

Solgari

 CONVERSE
Webphone User Guide



Solgari

CONVERSE

Webphone User Guide

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1. Overview

Agent Info

The sidebar on the left contains two main sections. The top section, labeled 'Agent Info', shows the agent's name '307 (Rob Hennelly)' and status 'Registered' with a green dot. Below this is a call log entry for '90000000' at 'Today 13:17'. The bottom section, labeled 'Activity History', is currently empty.

Activity History

Solgari

The main chat interface features a destination bar at the top with the contact ID '353877665234'. Below it, a message from 'Solgari AI' says 'Hello Rob' and 'You are logged in, registered and ready to go...'. A system message from 'Connect (000)' says 'Someone on Connect wants to chat'. A blue button labeled 'Hi there' is visible. Below that is an 'Incoming Call' card for 'Connect (000)' with the note 'Last contact: Unavailable'. At the bottom of the chat area are four buttons: 'Voice', 'SMS', 'WhatsApp', and 'WeChat'. The bottom-most bar contains a 'Start chatting' input field and a '...' menu icon.

Assistant
Presence
Phonebook
Voicemail
Logout

Destination Bar (click and type to use):
Contains contact information including numbers, extensions, email, IP address and more.

Endpoint registration confirmation

Inbound chat request from Solgari Connect


Card Information for previous communication

Click-to-Communicate over whatever channel you want

2. In-call Features

Solgari


307 (Rob Hennelly) ●
Registered

 90000000
Today 13:17

00353877665234

Connect (000)
Someone on Connect wants to chat







HI there

Incoming Call
 Connect (000)
Last contact: Unavailable

Voice channel selected

Start chatting

00:07

✕ Hangup

In-call features:
Hold
Transfer
Mute
Stop Recording
Dialpad
Video
Hangup

2.1 Call Transfer - Blind

307 (Rob Hennelly) ●
Registered

 90000000
Today 13:17

Solgari

- John Colgan (301)
- Edward Grant (302)
- Ben Banks (303)
- Vance Harris (304)
- Marcus Finn (305)
- Joonas Valve (306)
- Rob Hennelly (307)
- Elina Peltokoski (308)
- Conor Macmahon (309)
- Henry Lynch (310)
- Dan Bozesan (311)
- Rizwan Mussa (313)
- Toni Asp (315)
- Paul Mulvenna (316)
- Helpdesk Agent (320)
- Helpdesk Agent 2 (321)
- CIF Support (399)
- group voicemail (400)

Select contact to Transfer call internally or enter a number using your dialpad

2.1 Call Transfer- Attended

Solgari

307 (Rob Hennelly)
Registered

- 0877665234
March 12 13:59
- 666
March 12 13:59
- 666
March 12 13:59
- 00353877665234
Today 14:37
- 00353877665234
Today 14:38
- 00353877665234
Today 14:45
- 00353877665234
Today 14:53
- 00353877665234
Today 14:54
- 00353877665234
Today 14:56
- 00353877665234
Today 14:59
- 00353877665234
-- -- --

00353877665234

Solgari AI

Hello Rob

You are logged in, registered and ready to go...

Audio channel selected

Start chatting

00:39

Conor Macmahon (309)

✓ Blind Attend ✗ Cancel

✗ Hangup

Select whether you want to initiate a Blind, or Attended transfer

2.1 Call Transfer - Consult

Solgari

The screenshot displays the Solgari webphone interface. On the left, a list of calls is shown for agent 307 (Rob Hennelly), who is registered. The calls are listed with their phone numbers and times: 0877665234 (March 12 13:59), 666 (March 12 13:59), 666 (March 12 13:59), 00353877665234 (Today 14:37), 00353877665234 (Today 14:38), 00353877665234 (Today 14:45), 00353877665234 (Today 14:53), 00353877665234 (Today 14:54), 00353877665234 (Today 14:56), 00353877665234 (Today 14:59), and 00353877665234 (Today 14:59). On the right, a chat window for the selected call (00353877665234) shows a message from Solgari AI: "Hello Rob" and "You are logged in, registered and ready to go...". A blue button indicates "Audio channel selected". Below the chat window, a transfer menu is visible, showing a timer of 00:39 and a dropdown menu with "Conor Macmahon (309)". The menu includes buttons for "Transfer", "Consult", "Cancel", and "Hangup".

Once you select Attend, you can then speak with the other Agent prior to transferring the call. Select Transfer to pass the call through.

Select Consult if you want to make the call a 3-way call

2.1 Call Transfer

Solgari

307 (Rob Hennelly)
Registered

- 0877665234
March 12 13:59
- 666
March 12 13:59
- 666
March 12 13:59
- 00353877665234
Today 14:37
- 00353877665234
Today 14:38
- 00353877665234
Today 14:45
- 00353877665234
Today 14:53
- 00353877665234
Today 14:54
- 00353877665234
Today 14:56
- 00353877665234
Today 14:59
- 00353877665234
-- -- -- --

00353877665234

Solgari AI

Hello Rob

You are logged in, registered and ready to go...

Audio channel selected

Start chatting

Connected

Conor Macmahon (309)

✕ Hangup Consult ✕ Cancel

✕ Hangup

To end the Consult (3-way call) but not the call itself, select the Transfer button then select Hangup Consult

2.2 Stop/Start Call Recording

Solgari

307 (Rob Hennelly) ●
Registered

90000000
Today 13:17

00353877665234

Connect (000)
Last contact: Unavailable

Voice channel selected
Voice channel selected
Voice channel selected

Recording is paused

Start chatting

01:20

Hangup

Solgari AI notifies you call recording is paused

Click to Pause call recording and click again to re-engage recording

2.3 Stop/Start Call Recording

Solgari

307 (Rob Hennelly)
Registered

90000000
Today 13:17

00353877665234

Voice channel selected

Voice channel selected

Voice channel selected

Solgari

Recording is paused

Recording has resumed

Start chatting

02:00

You are recording. Click to pause

Hangup

Solgari AI notifies you call recording has resumed

Click-to-Pause call recording and click again to re-engage recording

2.4 In-call Dialpad

Solgari

307 (Rob Hennelly)
Registered

90000000
Today 13:17

00353877665234

Voice channel selected

Voice channel selected

Voice channel selected

Solgari

Start chatting

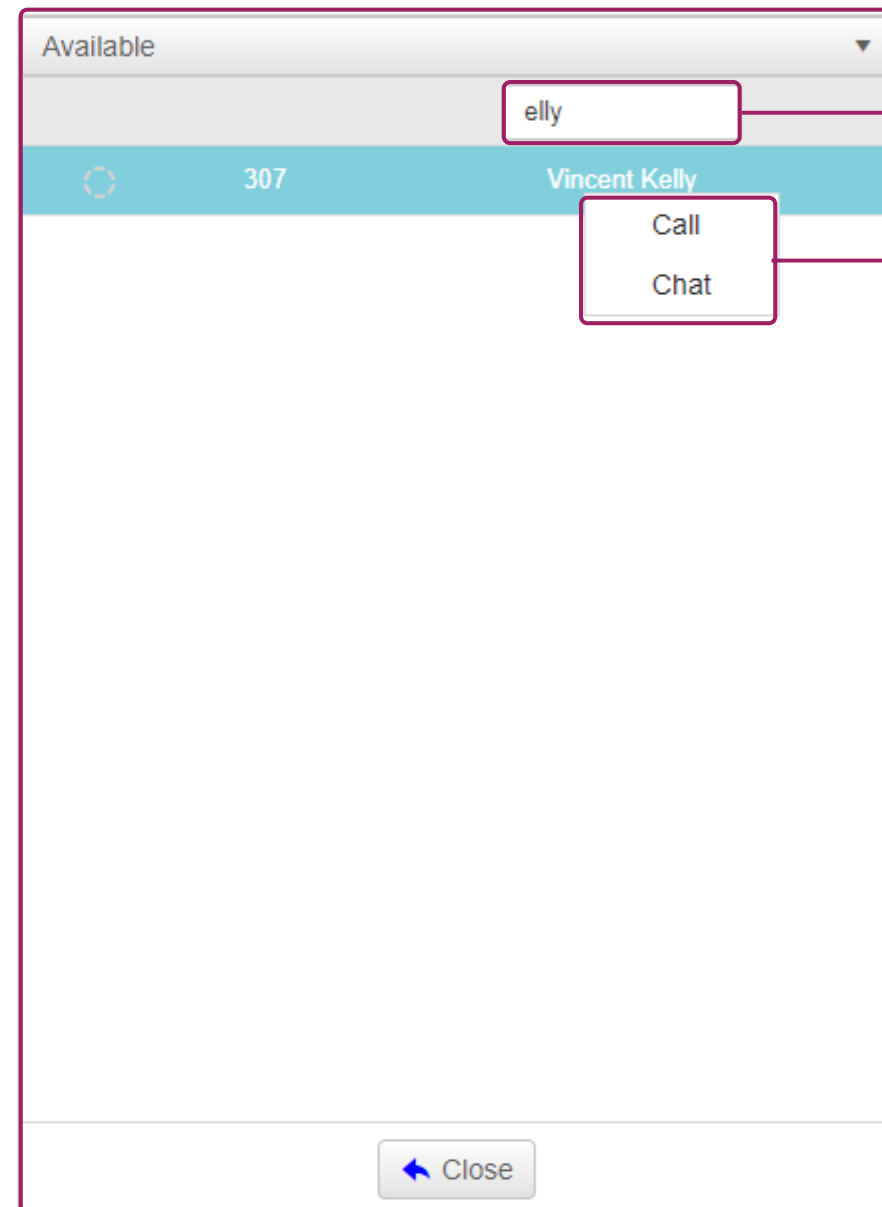
02:45

1	2	3
4	5	6
7	8	9
*	0	#

Close

Dialpad which can be used to navigate IVR menus

3. Presence



Allows users to quickly locate colleagues using natural language search. Solgari Converse will display all partial matches to the search term

Initiate an internal call or chat

3. Presence

Available		
●	301	John Colgan
●	302	Ed Grant
●	303	Ben Banks
●	304	Vance Harris
●	305	Marcus Finn
●	306	Joonas Valve
●	307	Vincent Kelly
●	308	Elina Peltokoski
●	309	Conor Macmahon
●	310	Louis Dore
●	311	Dan Bozesan
●	312	Jonathan Colgan
●	313	Rizwan Mussa
●	314	Meeting Room

[← Close](#)

Presence feature to see the rest of your team

4. Internal Chat

Solgari

307 (Rob Hennelly)
Registered

90000000
Today 13:17

00353877665234
Today 13:20

308

Hi there

Incoming Call
Connect (000)
Last contact: Unavailable

Voice channel selected

Voice channel selected

Voice channel selected

Solgari
Recording is paused

S Recording has resumed

Hello Elina. Fancy a chat?

Start chatting

Agent Extension Number (manually populate or select agent in Presence)

Internal Chat

5. Destination Bar + Channel Options

Solgari

307 (Rob Hennelly)
Registered

- 90000000
Today 13:17
- 00353877665234
Today 13:20

353851034954

308

- 00353877665234
- 353877665234
- 90000000
- 90000000

Voice channel selected

Voice channel selected

Voice channel selected

Solgari

Recording is paused

Recording has resumed

Hello Elina. Fancy a chat?

Voice SMS WhatsApp WeChat

Start chatting

Manually type numbers/contact information into Destination Bar to generate communication options below

Channel Buttons will be presented here based upon on the information in the Destination Bar and the channel capabilities of your organization

6. Voicemail

Solgari

307 (Rob Hennelly) ●
Registered

90000000
Today 13:17

00353877665234
Today 13:20

308

Hi there

Incoming Call
 Connect (000)
Last contact: Unavailable

Voice channel selected

Voice channel selected

Voice channel selected

Solgari

Recording is paused

Recording has resumed

Start chatting

Voicemail

Play

Click to listen back to your extension voicemails

7. Phonebook

Solgari

307 (Rob Hennelly) ●
Registered

90000000
Today 13:17

00353877665234
Today 13:20

Elina Peltokoski
Office Main
Rob Hennelly

[← Close](#)

Click the Phonebook option to search for contacts on your company phonebook

Company phonebook is configured in Solgari Console

Solgari CONSOLE 22 February 2021

solgaricif
Role(tenant)

System
Routing
ACD Management
CRM
Social
Monitor
Reporting
Archive
Utilities
Log Out

Phonebooks

+ Add a new Phonebook

NAME	DESCRIPTION
Work	Office Phonebook

Channels
Phonebooks

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