

DATA SHEET Operator Console

The Sonexis Operator Console enables organizations of all sizes to experience the added features, functionality and professionalism of incorporating operator control into their conferences.

The Operator Console provides full conference management of live, scheduled and ad-hoc calls. With a rich feature-set and easy to use interface, the Operator Console is the perfect tool to add a new level of control to your next conference.



KEY BENEFITS:

Unprecedented Conference Control

The Sonexis Operator Console enables you to experience professional quality operator service without the need for a third-party provider. Simply define someone within your organization to take on the role of an operator and, with the Operator Console, they will be able to expertly coordinate and facilitate your calls.

Ongoing Cost Savings

With the Sonexis Operator Console, you no longer have to rely on costly service providers to experience the advantages of operator-assisted conferencing. Watch your cost savings grow with each call.

Heightened Call Security

The Operator Console adds an extra layer of security to your most important conference calls. Your in-house operator can screen incoming callers and, by removing the need to outsource for operator support, you keep more control over your most sensitive information.

Instant Support

During the call, conference participants can dial *00 to speak to the in-house operator. The operator can view the conference from the Operator Console interface, troubleshoot where necessary, and even join the conference if deemed appropriate.

Robust Operator Functionality

The web-based Operator Console application provides:

- Full Conference Management for Active, Scheduled and Ad-hoc Calls
- Support for Multiple Operator Stations
- Single Click Access to Conferences and Participants
- Drag and Drop Participant Management
- *00 Support for Conference Participants and Incoming Callers
- Operator Initiated Dialouts (Single or Blast)
- Management of Sub-conferences/Private Rooms
- Multi-conference View

Featuring an easy-to-use interface with comprehensive operator controls, the Operator Console is the perfect tool to help you take back management of your conferences.

The screenshot displays the ConferenceManager interface. At the top, there are tabs for 'Live Conferences', 'Scheduled Conferences', and 'Create Ad-Hoc'. A table lists several conferences with columns for 'Display', 'Host Name', 'Conf ID', 'Subject', 'Start Time', 'Scheduled End Time', 'Audio(Sched)', 'Audio(Actual)', 'Web(Sched)', and 'Web(Actual)'. Below the table, the 'Conference View' section shows three detailed views for different conferences: 'Diane Jones 7788: Diane Jones's Conference', 'John Smith 2228: John Smith's Conference', and 'Heather Jones 9476: Heather Jones's Conference'. Each view includes a list of participants with icons for joining, muting, and other controls.

Display	Host Name	Conf ID	Subject	Start Time	Scheduled End Time	Audio(Sched)	Audio(Actual)	Web(Sched)	Web(Actual)
<input type="checkbox"/>	Blast Calls	1024	Operator Console Test Calls	3/7/2015 12:09:57 PM	3/7/2015 1:09:57 PM	13	12	0	0
<input type="checkbox"/>	John Smith	2228	John Smith's Conference	3/7/2015 12:10:00 PM	3/7/2015 1:10:00 PM	4	4	0	0
<input checked="" type="checkbox"/>	Heather Jones	9476	Heather Jones's Conference	3/7/2015 12:10:00 PM	3/7/2015 1:10:00 PM	4	4	0	0
<input checked="" type="checkbox"/>	Diane Jones	7788	Diane Jones's Conference	3/7/2015 12:10:00 PM	3/7/2015 1:10:00 PM	5	5	0	0

OPERATOR CONTROLS:

A Closer Look at the Operator Console

- 1 **Operator Control Panel** - The primary area from which the operator monitors conferences, dials out to participants and answers help requests.
- 2 **Conference Tabs** - The section lists active live conferences, scheduled conferences for the current day and enables the operator to search for and create ad-hoc conferences.
- 3 **Conference View Panel** - The Conference View section contains various panels for conferences the operator has chosen to view. Each conference view represents a conference room, whether active or scheduled. The Conference View Panel provides an operator with the tools needed for complete management control over a conference.

Console Controls

- Join the operator audio line into the entire conference or connect privately to a selected participant
- Create and manage private rooms
- Mute/unmute the operator line
- Mute/unmute all or individual participants
- Move everyone or individual participants to music on hold
- Dialout to new participants
- Perform blast dial to selected participants using the various address books and the specific conference's invitee list
- Disconnect everyone or individual participants from the conference