

## INSTRUCTIONS FOR VOIP CALLS

# OCTELLA

The screenshot displays the Octella web interface. On the left, a sidebar contains 'Dashboards' and 'Overview'. The 'Statistics' section is active, showing tabs for 'Online monitoring', 'Missed calls', and 'Employee efficiency'. A table lists employees with their status and call history. A green box highlights the 'Connect as a prompter' button. A modal window titled 'Incoming Call' is open, showing the number 63450780 and options to 'Answer' or 'Decline'.

**1** Click on 'Statistics' in the sidebar.

**2** Click on 'Online monitoring' in the Statistics section.

**3** Click on 'Connect as a prompter' in the table.

**4** Click on 'Jayden Cooper' in the table.

**5** Click on 'Answer' in the Incoming Call modal.

Find an employee	Employee: All	All groups	Status: All
Adam Fotos	Away	124 h 8 min	11:16:28
Alex Starling	Available	1460 h 59 min	18:25:17
Alexander Hublin	Available	124 h 8 min	11:16:22
David Evic	Available	1128 h 23 min	15:00:49
George Angelo	Available	1131 h 32 min	11:51:45
Ika Omapova	Away	124 h 8 min	11:16:33
Jayden Cooper	Available	2188 h 18 min	11:06:12
Marek Jakab	Away	124 h 7 min	11:16:37
Mia Harris	Available	868 h 2 min	11:21:57
Nikki Horvat	Away	124 h 18 min	11:16:13
Nina Kovac	Available	2188 h 18 min	11:06:18
Ryan Walker	Available	2188 h 18 min	11:06:19
Simon Berg	Away	124 h 7 min	11:16:47

**Incoming Call**

**63450780**

63450780@78.28.223.117  
SipVE  
To: 0116250@185.107.83.25

Answer with Video

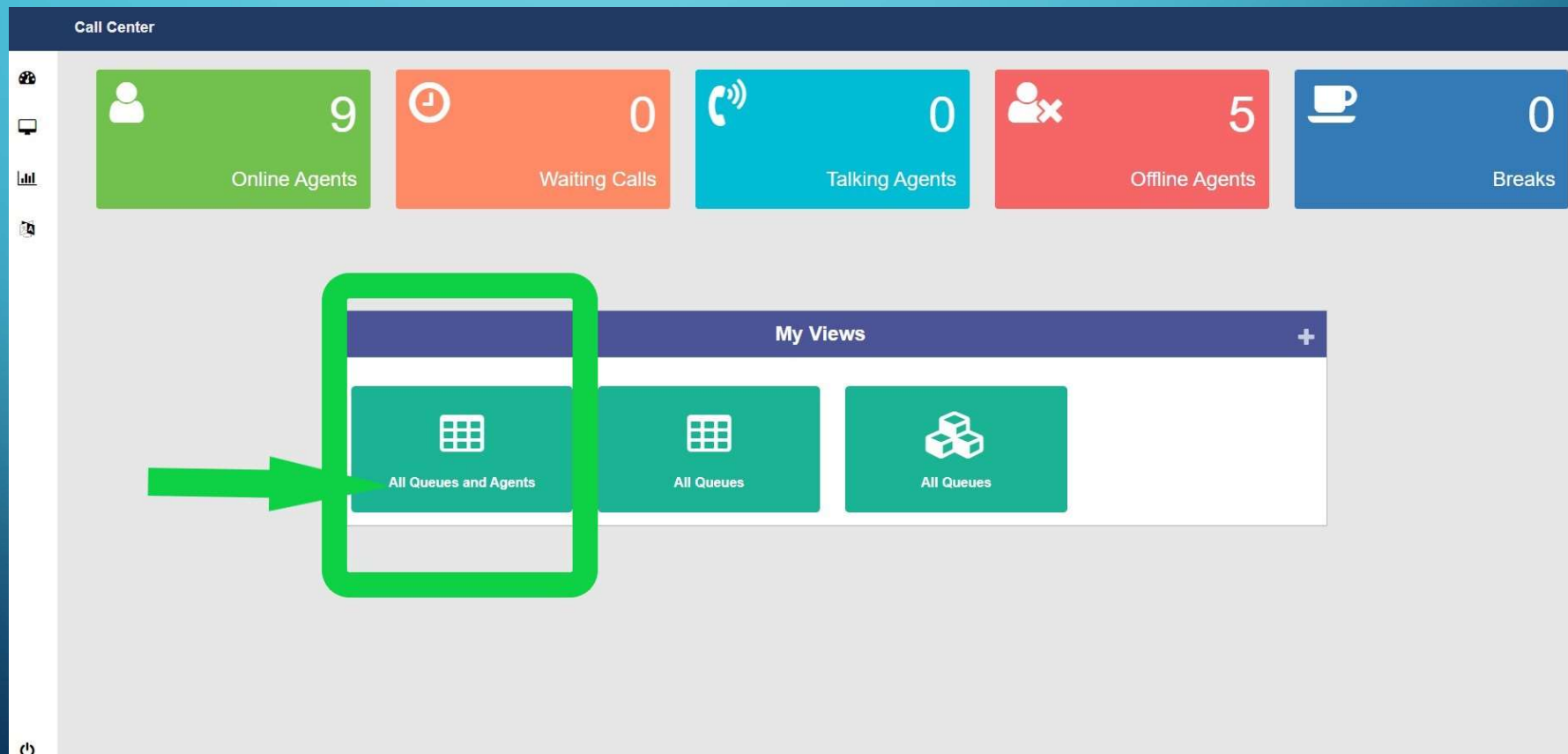
Answer Decline

close window to ignore call

14:12:05

## INSTRUCTIONS FOR VOIP CALLS

# OMEGA



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# OMEGA

Call Center

ZOIPER Incoming

agent62@... Settings Help

CALL

Incoming Call from:  
Unknown  
Unknown  
8239012@sip1.cy2.omega-telecom.net...

Answer Video Reject

Ignore Transfer VoiceMail

These features are only available in Zoiper Biz

Online 0 new 1 missed

Write down your number and we will call you

Number: 8239012

This is your extension which is next to your name

OK Cancel

Time of Current Status Caller ID From Queue Incoming Calls Outgoing Calls Total Calls Last Call Time Dial Tries Avg Talk Time Avg Outgoing Time Total Breaks Tools

Mia Harris 8239008 Incoming Call 00:42:49 0 0 2 2 14:40:01 2 00:00:00 00:16:36 0

Jayden Cooper 8239009 Online 03:11:22 0 1 1 12:11:18 1 00:00:00 00:02:52 0

George Angelo 8239010 Online 00:03:23 0 3 3 15:18:15 6 00:00:00 00:11:45 0

Dominique Bosch 8239011 Online 00:11:31 0 0 0 00:00:00 00:00:00 0

Alex Sterling 8239012 Online 00:11:31 0 0 0 00:00:00 00:00:00 0

click here for chat/monitor

click here for whisper

1

2

3

4

## INSTRUCTIONS FOR VOIP CALLS

# VOISO

VOISO Reporting Inbound Outbound Users Administration

### Real-time dashboard

Add widget Shift start time - 09:00 Zurich ⓘ Agent

#### Agent List

Agent	Ext	Status	Interactions	Customer No	Uniq. Nmbrs
Adam Fotos	1168	● Logged Off (1 month)			0
Alex Starling	1062	● Unavailable (01:43)			0
Alexander Hublin	1208	● Monitoring (02:19)	📞 1	Hidden number	1
Anna Novikova	1207	● Logged Off (02:40:13)			0
David Evic	1198	● Logged Off (4 days)			0
Dominique Bosch	1063	● Unavailable (01:35:25)			1
George Angelo	1163	● Logged Off (01:23:50)			2
Ika Omanova	1174	● Logged Off (3 months)			0
Jayden Cooper	1065	● Logged Off (4 weeks)			0
Marek Jakab	1195	● Logged Off (3 weeks)			0
Mikaela	1162	● Unavailable (18:00)			1
Nikola Krvat	1178	● Logged Off (1 month)			0
Nina Kovac	1066	● Logged Off (01:27:18)			0
Ryan Walker	1160	● Outbound (02:51)	📞 1	Hidden number	12
Sara Gerbera	1173	● Logged Off (2 months)			0
Simon Berg	1064	● Logged Off			0
Thomas Dimas	1185	● Logged Off (1 month)			0

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# VOISO

The screenshot displays the Voiso dashboard interface. On the left, a table lists agents with columns for 'Ext' and 'Status'. The main area features an 'Agent zoom' window for 'Ryan Walker - 1160', showing call details and interaction history. A green box highlights the 'Monitor' and 'Whisper' buttons, with a red '2' and an arrow pointing to them. Below this box, text reads: **any of the 2, depends if you want to listen/monitor or to do whisper**. Another green box highlights a small upward arrow icon, with a red '1' and an arrow pointing to it. A third green box highlights the 'Incoming Call from: Anonymous' notification, with a red '3' and an arrow pointing to it. The notification includes options to 'Answer', 'Video', 'Reject', 'Ignore', 'Transfer', and 'VoiceMail'.

board

Shift start time: 08:00 Turkish

Agent zoom

State History Queues

Ryan Walker - 1160  
Last login: 2024-07-16 09:13:54

Outbound - 08:44

Interactions 1

From 272110052 To Hidden number  
Duration

Monitor Whisper Barge-in Intercept X Terminate

any of the 2, depends if you want to listen/monitor or to do whisper

Agent list

ZOIPER agent62@... Settings Help

Uniq. N

ZOIPER Incoming

Incoming Call from:  
Anonymous  
anonymous  
agent62@dglventures.voiso.com

Answer Video Reject  
Ignore Transfer VoiceMail

\*These features are only available in Zoiper Biz

Online 0 new 0 missed



Ext	Status
68	Logged Off
062	Unavailable
208	Monitoring
207	Monitoring
98	Logged Off
063	Unavailable
63	Logged Off
74	Logged Off
065	Logged Off
95	Logged Off
62	Unavailable
78	Logged Off
066	Logged Off
60	Outbound


Ext	Status	Time
0	0	00:00
0	0	00:00
0	0	00:00
0	0	00:00
1	1	00:00
0	0	00:00
0	0	00:00
0	0	00:00
12	12	32:56



## INSTRUCTIONS FOR VOIP CALLS

# VOICESPIN

Dashboard / michael.anderson / Dashboard

Dashboard   [Add Dashboard](#)

**Agents Table** [Call center](#) 

Agent name ↑	Extension ↑	Effective calls ↑	Total calls ↑	Last login ↑	Total call dur. ↑	Talking to ↓
Nina Kovac 	1066	6	11	09:11:26	01:30:46	CRM:AC2061353
Marco Speranza 	1050	2	8	10:11:30	00:09:26	
Roberto De Girolamo	1051	0	1	10:09:53	00:00:02	
Daniele Ravenna		0	0	00:00:00	00:00:00	
Andrea Lombardi		0	0	00:00:00	00:00:00	



## INSTRUCTIONS FOR VOIP CALLS

# VOICESPIN

Dashboard / michael.anderson / Dashboard

Dashboard

Agents Table Call center

Agent name ↑

Nina Kovac	1	00:18:18
Marco Speranza	1	
Roberto De Girolamo	1	
Daniele Ravenna		
Andrea Lombardi		
Theodor Rollsmann		
Sandra Taylor		
Alex Starling		
Dominique Bosch		
Simon Berg		

Agent details

Agent name: Nina Kovac Status: TALKOUT Time in status: 00:18:18

Choose reason Pause agent

1

Any of the 2, depends if you want to listen/monitor or to do whisper

2

1062 Listen call Whisper to agent Barge in call

your extension from Zoiper (voicespin)

3

Ok

0 0 00:00:00 00:00:00

01:33:16 CRM:AC2061353

00:09:26 00:00:02 00:00:00 00:00:00 00:00:00 00:00:00 00:00:00 00:00:00 00:00:00 00:00:00

ZOIPER Incoming

1062@dgl... Settings Help

Find a contact... CALL

Contacts History Dialpad Calls

Ringing: whisperSIP/1066 Unknown

1062@dgl-ventures.pbx.voicespin.com

Answer Video Reject Ignore Transfer VoiceMail