

# Web Calls

Browser-based calling is the newest feature of cloud telephony. It allows you to make and receive calls without a landline phone. The only thing you need is a browser.

## Content

Web Calls .....	1
1. Activate Web Calls .....	2
2. How to make a call with Web Calls .....	3
3. Active call management.....	5
4. Web Calls settings.....	8
4.1 INCOMING CALL ROUTING .....	9
4.2 CLICK TO DIAL.....	10

## 1. Activate Web Calls

1. Log in as [Administrator] to the Company Panel and go through the [USERS] overview to the desired user for whom you want to enable the Web Calls option.
2. At the end of this user, click on the [Edit user] wheel.



3. In the user settings, you can activate Web Calls at the bottom of the application.

**Edit user** Save changes



Drag and drop a photo or click to select a file manually

First name \*

Last name

E-mail \*

Password  Generate

User's number \*

Login

---

Caller id \*

Call anonymously:  No

Assign to device

Call recording \*

Choose language \*

Choose role \*

Incoming call routing

Fixed:     Caller:     Browser:

---

**Qaller Plus** Enable:  Yes

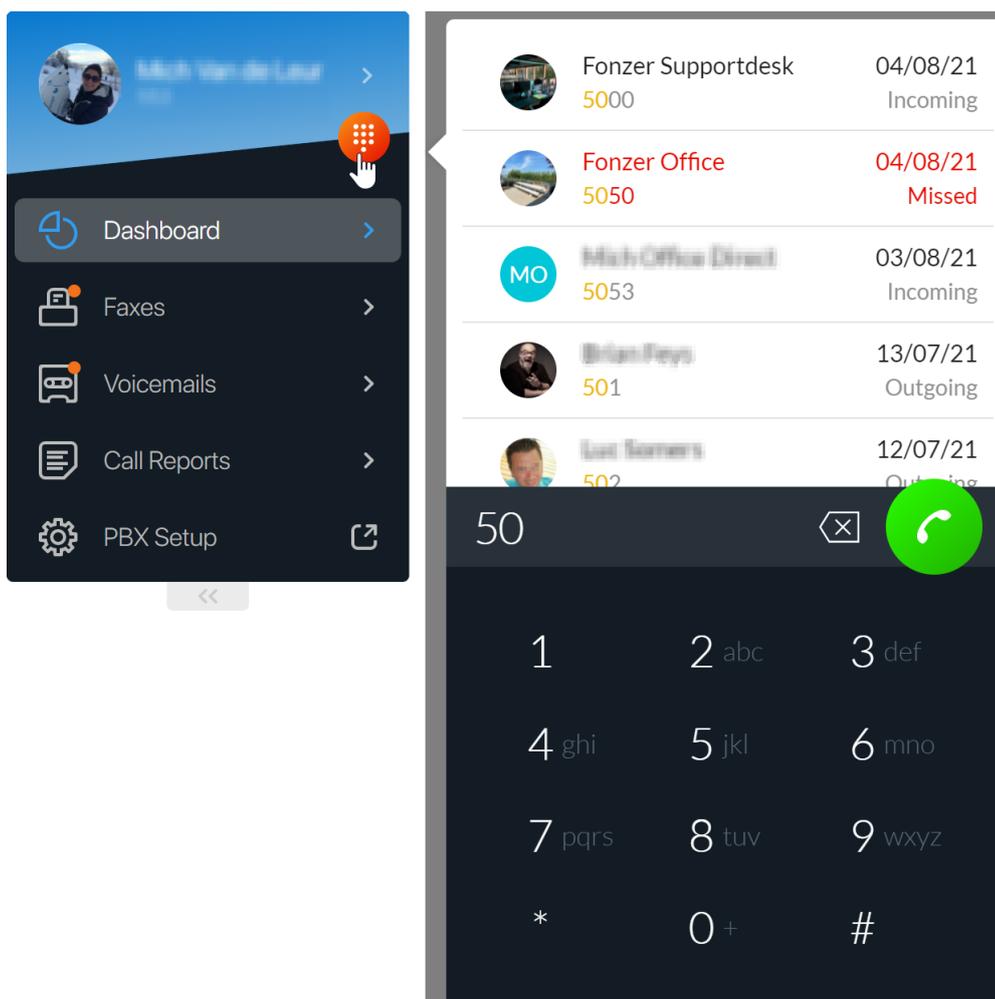
**Web Calls** Enable:  Yes

**Operator Console** Enable:  No

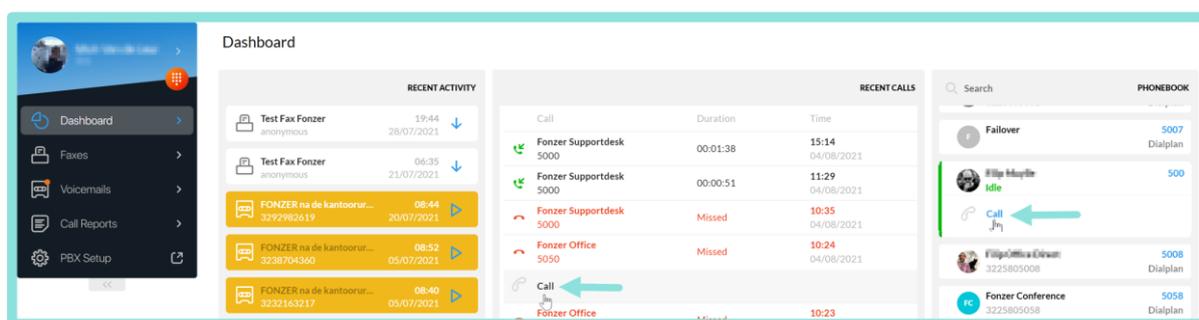
**Please note that this is a chargeable feature.**

## 2. How to make a call with Web Calls

Once the user has access to the application, an orange keypad icon appears in the user's panel. When you click on it, you get a screen where you can see your call history with the keypad at the bottom to form numbers. You can also use the bar in the middle as a search function for the above history. Once you have made your choice or typed in a number manually, you can initiate the call using the green sphere or ENTER.

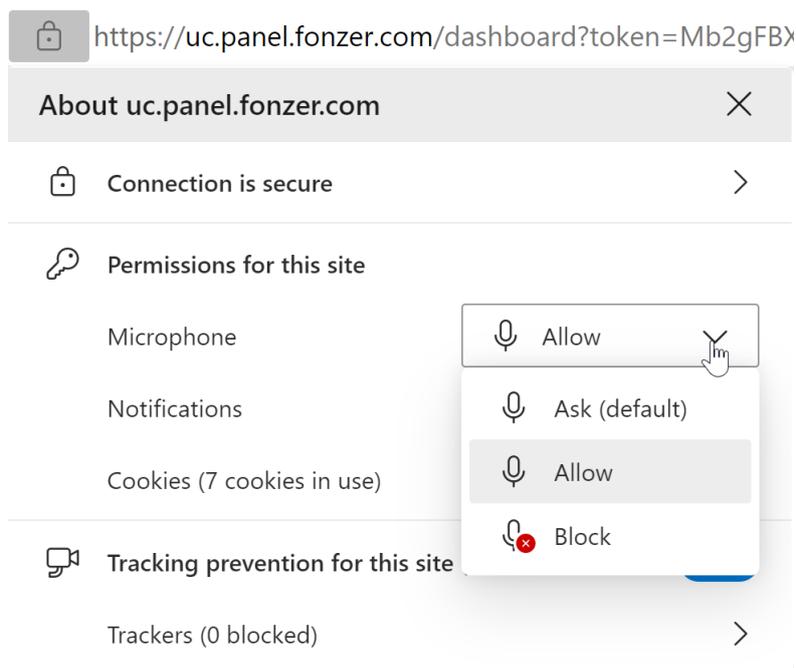


With the Web Calls function, you can also click on numbers from the dashboard widgets.



### Important!

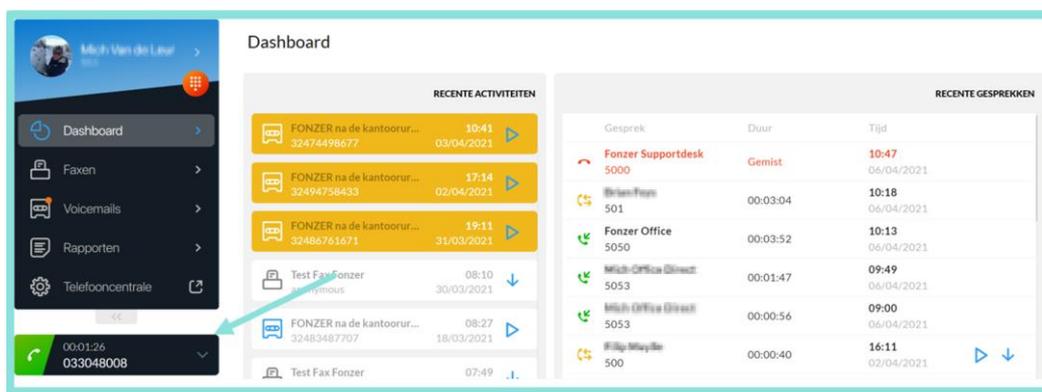
To make a call, you must give the browser access to your PC's microphone or headset. A pop-up window will ask you for this access when you first make an outgoing call. You can also change this setting later in your browser settings by clicking on the padlock icon in front of the URL. Behind Microphone you can select Allow. For the headset, the settings can be found in the computer settings.



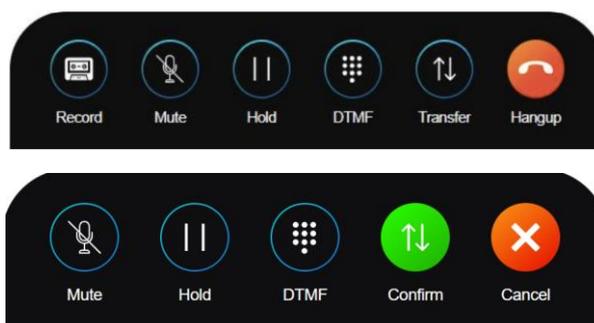
**TIP:** Incoming calls are offered via a pop-up window. So you won't miss a call, even if your browser is minimised for a while. In order to remain accessible, it is **very important** that your browser or the tab with this **application always remains active**. We therefore recommend creating a **quick link** of this screen and **pinning it to the task bar** so that it always opens as a separate window when you log in.

### 3. Active call management

As soon as a number is dialled, the status of the call is displayed. While connected, you can access other web pages in your user control panel without disconnecting the call. You will always find the active call on the left side, under the menu.

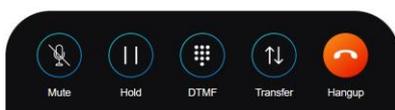
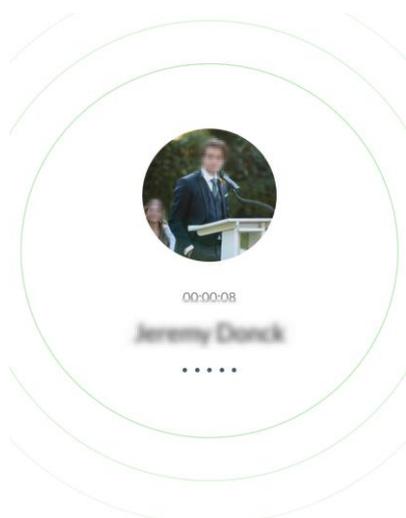


To manage the call, click on it and you will have some options at the bottom of the screen.

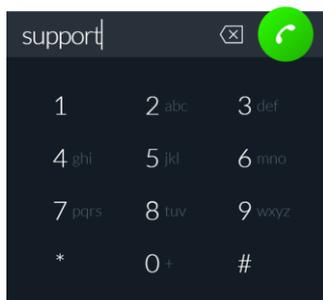


You can **transfer** a call as follows:

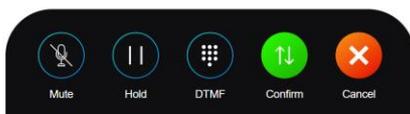
- at the bottom of the active call, find your action buttons and take the penultimate option **Transfer**:



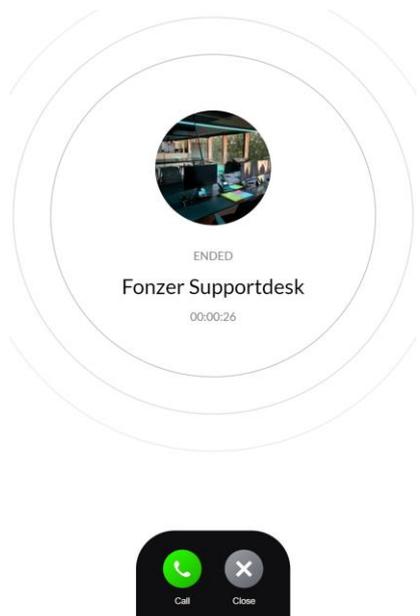
- then you get the screen with which you can **search for the number or the contact** to whom you want to transfer the call. You can choose a part of a name or a number after which the corresponding contacts are listed at the top. Click the desired contact in the list and then the green button with phone receiver to confirm. The call to the 3rd party is started.



- if the 3rd party answers, you can briefly announce the caller. If the 3rd party agrees to take the call, click on the green button **Confirm** at the bottom of the options:



- Finally, you can **close** your own line by using the right button at the bottom:

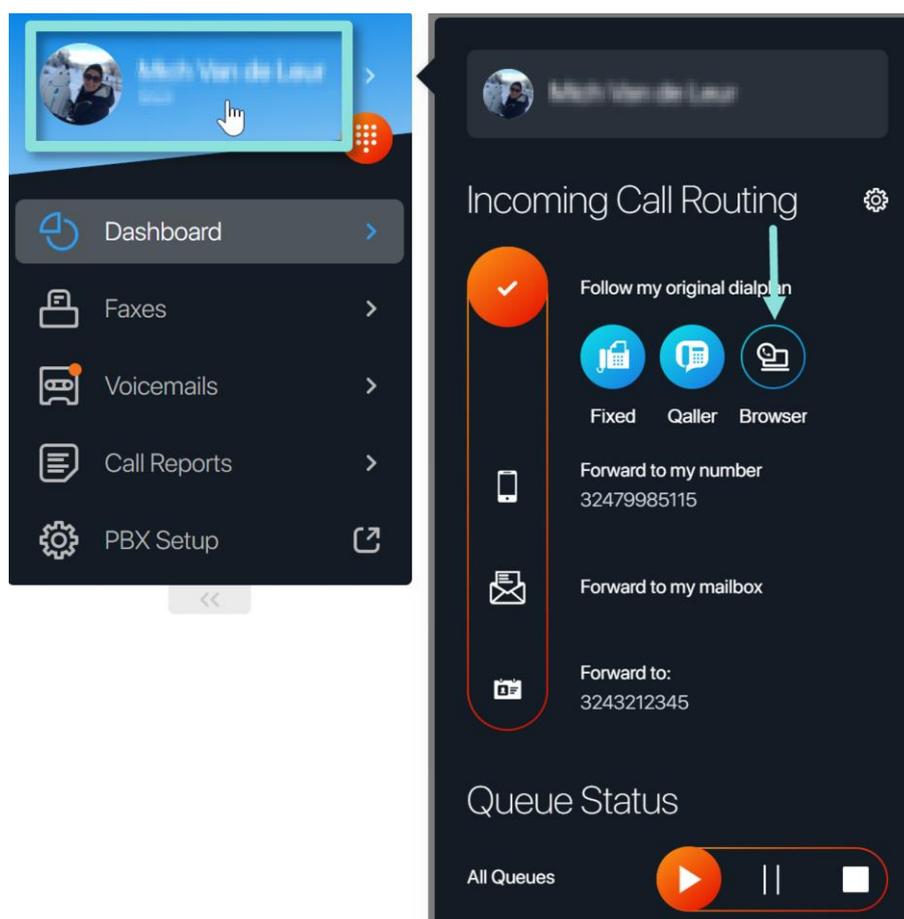


If, as a user, you were given the right to make a **recording of your call**, you can also choose to with an extra button. In addition, you can **mute the microphone, pause the call, use the keypad and transfer the call**. You end the call with the **Hang-up** button. Afterwards, you have the option of calling back the last number you called or closing the screen completely.



#### 4. Web Calls settings

The user panel now includes additional rights for the use of Web Calls. User settings or personal routing of incoming calls can be found by clicking on the user's name. You can then choose to activate or deactivate the function via the [Browser] button or combine it with other applications such as Qaller or your landline phone. The same settings can be found in the Qaller application on your mobile device.



#### 4.1 Incoming call routing

On the right side of the screen you have 4 options that can be activated:

1. Follow my original dialplan
2. Transfer to my mobile/Forward to my number
3. Transfert vers ma boîte aux lettres/Forward to my mailbox
4. Transfer to another contact/Forward to

In the same menu you can select the device or application on which you want to receive calls. Fixed, Qaller and Browser: you can choose all of them at the same time or a combination.

## 4.2 Click to Dial

For users who have both the Operator Console and Web Calls, the user panel offers two ways to make a call:

### **Calling the browser :**

As soon as you select or click on a number via the keyboard, dashboard or operator console, the call is immediately placed from the browser.

### **Telephone Callback :**

As many users of the Operator Console are already used to, after clicking on a number you can indicate that you want to call via Callback. The phone will start ringing and the call will start as soon as the user picks up the landline.