



Assistant Console

Enabling and Disabling Assistant Console/Support

To enable Assistant Console/Support, the boss user must log into their Personal Agent and add their primary (and secondary if applicable) assistants.

A screenshot of a web application window titled "Assistant Console and Services". The window has a light gray header with the title and two small icons on the right. Below the header are three tabs: "Primary Assistant" (selected), "Alternate Assistant", and "Assistant Route". The main content area is white and contains the following elements:

- Add New Primary Assistant:** A text input field followed by an "Add" button.
- Primary Assistant Group Details:** A table with one row containing the email address "victor.ho@oneconnect.ca". To the right of the table is a "Delete" button.
- Voicemail Assistant:** A dropdown menu currently showing "None" and an "Apply" button.

Figure 1: Boss users can add primary and alternate assistants in their Personal Agent main page

Once this is done, the assistant will be able to see their boss in their Personal Agent.

To allow assistants to screen calls for bosses, the boss user must create and enable an assistant route. The route is created in the usual PA routes section. To assign it as the assistant route, click the Assistant Route tab on the main page and choose the route you want designated as the Assistant Route.

Note, if the boss wants to have his calls screened by the Assistant, he should have his designated assistant route include 'Ring My Primary Assistant'.

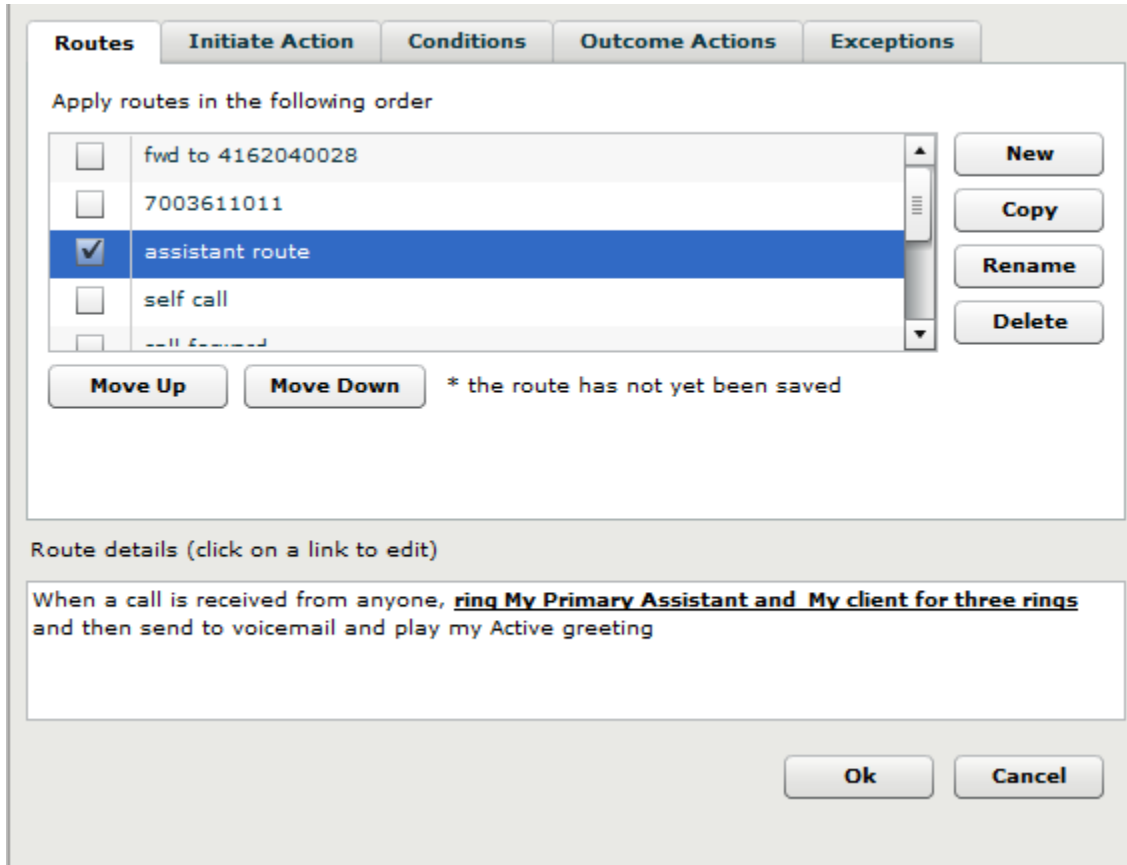


Figure 2: The Assistant Route should include the outcome "ring My Primary Assistant" if the assistant is to answer calls on the boss' behalf



Figure 3: The Default Assistant Route can be designated on the Boss' Personal Agent Main page

The assistant can toggle the boss's assistant route on in off via PC Client in the assistant console display by right clicking the boss user and selecting 'Enable/Disable Default Assistant Services Route'.

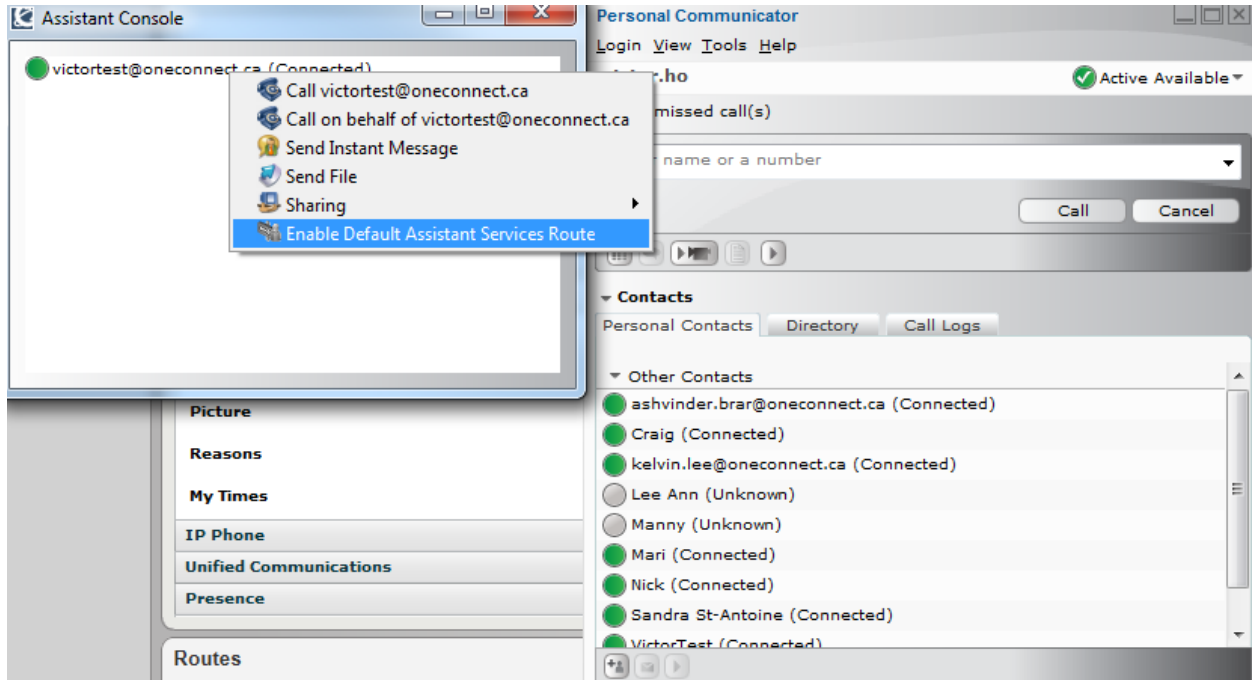


Figure 4: Enabling and Disabling the Default Assistant Route via PC Client

Using Assistant Console

With Assistant Console enabled and an Assistant Route activated, the assistant can answer calls intended for the boss and monitor their phone status via PC Client.

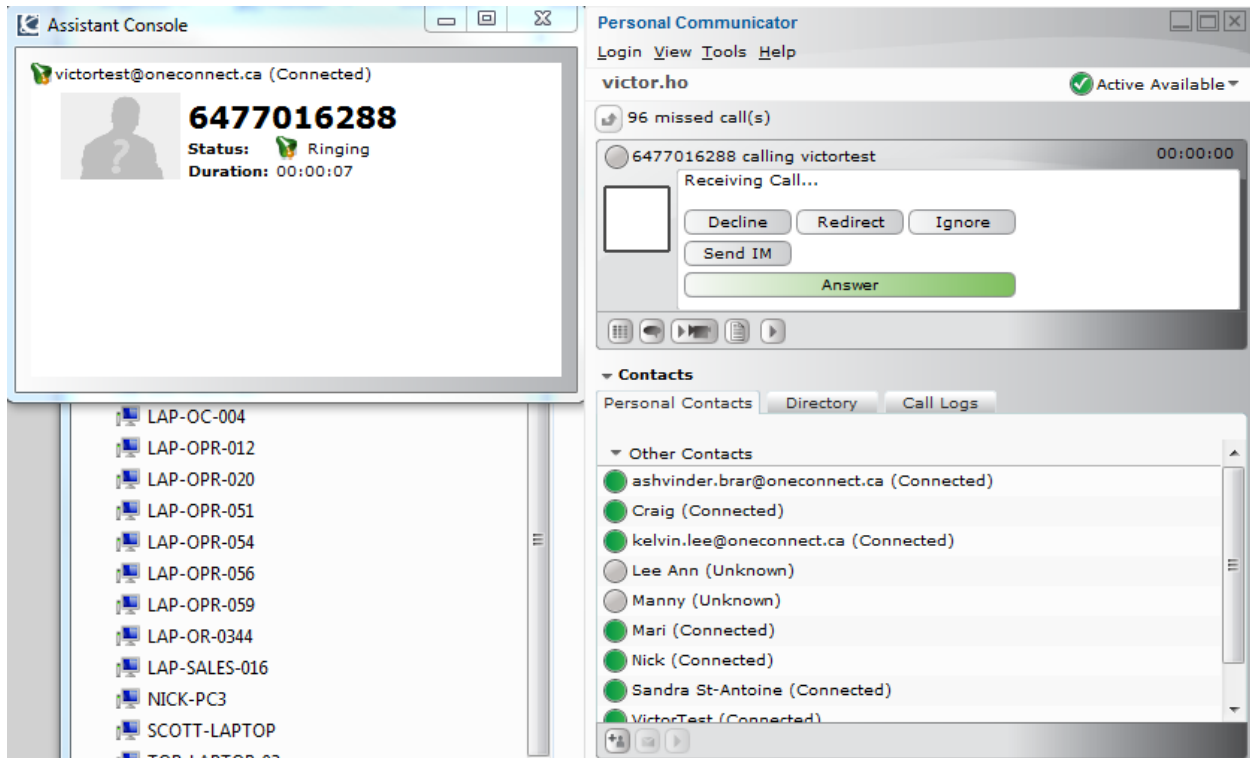


Figure 5: Incoming call for the Boss user as displayed on the assistant's PC Client

With Assistant Console enabled on an account, the user can transfer calls to voicemail via PC Client.

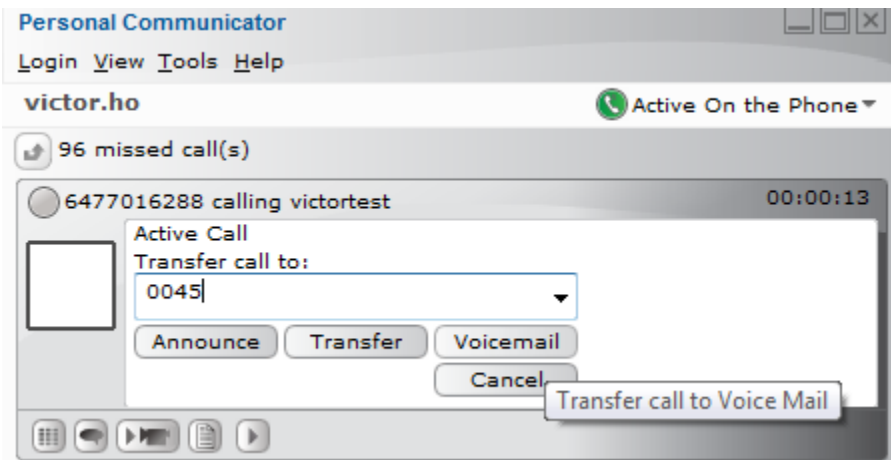


Figure 6: Transferring calls to voicemail in PC Client