

GETTING STARTED

WEB CALLS

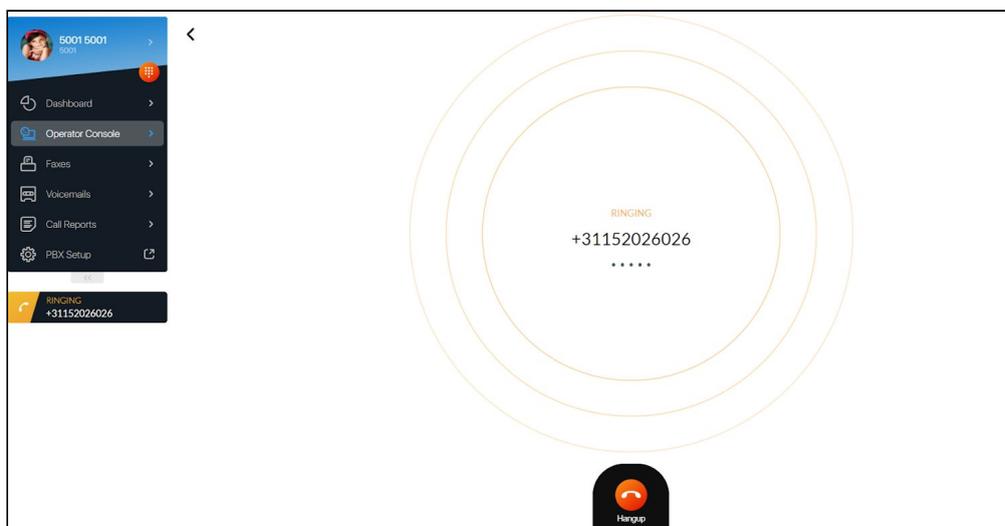
Overview

Browser based calling is the next big thing of the Cloud Communications Platform. Customers will be able to place and receive calls without using a fixed device. All they need is their browser.

In this first release only outbound calls are possible. Inbound calls are under development and will be released in Q2 2020.

Table of Content

1. **How to activate Web Calls**
2. **How to place calls**
3. **Manage calls**
4. **Web Calls settings**



1. How to activate Web Calls

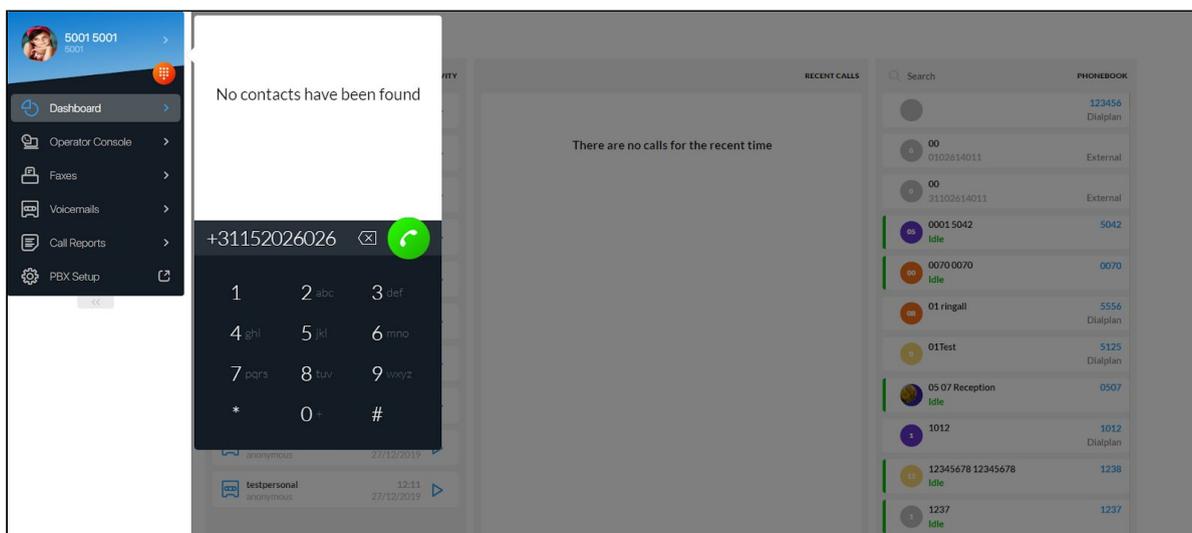
To activate Web Calls for a user, go to the Company Panel and navigate in the left menu to 'Extensions'. Now click on the 'Edit' icon or create a new Extension. Scroll down till you see 'Web Calls' and set the status to 'Enable'.

Qaller Plus	Enable: <input type="radio"/> No
Web calls	Enable: <input checked="" type="radio"/> Yes
Operator Console	Enable: <input checked="" type="radio"/> Yes
Voicemail	Enable: <input type="radio"/> No
Fixed-Mobile Sim Card [BETA]	Enable: <input type="radio"/> No
Hotdesking	Enable: <input type="radio"/> No
Multiple Caller ID	Enable: <input checked="" type="radio"/> Yes

2. How to place calls?

Once Web Calls are enabled for the user, a Dialpad icon appears in the User Panel. Click on this orange icon and a Dialpad will appear. Now users are able to dial a phone number from their browser without using a fixed device.

Note that dialing a number via the Dialpad, you will automatically place a web call. Search in the call history in the Dialpad and click on the number desired to place the call faster. Additionally to this, a user is now able to make a call from the Dashboard widgets on the User Panel itself. Numbers in the widgets will be clickable which means that the user can easily click on a number and the browser will start the call automatically.

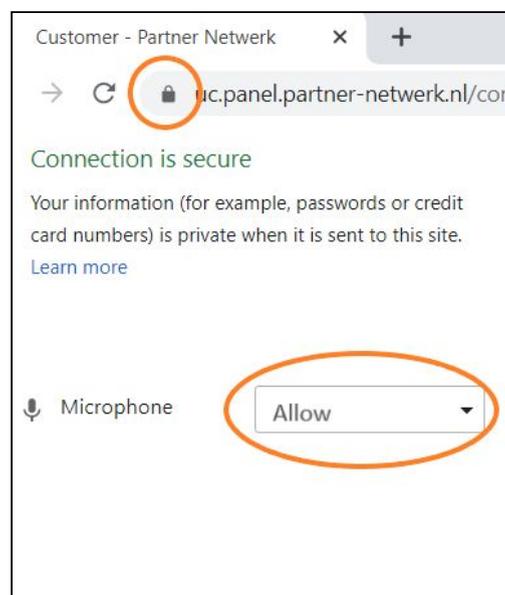


Important

To be able to place outgoing calls the user needs to allow the webpage to access the microphone. The pop-up with the allowance request will automatically appear when making a first outbound call.

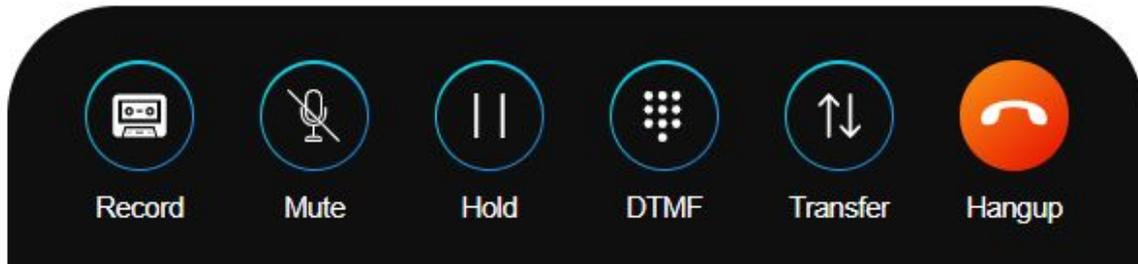
In case the access to the microphone was not granted, the user can set the permissions in the browser. Click on the lock in the URL space and a drop-down will appear where the user can select 'allow' behind 'Microphone'.

Also please note that the computer has a microphone built in or make use of an headset connected to the computer. The settings of the headset can be found in the settings of the computer itself.



3. Managing active calls

Once the number is dialed, the status of the call is shown. During a call it is possible to navigate to the other pages within the User Panel and the call will remain active. If you want to go back to the active call, you will find the active call on the left side of the screen under the menu. Click on the active call to go back and manage the call. A user has an option to activate call recording, mute the call, set the call on hold, and make a transfer during the active call.



Ending a call is possible by clicking on the 'Hangup' button on the bottom of the screen. After the call is ended, a user has a possibility to redial or close.



4. Web Calls settings

The User Panel is updated with additional settings for the Web Calls. All incoming call settings can be found in the User Panel by clicking on the name of the user. These settings are also followed and manageable in the Qaller App.

Incoming Call Routing

From here you can easily change your Incoming Call Routing. There are four main settings:

1. Follow my original dialplan
2. Forward to my number
3. Forward to my voicemail
4. Forward to contact

Under the setting Follow my original dialplan the user can select on which device they want to receive their incoming calls.

Click to Dial

For users which have both Web Calls and Operator Console enabled, the User Panel provides the ability to choose between two ways of placing a call:

Browser call

The name speaks for itself - after clicking on a number from the Dialpad, Dashboard or Operator Console, the call will be set-up from the browser directly.

Phone Callback

As many Operator Console users are already used to - after clicking on a number, the phone will start ringing and the call will start after the user answers the call on their fixed device.

