

Users Widget

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The **Users** Widget allows you to view the state of other **Users** in the system along with **Extension State**, **Call State** and **Presence**. There are several buttons that appear under each "User" box, allowing specific actions to be performed.

User Boxes

The **Users** Widget will have a **User** box for each user in the system (excluding your own, as that box will appear under **My Stream**). This box provides a display of the **User's Accounts**, **Calls** and **Presence** state while providing functionality to interact with and manage the **User's Accounts**, **Calls** and **Presence**.

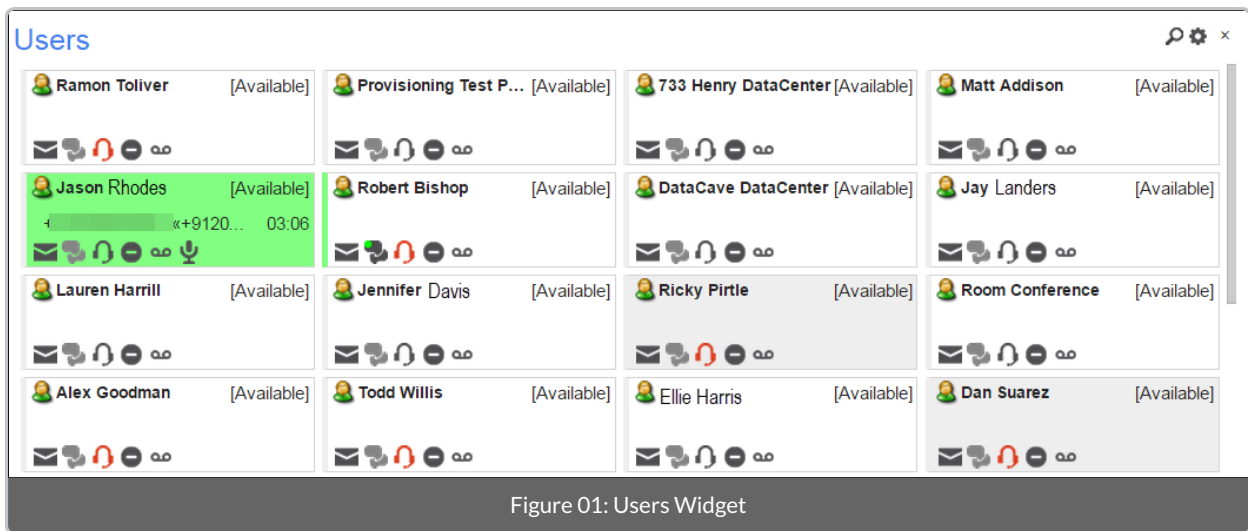


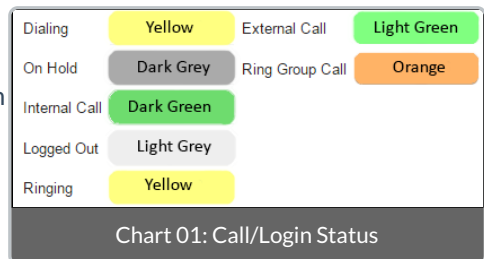
Figure 01: Users Widget

User Login/Call Status

The bar on the left side of the **User** box displays the current login status of the user. By default, users who are logged out will be grey and logged-in users display as light green.

The **User** boxes will change color to show the user's current call or login status. Chart 01 below displays the colors of each specific call status.

The **User** boxes will change color to show the user's current call or login status. Chart 01 to the right displays the colors of each specific call status.



User Actions

There are several buttons that are displayed on a **User** box that allows other **Users** in the system to perform actions on the selected **User**.

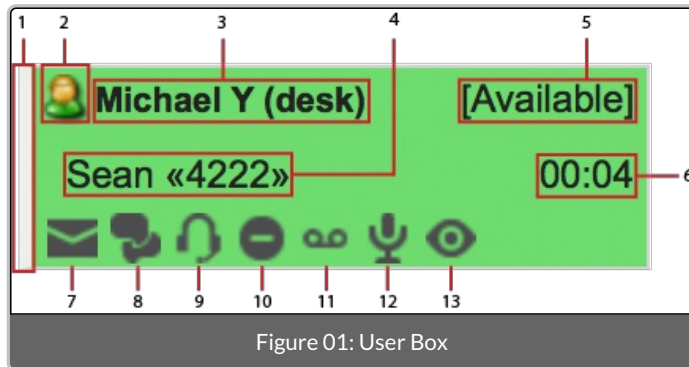





Figure 01: User Box

1. User login status
2. Presence status icon
3. User name
4. Caller ID of call
5. Presence status text
6. Call time
7. E-mail icon
8. Chat
9. Agent button
10. Do Not Disturb toggle
11. Voicemail
12. Record
13. Barge

1. **User Login Status** – The bar to the far left hand side of a user box will show if a user is currently logged into Synkato Presence. Logged-in users show green, while offline users will display grey.
2. **Presence Status** – Displays User's current status icon. ( = Available,  = Away,  = In a Meeting)
3. **User Name** – The User's First/Last Name that is configured in the system.
4. **Caller ID of Call** – The Caller ID name/number of the active call.
5. **Presence Status Text** – Displays User's status (Available , Away , In a Meeting, Etc.)
6. **Call Time** – Duration Length of the User's current call.
7. **E-mail Icon** - If the User has a configured email address you can select the email button to send an email for that address. This will utilize your default email client (such as Outlook or Gmail).
8. **Chat** - This button allows a User to start a Chat session with this User. See [Chat](#) section for more information.
9. **Agent Button** – Allows managers to log-in/log-out agents from a call center queue.
10. **Do Not Disturb Toggle** – Turns on DND. If activated, all calls will go directly to desk phone VM.
11. **Voicemail** – Allows a direct voicemail message to be left for the user.
12. **Record** – Records the current call if not enabled by default.
13. **Barge** – Allows managers to listen to and join/barge other ongoing calls (3-way calling).

Sorting and Filtering

The **Users** Widget allows for sorting and filtering of the listed Users. The **Sort and Filter** bar can be opened and closed via the **Magnifying Glass Icon** at the top-right in the **Users** Widget header.



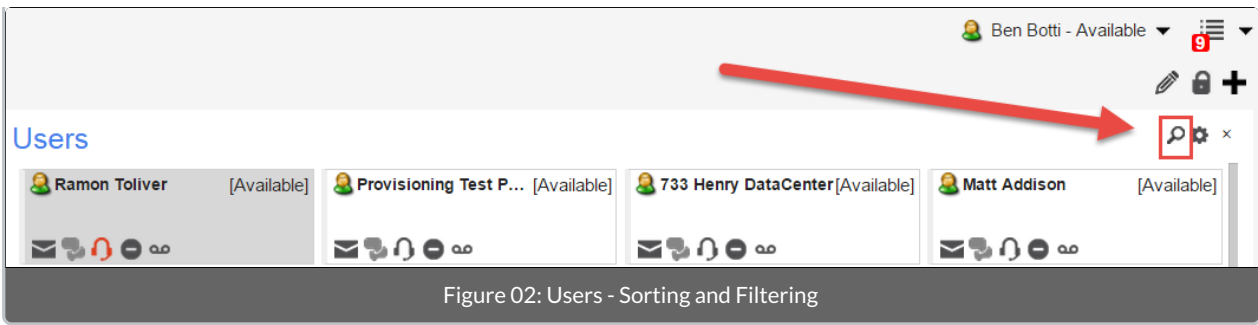


Figure 02: Users - Sorting and Filtering

Sorting

After pressing the **Magnifying Glass** Icon, a sorting drop-down menu displays on the far-left side of the **Users** Widget. You can sort the user list by several different user properties. The **Arrow** to the left of the sort drop-down can be used to change the sort direction from **Descending** to **Ascending**.

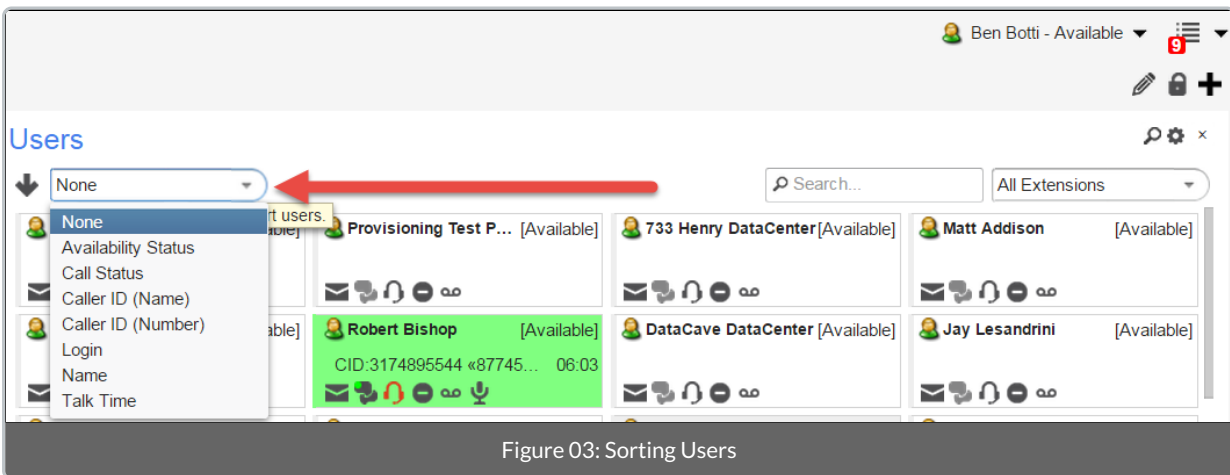


Figure 03: Sorting Users

Sorting Drop-Down Defined:

1. **None:** No sorting.
2. **Availability Status:** Sorts by the current **Status** set on the **User**.
3. **Call Status:** Sorts by the User's **Account** call status.
4. **Caller ID (Name):** Sorts by the User's **Account** call **Caller ID** name.
5. **Caller ID (Number):** Sorts by the User's **Account** call **Caller ID** number.
6. **Login:** Sorts by the User's Synkato Presence login status.
7. **Name:** Sorts by the User's display name.
8. **Talk Time:** Sorts by the Users **Account Call** time.

Filtering

You can utilize the **Search** field in the **Sort and Filter** bar to search for specific users by **Name** or **Extension**. You can also select an **Extension Group** from the drop-down on the right of the **Sort and Filter** bar. This will only show **Users** and **Accounts** for Extensions that are in the selected **Extension Group**.

Extension groups are typically set up by your phone system administrator and segments the user's list into specific departments, physical locations, or other groups of employees.

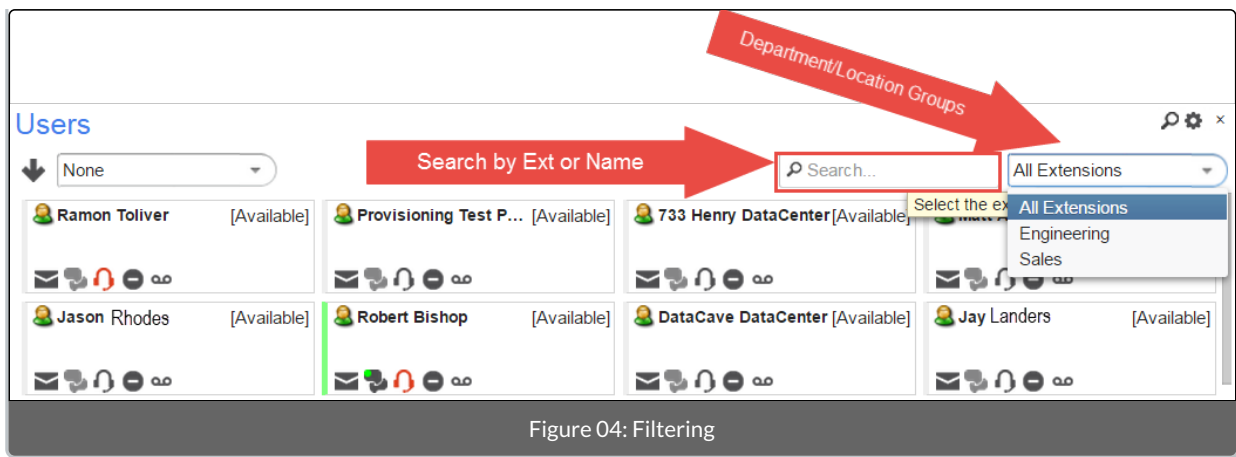


Figure 04: Filtering

Calls

The **User** box will display all active calls for the User's **Accounts** and allow you to manage those calls.

Selecting the Active Call

The **User** box only shows one call at a time and allows you to manage that specific call. If you have more than one active call, the **up** and **down** arrows are displayed to the right of the **Caller ID** section in the **User** box which allows you to select the current active call.

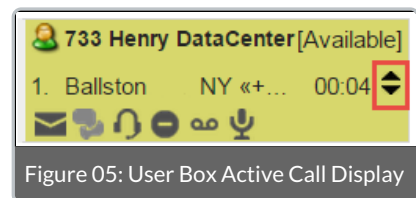



Figure 05: User Box Active Call Display

The call that is actively listed here, will be the call that is affected when using the action buttons at the bottom of the user box (hold, park, record, etc). This will also be the call used when performing "Drag and Drop" call transferring as detailed in the next section.

Dragging Calls

Users can drag calls from the **User** and **My Stream** boxes to the following locations in order to transfer that call to the destination.

1. **Users:** Drag a call into the white space inside a user's box.
2. **User Extensions:** Drag a call over a User's name to display a dropdown with all of the users' extensions. Drop the call onto the desired user's extension.
3. **User Alternative Phone Numbers:** Drag a call over a user's name to display dropdown with all of the user's extensions and alternative numbers (such as a cell phone number). Drop the call onto the desired alternate number.
4. **User Voicemail Boxes:** Drag and drop a call over the  symbol within a user's box. The call will bypass any extensions and go directly to the user's voicemail.
5. **Conference Rooms:** Drag and drop the call into the **Conference Rooms** Widget.
6. **Parking Lots:** Drag and drop the call into the **Parking Lot** Widget.
7. **Ring Groups:** Drag and drop the call into the desired queue within the **Ring Groups** Widget.

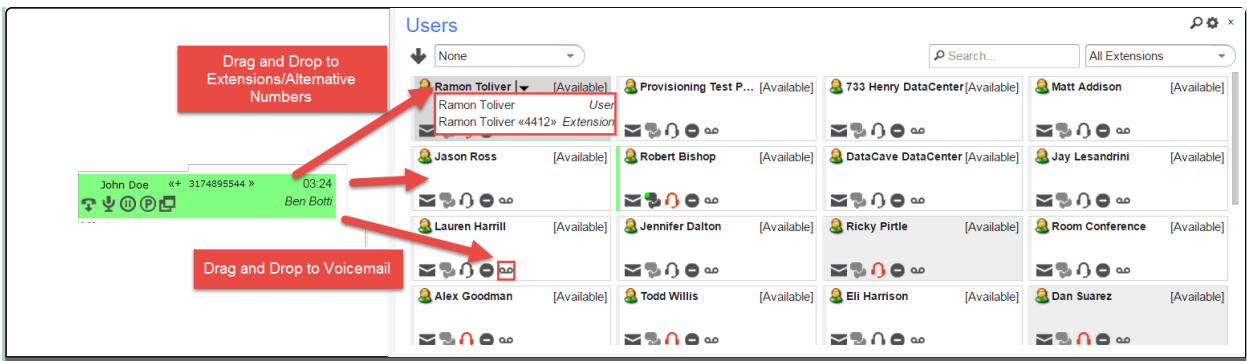


Figure 06: User's Box Indicating Drag and Drop Transfer Functions