



Operator Panel User Guide

Yeastar P-Series Appliance Edition

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About This Guide

This user guide provides step-by-step procedures and reference information about using Operator Panel.

Audience

This guide is intended for operators and receptionists who need to manage calls and user presence on the Operator Panel.

Additional resources

For more information of Operator Panel management, see [Yeastar P-Series Administrator Guide - Operator Panel Management](#).

Operator Panel Overview

Operator Panel is a web-based utility integrated with the Yeastar Linkus Web Client. This topic describes what is Operator Panel, and what you can do on Operator Panel.

What is Operator Panel

A traditional receptionist needs to screen incoming calls for key areas of the business, and deliver core calls to the right destinations. It is obviously inefficient to perform a large number of call control operations through a desktop phone. Yeastar Operator Panel is designed for employee who needs to manage and transfer a large number of calls, such as receptionist or agent manager.

The Operator Panel integrates a call console, extension list, ring group list, queue list, parking number (Slot) list, and group voicemail list. It offers a comprehensive view on activity of call, ring groups, queues, park extensions, and group voicemails, enhances visibility of the extension's status, streamlines call handling, and more.

With Operator Panel, the receptionist can manage all incoming and outgoing calls with just a simple click or with drag and drop, which increases the efficiency of call management.

The screenshot displays the Yeastar Operator Panel interface, which is divided into several sections:

- Inbound & Internal Calls panel:** A table showing call details for an internal call. The caller is Becky [1002] and the callee is 1003 [1003]. The status is 'Talking' (indicated by a red dot) and the time is 00:00:01.
- Outbound calls panel:** A table showing call details for an external call. The caller is Solo [4444] and the callee is [1016]. The status is 'Talking' (indicated by a red dot) and the time is 00:00:12.
- Ring Group list:** A list showing 6300 Sales (4/9).
- Queue list:** A list showing 6400 Support (0/1).
- Parking Extension list:** A list showing two idle parking extensions: 6000 Idle and 6001 Idle.
- Group Voicemail list:** A list showing two group voicemails: 6300 Sales (1/1) and 6400 Support (2/2).
- Extension List:** A list of extensions with their status and call counts. The list includes: 1000 Alex Webber (1/1), 1001 Betty Smith (2/2), 1002 Becky (3/3), 1003 1003 (1/1), 1004 Leo Ball (4/4), 3333 Sunmy (3/3), 4444 Solo (0/0), 1005 carol (0/0), and 1006 1006 (0/0). The current selection is 'Support (3/4)', which includes 1002 Becky (3/3) and 1004 (3/3).

What you can do on Operator Panel

With an easy-to-use interface on Yeastar Operator Panel, you can manage multiple calls (including your group members' and yours), and direct calls to the appropriate destination quickly and efficiently.

- Monitor and switch the presence of extensions.
- Monitor the status of queue, ring group, park numbers, and group voicemails.
- Monitor the call activity in real time, including internal calls, inbound calls, and outbound calls.

- Manage internal calls, inbound calls, and outbound calls:
 - # **Call distribution**: Redirect incoming calls and transfer calls.
 - # **Call connection**: Pick up ringing calls and hang up calls.
 - # **Call parking**: Park calls and retrieve parked calls.
 - # **Call Recording**: Monitor recording status, pause or resume call recording.
 - # **Calls Monitoring**: Barge in a call, listen to a call, and whisper to a call.
 - # Place a call to a group member.
 - # Leave a voicemail message.

Permission requirements

To use the Operator Panel to manage group members' calls and presence, you need to get the corresponding permission from your PBX system administrator:

- **Switch group members' presence**
- **Call distribution management (Redirect, Transfer, Drag and Drop operation)**
- **Call monitoring operations (Listen, Whisper, Barge In)**
- **Call parking operations (Park, Retrieve)**
- **Switch Business Hours and Holidays status**
- **Switch extensions' recording status**
- **Pick up or hang up other extensions' calls**
- **Route calls directly from IVR regardless of the IVR menu**

Getting Started

Access Operator Panel

The Operator Panel is integrated with Yeastar Linkus Web Client. This topic describes how to access Operator Panel.

Prerequisites

- Linkus Web client is enabled.
- Make sure that you have the permission to access Operator Panel.
- Get username and password from your system administrator.

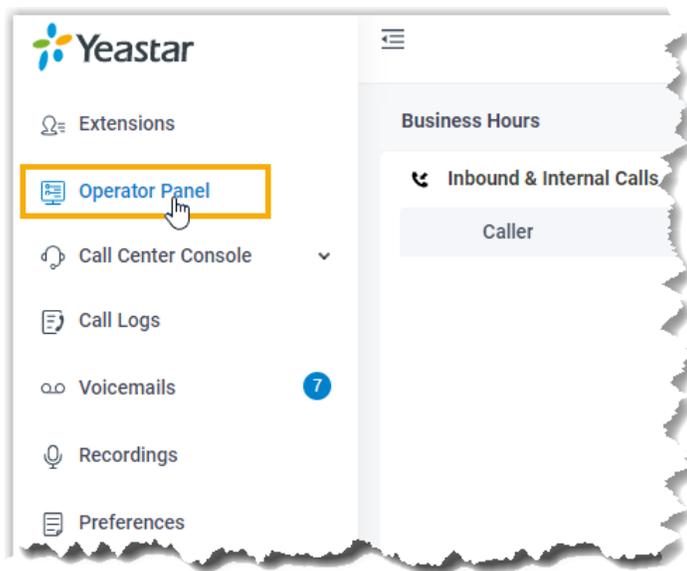
Procedure

1. Log in to Linkus Web Client.

i Tip: If you have received a Linkus welcome email, you can click the login link for Linkus Web Client to quickly log in.

- a. Launch your web browser, enter the IP address of Linkus Web Client, press **Enter**.
- b. Enter your username and password, click **LOG IN**.
 - **Username:** Extension number or email address.
 - **Password:** Extension User Password.

2. In the left navigation bar, click **Operator Panel**.



Operator Panel Layout

This topic provides an overview of Operator Panel interface.

The screenshot displays the Operator Panel interface with several panels:

- Inbound & Internal Calls panel:** A table showing call details for an inbound call.

| Caller | Callee | Status | Time | Details |
|--------------|-------------|---------|----------|----------|
| Becky [1002] | 1003 [1003] | Talking | 00:00:01 | Internal |
- Outbound Calls panel:** A table showing call details for an outbound call.

| Caller | Callee | Status | Time | Details |
|-------------|--------|---------|----------|----------|
| Solo [4444] | [1016] | Talking | 00:00:12 | External |
- Ring Group list:** Shows 6300 Sales (4/9).
- Queue list:** Shows 6400 Support (0/1).
- Parking Extension list:** Shows 6000 Idle and 6001 Idle.
- Group Voicemail list:** Shows 6300 Sales (1/1) and 6400 Support (2/2).
- Extension List:** A list of extensions with their status and call counts.

| Extension | Status | Count |
|------------------|--------|-------|
| 1000 Alex Webber | ✓ | (1/1) |
| 1001 Betty Smith | ✓ | (2/2) |
| 1002 Becky | ● | (3/3) |
| 1003 1003 | ● | (1/1) |
| 1004 Leo Ball | ✓ | (4/4) |
| 3333 Sunny | ✓ | (3/3) |
| 4444 Solo | ● | (0/0) |
| 1005 carol | ● | (0/0) |
| 1006 1006 | ● | (0/0) |
| Support (3/4) | | |
| 1002 Becky | ● | (3/3) |
| 1004 | ✓ | |

Inbound & Internal Calls panel

Display the inbound and internal call information of your group member and you in real-time, including caller, callee, status, duration, and details.

The screenshot shows the Inbound & Internal Calls panel with the following data:

| Caller | Callee | Status | Time | Details |
|--------------------|-----------------------|---------|----------|----------|
| John Snow [4444] | Tomas Morrison [1025] | Talking | 01:43:28 | Internal |
| James Blant [3333] | Becky3 [1007] | Talking | 02:15:29 | Internal |

Outbound Calls panel

Display the outbound call information of your group members and you in real-time, including caller, callee, status, duration, and details.

The screenshot shows the Outbound Calls panel with the following data:

| Caller | Callee | Status | Time | Details |
|-----------------------|--------|---------|----------|----------|
| Tomas Morrison [1025] | [2200] | Talking | 00:00:02 | External |

Extension list

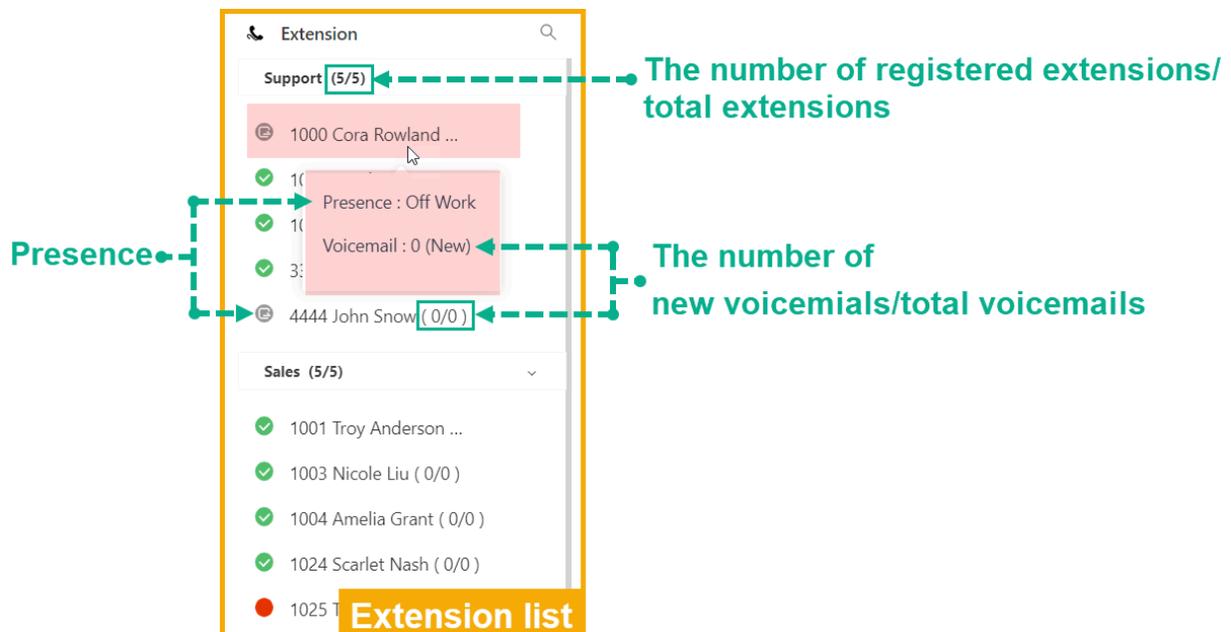
Display the extension information of your group and the group that is shared with you.

Hover your mouse over an extension user, you can see the presence status and voicemail status of the user.

Note:

- The extension groups displayed on **Extension** list is defined by your system administrator.
- The unregistered extension is displayed on **Extension** list by default.

You can disable **Show Unregistered Extensions** to hide the unregistered extensions: **Preferences > User > Status Views**



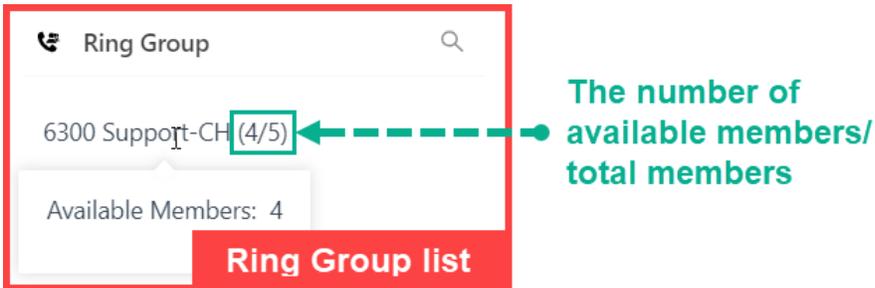
user's presence

| Icon | Presence | Description |
|------|---------------|---|
| | Unavailable | The user's extension is not registered. |
| | Busy | The user is in a call. |
| | Available | The user is online and ready to receive and handle calls. |
| | Away | The user is currently away from office. |
| | Business Trip | The user is currently on a business trip. |

| Icon | Presence | Description |
|---|----------------|--|
|  | Do Not Disturb | The user doesn't want to be disturbed, and he/she won't receive any calls. |
|  | Lunch Break | The user is currently on lunch break. |
|  | Off Work | The user is currently off work. |

Ring Group list

Display the status statistics of ring group members, including the number of available members and total members.

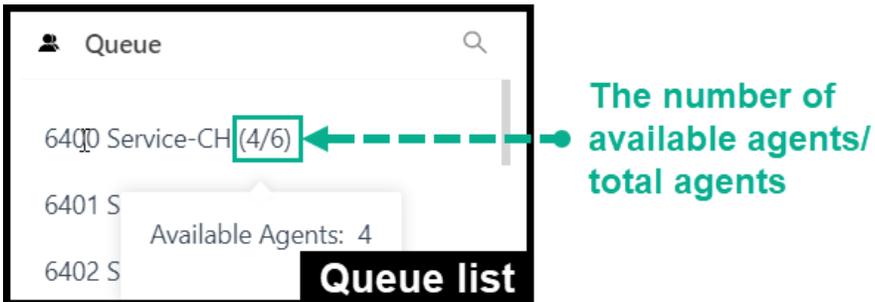


The number of available members/ total members

Ring Group list

Queue list

Display the agent status statistics of each queue, including the number of available agents and total agents.

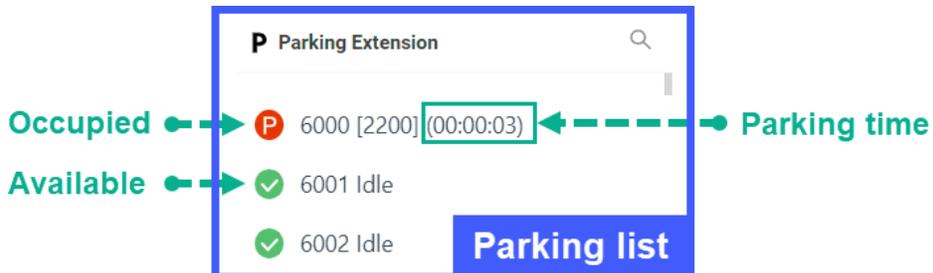


The number of available agents/ total agents

Queue list

Parking Extension list

Display the status of each parking number(slot).



Occupied

Available

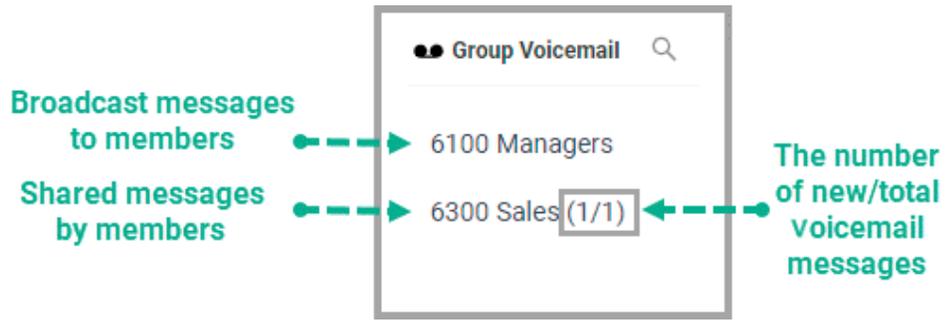
Parking time

Parking list

Group Voicemail list

Display the status of each group voicemail.

- Broadcast messages to members: Only display group voicemail name and number.
- Shared messages by members: Display group voicemail name, number, and the number of new and total voicemail messages.



Calls Management

Pick up an Incoming Call

If a ringing call has not been answered for a long time, in order to save the caller's waiting time, you can pick up the incoming call for your group member. This topic describes how to pick up an incoming call.

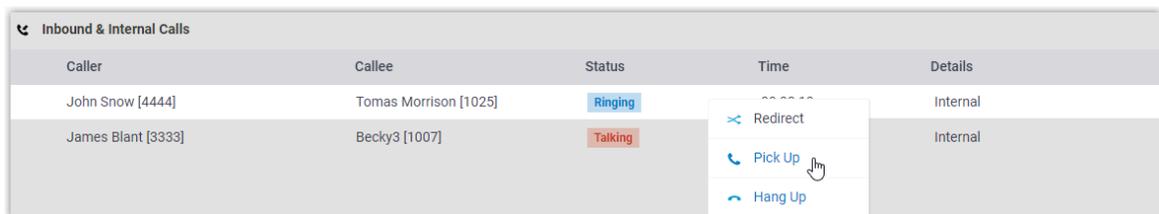
Prerequisites

To pick up an internal call, or pick up extension group members' inbound calls, **Pick up or hang up other extensions' calls** permission is required.

Procedure

1. On the **Inbound & Internal Calls** panel, hover your mouse over a ringing call.
2. Right click the incoming call, and select **Pick Up**.

The system routes the call to your extension.



3. Answer the call.

Redirect an Incoming Call

If a call has not been answered for a long time, in order to save the caller's waiting time, you can redirect the incoming call to another extension, ring group, queue, or extension's voice-mail. This topic describes how to redirect an incoming call.

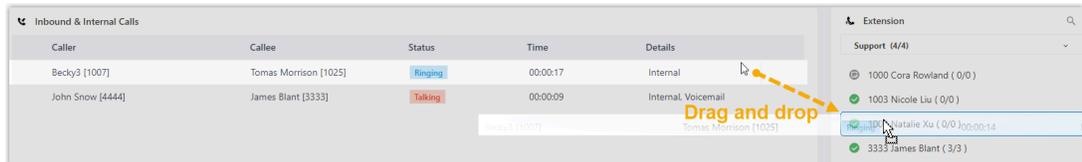
Prerequisites

- To redirect extension group members' incoming calls, **Call distribution management (Redirect, Transfer, Drag and Drop operation)** permission is required.
- To redirect an inbound call that reaches an IVR but hasn't gone to a destination yet, **Route calls directly from IVR regardless of the IVR menu** permission is required .

Redirect an incoming call to an extension

1. On the **Inbound & Internal Calls** panel, hover your mouse over a call that is in Ringing status.
2. Transfer the call to an extension user in one of the following methods:
 - Drag the call and drop it on a desired extension in **Extension** list.

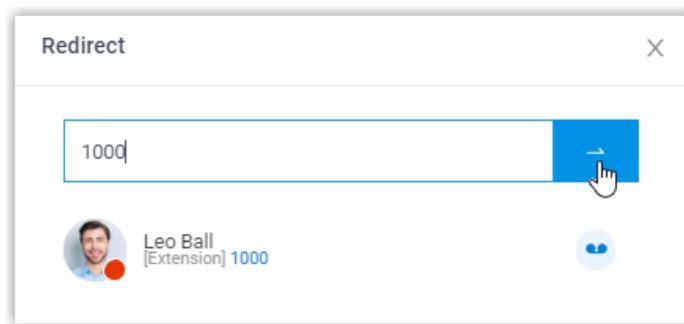
The extension user will receive an incoming call.



- Right click the call, click **Redirect**, and select a redirected party.

On the pop-up panel, enter an extension number, and click .

The extension user will receive an incoming call.



i Tip: You can also click the extension user from the matching results to redirect the call.

Redirect an incoming call to ring group

1. On the **Inbound & Internal Calls** panel, hover your mouse over a call that is in Ringing status.
2. Drag the call and drop it on a desired ring group displayed in **Ring Group** list.

The ring group members will receive an incoming call.

The screenshot displays the Operator Panel interface. The 'Inbound & Internal Calls' section shows a table with the following data:

| Caller | Callee | Status | Time | Details |
|--------------|----------------|---------|----------|---------------|
| 1016 [1016] | Service [6200] | Talking | 00:00:06 | External, IVR |
| Becky [1002] | Lily [1003] | Ringing | 00:00:09 | Internal |

The 'Queue' section shows a list of queues:

- 6300 Sales (6/16) - Ringing
- 6400 Support (0/1) - Idle
- 6000 Idle
- 6001 Idle
- 6002 Idle

The 'Extension' list on the right includes:

- 1000 Alex Webber (2/3)
- 1001 Betty Smith (3/4)
- 1002 Becky (4/5)
- 1003 Lily (1/1)
- 1004 Leo Ball (4/4)
- 3333 Sunny (3/3)
- 4444 Solo (0/0)
- 1005 carol (0/0)
- 1006 1006 (0/0)
- 2000 Phillip Huff (0/0)
- 2001 Kristin Hale (0/0)
- 2002 Naomi Nichols (0/0)
- 2003 Ashley Gardner (0/0)

Redirect an incoming call to a queue

1. On the **Inbound & Internal Calls** panel, hover your mouse over a call that is in Ringing status.
2. Drag the call and drop it on a desired queue displayed in **Queue** list.

The agents will receive an incoming call.

The screenshot illustrates the process of redirecting a call. A dashed orange arrow labeled 'Drag and drop' points from the 'Ringing' call in the 'Inbound & Internal Calls' table to the '6400 Support (0/1)' queue in the 'Queue' list.

The 'Inbound & Internal Calls' table shows:

| Caller | Callee | Status | Time | Details |
|--------------|----------------|---------|----------|---------------|
| 1016 [1016] | Service [6200] | Talking | 00:00:19 | External, IVR |
| Becky [1002] | Lily [1003] | Ringing | 00:00:22 | Internal |

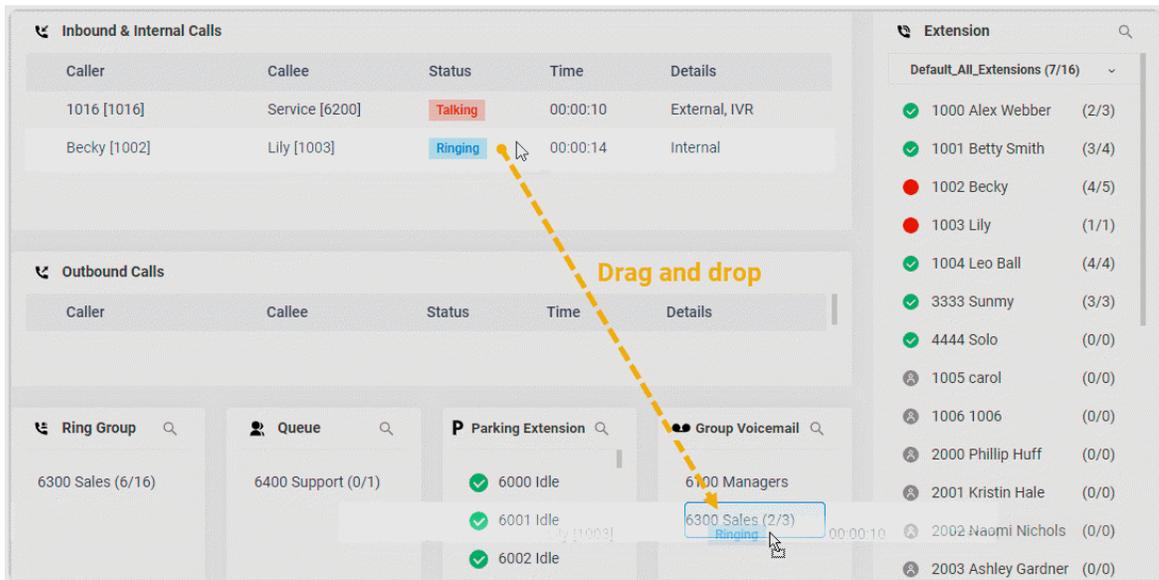
The 'Queue' list shows:

- 6300 Sales (6/16) - Ringing
- 6400 Support (0/1) - Ringing
- 6000 Idle
- 6001 Idle
- 6002 Idle

Redirect an incoming call to a group voicemail

1. On the **Inbound & Internal Calls** panel, hover your mouse over a call that is in Ringing status.
2. Drag the call and drop it on a desired group voicemail displayed in **Group** list.

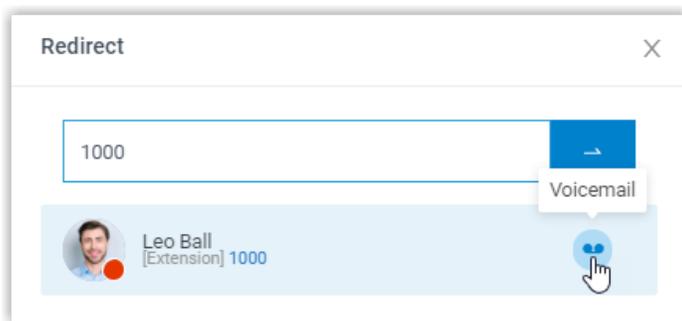
The call is redirected to the group voicemail and the caller can leave a message to the extension user.



Redirect an incoming call to an extension's voicemail

1. On the **Inbound & Internal Calls** panel, hover your mouse over a call that is in Ringing status.
2. Right click the incoming call, and select **Redirect**.
3. On the pop-up panel, enter an extension number to search the extension user.
4. From the matching results, click  to redirect the call.

The call is redirected to the extension's voicemail and the caller can leave a message to the extension user.



Transfer a Call

This topic describes how to transfer a call.

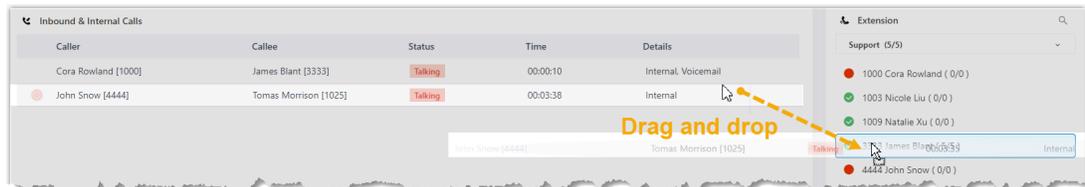
Prerequisites

To transfer extension group members' active calls, **Call distribution management (Redirect, Transfer, Drag and Drop operation)** permission is required.

Transfer a call to an extension

1. On the **Inbound & Internal Calls** panel or **Outbound Calls** panel, hover your mouse over an active call.
2. Transfer the call to an extension user in one of the following methods:
 - Drag the call and drop it on a desired extension displayed in **Extension** list.

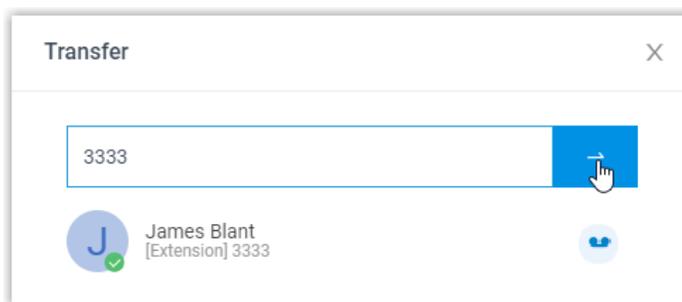
The extension user will receive an incoming call.



- Right click the call, click **Transfer**, and select a transferred party.

On the pop-up panel, enter a receptionist extension number, and click .

The extension user will receive an incoming call.

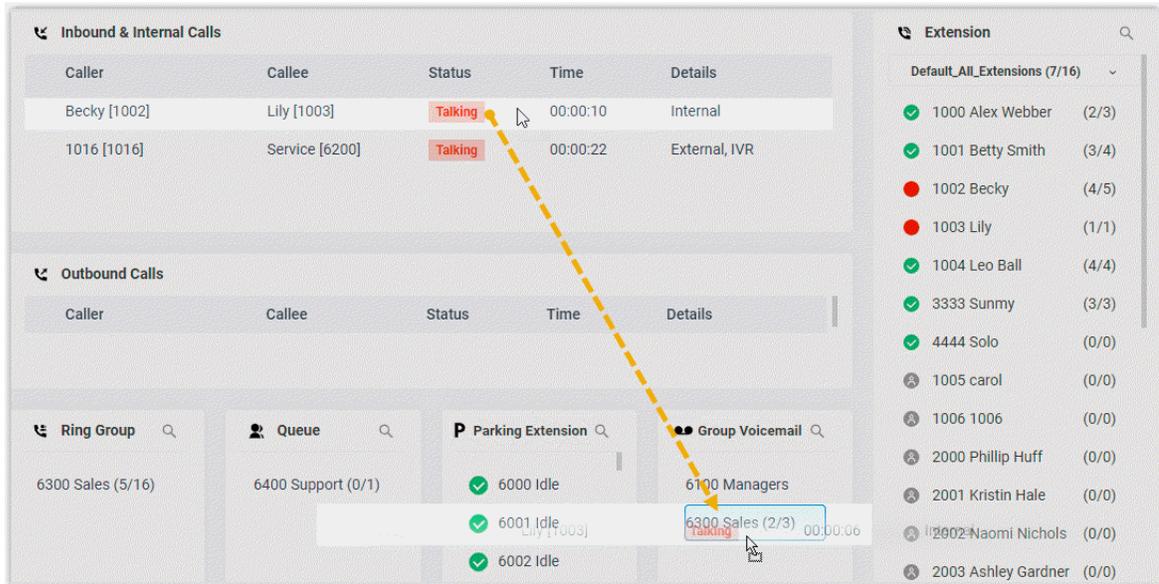


 **Tip:** You can also click the extension user from the matching results to transfer the call.

Transfer a call to a group voicemail

1. On the **Inbound & Internal Calls** panel or **Outbound Calls** panel, hover your mouse over an active call.
2. Drag the call and drop it on a desired group voicemail displayed in **Group** list.

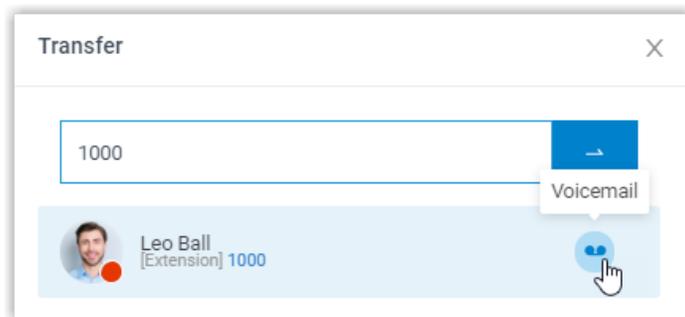
The call is transferred to the group voicemail and the caller can leave a message to the group members.



Transfer a call to extension's voicemail

1. On the **Inbound & Internal Calls** panel or **Outbound Calls** panel, hover your mouse over an active call.
2. Right click the incoming call, and select **Transfer**.
3. On the pop-up panel, enter an extension number to search the extension user.
4. From the matching results, click  to transfer the call.

The call is transferred to the extension's voicemail and the caller can leave a message to the extension user.



Monitor a Call

Call monitoring is the process of monitoring conversations between employees and customers for improving communication and customer service. This topic describes how to monitor a call.

Scenario

Call monitoring is a way to manage call quality, increase efficiency, improve performance, and develop sales or marketing strategies.

You can monitor your group members' conversations in the following ways:

- **Call listening:** Listen to the active call between the group member and customer to ensure that quality standards are met, without the group member or customer knowing.
- **Call barging:** Join the call to speak with both the group member and customer, provide immediate assistance, and improve customer satisfaction.
- **Call whispering:** Talk to the group member, and give assistance to your group member during an active call, without the customer hearing the discussion.

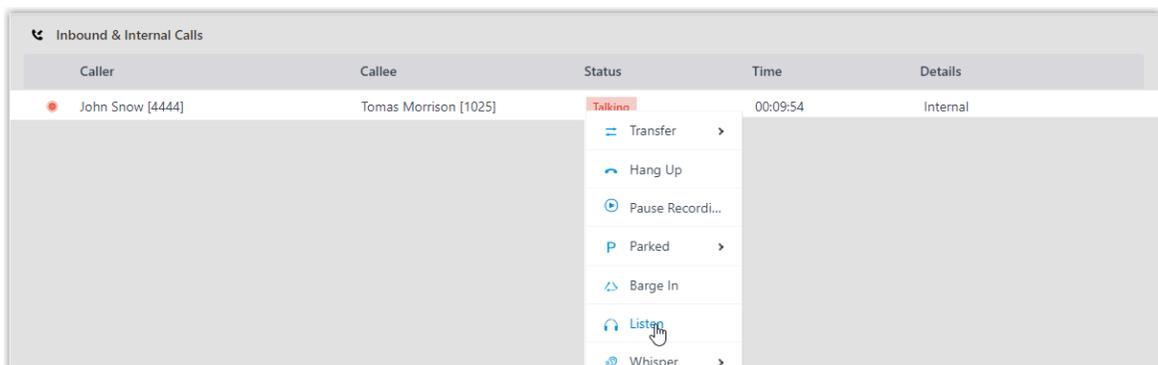
Prerequisites

To monitor your extension group members' calls, **Call monitoring operations (Listen, Whisper, Barge In)** permission is required.

Procedure

1. On the **Inbound & Internal Calls** panel or **Outbound Calls** panel, hover your mouse over an active call.
2. Right click the call, and select a monitor mode: **Barge In**, **Listen**, or **Whisper**.

The system will place a call to your extension.



3. Answer the call.

Park and Retrieve a Call

Call parking is a method of holding a call on a phone, so that anyone can retrieve the call on another phone. This topic describes how to park a call and retrieve a parked call.

Prerequisites

To park extension group members' active calls, **Call parking operations (Park, Retrieve)** permission is required.

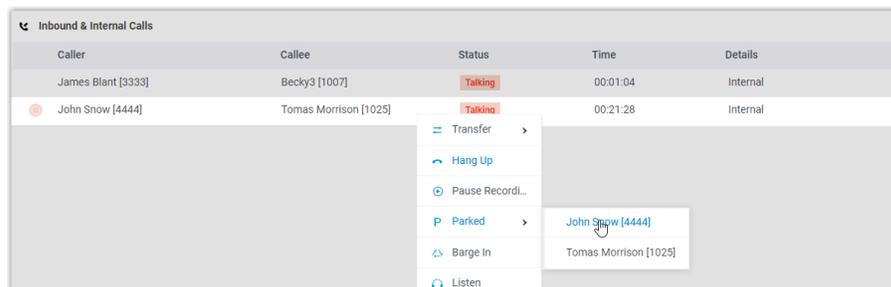
Park a call

1. On the **Inbound & Internal Calls** or **Outbound Calls** panel, hover your mouse over an active call.
2. Park the call on an automatically assigned parking number or a specific parking number.

Method 1. Park a call on an automatically assigned parking number

- a. Right click the call, and select **Parked**.
- b. Select the parked party.

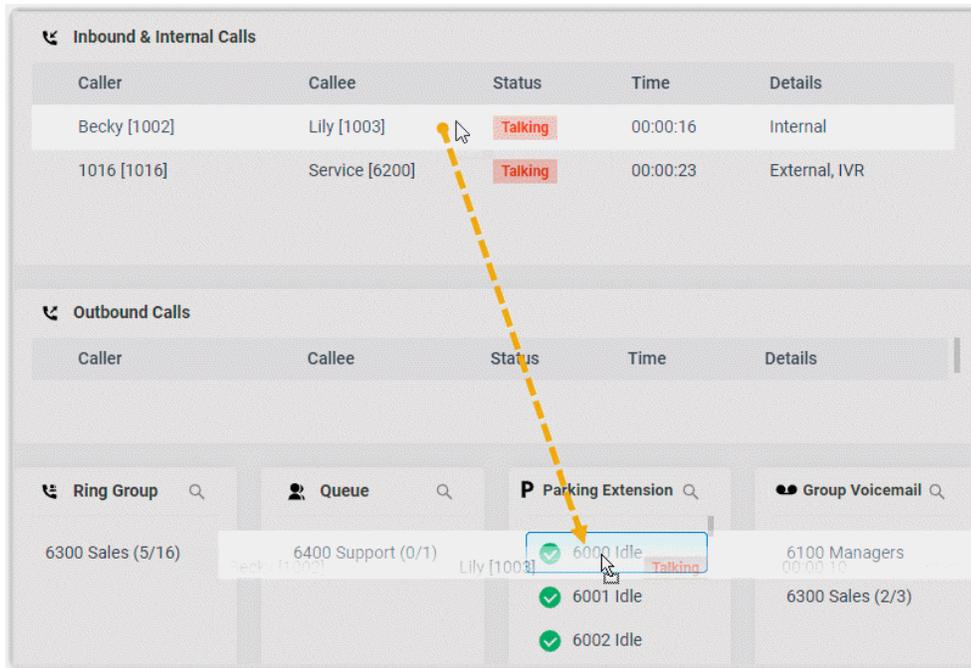
The call is parked on an available parking number. The system puts the parked party's call on hold, and plays a prompt to tell the other party where to retrieve the call.



Method 2. Park a call on a specific parking number

Drag the call and drop it on a desired parking number in the **Parking Extension** list.

The call is parked on the specified parking number. The system puts the parked party's call on hold, and plays a prompt to tell the other party where to retrieve the call.

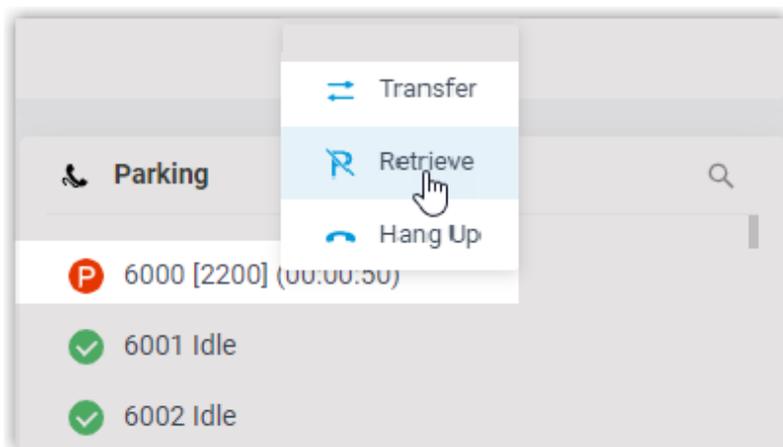


Note: After you park the outbound call, the call disappears from **Outbound Calls** panel, and displays on the **Inbound & Internal Calls** panel.

Retrieve a parked call

1. On the **Inbound & Internal Calls** panel or **Parking Extension** list, hover your mouse over a parked call.
2. Right click the call, and select **Retrieve**.

The system routes the parked call to your extension.



3. Answer the call to retrieve the parked call.

Pause or Resume Call Recording

If call recording is enabled on your system, you can pause call recording to avoid sensitive personal information such as credit card details being recorded. This topic describes how to pause or resume call recording.

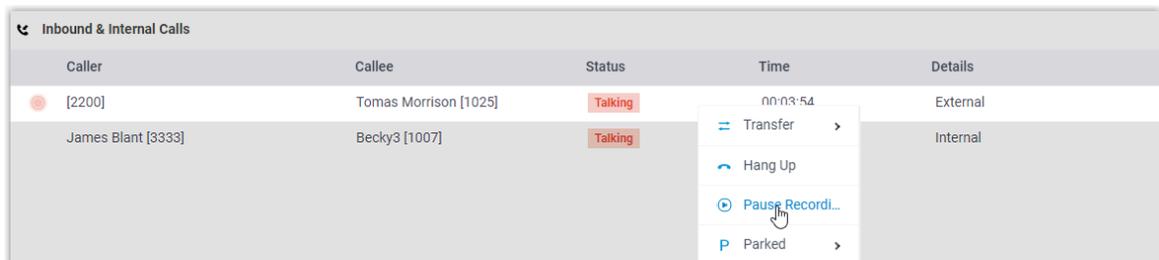
Prerequisites

- To pause or resume call recording for your group members, **Switch extensions' recording status** permission is required.
- To pause or resume call recording during your own calls, make sure that the **Allow the extension to stop or restart call recording during a call** option is enabled for your extension.

Pause call recording

1. On the **Inbound & Internal Calls** or **Outbound Calls** panel, hover your mouse over an active call.
2. To pause recording, right click the call, and click **Pause Recording**.

The recording icon stops flashing, and changes to .



3. To resume recording, right click the call, and click **Resume Recording**.

The recording icon is changed to  and flashing.



Hang up a Call

This topic describes how to hang up your call or your group members' calls.

Scenario

In a conference call, you can kick your group member out of the conference by hanging up his or her call.

Prerequisites

To hang up extension group members' active calls, **Pick up or hang up other extensions' calls** permission is required.

Procedure

1. On the **Inbound & Internal Calls** or **Outbound Calls** panel, hover your mouse over an active call.
2. Right click the call, and select **Hang Up**.



3. In the pop-up dialog box, click **OK**.
The system ends the call.

Place a Call to a Group Member

Yeastar Linkus Web Client allows you to place calls to any contacts. This topic describes how to place a call to a group member quickly on Operator Panel.

Procedure

1. On the **Extension** panel, hover your mouse over a desired group member.
2. Double-click the group member.

A call window pops up that allows you to manage the call.

For more information on how to manage your own calls, see [Linkus Web Call](#).

Voicemail Management

Leave a voicemail message

You can leave a message to an extension user, or leave a message to group voicemail.

Leave a voicemail message to an extension user

1. On the **Extension** panel, hover your mouse over a desired extension user.
2. Right click the extension user, select **Leave a Voicemail**.

A call window pops up that allows you to record your voice message.

3. When done, hang up the call.

Leave a voicemail message to a voicemail group

1. On the **Group Voicemail** panel, hover your mouse over a desired group voicemail.
2. Right click the extension user, select **Leave a Voicemail**.

A call window pops up that allows you to record your voice message.

3. When done, hang up the call.

Presence Management

Switch Group Members' Presences

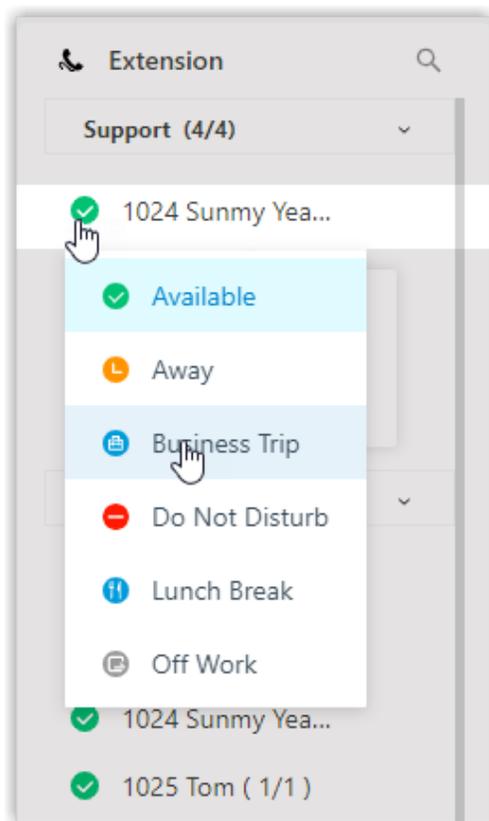
When your group member or you are unavailable to take a call, you can switch the presence for your group member or yourself. This topic describes how to switch the presence status of your group member and yourself.

Prerequisites

To switch members' presence status, **Switch group members' presence** permission is required.

Procedure

1. On the **Extension** panel, hover your mouse over the extension.
2. Click the presence status icon.
3. On the pop-up list, select a status.



Result

Calls to this extension group member will be forwarded to a specific destination based on the presence.

Office Time Management

Switch Business Hours and Holidays

Business Hours and Holidays determines how a call is handled. The system routes a call to different destinations based on the business hours and holidays. This topic describes how to switch the phone system to work on business hours, outside business hours, and holiday.

Background information

The system displays the current period according to the **Business Hours and Holiday** set by the administrator. There are three periods:

- **Business Hours** is the working hours during which you conduct business.
- **Outside Business Hours** is the time periods of the working days during which the employees are not working.
- **Holiday** is the days set aside by custom or by law on which normal activities are suspended or reduced.

Scenario

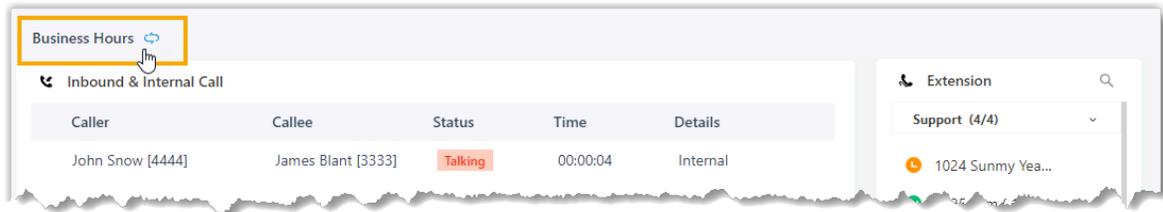
- When an emergency occurs on a normal working day, you can switch the phone system to work from business hours to outside business hours, the system routes the call to the destination that is defined by your system administrator.
- If your business provides specific services on holidays, you can switch the phone system to work from holiday to business hours to offer specific business.

Prerequisites

- **Switch Business Hours and Holidays status** permission is required.
- Your system administrator has defined business hours and holidays.

Procedure

1. In the upper left corner of operator panel, click .



The system prompts you whether to switch the time.

2. In the pop-up dialog box, click **Yes**.

i Tip: If you are ready to work, you can switch outside business hours to business hours, or the system can automatically switch the time schedule according to the business hours of the next working day.