Fusion360 Voice Manager Console (VMC) 2.0

Contents:

LOGIN

1. To login to the Voice Manager Console (VMC), simply go to https://vmc.thevoicemanager.com and you will be presented with the Login screen.
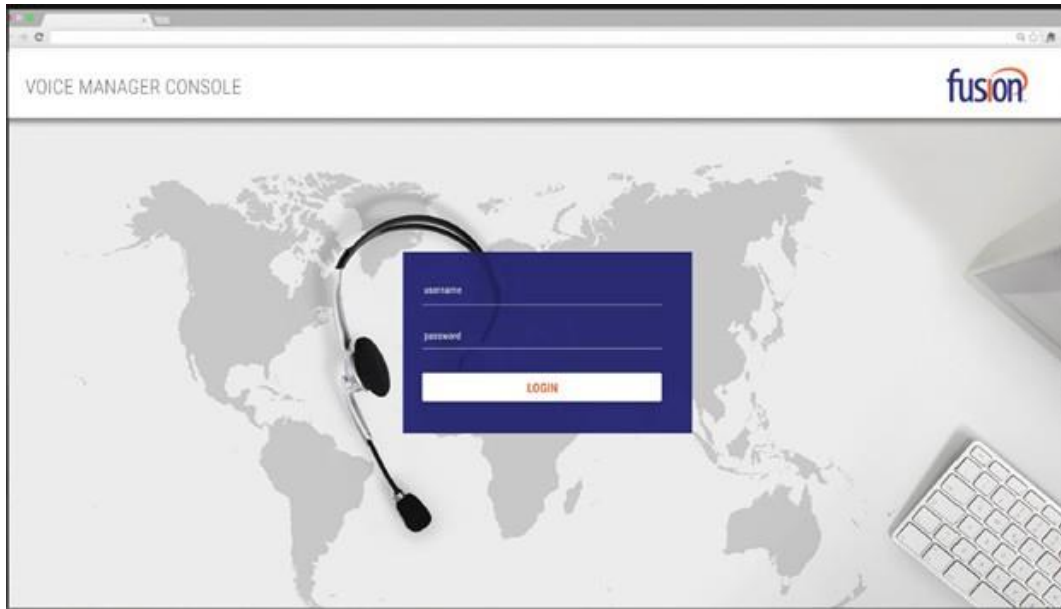
2. Enter your username and password. By default, your username and password is the ten digit number of your Fusion360 Hosted Seat.

* Note: If you need to change your password, you will need to do so in the Voice Portal.

DEFAULT SCREEN

After logging in, you will see the following screen. The screen is divided into multiple sections:

- VMC Header
- My Phone Panel
- Window Options
- Phone Groups
- Corporate Directory
- Active View Panel
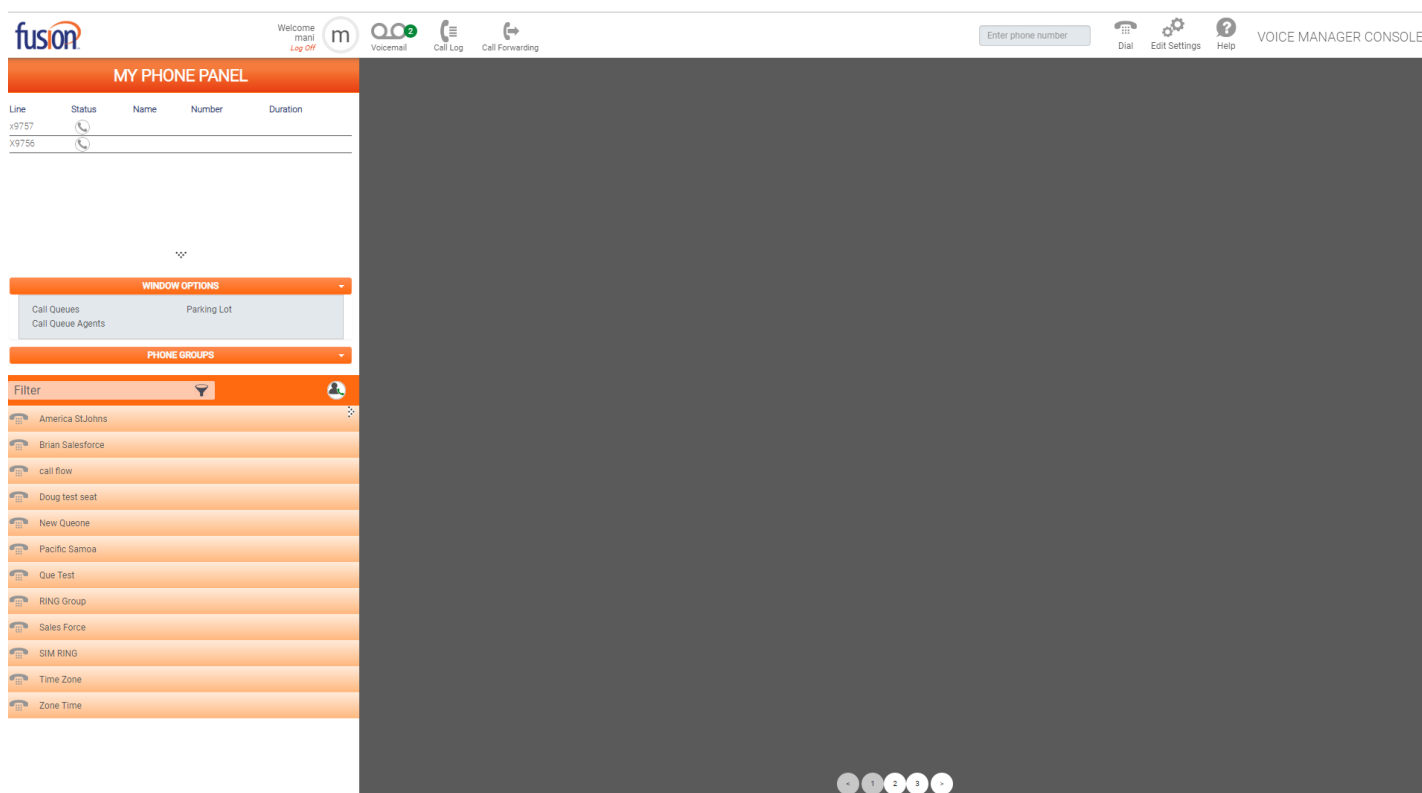
VMC HEADER

The VMC Header will be at the top of the screen. It displays your Avatar and a logoff link and provides access to your Voicemail, Call Log, Call Forwarding, Dialer, Settings and Help.

Voicemail

The Voicemail icon is located in the top left of the VMC Header. The icon displays a green number indicating the number of new voicemails that are in the Inbox. Clicking the icon launches the Voicemail window below.

The Voicemail box in VMC syncs with your phone's Voicemail box. If you delete a voicemail from your phone, it will be removed from the VMC Voicemail box. From the Voicemail box, you can access your folders. Each folder also displays how many voicemails are in each. Clicking each folder brings up the voicemail messages in that folder. For each voicemail, the following information is listed: Date/Time, Caller ID Name and Number, and Duration.

To the right of each voicemail message, you have the following options:

- The envelope is to email the voicemail to another person.
- The download icon is to download voicemails in order to listen to them.
- The X is to delete the voicemail out of your phone and VMC.

Call Log

To access the call log, click the Call Log icon located in the top left of the VMC Header. When you first open the Call Log you will see your last 25 calls. If you perform any filtering, all calls for the past 90 days will be returned for that filter criteria.

The following information is available in the Call Log:

- Date/Time
- Duration
- Calls to Number

- Calls to Name
- Calls From Number
- Calls From Name

You can sort the results by clicking on one of the columns at the top of the display. By default, it will show all calls sorted by date/time. Search fields to filter the data are also listed below the column headers.

Date/Time ▲	Duration ▲	Calls to Number ▲	Calls to Name ▲	Calls from Number ▲	Calls from Name ▲
mm/dd/yyyy					

You can also export the Call Logs list by clicking the PDF or XLS icon in the top right.

Note: Call Logs will display only external calls.

Call Forwarding

To access Call forwarding, click on the Call Forwarding icon located in the top left of the VMC Header. From here you can enable/disable Basic or Advanced call forwarding for your seat.

- Basic Call Forwarding: This feature enables the user to forward some (Conditional) or all of their calls to a different number.
- Advanced Call Forwarding: This feature enables users to forward their calls in a specific or a sequential order. User can add up to nine different extensions or numbers where they can be available. System will ring simultaneously on three numbers until it reaches timeout and then it will go to next set of extensions and numbers provided by users.

Call Forwarding   ⊗

In this section you can maintain Basic Call Forwarding options and your Failover Phone Number.
** activating call forwarding will deactivate any personal auto attendant

◉ Basic 🔘   ○ Advanced 🔘   ○ None

Basic Call Forwarding

Choose Type:	Enter Phone Number/Extension
◉ All	___-___-2 3 5 7
○ Conditional	
☐ Busy:	8 6 2 - 2 1 3 - 3 0 7 3
☐ No Answer:	___-___-____
☐ Fail Over:	___-___-____

Advanced Call Forwarding Simultaneous / Sequential Ring

☐ Call Your Phone   Dial Timeout 6

1st Call: ___-___-2357	And ___-___-____	And ___-___-____	Timeout: 20	☐ CallerIdOverride	☐ Confirmation
2st Call: ___-___-____	And ___-___-____	And ___-___-____	Timeout: 0	☐ CallerIdOverride	☐ Confirmation
3st Call: ___-___-____	And ___-___-____	And ___-___-____	Timeout: 0	☐ CallerIdOverride	☐ Confirmation

☐ Send call to voicemail if calls fail to connect

[Save]   [Cancel]

Note: When call forwarding is enabled and user makes a call using click to dial, pick up mode will be RINGING by default for the call forwarding number.

Dialer

With the Dialer you can enter a ten digit number and press Dial to initiate a call through your physical desk phone. The phone icon next to the dialer will change color, indicating what state your physical phone is in.
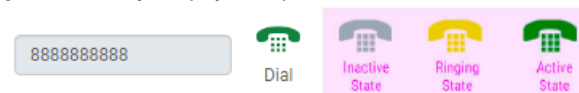
Note: User cannot dial a number with area code less than 201 or greater than 989.

Settings

Clicking the 'Edit Settings' icon (to the right of the Dial icon) provides access to the VMC settings options.
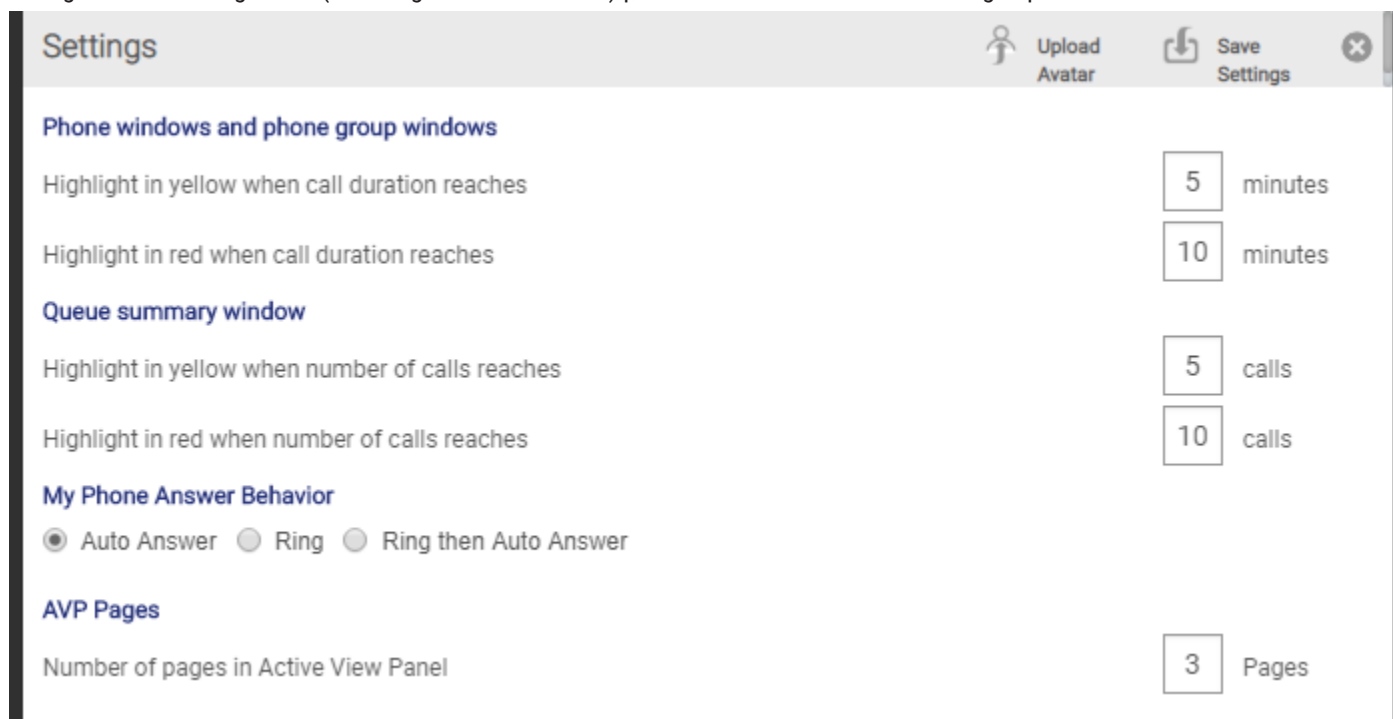
Under 'Settings' you can:

- Upload a picture (Avatar) that will appear in the top left of the VMC Header.
- Change the color of a user's name in the Phone and Phone Group objects to yellow or red (based on the number of minutes they have been on a call). This allows managers and users to easily determine at-a-glance the status of the call. The same option can be done for Queues (based on the number of calls waiting in the Queue).
- My Phone Answer Behavior will allow you to setup your physical phones answer behavior while using the VMC Dialer. You have one of three options:
  - o Auto Answer will have your phone auto connect to the person you are dialing instantly.
  - o Ring will make your physical phone ring and will require you to answer.
  - o Ring then Auto Answer will make your physical phone ring once, and then auto connect you to the person you are dialing.
- AVP Pages will allow you to add up to 10 Active View Panel pages to manage all of your windows in VMC.

Notes:

- Click to Answer will only work if set to Auto Answer.
- User cannot pick up 2nd call using click to answer when 1st call is Active. 2nd call will be picked up via hard phone only.
- User cannot Click to Answer from a Shared Line. Only Ringing option is available for a shared line. Auto Answer and Ring then Auto Answer options are not available for a Shared Line.
- User cannot pick up a call using Click to Answer on Shared Line. User needs to pick up that call from the hard phone.

MY PHONE PANEL

My Phone Panel is listed on the left-hand side of the screen. At the top of this panel, you will see all your phone lines. These are the same lines that are displayed on your physical phone's screen. You will have the ability to see if any of your lines are in use or are ringing, along with any call information (including caller ID name and number as well as the call duration).

In My Phone Panel there are 4 icons indicating Line Status:

- When a line is not in use, you will see:
- While a call is ringing through to your line, you will see:
- While on a call, you will see:
- While a call is on hold, you will see:

If you put your mouse over the gray arrow at the bottom of My Phone Panel and drag, you will be able to resize the height of the window to give you more room to display more lines if needed.

Putting your mouse over a line will also give you options depending on the Status of that line:
- Mouse over a ringing call shows a menu to let you Answer, Transfer or Reject. (Reject sends the call to voicemail.)
- Mouse over an active call shows a menu to let you End call or Transfer
- Mouse over an on hold call shows a menu to let you End call or Transfer.

If you have permission you will be able to transfer calls to and from users using the below steps:

Call Transfer (Calls on Hold)

1. If you have a user on hold and you wish to transfer the call to another extension (or another user's phone), simply select the call you wish to transfer with your mouse, and drag and drop the call to the other user's phone or extension in the Active View Panel.

2. User Can mouse hover on status icon and select transfer option then add Extension or DID and click transfer to transfer On Hold call.

Call Transfer (Ringing Calls)

1. To transfer a ringing call, simply select the call with your mouse, and drag and drop the call to the other user's phone or extension in the Active View Panel.

2. User can mouse hover on status icon, select the transfer option, add the extension or DID and then click transfer to transfer Ringing call.

Call Transfer (Active Calls)

1. To transfer an active call, simply select that call with your mouse, and drag and drop that call to the other user's phone or extension in the Active View Panel.
2. User can mouse hover on status icon and select transfer option then add extension or DID and click transfer to transfer call.

Notes:

- Currently transfer permissions are given through backend only.
- If you are an administrator with the proper permissions, you can drag and drop calls from one user to another.
- User cannot transfer a call via drag and drop to a phone object logged in as agent.
- User cannot transfer an active call from shared line if it's not a primary line. User needs to put call on hold in order to transfer call.
- User cannot perform Click to Dial when he/she is already on an active call. The call first needs to be placed on hold, then the user can make the call via Click to Dial.
- User cannot click to answer Click to Dial calls. User needs to pick up this call from the hard phone.
- Click to Dial ringing calls cannot be transferred.
- When you dial someone using Click to Dial, the call leg in My Phone Panel will display as ringing instead of dialing.

WINDOW OPTIONS

Window Options gives the user access to the Parking Lots that you may have setup, as well as any Call Queues and Call Queue Agents you may have with our Fusion360 Queue Management Service. To view, click on one of the options to display that object in the Active View Panel.
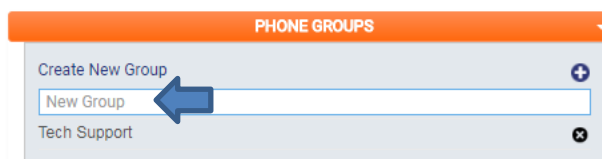

PHONE GROUPS

Phone Groups allow you to monitor the phones of a select group of people.

1. To create a new Phone Group, click on the + icon to the right of Create New Group.'
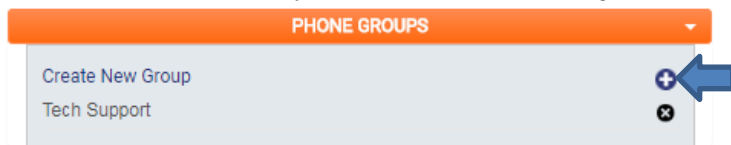
2. Place your cursor in the text box and rename the new Phone Group.

3. Drag the new Phone Group out to the Active View Panel. The Phone Group Object will appear.
4. Drag users from the Corporate Directory onto the new Phone Group in the Active View Panel.
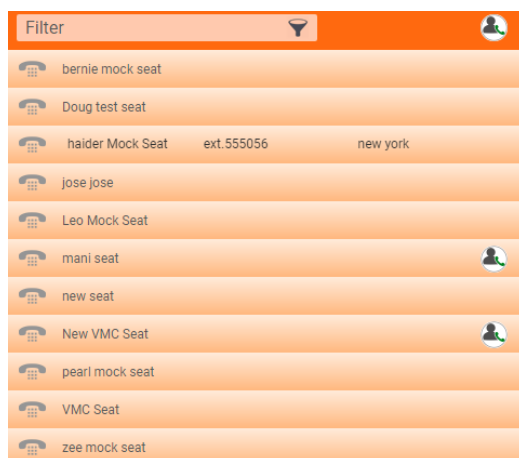
The Phone Group Object will show you all the lines for all of the users in the group as well as call information just like My Phone Panel. If you have permission, you will also see the ability to barge/monitor/whisper these users.

Phone Group - Test Group							⊗
Phone Name	Status	Line	Name	Number	Duration	Monitor	Remove
New Queone		x9756	MANZOOR IMRAN	2019523600	00:00:53		⊗
		X9757					
		X9620					
Pacific Samoa		x2312	Zone Time	2357	00:01:52	👁 💬 📞	⊗
Time Zone		x5050	test	1551555051	Ringing		⊗

COMPANY DIRECTORY

The Company Directory is listed below Phone Groups. It provides a full list of everyone in the company.
- The directory is in alphabetical order and can be filtered (by first or last name) using the options at the top if needed.
- If a user is on a call, a green icon will be displayed to the right of their name .
- You can filter the directory to only show users who are on a call by clicking the icon (located to the right of the filter at the top). This is live and will populate and empty as calls are placed and received.
  - If you hover over a name in the directory it will show the person's Extension, Department, Location and Active State
  - You can click and drag the user into the Active View Panel. This will pull up the users Phone Object.
  - If the person's corporate directory listing is grey, you do not have permission to pull out their name into a Phone Object.
  - You have permission to create Phone Objects for all corporate directory listings that are orange.

Filter	▼	👤
📞	bernie mock seat	
📞	Doug test seat	
📞	haider Mock Seat ext.555056 new york	
📞	jose jose	
📞	Leo Mock Seat	
📞	mani seat	👤
📞	new seat	
📞	New VMC Seat	👤
📞	pearl mock seat	
📞	VMC Seat	
📞	zee mock seat	

Note: Users can be hidden from the Company Directory if needed. Please speak with your Fusion Representative to setup.

PHONE OBJECT

If you have permission, you can drag and drop a user from the Company Directory to the Active View Panel to bring up that user's Phone Object. You will be able to see all of the User's lines, the status of each line, the caller ID name and number as well as the call duration. With permission, you will also be able to stop and start recording this user's calls, and use the Monitoring features.

Monitoring Options

Monitoring icons (Listening (i.e., monitoring), Whispering and Barging) are located to the right of each call. Clicking the icon enables the action, clicking it again will disable it.

- Monitoring allows you to listen in on the call without alerting the user or the caller.
- Whispering allows you to speak to the user without alerting the caller (i.e., the caller will not be able to hear you). This is great for training purposes.
- Barging allows you to speak with both the user and the caller.

Notes:

- Users with the proper permissions will be able to see these options.
- This is a custom feature. Please speak with your Fusion Representative to enable.
- Only extension (without*) will display in My Phone Panel when perform BMW via hard phone.
- An extension that is being monitored cannot be transferred.
- Two supervisors cannot perform BMW on the same channel.
- One supervisor cannot perform BMW to another supervisor who is already performing BMW.

With the right permissions, you will be able to do the same transferring features on another user's phones as your own:

Call Transfer (Calls on Hold)

- If you have a user on hold and you wish to transfer the call to another extension (or another user's phone), simply select the call you wish to transfer with your mouse, and drag and drop the call to the other user's phone or extension.
- If the user has a call on hold, you can click and drag the call to My Phone Panel to transfer the call to one of your lines.

Call Transfer (Ringing Calls)

- To transfer a ringing call, simply select the call you wish to transfer with your mouse, and drag and drop the call to where you wish to transfer the call to.
- If you are an administrator with the proper permissions, you can drag and drop calls from one user to another.

PARKING LOT

Calls can be parked by transferring the active call to the parking lot extension (Can be customized but for this example, x300). Once a call is parked, it is assigned a Position (301-309 are the parking lot Position/Extensions for 700) and can be picked up by any user by dialing the parked Position/Extension. The Parking Lot in the VMC will show all calls that are parked, how long they have been parked, and what position/extension they were assigned to.

Parking Lot				⊗
⊖ 300 (VMC2 Lot)				
Name	Number	Position	Parked Time	
mani test	9757	301	00:00:04	
⊕ 500 (new lot)				
⊕ 600 (testing)				
⊕ 700 (Anna test)				
⊕ 800 (parking lot full msg)				
⊕ 900 (test lot)				

If you place a call on hold, you will be able to see the held call in My Phone Panel. From here, you can drag and drop the held call into the Parking Lot (to park the call). You can also drag and drop a parked call from the Parking Lot panel to your phone or another user's phone panel to retrieve (See the Phone Object section on Transferring).

Notes:

- This is a custom feature. Please speak with your Fusion Representative to enable.
- If an internal call has Internal Caller ID Number associated then the user will see the full DID in My Phone Panel for this call. Once the call is retrieved from the Parking Lot, the user will see the extension (and not the full DID) in My Phone Panel.
- If the call reaches the time limit of the Parking Lot and goes back to the user's My Phone Panel, the call will RING and not be auto answered.

CALL QUEUES

Note: Fusion360 Queue Management is a feature add-on.

Fusion Queue Manager provides access to our custom Call Center Queues. Accessible through the Windows Options, the Call Queues object provides a full view of all of your queues. Queues allow you to place multiple agents/users in a group to allow them to answer calls as they come in. If all agents are on a call, additional incoming callers will be put in a queue to wait on hold until the next available agent is ready to take the call.

The Call Queues object displays a list of your company's queues. This section gives you the ability to see how many callers are on hold in the queue, how many agents are logged into a queue, and some basic queue statistics (Average Wait Time, Max Wait Time, and the SLA (Standard License Agreement) for that queue).

Call Queues						Sort Queues ▾ ▲ Queue Filter ▾ ⊗
⊖ Call Queue Name: High Penalty Queue		Callers Holding: 0	Agents: 1	Average Wait Time: 00: 00	Max Wait Time: 00: 00	SLA: 0%
Name	Number	Status		Position	Hold Time	
⊖ Call Queue Name: Normal Queue		Callers Holding: 2	Agents: 2	Average Wait Time: 00: 00	Max Wait Time: 00: 00	SLA: 0%
Name	Number	Status		Position	Hold Time	
Zone Time	9734132357	🔴		1	Ringing	
mani test	9733969757	🟢		2	00:00:18	

- For specific information on the queue, click the '+' to the left of the Queue name. You will be able to view:
  - Caller ID Name and Number of the callers waiting on hold in the queue

o Caller Status: On Hold or Ringing Agent

o The caller's Position in the queue

o The caller's Hold Time in the queue

From this screen, a manager can move callers that are In Queue by dragging and dropping them onto an agent (See Queue Agents below). This gives queue managers the ability to move callers around and secure lesser hold times. Queue Managers are able to provide better customer service by moving callers to available agents.

The Call Queue object can be filtered by a specific queue, multiple queues, or all queues with the Queue Filter dropdown in the right side of the header.

Call Queues					Sort Queues ▼	Queue Filter ▼
⊕ Call Queue Name: High Penalty Queue	Callers Holding: 0	Agents: 1	Average Wait Time: 00: 00	Max Wait Time: 0	☑ High Penalty Queue	☐ Lazy Member OFF
⊕ Call Queue Name: Normal Queue	Callers Holding: 0	Agents: 2	Average Wait Time: 00: 00	Max Wait Time: 0	☐ Lazy Member On ☑ Normal Queue ☐ shared line ☐ Transfer queue	

Notes:

- Only those queues that the user has permissions for will be displayed.
- A call can be transferred from a Queue to other phones and phone groups but cannot be transferred to a Queue. It can only be transferred to a Queue through the mouse hover "Transfer" option from My Phone Panel only.

CALL QUEUE AGENTS

Accessible through the Windows Options, the Call Queue Agent Object provides a full view of all of your queue agents.

Call Queue Agents						Show only logged in agents ☑	Queue Filter ▼
Agent Name ▼	Agent Status	Name	Number	Duration	Call Status	Queue(active call)	Monitor
Normal one	👤	normal-Zone Time	9734132357	00:00:21	🟢	Normal Queue	👁 🎙 📞
Normal two	👤	normal-mani test	9733969757	Ringing	🔴	Normal Queue	

From here you can view:

- Agent Name
- Agent Status (Logged in, Logged out, Paused)
- Incoming Call Details (Name, Number, Call Duration)
- Call Status (Ringing, On the Phone, On Hold)
- Agent Queue Info (which Queue and Extension). If an agent belongs to multiple queues, you can view which they are currently logged into.
- Monitoring Features (Whispering, Listening (monitoring), and Barging)

The Call Queue Agents object can be filtered by a specific queue, multiple queues, or all queues with the Queue Filter dropdown in the right side of the header.

Notes:

- User cannot transfer a Queue call from an agent via drag and drop to other phone, phone group or My Phone Panel.