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.

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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: 🔴 No
Web calls	Enable: Yes
Operator Console	Enable: Yes 🔴
Voicemail	Enable: 🔴 No
Fixed-Mobile Sim Card [BETA]	Enable: 🔴 No
Hotdesking	Enable: 🔴 No
Multiple Caller ID	Enable: 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.

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	лт	RECENT CALLS	Q Search	PHONEBOOK
Dashboard >	No contacts have been found			123456 Dialplan
Operator Console >		There are no calls for the recent time	00 0102614011	External
Faxes >			00 31102614011	External
E Voicemails >			0001 5042	
E Call Reports	+31152026026 🖾 🌈		05 Idle	
හි PBX Setup C			0070 0070 idie	0070
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	7 pars 8 tuv 9 rosyz			Dialplan
			05 07 Reception Idle	0507
	* O + #		1012	1012 Dialplan
	anonymous 27/12/2019		12345678 12345678	1238
	entrymous 27/12/2019		Idle	
			1237 Idle	1237

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.

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Dashboard	
Operator Console	
Vocensils >	
@ PEX Setup C	John Doe
*31152026026	
	Call Court

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.

5001 5001 5001	>	5001 5001				
						RECENT CALLS
Dashboard	>	Incoming Call Routing @	117 D			
Derator Console	>	Follow my original dialplan	1:39	+31152026026	Not answered	14:52 16/01/2020
சு _{Faxes}	>		020		More	
E Voicemails	>	Fixed Qaller Mobile	020 D			
Call Reports	>	Forward to:	k22 p20 ►			
🔅 PBX Setup	C	Choose a contact	020 D			
~<		Click to Dial Call method when you click to dial	819 D20 ▶			
		Phone Callback 🔮	408 Þ			
		Queue Status	107 Þ			
			513 019			