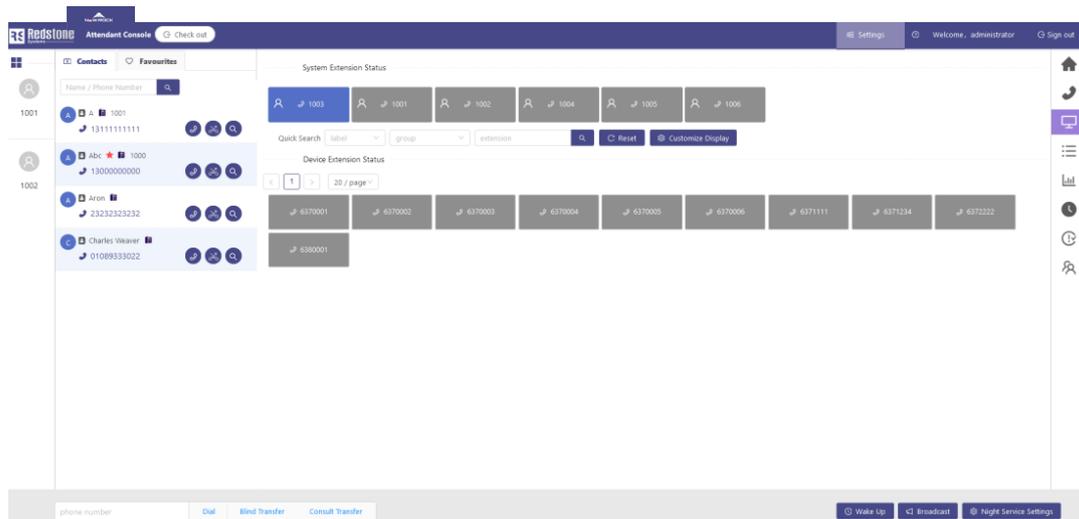
Export

Click Export to export the call report records.



4.5.4 Queue Monitoring

Navigate to Feature Settings > Session Settings > Extension Monitor, in the Queue Monitor interface, users can view and manage the status of the session queue in real time.

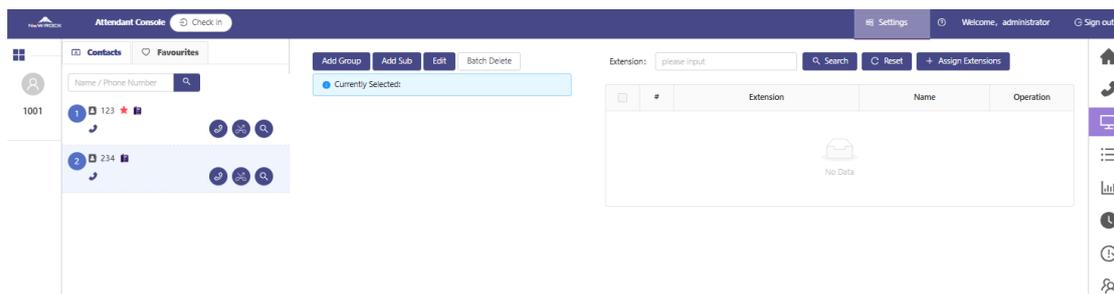


Queue Monitor

The interface displays the following information. the Queue Name, indicating the current call queue; the Current Calls, showing the number of active calls; and the Number of Waiting, representing the number of calls in the queue waiting to be answered. number of calls in the queue waiting to be answered.

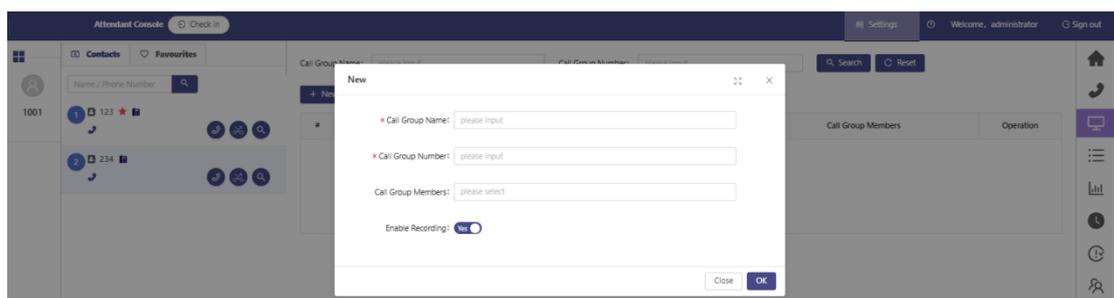
4.5.5 Voice group management

Navigate to Function Setting > Service Setting > Service Group Management, in the Service Group Management interface, users can manage and configure different service groups.



4.5.6 Call Group

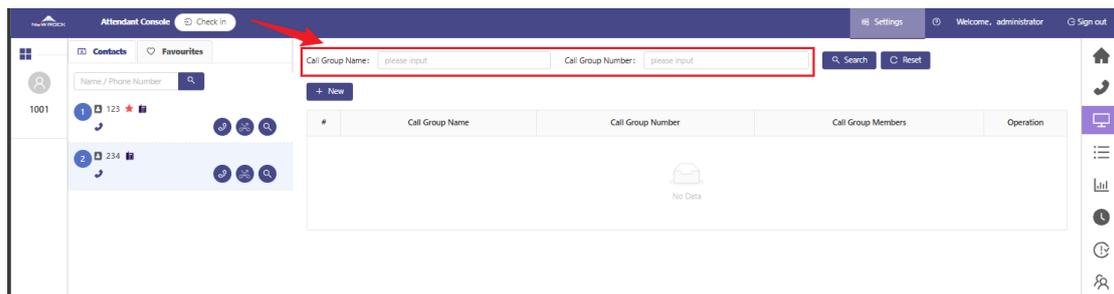
Navigate to Feature Settings > Call Settings > Call Group, users can set the name, number, members, and choose whether to enable the call recording function and set the working time.



Item	Definition
Call group name	Assign a name to the voice group
Call group number	Assign a number to the voice group
Call group members	Selecting group members from a list of existing employees
Voice recording	Select whether to enable call recording

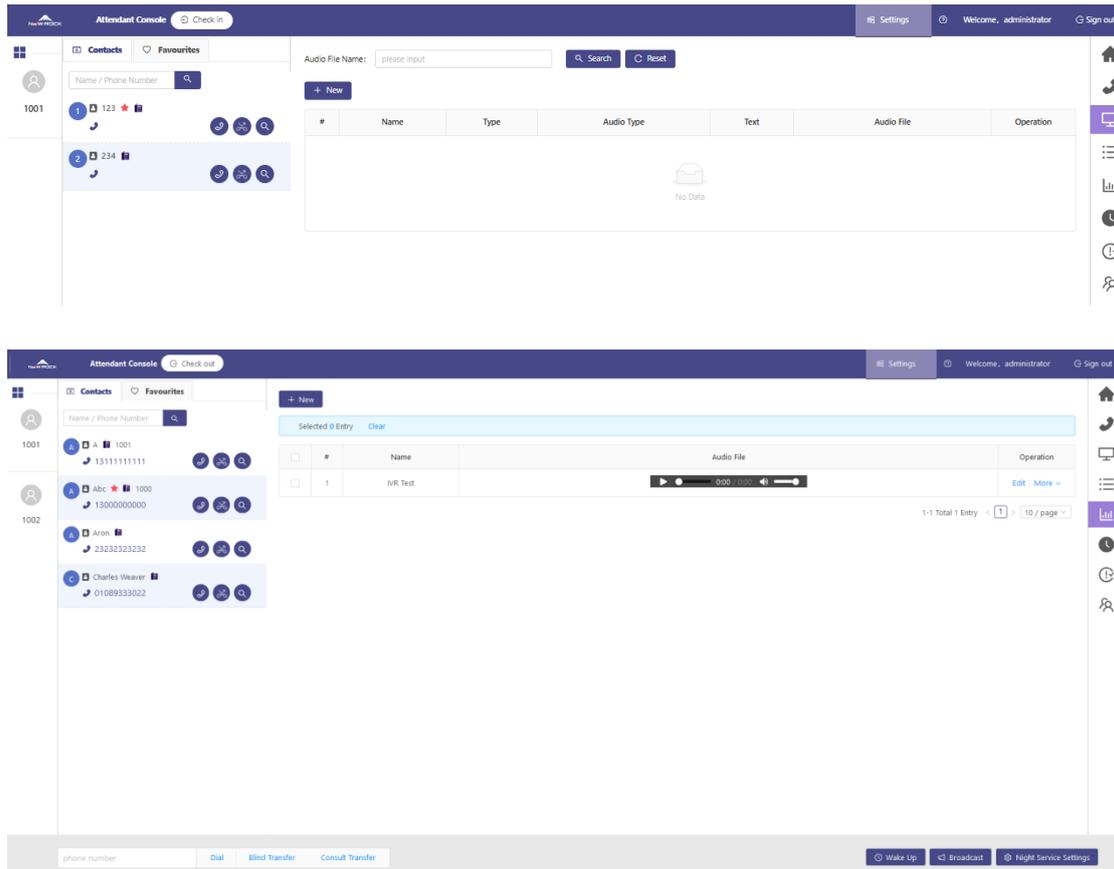
Screening

Enter the station name and group number to quickly filter groups.



4.5.7 Voice file

Navigate to Feature Settings > Voice Settings > Voice Files, which is used to manage and configure voice files. Users can set names for voice files, select voice types, and upload different types of voice files as needed.



New voice

New ✖

* Name:

Category:

Type: Audio TTS

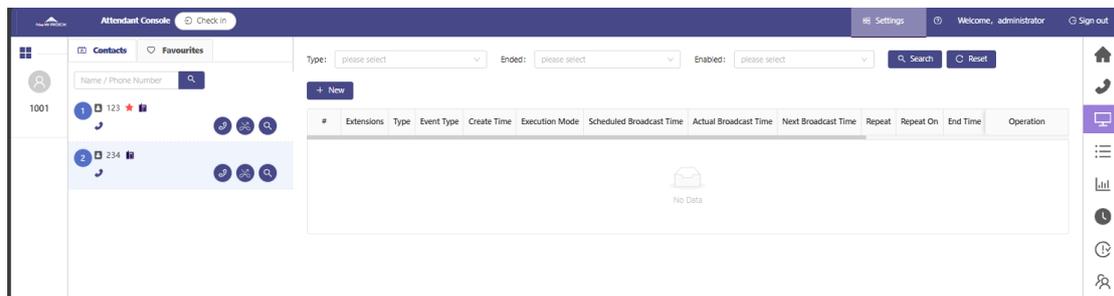
Close

Item	Definition
Name	Name of the voice file
Category	Select the type of voice file in the drop-down box
Voice file	Select to upload a voice file

TTS	Enable TTS (Text to Speech)
-----	-----------------------------

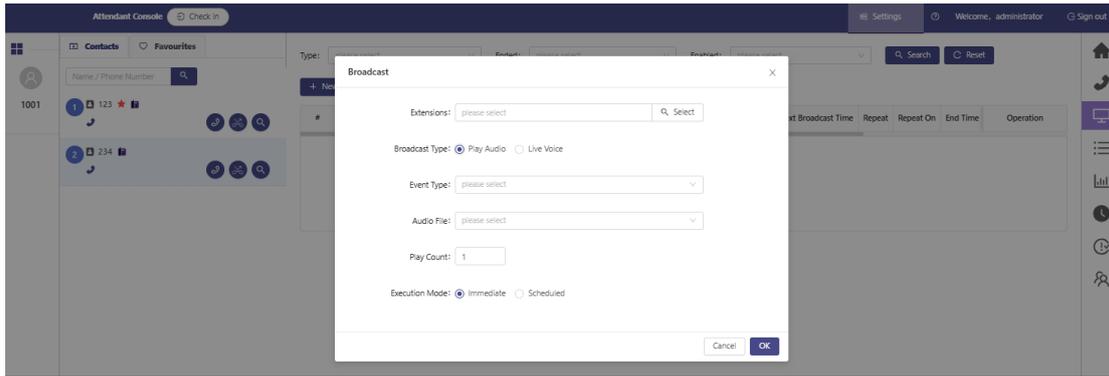
4.5.8 Broadcast management

Navigate to Feature Settings > Voice Settings > Broadcast Management, the Broadcast Management interface is used to configure and manage broadcast tasks. Users can set up different types of broadcasts in this interface and manage the execution conditions, time, repeatability, etc. of the broadcasts in detail.



New broadcasts

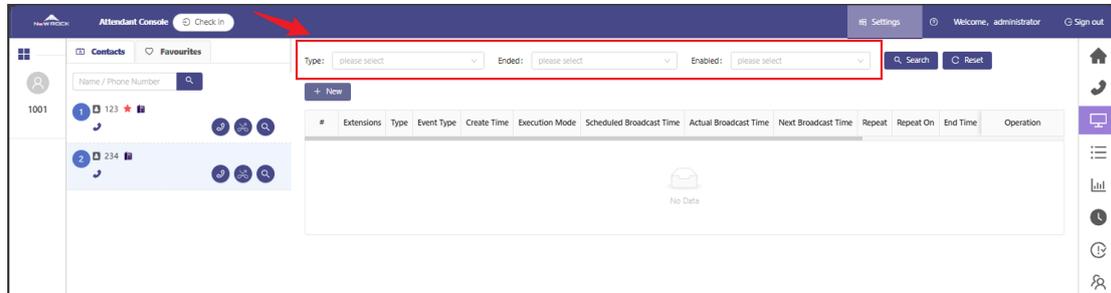
Users can quickly add a new broadcast task with this button. During the configuration of a new task, the user can customize the broadcast task by setting the extension, type, event type, voice file, execution mode, whether it is enabled or not, broadcast time, and whether it is repeated.



Item	Definition
Extensions	Clicking Select allows the user to select the extensions that need to participate in the broadcast
Broadcast type	Selecting the type of broadcast
Event Type	Types of events broadcasts
Audio file	Selecting a voice file
Play Count	Setting the number of times a voice file is played
Execution mode	Selection of broadcast execution
Enable or disable	This option allows the user to choose whether to enable broadcast tasks

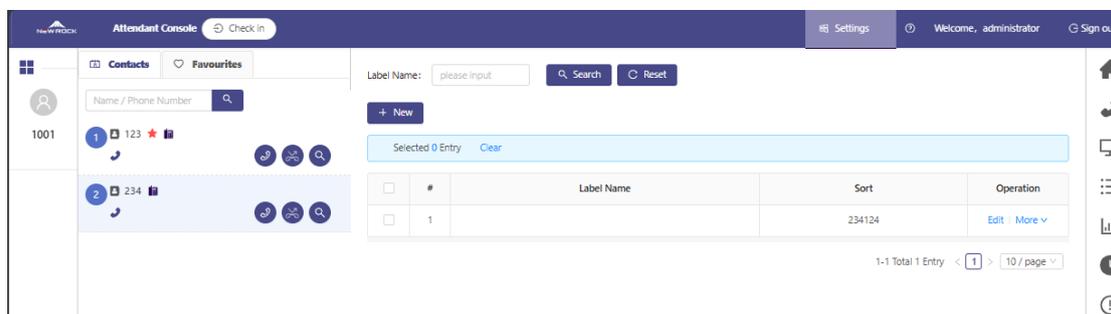
Screening

Broadcasts can be filtered by conditions above the interface.



4.5.9 Extension Label Management

Navigate to Feature Settings > Call Settings > Label Management to assign labels to different extensions to categorize and manage the extensions through labels.

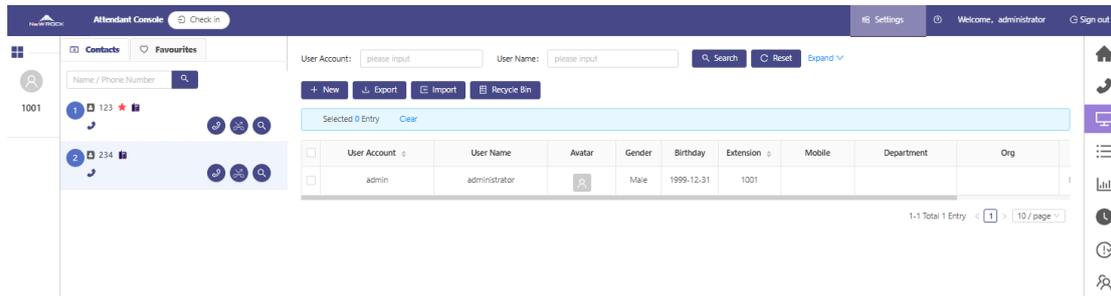


4.6 System management

4.6.1 User management

Navigate to Functionality > System Administration > User Management. The User Management interface is a tool used by administrators to manage system user account information. Administrators can view details of existing users, edit or add new users. This screen allows users to be filtered, modified or updated

to better manage users and permissions.



New subscriber

Click Add User and fill in the necessary user information, account number, name, work number, extension number assigned to the user, etc.

New X

* User Account:

* Login Password:

* Confirm Password:

* User Name:

Employee ID:

Extension:

Mobile:

Position: Select

Role:

Department:

Org:

Avatar:

+
Upload

Birthday: 📅

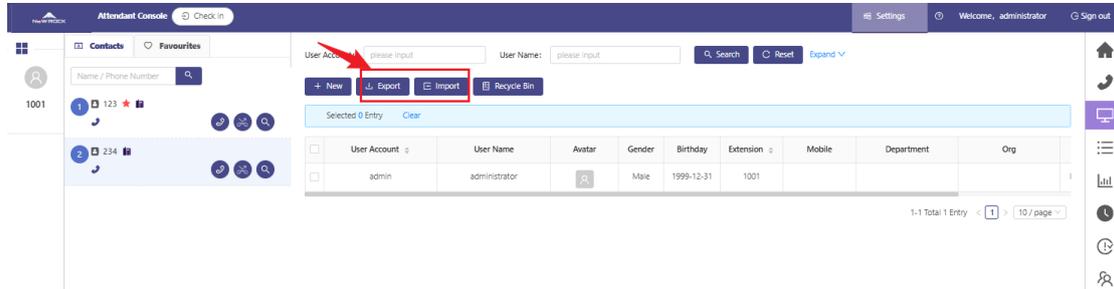
Gender: ▼

Call Pop-up: Yes No

Email:

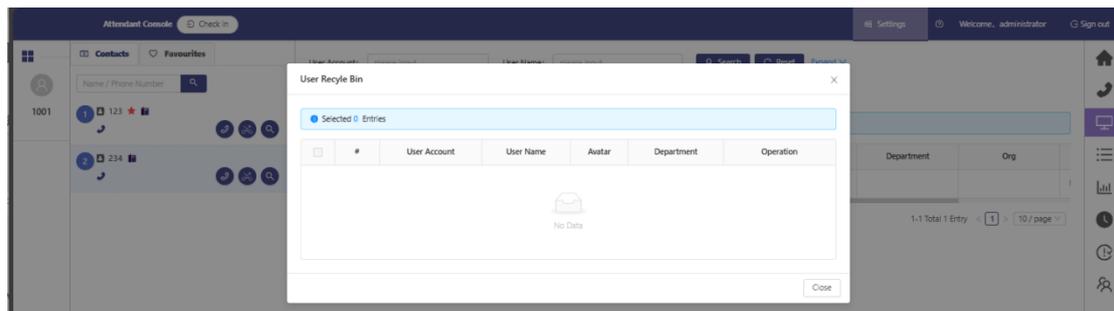
Import/Export

Supports quick import/export of users.



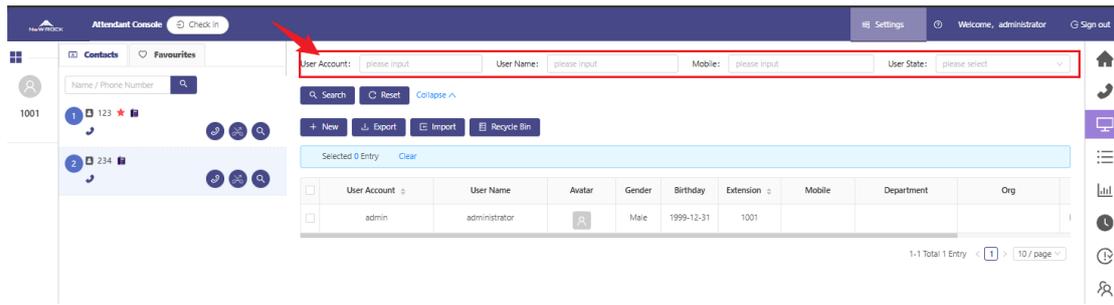
User recycle bin

The User Recycle Bin supports the recovery of historically deleted users.



Advanced Search

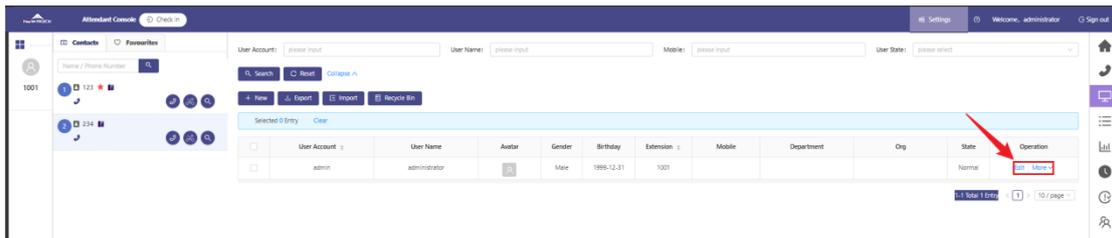
The advanced query interface provides more flexible and fine-grained data filtering functions to help users query and filter data based on multiple conditions at the same time. By setting different conditions and logical relationships (e.g., AND, OR), complex query conditions are constructed according to the needs, so that the required information can be found precisely.



Item	Definition
Filter condition matching	<p>AND: Indicates that all conditions must match (satisfy all set conditions).</p> <p>OR: Indicates that any one of the conditions can be satisfied (satisfying at least one of the conditions is sufficient).</p>
Select Query Fields	The user can select the fields that need to be queried, such as name, account number, and gender.

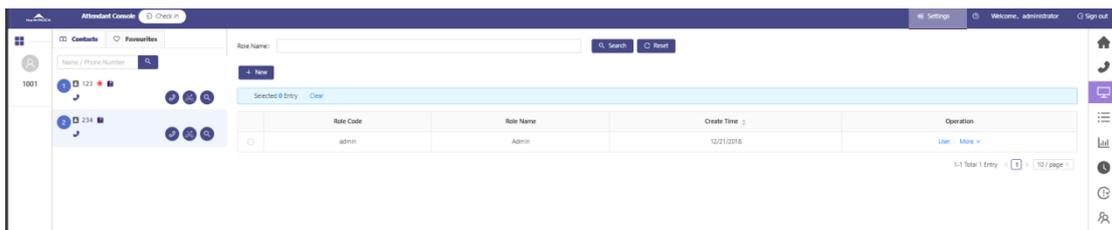
More Operations

The Action Bar provides options for basic operations on user or member management. Administrators can edit, view details, change passwords, delete or freeze accounts for specific members in the action bar. These features help administrators flexibly manage user rights and status.



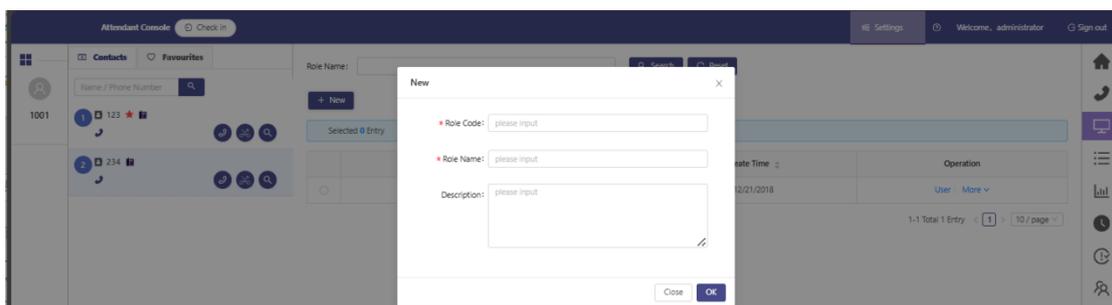
4.6.2 Role Management

The voice management interface is used to manage the creation, privilege assignment, import and export operations of voice-related roles. This interface allows administrators to quickly create new roles, view existing roles, and import and export role data.



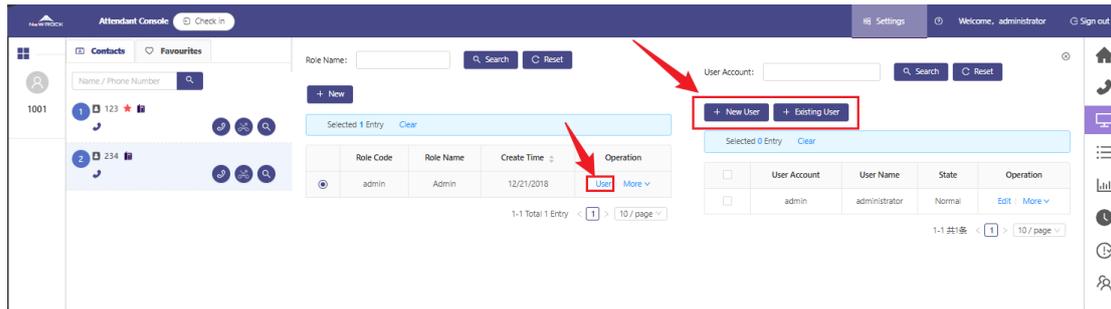
New Role

Add a new character by clicking the New Character button on the left.



Subscribers

This interface is used to manage user accounts in the system and allows administrators to view, edit and add associated user information.



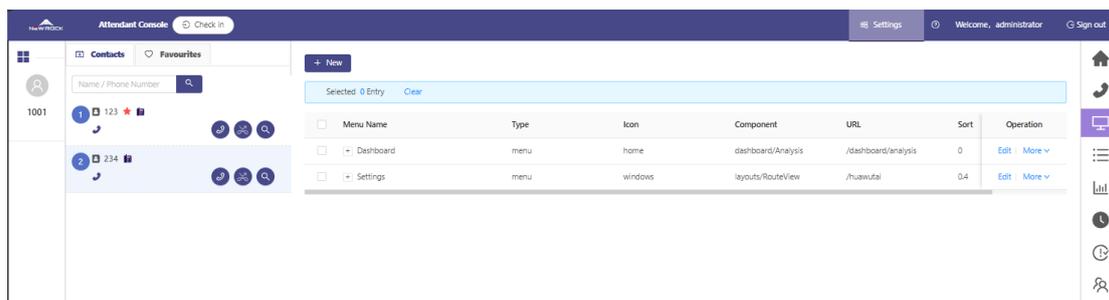
Authorizations

The Role Privilege Configuration screen allows administrators to assign and manage specific system privileges for different roles. This interface allows precise control over the functional modules and operational privileges that roles can access.

- Dashboard
 - Call Group Button
 - Broadcast Button
 - Wake Up Button
 - Night Service Button
 - Delete Work Memo
 - Advanced Extension Permission
 - WakeUp Depart Button
- Settings
 - IVR Management
 - Call Flow
 - IVR
 - Action
 - Extension Management
 - System Extensions
 - Device Extensions
 - Network Management
 - Device Management
 - Voice Gateway
 - Trunk Management
 - Work Memo
 - Wake-up Settings
 - Wake-up Management
 - Wake-up Tasks
 - Wake-up Logs
 - Failed Wake-ups
 - Call Settings
 - CDR
 - Address Book
 - Call Report
 - Extension Monitor
 - Queue Monitor
 - Extension Group
 - Call Group
 - Audio Files

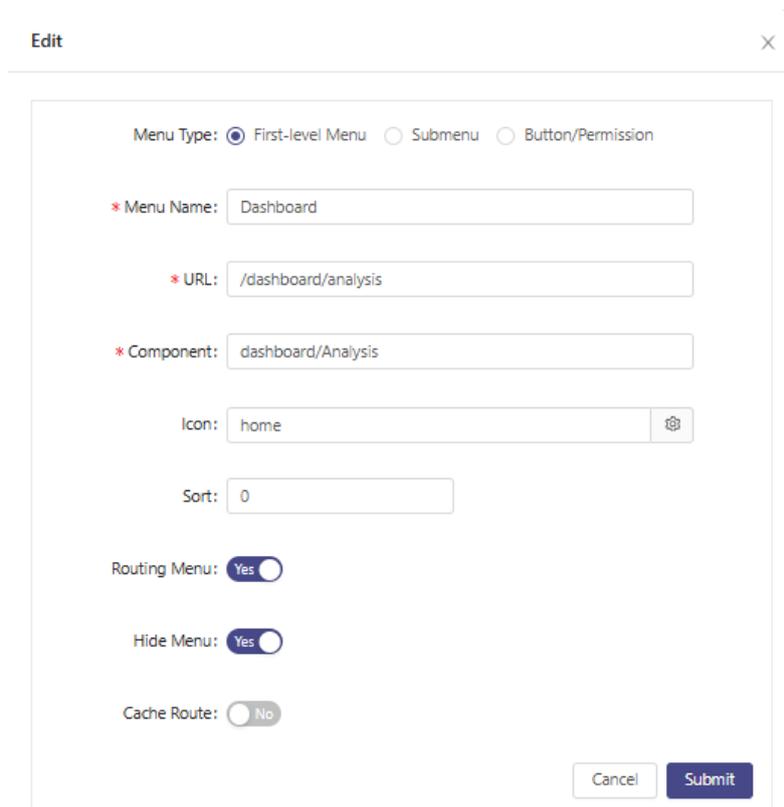
4.6.3 Menu Management

Navigate to Function Setup > System Management > Menu Management. The Menu Management interface is the key functional module used in System Management to configure and manage the system menus. Administrators can create, edit, sort and set permissions on menus. The menu management interface supports flexible configuration of first-level menus, submenus, and buttons/permissions, and also provides detailed setting items such as paths, components, and icons.



Edit menu

The menu management interface allows administrators to configure menu types, names, paths, icons, sorting and permissions to optimize the system's navigation structure and user experience.



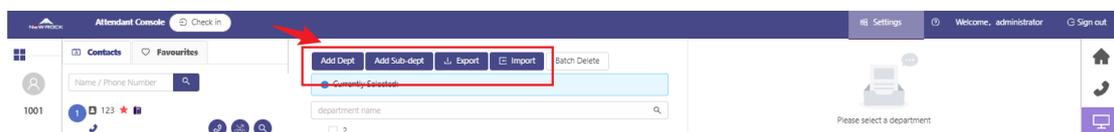
The 'Edit' dialog box contains the following configuration options:

- Menu Type: First-level Menu Submenu Button/Permission
- * Menu Name:
- * URL:
- * Component:
- Icon: 
- Sort:
- Routing Menu:
- Hide Menu:
- Cache Route:

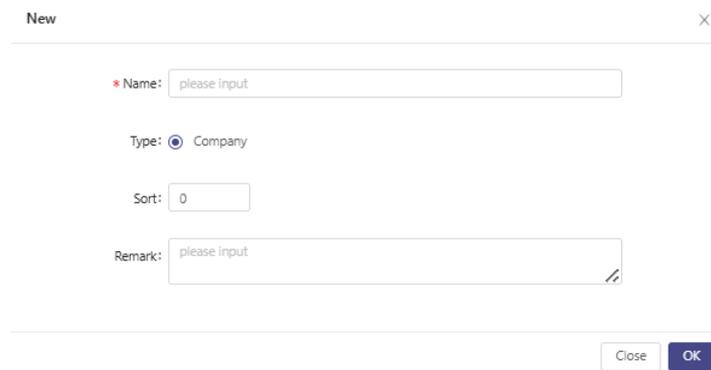
Buttons:

4.6.4 Department management

Navigate to Functional Setup > System Administration > Department Management, the Department Management interface is used to create, edit and manage the department structure in the system. The interface allows administrators to add new departments, manage subordinate departments, import and export department data, and batch delete unwanted departments.



Add department

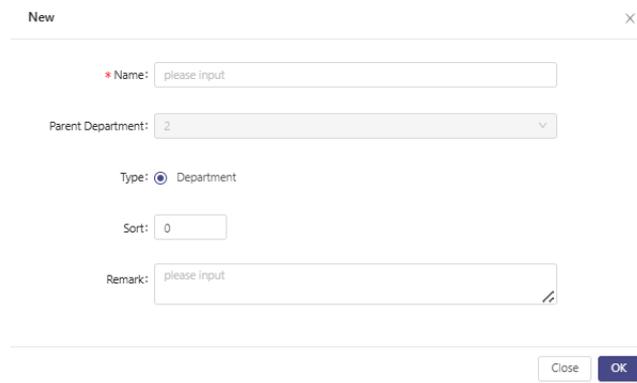


The screenshot shows a 'New' dialog box with the following fields and options:

- Name:** A text input field containing 'please input'.
- Type:** A radio button selection with 'Company' selected.
- Sort:** A text input field containing '0'.
- Remark:** A text area containing 'please input'.
- Buttons:** 'Close' and 'OK' buttons at the bottom right.

Add a subordinate

Add lower-level departments.



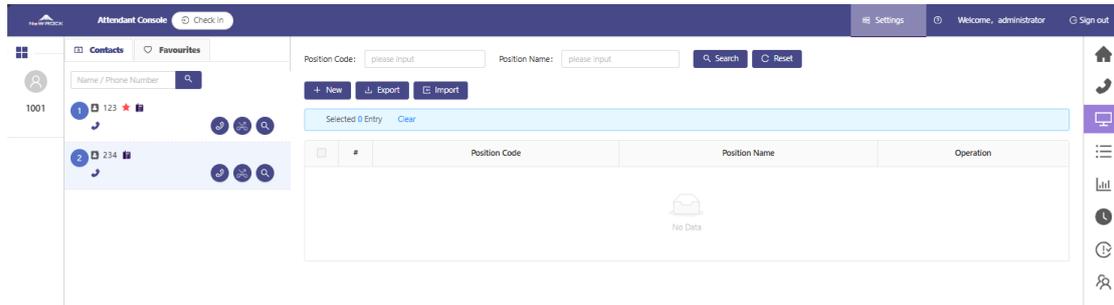
The screenshot shows a 'New' dialog box with the following fields and options:

- Name:** A text input field containing 'please input'.
- Parent Department:** A dropdown menu showing '2'.
- Type:** A radio button selection with 'Department' selected.
- Sort:** A text input field containing '0'.
- Remark:** A text area containing 'please input'.
- Buttons:** 'Close' and 'OK' buttons at the bottom right.

4.6.5 Job management

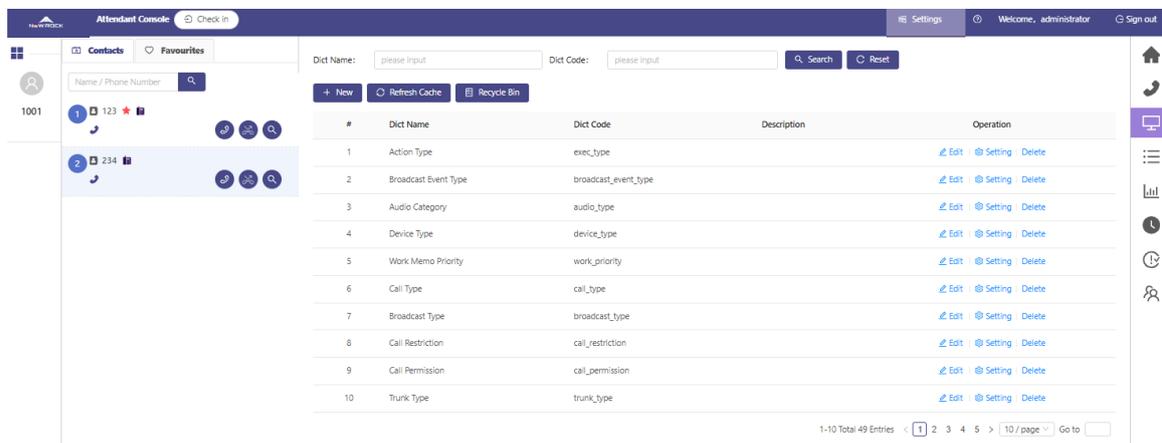
Navigate to Functional Setup > System Administration > Job Management, the Job Management screen is used to create and manage job information in the system. Administrators can use this interface to define information such as job codes, job titles and grades to improve organizational structure and personnel management. Helps to standardize and cascade the management of jobs within

a company or system.



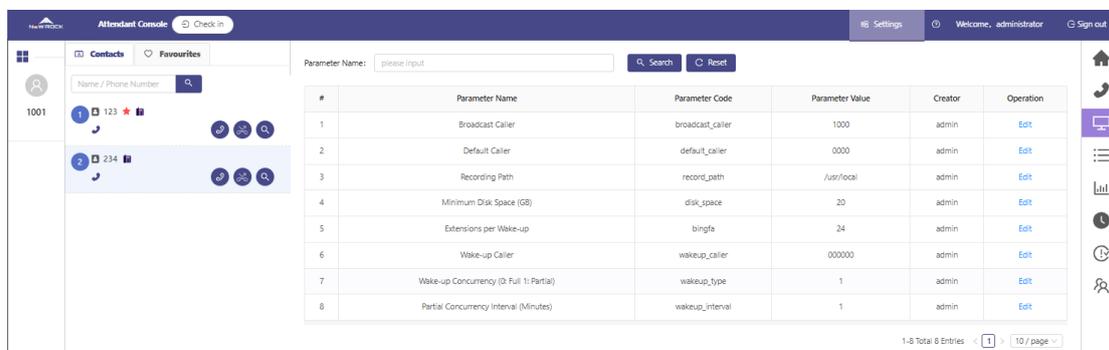
4.6.6 Data dictionary

Navigate to Function Setup > System Management > Data Dictionary. The Data Dictionary interface is used to manage the dictionary information of various data types and business rules in the system. The interface allows administrators to add, edit, and delete dictionary entries, as well as export, refresh cache, and other operations on the dictionary.



4.6.7 Parameter Setup

Navigate to Function Setup>System Management>Parameter Setup. The Parameter Setup screen is used to manage the configurable parameters of the system. Administrators can define and edit parameter names, codes, and their corresponding values in this interface to flexibly adjust system behavior and configuration. Help enable system customization to meet the changing needs of different business requirements.

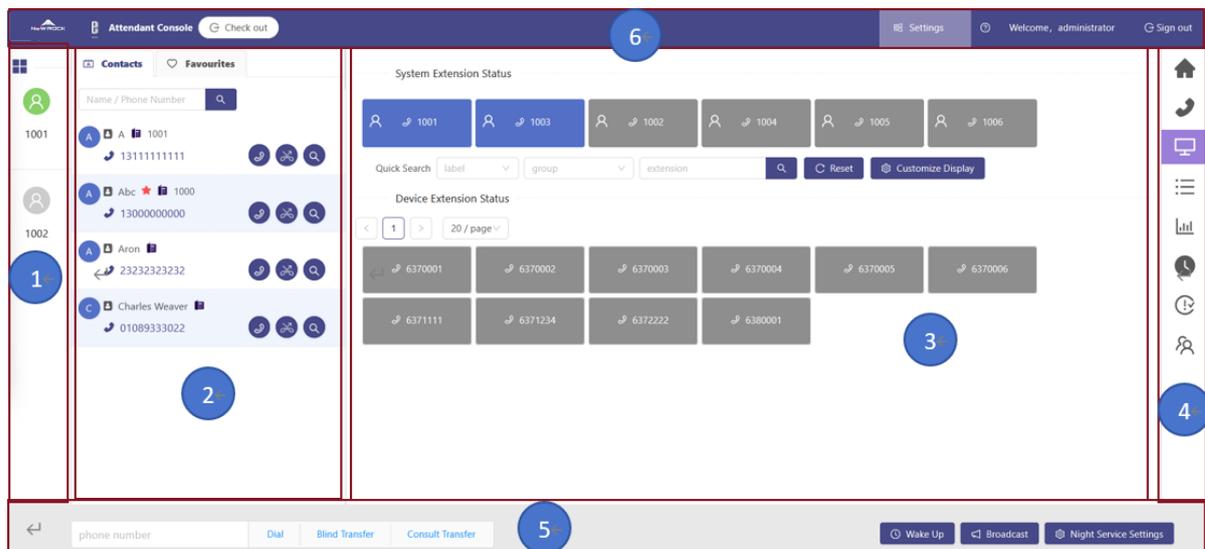


#	Parameter Name	Parameter Code	Parameter Value	Creator	Operation
1	Broadcast Caller	broadcast_caller	1000	admin	Edit
2	Default Caller	default_caller	0000	admin	Edit
3	Recording Path	record_path	/usr/local	admin	Edit
4	Minimum Disk Space (GB)	disk_space	20	admin	Edit
5	Extensions per Wake-up	bingfa	24	admin	Edit
6	Wake-up Caller	wakeup_caller	000000	admin	Edit
7	Wake-up Concurrency (0: Full 1: Partial)	wakeup_type	1	admin	Edit
8	Partial Concurrency Interval (Minutes)	wakeup_interval	1	admin	Edit

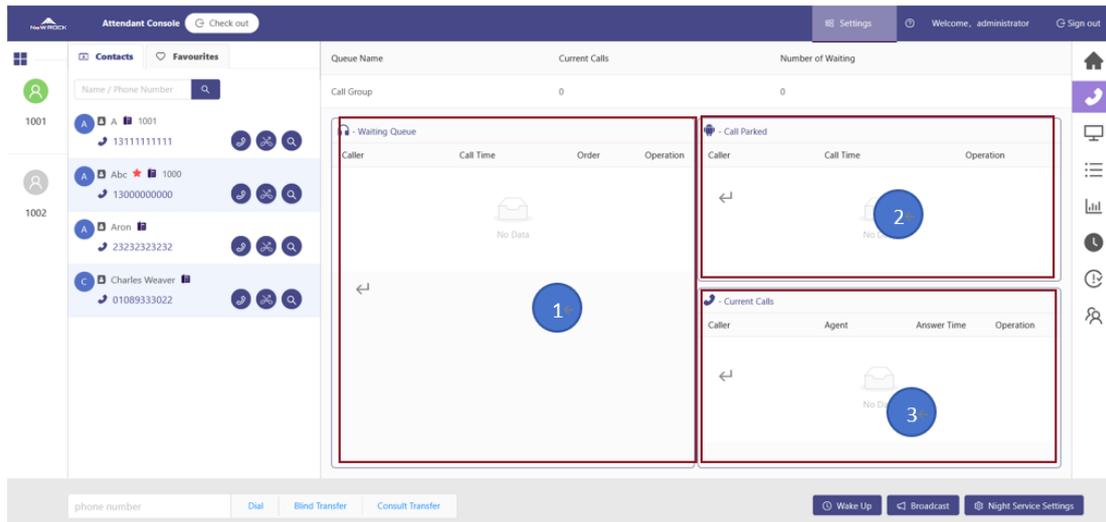
5 Home menu bar

5.1 Main interface

Interface module



Area	Function
1	Operator seat status monitoring, one account bound to multiple seats
2	Convenient address book, designed with mobile app user habits
3	Extension status monitoring
4	Function Navigation Dashboard Queue monitor Extension Monitor CDR Call Report Daily Wake-up Tasks Failed Wake-up Tasks Handling Call Group Management
5	Outbound calls / Busy transfer / Consultation transfer
6	System navigation / Sign in / Sign out

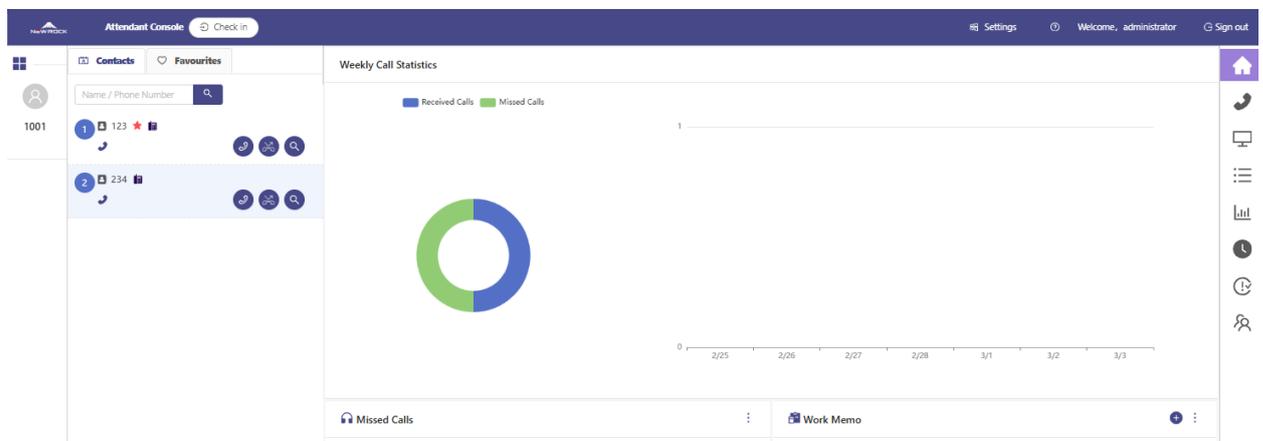


Area	Function
1	Incoming Call Queue
2	Hold Queue
3	Call Queue

Queue Control. Supports call storage, call hold, busy call transfer, and storage retrieval.

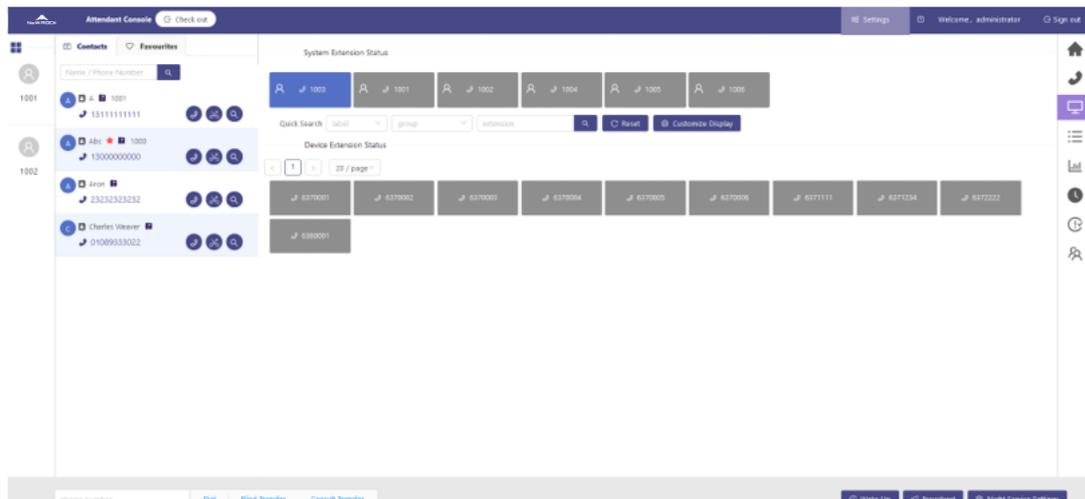
5.2 Dashboard

The Statistics screen provides statistics on incoming calls during the week, including the number of received and missed calls.



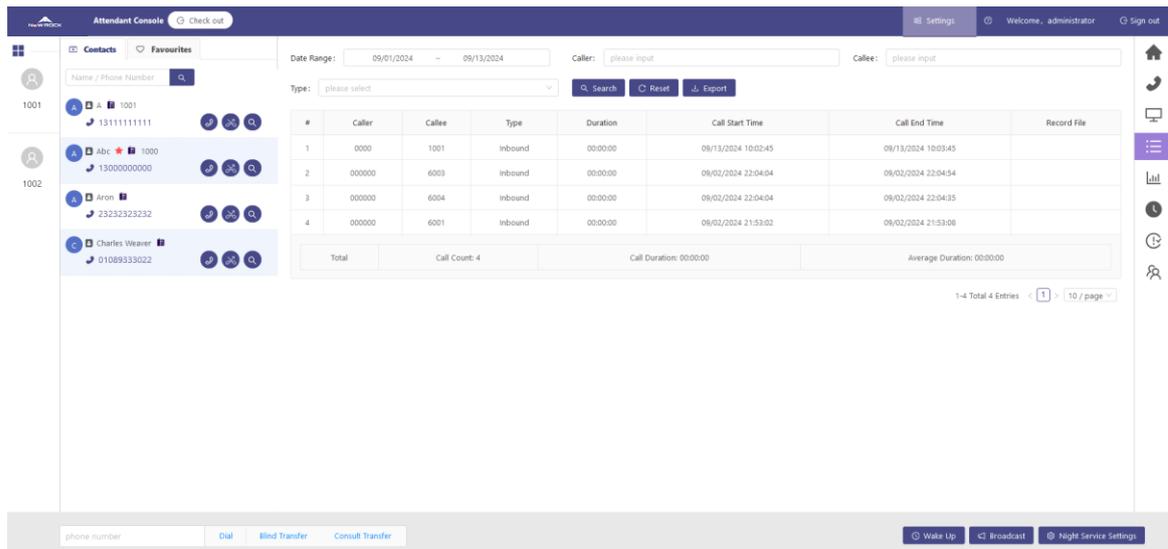
5.3 Extension Monitor

It displays the real-time status of the seats and the work of the extensions at the call center, so as to quickly understand the work status of the extensions and seats and facilitate scheduling, optimize resource allocation and improve work efficiency.



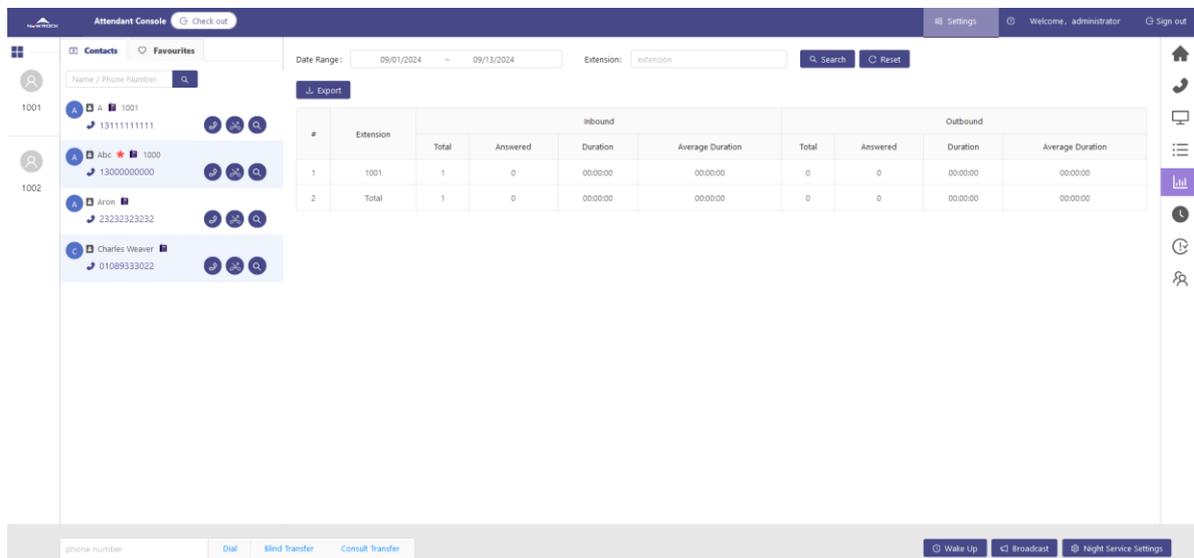
5.4 Billing Management

The bill management interface is used to query and manage call records. It provides multi-dimensional filtering conditions to facilitate users to view call details under specific date range, calling/called number, call type and other conditions.



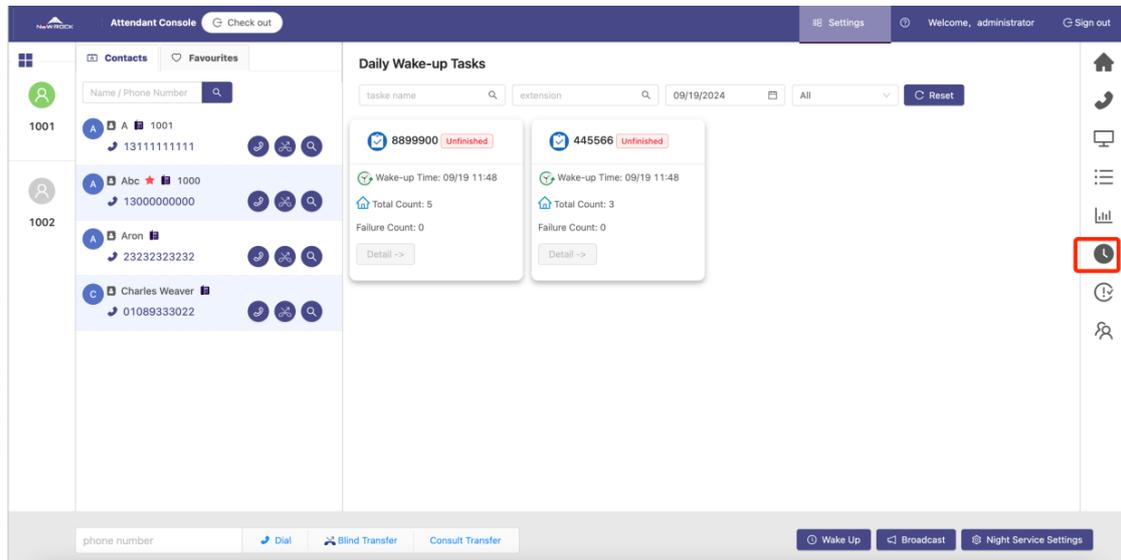
5.5 Outbound Call List

The Outbound Call List screen is used to manage and view outbound call records, providing detailed statistics on the overall status of outbound campaigns.

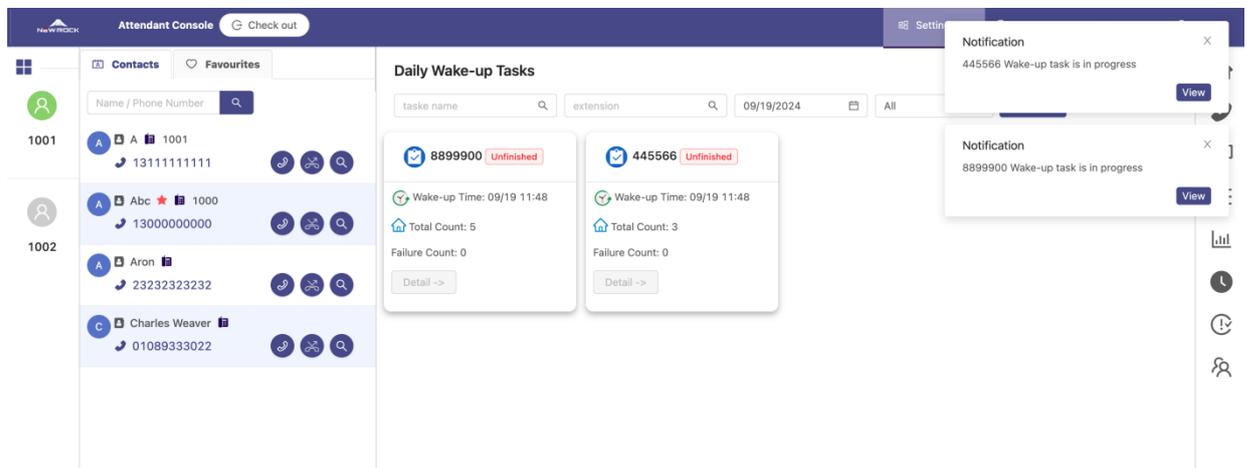


5.6 Wake-up task viewing

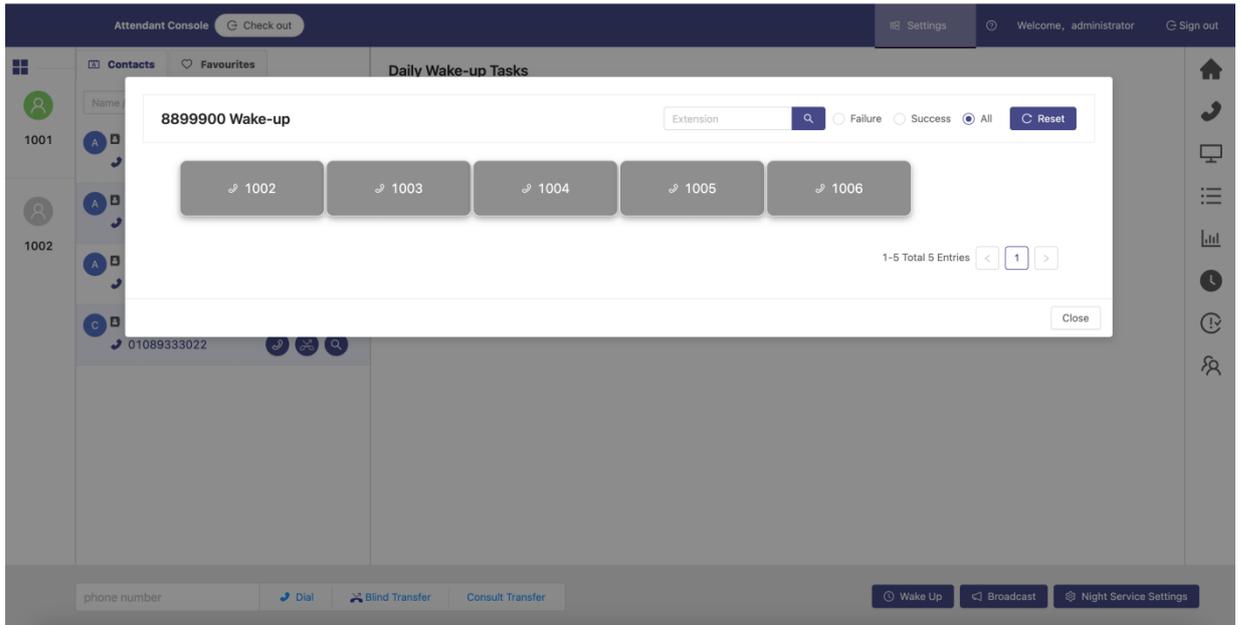
View records including the status of wake-up tasks (number of successes and failures), executed and unexecuted wake-up tasks



- Wake up task execution reminders

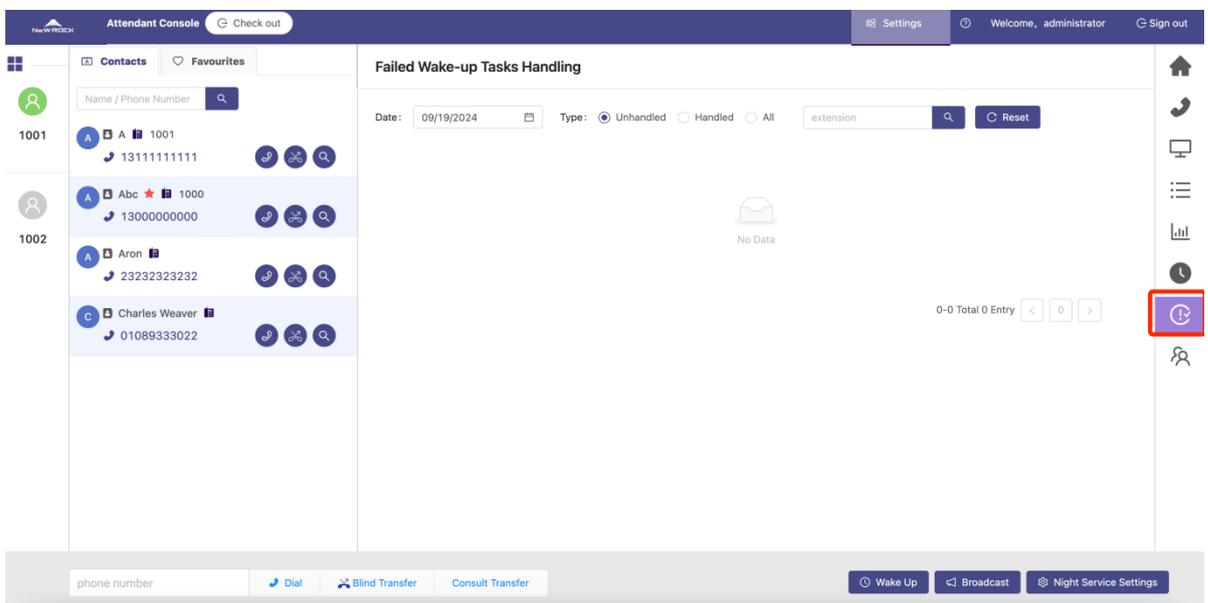


- Check the failure of the wake-up task and the status of the failure of the extension to wake up



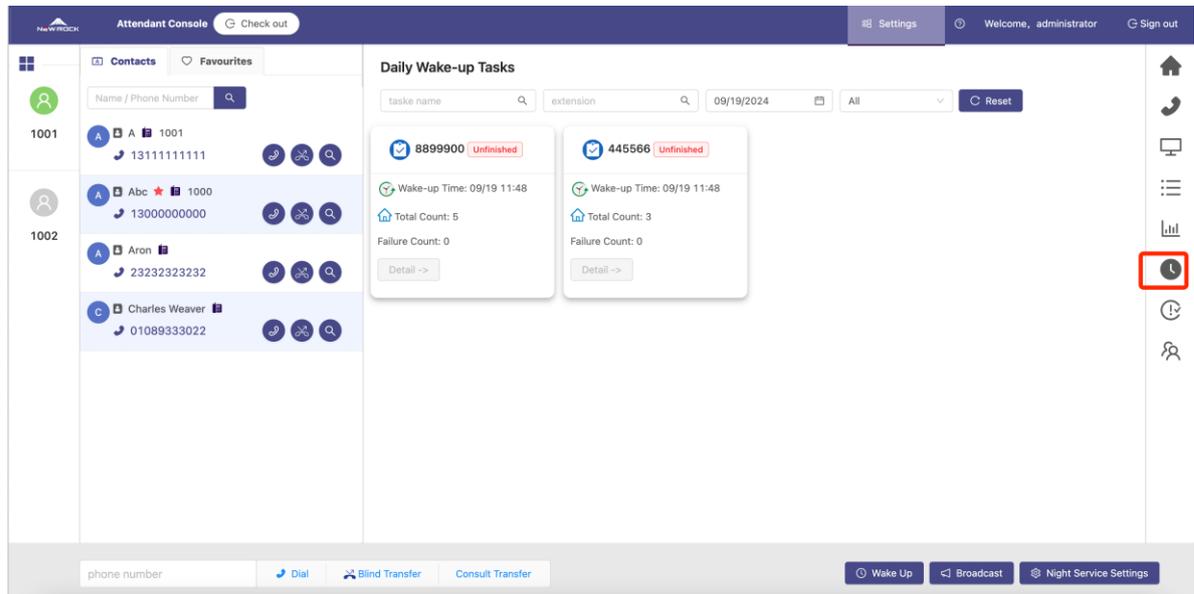
5.7 Failure to wake up an extension

The extension wake-up failure handling includes manual processing and manual dialing of the room number for confirmation



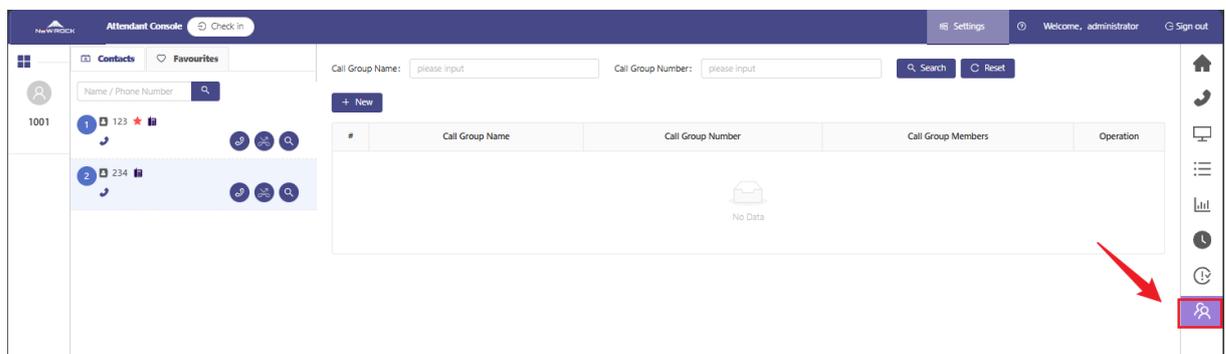
5.8 Wake-up task viewing

View records including the status of wake-up tasks (number of successes and failures), executed and unexecuted wake-up tasks.



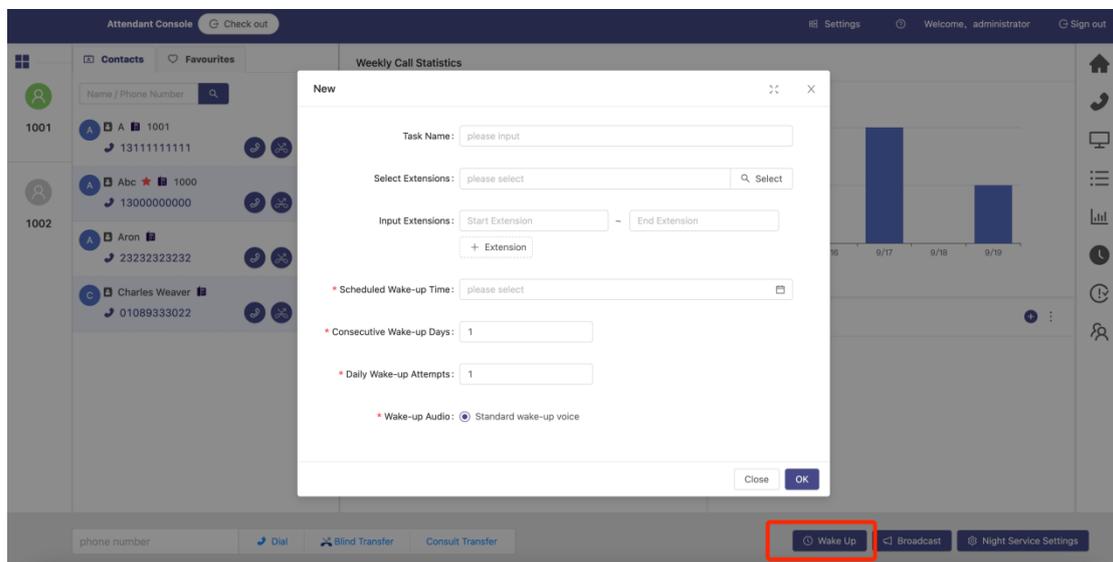
5.9 Voice group setup

The Group Setup screen is used to create, edit, and manage groups, allowing the administrator to configure the name, number, and members of the group. Conveniently manage the basic information and member assignments of voice groups.



5.10 Wake-up call

Wakeup management interface is used to set up and manage all kinds of wakeup tasks, commonly used in hotels or other places that need regular wakeup service. Users can manage and schedule wake-up calls for a specified period of time by setting information such as start date, end date, extension number or room number.



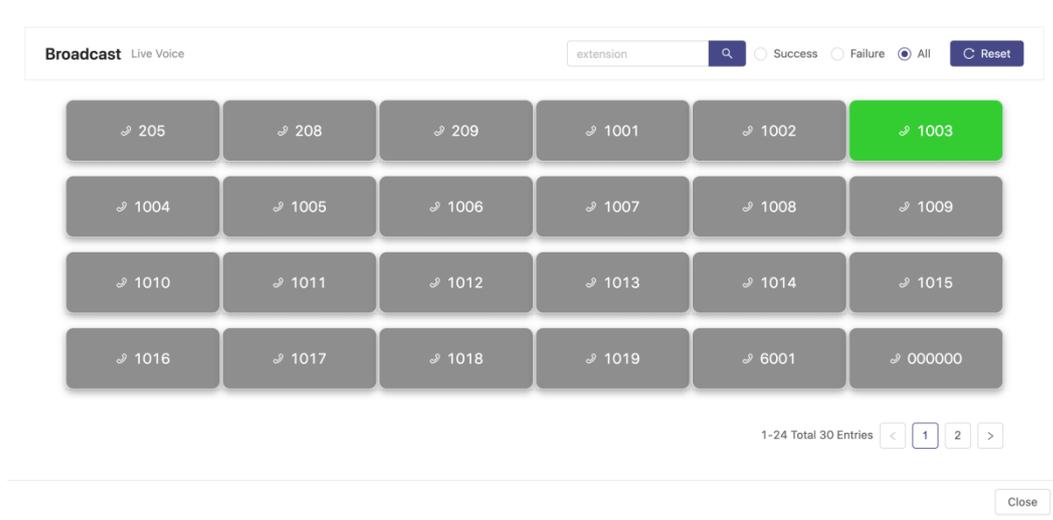
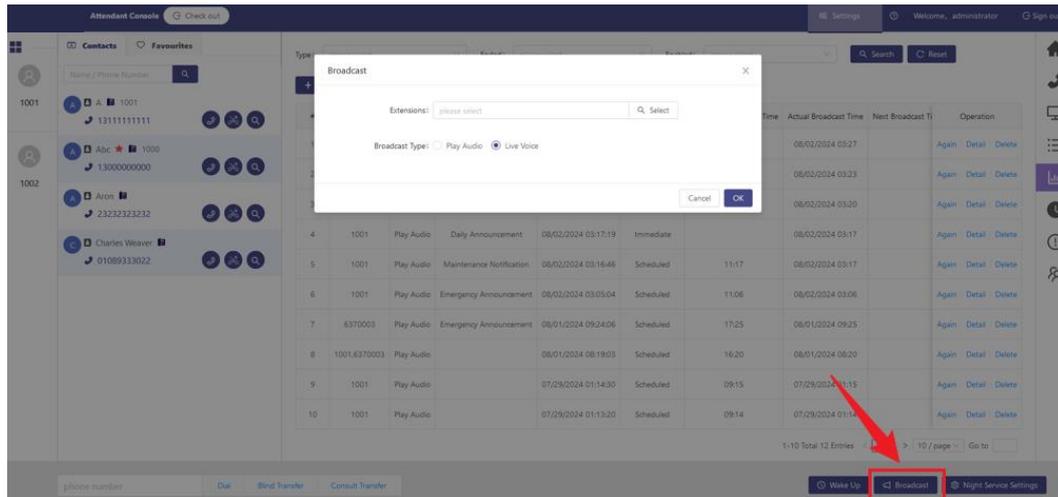
5.11 Broadcast

Group and regional broadcast, random extension broadcasts at any time.

Suitable for emergency broadcasts, early warning broadcasts, temporary

Suitable for emergency broadcasts, early warning broadcasts, temporary

meeting notification and etc.



5.12 Night Service Setup

The Night Service Setup interface allows users to configure the phone service shifts, set the time period for day/night shifts for different extensions, support automatic or manual switching, and display the time period for day and night shifts.

