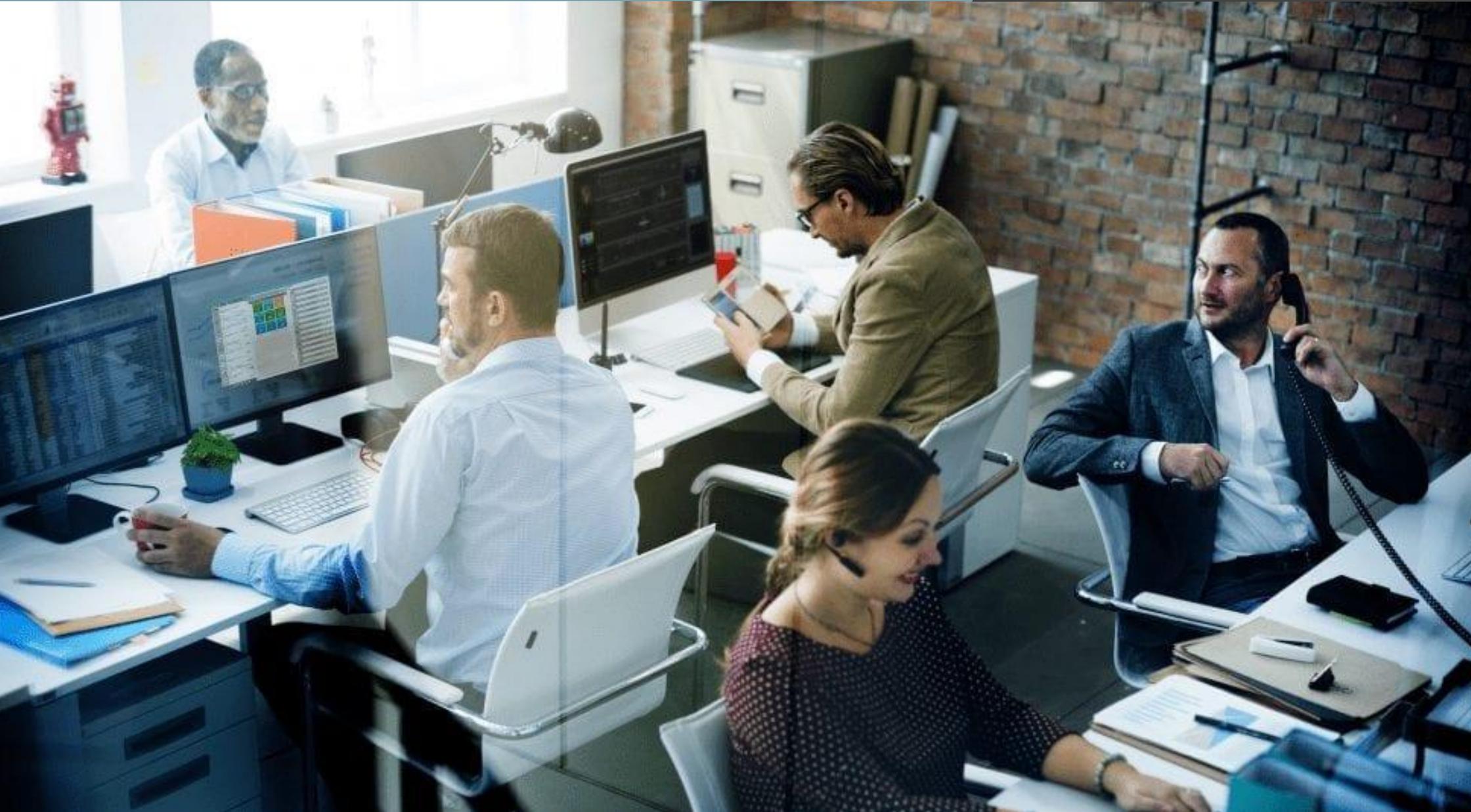




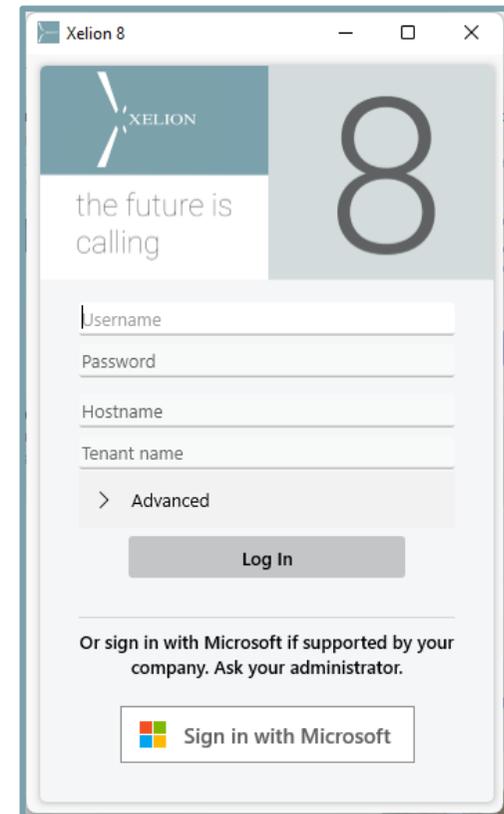
# Xelion 8 Windows App User Guide



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](http://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

Go into settings to adjust the look, sounds and operation of the app

Click your picture to open the user profile

Call & search from the dialler panel

The active calls tile gives you full control of in call activity

Open new tiles by clicking +

Add favourites for a real time view of their availability

Use the search function to lookup contacts and colleagues

The inbox shows your recent calls and messages, you can use the filters to see other teams and departments

Pin important chats to tiles to lock them on screen

Open the dialler

**Call Log (Recent Calls):**

- +441332943555 14:32 Phone call 3m41s
- Sales Chat Group 14:28 Can someone send over the ...
- Dean Pye 14:21 Thanks, ill let you know how ...
- Kim Murfin 14:08 Phone call 6m9s
- Tel Comms Company 13:57 Phone call 17m8s
- Steve Rae 13:22 Drop me a call when your free
- Dev Hunt Group 13:09 Phone call 7m8s
- +441332943558 12:41 Phone call 11m51s
- John Dennet 12:38 Thanks Dave, ill give it a try
- +441332943553 12:29 Phone call 4m48
- Paul Edwards 12:17 Hi Paul, MS 365 is included as ...
- 2nd Line Support 11:56 Phone call 7m6s
- +441332943555 11:47 Phone call 4m35s
- Chris Bell 11:31 Phone call 2m51s
- Lou Reynolds 11:05 Phone call 11m24s
- Partner Tel 2m18s

**Dialler Panel:**

Phone Number, email address, or contact name...

1	2	3
4	5	6
7	8	9
*	0	#

**Active Call (Kim Murfin):**

03:41

Alternatives

- +441332 943 555 (Office)
- +441332 943 558 (DDI)
- +4473456789121 (Mobile)
- +441332 943 800 (Dev Hunt Group)

kim.murfin@xelion.com

**Customer Service Dashboard 1:**

Waiting Now	Waiting Time	Ave Wait Time
1	8s	4s
Answered	Ave Talk Time	% Answered
52	4m1s	96
Total	Missed	Over Flowed
56	3	1

Show Agents - 3 Logged in, 2 Offline

**Customer Service Dashboard 2:**

Agent	ATT	Total Calls
Lou Reynolds	3m14s	16
Dave Scully	5m17s	12
Kyran Reynolds	4m23s	11
Jane Ryan	1m45s	9
Brian Out	12m7s	4

Show Wallboard - 3 Logged in, 2 Offline

**Contact List (Favourites):**

- Chris Bell: I 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 (ID 345) with a duration of 03:23. A red '1' indicates she is on hold. The bottom call is for Sue Edrop (ID 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.

