



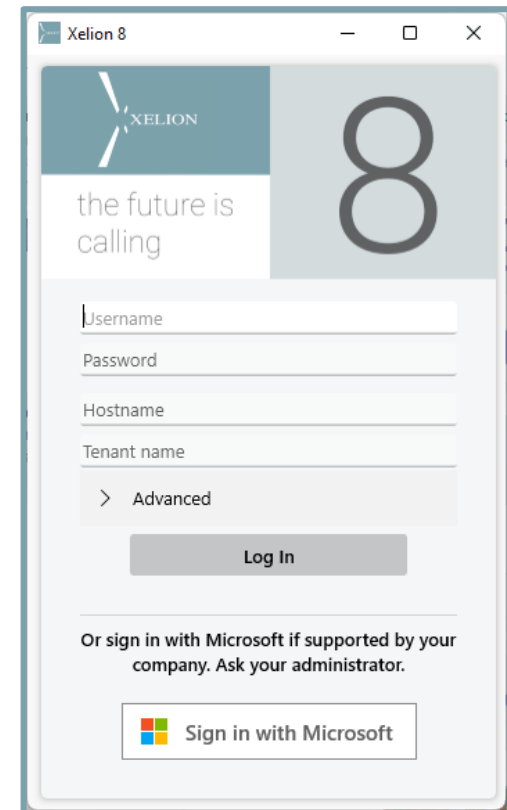
Xelion 8 Windows App User Guide



Keyboard Shortcuts	
Keys	Action
Alt + X	Open Dialler
Ctrl + W	Close the right-most visible tab
Ctrl+Shift+Right Arrow	Select next target pane
Ctrl+Shift+Left Arrow	Select previous target pane
Ctrl+F5	Refresh current views manually
Ctrl+F8	Call the selected phone number (from within another application)

You can download the app from the www.xelion.com

Once installed login with your user credentials. If your administrator has connected your Xelion service with Microsoft 365 you can login with your company email address.



App Overview

The screenshot displays a mobile application interface with several key components and annotations:

- Annotations:**
 - Go into settings to adjust the look, sounds and operation of the app** (points to the top right settings icon)
 - Click your picture to open the user profile** (points to the user profile picture in the top right)
 - Call & search from the dialler panel** (points to the dialler panel in the top center)
 - The active calls tile gives you full control of in call activity** (points to the active call tile for Kim Murfin)
 - Open new tiles by clicking +** (points to the plus icon for adding new tiles)
 - Add favourites for a real time view of their availability** (points to the favourites list on the right)
 - Use the search function to lookup contacts and colleagues** (points to the search bar at the top left)
 - The inbox shows your recent calls and messages, you can use the filters to see other teams and departments** (points to the main inbox list)
 - Pin important chats to tiles to lock them on screen** (points to a pinned chat tile for John Dennet)
 - Open the dialler** (points to the dialler icon at the bottom right)
- Interface Components:**
 - Inbox:** A list of recent calls and messages with filters for teams and departments.

Contact	Time
+441332943555	14:32
Sales Chat Group	14:28
Dean Pye	14:21
Kim Murfin	14:08
Tel Comms Company	13:57
Steve Rae	13:22
Dev Hunt Group	13:09
+441332943558	12:41
John Dennet	12:38
+441332943553	12:29
Paul Edwards	12:17
2nd Line Support	11:56
+441332943555	11:47
Chris Bell	11:31
Lou Reynolds	11:05
Partner Tel	2m18s
 - Dialler Panel:** A numeric keypad for dialing numbers, with a search bar for phone numbers, email addresses, or contact names.
 - Active Call Tile:** A tile for an active call with Kim Murfin (Sales Director), showing call duration (03:41) and a '1' indicator. It includes controls for call management.
 - Chat Tiles:**
 - John Dennet:** A pinned chat tile showing a conversation about API documentation.
 - Paul Edwards:** A chat tile showing a conversation about Teams integration.
 - Customer Service Dashboard:** Two tiles displaying performance metrics:

Metric	Value
Waiting Now	1
Waiting Time	8s
Ave Wait Time	4s
Answered	52
Ave Talk Time	4m1s
% Answered	96
Total	56
Missed	3
Over Flowed	1
 - Favourites List:** A list of favorite contacts with their current status:
 - Chris Bell: love sales!
 - Maria Santa: Doing expenses reports
 - Dean Pye: Out with clients
 - Tim Reader: Site survey
 - Ruben De Groot: On holiday :)
 - Will Cohen: In the office
 - Sue Edrop: Working from home
 - Steve Rae: Doing call backs
 - Kim Murfin: Queen of development
 - Andy Simms: Plugged in!
 - Partner Tel: Top UK Partner
 - Sales Team: Sell, Sell, Sell!!!!
 - 2nd Line Support: Yay support
 - Lou Reynolds: I fix it
 - Carl Homes: Client visit
 - Claire Roberts: Accounting was always my dr.
 - Tania Tring

User Profile

Your user profile controls many aspects of Xelion, you can join and leave hunt groups, change your outbound number presentation, and decide what devices and apps ring when you receive calls.

Lines & identity		In	Out
	Graham Jones	<input checked="" type="checkbox"/>	<input checked="" type="radio"/>
	2nd Line Support	<input type="checkbox"/>	<input type="radio"/>
	Sales Team	<input checked="" type="checkbox"/>	<input type="radio"/>

Your status tells your colleagues if you are available. If you connect to Microsoft 365 this can automatically change based on your diary.

You can leave a message on your status for colleagues to see.

Within this menu you may have options to take calls from other lines such as Hunt Groups and call queues. Check the In box to join a team.

You may also wish at times to change the number you present when dialling out. This is done by the out radial check boxes.

Devices allows you to set which of your available apps and handsets ring when you receive a call.

Active Calls

You can manage active calls via the calls windows, this includes holding, transfer and more.

The screenshot displays a call management interface with two active calls. The top call is for Claire James (345) with a duration of 03:23. A red '1' indicates she is on hold. The bottom call is for Sue Edrop (744) with a duration of 00:45. A green '2' indicates she is an active call. The interface includes various call control buttons: a play/pause button, a transfer button, and a conference button. Annotations provide the following information:

- Caller 1 in this case is currently on hold
- Click the conf button to conference two calls together
- Pressing the play or pause button will toggle on hold
- Caller 2 is an active call
- When ready to transfer click transfer to send the call

Video Conference

Xelion 8 includes video conferencing and desktop sharing for up to 16 participants.

