



BRIDGE OPERATOR CONSOLE
Attendant Console for Microsoft Lync® and Office® 365



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Windows Version 3 Documentation

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Main Screen Layout

The screenshot shows the Bridge Lync Operator Console 3 interface. It features a ribbon at the top with sections for FILE, HOME, SETTINGS, and DATA. The ribbon contains various call control and status icons. Below the ribbon, there are several panels: a 'Demo BOC Reception' panel showing a user's status, a 'My Conversations' panel, a 'Directory Groups' panel, and a 'Location Objects' panel. The main area displays a 'Parking Lot' table and a 'Directory' table. The status bar at the bottom shows system information like version, endpoints, and CPU usage.

PARK #	NUMBER	NAME	TIME	PARK FOR NAME	PARKED BY

NAME	ACTIVITY STATUS	TITLE	DEPARTMENT
Anna Gomez	In a Call	Sales Associate	Sales
Bill Triplett	Away	Sales Associate	Sales
Carl Williamson	Be Right Back	Accounting	Accounting
Derek Riser	Available	Accountant	Accounting
Douglas Johnson	In a Meeting	Sr Network Administrator	IT
Jay Geottle	Do Not Disturb	Sales Manager	Sales
Larry Jones	In a conference call	HR Director	Human Resources
Larry Sanders	Off Work	Sales Associate	Sales
Lisa Johnson	Available	Receptionist	Reception
Melissa Wendt	Available	Receptionist	Reception
Mike Morris	Available	Systems Administrator	IT
Susan Larson	In a call	Head Accountant	Accounting

The above image shows the various sections of Bridge Lync Operator Console. They can be broken down as follows;

1. The Ribbon - The ribbon is the menu on the top of the window, it should be familiar to Microsoft Office users. The ribbon contains sections for call control, status, phone books,

hunt groups, other, group messaging, quick call, company information and logo, font and color settings, and some data tasks. The ribbon will size and scale itself as needed depending on where you position BOC, and how you size it. The ribbon can be minimized by right clicking on it, or in the BOC settings page.

2. The HUD (heads up display) - The HUD shows you information about the current call you have selected. This is your way of telling BLOC which call you intend to hang up, transfer, answer, hold, resume, park etc. If there is more than one call on your phone, you can change the call selected in the HUD by clicking on the desired call in the My Calls Section (3). The HUD will show your information in the top left, a caller id picture if assigned in the top right, and the call detail below. Call detail will include from left to right; the line on which the call is active (7601 in this case), the state of the call (TALK), the duration of the call (51 seconds), the caller id number (4494894329), the caller id name (Capital One), and the call reason (Direct). The call reason will explain why the call was received, in this case direct means someone called and it rang your phone. If a call rings back you parked in the parking lot, it will have a reason code of [Reminder]. If the call was transferred to you [Transfer]. If you unparked a call [UnPark]. If the call was the result of a forward from another phone [UnconditionalForward].

3. My Conversations - The My Conversations section will give you visibility of the calls on your phone. You can sort it by clicking on any column. You can perform drag and drop functions on any conversation, as well as right click for call control options.

4. Directory Groups - The Directory Groups section allows you to select and view the status of a particular group of directories. Right click options are available here for modification options.

5. Location Objects - Location of objects allow you to call or transfer call to an object that is not a line on someone's phone. These are defined by your system administrator.

6. The Parking Lot - The parking lot will show information about the parked calls on your system. If they are parked using BLOC they will have more status information than if they are parked with the telephone handset. In settings you can define after how much time the calls in park can be color coded to yellow, orange, or red. To get a call out of park, you can double click it.

7. The Search Toolbar - The search tool bar is used for finding objects. It can search globally or in a particular directory group by toggling the Search Global check box. It will also search for Directory, My Address Book entries, and Global Address Book entries simultaneously. You can also enable an option in settings to have it search and filter location objects.

8. The Directory List - The directory list will show the extensions in either the selected directory group, or the search you have done. You can customize the look and feel in the settings screens, change column sizes, sort by clicking on any column, and hover over a graphic for more details. For more information about what a particular status icon means you can click the key to the very right edge of the program.

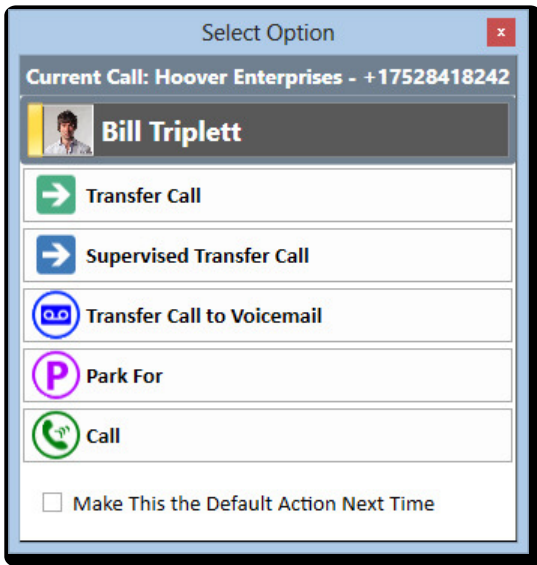
9. The Status Bar - The status bar on the bottom will show you information about the version you are running, what mode it's in, whether your database is unreachable, HA failover has occurred, how many licenses you have and how many are in use, and some basic machine performance details.

Call Control

Call control allows you perform an operation on the selected call in your HUD using the computer rather than the phone. There are different types of operations and methods for accessing each detailed below. [Blind Transfer](#) [Supervised Transfer](#) [Voicemail Transfer](#) [Free Form Transfer](#) [Answering a Call](#) [Hanging up a Call](#) [Hold Call](#) [Resume Call](#) [Park](#) [Park For](#)

Blind Transfer

Drag and Drop - Click and hold the mouse on either the HUD, or a particular call in the My Calls box. Now drag that call to an item in the Locations Objects, Directory, My Address Book, or Global Address Book and release the mouse. The first time you do this you will be presented with a popup asking what you want to do. Select Transfer at the top to complete a blind transfer operation.

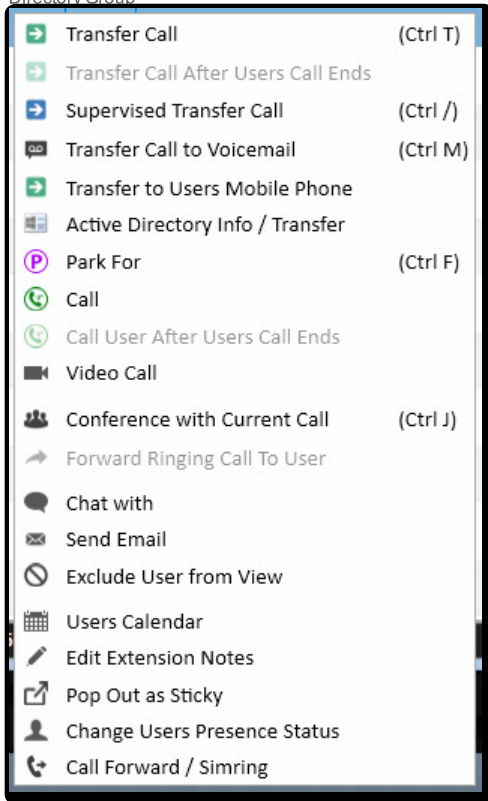


Double Click - If you are on a call you can double click an item in the Locations Objects, Directory, My Address Book, or Global Address Book to perform a blind transfer. You will receive the same popup you did in the drag and drop shown above, simply select the Transfer button to complete the transfer.

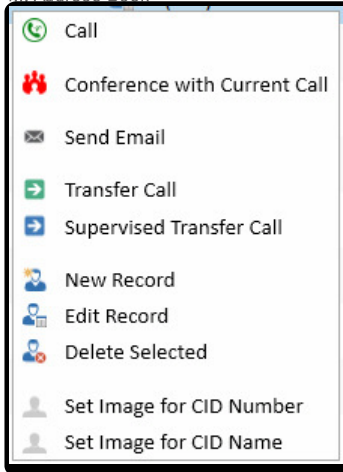
Keyboard - To perform a blind transfer with the keyboard, you must do one of two things. 1. Search until only that user is visible in the extensions section. 2. Highlight that user with the mouse. Once one of those conditions exists, you may complete a blind transfer by clicking [CTRL T] at the same time.

Right Click - When you right click on an item in the Locations Objects, Directory, My Address Book, or Global Address Book you'll receive a menu popup, select Transfer to complete a blind transfer of the call you have selected in the hud.

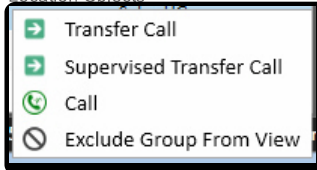
Directory Group



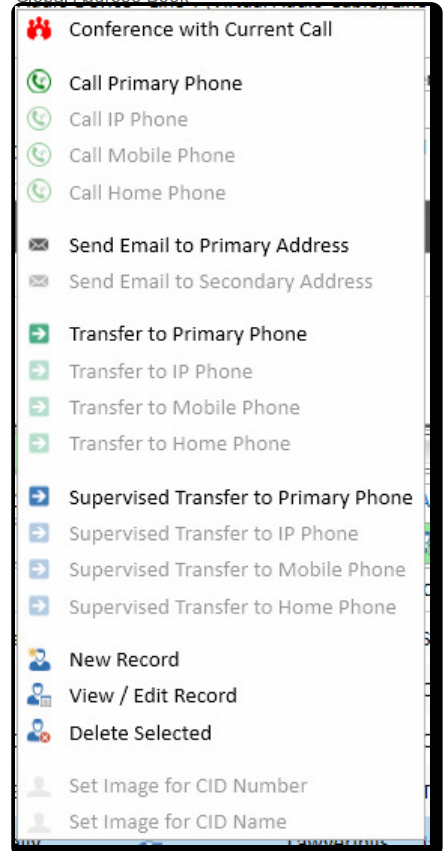
My Address Book



Location Objects

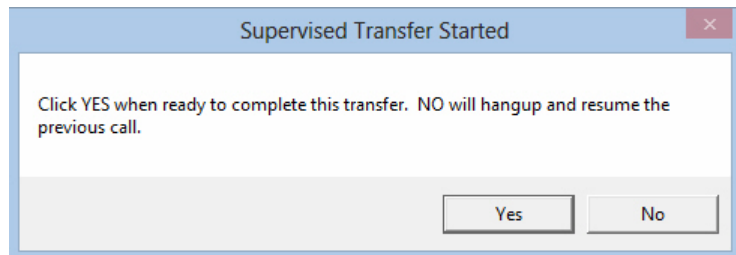


Global Address Book



Supervised Transfer

Drag and Drop - Click and hold the mouse on either the HUD, or a particular call in the My Calls box. Now drag that call to an item in the Locations Objects, Directory, My Address Book, or Global Address Book and release the mouse. The first time you do this you will be presented with a popup asking what you want to do. Select Supervised Transfer at the top to start a supervised transfer operation. At this point your phone will out dial to the selected destination. You will be presented with a pop up window with 2 choices at that point. Click yes to complete the supervised transfer, no to hang-up and resume the original call.



Double Click - If you are on a call you can double click an item in the Locations Objects, Directory, My Address Book, or Global Address Book to perform a supervised transfer. You will receive the same popup you did in the drag and drop shown above, simply select the Supervised Transfer button to start the transfer. At this point your phone will out dial to the selected destination. You will be presented with a pop up window with 2 choices at that point. Click yes to complete the supervised transfer, or no to hang-up and resume the original call.

Keyboard - To perform a supervised transfer with the keyboard, you must do one of two things. 1. Search until only that user is visible in the directory section. 2. Highlight that user with the mouse. Once one of those conditions exists, you may start a supervised transfer by clicking [CTRL /] at the same time. At this point your phone will out dial to the selected destination. You will be presented with a pop up window with 2 choices at that point. Click yes to complete the supervised transfer, or no to hang-up and resume the original call.

Right Click - When you right click on an item in the Locations Objects, Directory, My Address Book, or Global Address Book you'll receive a menu popup, select Supervised Transfer to start a supervised transfer of the call you have selected in the hud. At this point your phone will out dial to the selected destination. You will be presented with a pop up window with 2 choices at that point. Click yes to complete the supervised transfer, or no to hang-up and resume the original call.

Voicemail Transfer

Drag and Drop - Click and hold the mouse on either the HUD, or a particular call in the My Calls box. Now drag that call to an item in the Directory and release the mouse. The first time you do this you will be presented with a popup asking what you want to do, simply select the Transfer Call to Voicemail button to complete the transfer.

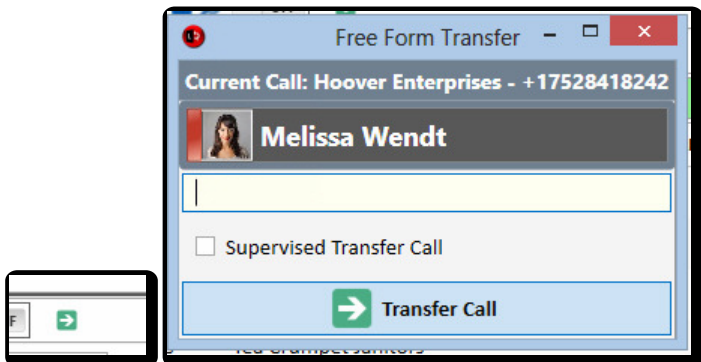
Double Click - If you are on a call you can double click an item in the Directory to perform a voicemail transfer. You will receive the same popup you did in the drag and drop shown above, simply select the Transfer Call to Voicemail button to complete the transfer.

Keyboard - To perform a voicemail transfer with the keyboard, you must do one of two things. 1. Search until only that user is visible in the directory section. 2. Highlight that user with the mouse. Once one of those conditions exists, you may complete a voicemail transfer by clicking [CTRL M] at the same time.

Right Click - When you right click on an item in the Directory you'll receive a menu popup, select Transfer Call to Voicemail to complete a voicemail transfer of the call you have selected in the hud.

Free Form Transfer

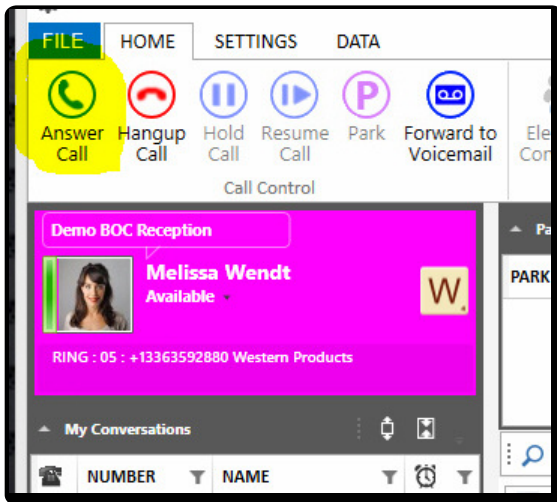
Free form transfer allows you to type any number into a box and have the call transferred to that number, just as you would on the phone. It is a checkbox that will remember if you prefer and blind or supervised transfer. To open the free form transfer box, you can either click the blue icon shown below, or hit [CTRL .] on your keyboard. When it pops up simply put in the number and press enter.



Answering a Call

To answer a call in BOC choose one of these methods. Double click the HUD area when a ringing call is selected. Double click the call you wish to answer in the My Conversations area. Right click the call in the My Conversations area and select Answer Call. Use [CTRL +] on your keyboard to answer the selected call in the HUD. Use the ribbon call control section to answer the call.

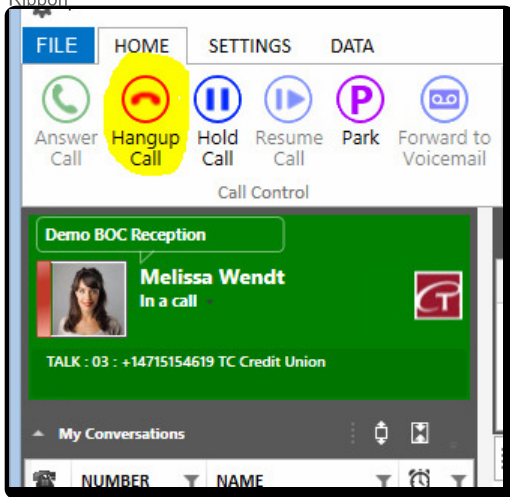
Ribbon



Hangup a Call

To hang-up a call in BLOC choose one of these methods. Right click the call in the My Conversations area and select Hang up Call. Use [CTRL -] on your keyboard to answer the selected call in the HUD. Use the ribbon call control section to answer the call.

Ribbon



Hold Call

To hold a call in BLOC choose one of these methods. Right click the call in the My Calls area and select Hold Call. Use [CTRL H] on your keyboard to answer the selected call in the HUD. Use the ribbon call control section to hold the call.

Resume Call

To hold a call in BLOC choose one of these methods. Right click the call in the My Conversations area and select Resume Call. Use [CTRL R] on your keyboard to answer the selected call in the HUD. Use the ribbon call control section to resume the call.

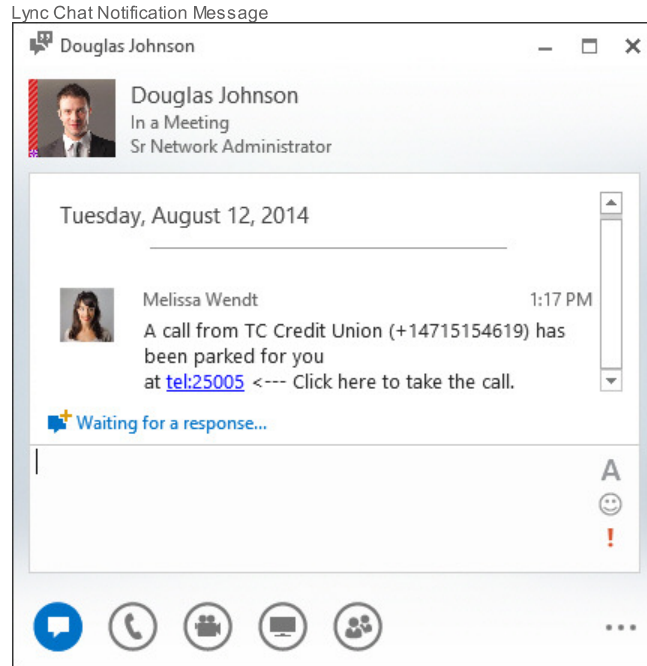
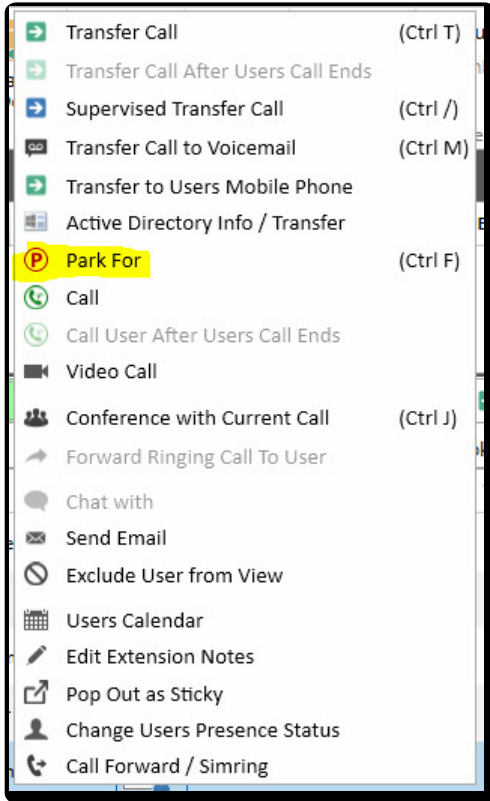
Park

To park a call for no one in particular like the telephone handset does, use one of the following methods. Drag and drop from either My Conversations, or the HUD directly into the parking lot. Use [CTRL *] to put the select call in the HUD in park. Right click on a call in My Conversations and select Park Call. Use the Park button in the call control section of the ribbon to put the selected call in the HUD into park.

Park For

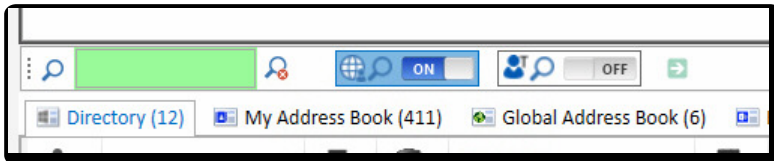
To park a call for a particular use and have the BLOC Server alert them via Lync, use the Park For function. There are several methods available including, right click on a user in the Directory list and select Park For, or search until 1 user is visible and hit [CTRL F] on the keyboard. If the user is running BLOC they will also get a notification popup.

Right Click



Searching

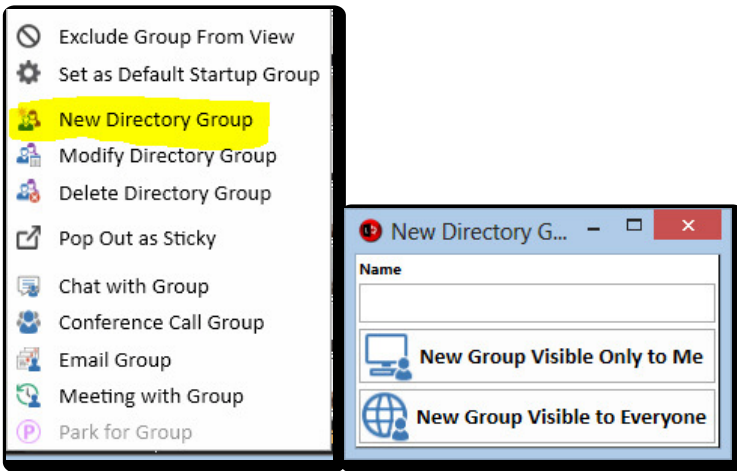
Bridge Lync Operator Console provides a robust search engine. It is located above the directory area on the main screen. You may search for any part of a users first name, last name, phone number, title, department, or personal address book category.



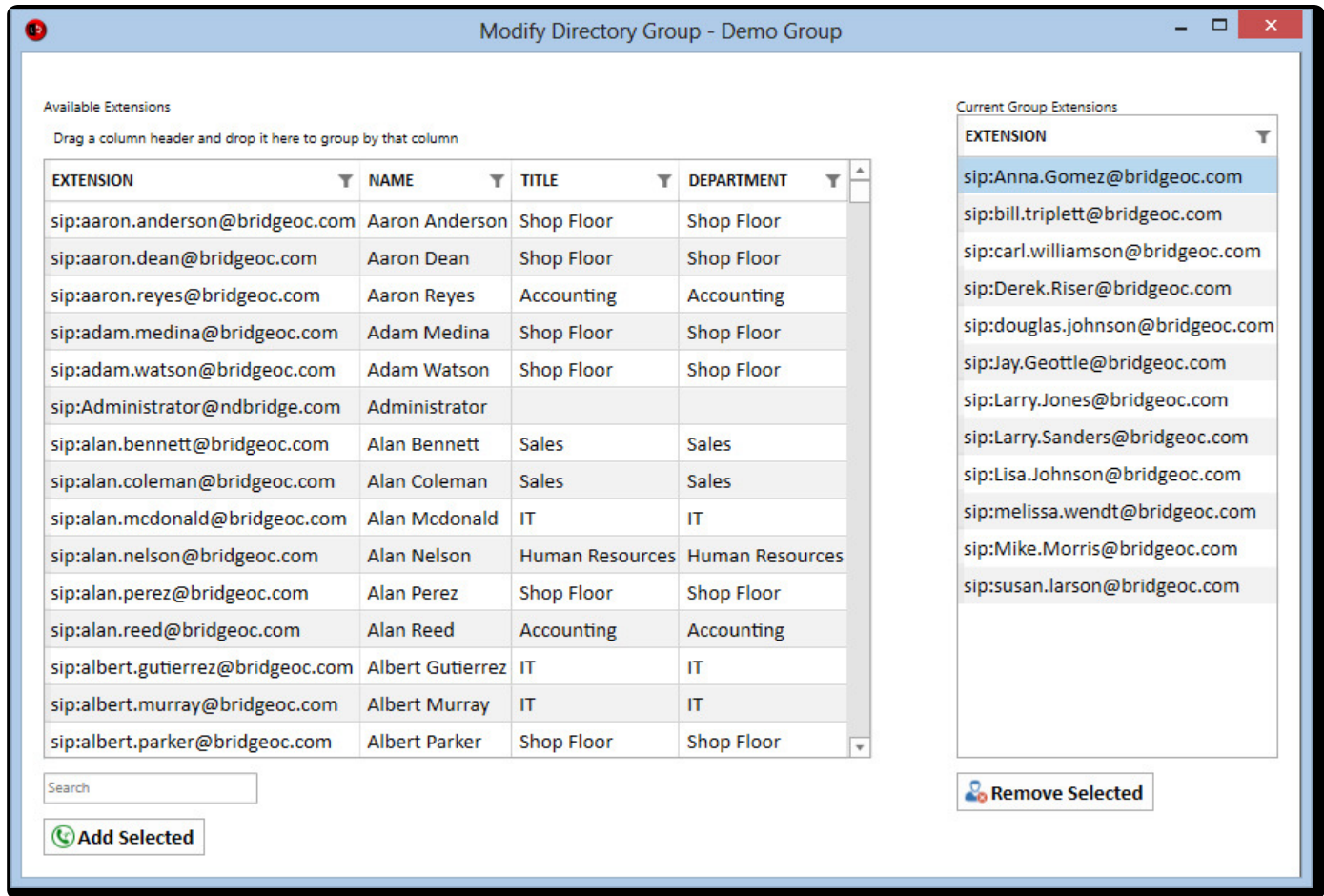
You may also toggle the Search Global option to search only the selected directory group, as well as the Name Only search option. When matches are found the number of matches is appended to each of the 3 tabs shown above.

Directory Groups

The Directory Groups section allows you to select and view the status of a particular group of directories. Right click options are available here for modification options. You can create a new directory group by selecting New Directory Group. When prompted give the group a unique name, as select whether you would like it visible to only you, or to everyone. If you select everyone, all users will be able to modify this group as well. Once you pick an option you'll be presented with a screen allowing you to add and remove group members. If the group has 0 members it will not be visible.



To edit an existing group, simply right click on the group and select Modify Directory Group. Add or remove members and close the window to save the changes.

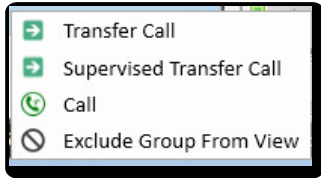


To delete a group, right click on the group and select Delete Directory Group.



Location Objects

Location of objects allow you to call or transfer call to an object that is not a line on someone's phone. These are defined by your system administrator. You may call or transfer calls to location objects via drag and drop, right click, or double click.



Parking Lot

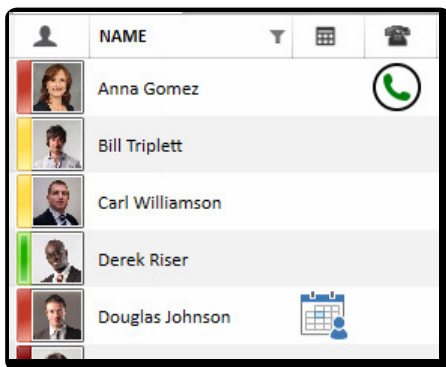
The parking lot will show information about all of the calls parked on the system. It is visible to all BLOC users, although certain park numbers can be excluded from view, if so desired.

PARK #	<input type="checkbox"/>	NUMBER	NAME	TIME	PARK FOR NAME	<input type="checkbox"/>	PARKED BY
25002	<input type="checkbox"/>	tel:+138841835	John Deere	66	Not Specified	<input type="checkbox"/>	Melissa Wendt

The expand and collapse buttons allow you to change the size of the parking lot area visible, and you can hide from view with the toggle button in the upper left corner. The parking lot provides information about the parked calls, as well as the person it was parked for, and who parked the call.

Status Information

Bridge Lync Operator Console provides user status information from many sources. The status columns include calendar status, and call status..



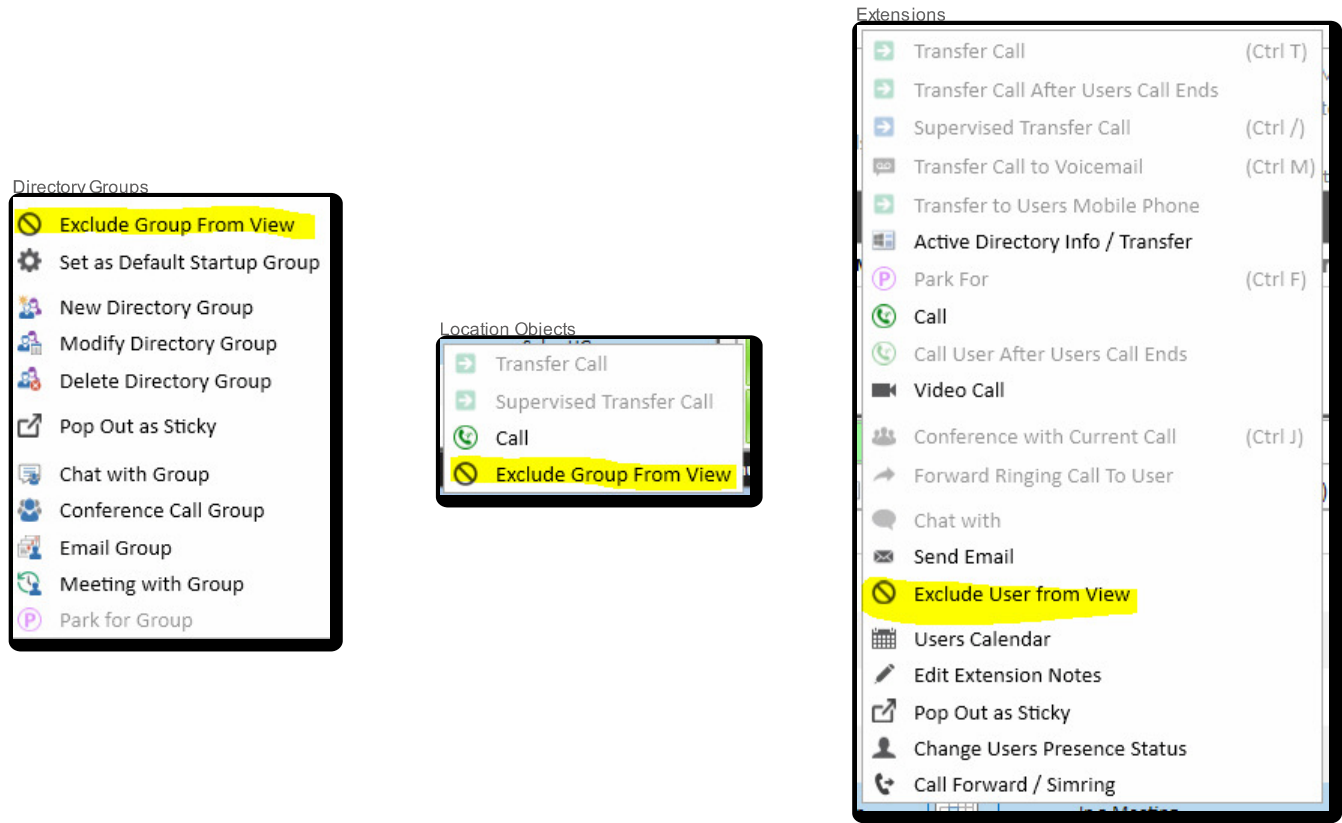
Call Status - call status information will include a ringing, talking, or hold state of a particular user's phone. BOC will also show caller id information as well as total call time in columns to the right.

Chat

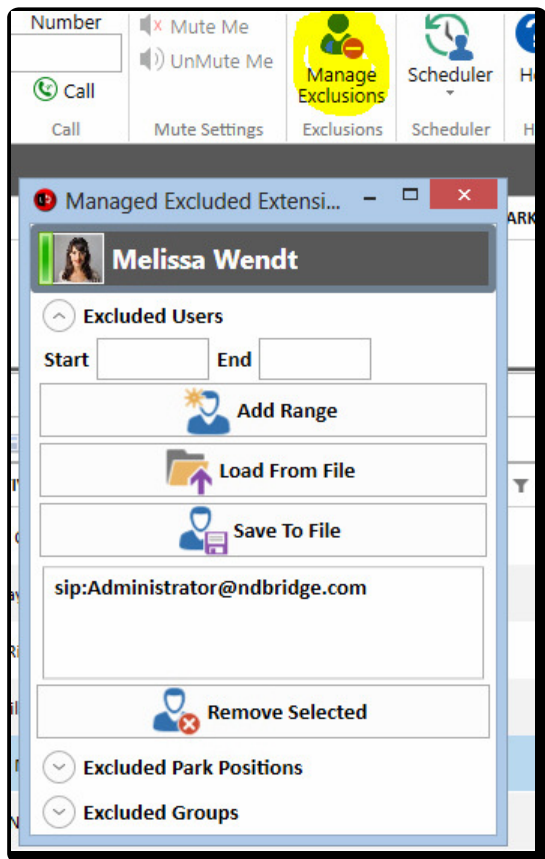
You can access the chat function in BLOC by right mouse clicking on a user in the Directory. Once you do, the Lync chat window will appear..

Excluding Objects

Excluding a user, location object, park position, or directory group from view is easy in Bridge Lync Operator Console. Simply right click on the object to exclude, and select the appropriate task as show below



To manage exclusions later click the more menu in the Ribbon and select Manage Excluded Objects



Phonebooks

Bridge Lync Operator Console provides 3 phone books for numbers that aren't part of the phone system.

1. My Address Book - These are visible only to you. You can call, transfer, email, and delete users from this list. It can be accessed on the main screen via the tabs, or as a separate pop out window via the Ribbon.

My Address Book

Category Exchange Cont: [Icons]

Export Data

NAME	NUMBER	CATEGORY	EMAIL	NOTES
Aaron Morris	(390) 400-5910	Exchange Contacts	aaron.morris@acme	Type: Business Phone
Aaron Morris	(390) 150-1050	Exchange Contacts	aaron.morris@acme	Type: Mobile Phone
Aaron Yang	(360) 500-1680	Exchange Contacts		Type: Mobile Phone
Aaron Yang	(360) 100-8490	Exchange Contacts		Type: Business Phone
Adrian Nelson	(650) 370-8910	Exchange Contacts		Type: Mobile Phone
Adrian Nelson	(650) 580-2060	Exchange Contacts		Type: Business Phone
Alan Moore	(400) 440-3050	Exchange Contacts		Type: Business Phone
Alan Moore	(400) 190-6770	Exchange Contacts		Type: Mobile Phone
Alan Weiss	(270) 120-3450	Exchange Contacts		Type: Mobile Phone
Alan Weiss	(270) 350-2360	Exchange Contacts		Type: Business Phone
Allan Harbin	(480) 480-1160	Exchange Contacts		Type: Business Phone
Allan Harbin	(480) 330-7840	Exchange Contacts		Type: Mobile Phone
Allen Gallardo	(630) 670-1580	Exchange Contacts		Type: Business Phone

2. Global Address Book - The global address book contains records visible to all users. The system administrator can decide who has rights to add / edit / and delete records in this database. All users have the rights to call and transfer calls to these records.

Global Address Book

Category Search [Icons]


NAME	NUMBER	CATEGORY	COMPANY	OFFICE	EMAIL	NOTES	CITY
Bert Sampson		Vendors	Spies for Hire				Springfield
Ernest Carnagin		Vendors	Cheese Industries				Fargo
Frank Donaldson		Vendors	Ontario Syrup	O.S. H.Q.			Toronto
Hank Enfield		Vendors	Tea Crumpet Janitors				Burmingha
Jack Kelly		Lawyerings	Jack Kellys Online Lawyer Service		jack@kellyonline.com		Philidelph
Joe Biden		Vendors					Washingto

3. Active Directory Phonebook - The active directory phonebook will show users in AD if the BLOC server is configured to get its name, department, and title information from Active directory.

Active Directory Phonebook

Search: Melissa Wendt

Drag a column header and drop it here to group by that column

NAME	TITLE	DEPARTMENT	OFFICE	EMAIL	MANAGER	COMPANY
 Melissa Wendt	Receptionist	Reception		melissa.wendt@bridgeoc.com		

Selected User Information

Title Receptionist	Extension sip:melissa.wendt@bridgeoc.com
Department Reception	Mobile Phone (701) 554-7601
Company	Primary Phone (701) 555-7601
Office	Home Phone (701) 555-7601
Email melissa.wendt@bridgeoc.com	Fax Number
Manager	

Extension

- Transfer Call
- Supervised Transfer Call
- Call

Mobile Phone

- Transfer Call
- Supervised Transfer Call
- Call

Primary Phone

- Transfer Call
- Supervised Transfer Call
- Call

Home Phone

- Transfer Call
- Supervised Transfer Call
- Call



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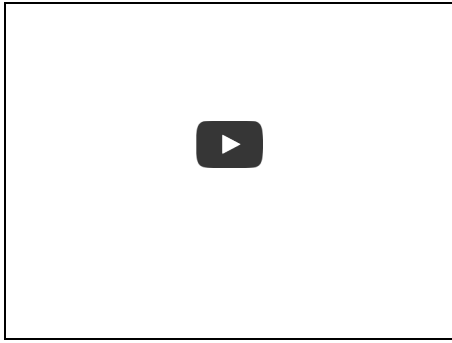
Powerful, Affordable Call Handling...

Requests.

Demos, Evaluations and Quotations

Bridge Operator Console was designed to help you get the most out of your phone system. It has an

Would like to see a live demo with questions and answers? Schedule a GoToMeeting demo with our



intuitive design, which makes it incredibly easy to use. BOC offers a robust feature set, combining call control with presence monitoring. All at an affordable price with features that will blow you away!

training team. Or request an Eval to try on your own.



We have a number of videos to show Bridge Lync Operator Console in action.

[Read More »](#)

About BLOC

Bridge Lync Operator Console supports Microsoft Lync 2013 in client/server or standalone installation mode.

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