

Dashboard 6.3.3.14

Main

Call Control and Call Associated

Routing Services

System Services

Server Media

Client Media

Phone Commands

Link at

Active Call

Held Call

Third Party Device Id

User Data

Device Id

Call Id

Alternate Call

Answer Call

Clear Call

Clear Connection

Conference Call

Consultation Call

Deflect Call

Directed Pick Up

Endpoint Reg Info

Generate Digits

Get 3rd Pty Dev Id

Get ACD Split

Get Agent Login

Get Agent State

Get Call Linkage Data

Get Do Not Disturb

Get Forwarding

Get MWI

Hold Call

Make Call

Make Predictive Call

Reconnect Call

Retrieve Call

Selective Listening Hold

Sel. Listening Retrieve

Set Agent State

Set Do Not Disturb

Temporary Text Area

Hold mouse over button to see if any additional parameters are required.

Make Call

Make Predictive Call

Monitor

Reconnect Call

Selective L

Monitor:

CallsViaDevice

PerCall

Call Events

☐ Call Cleared

☐ Conferenced

☐ Connection Cleared

☐ Delivered

☐ Diverted

☐ Established

☐ Failed

☐ Held

☐ Network Reached

☐ Originated

☐ Queued

☐ Retrieved

☐ Service Initiated

☐ Transferred

CallsViaDevice Private Data

☐ Entered Digits

Monitor Ids

Set Forwarding

Set MWI

Single Step Conference

Single Step Transfer Call

Snapshot Call

Transfer Call

Snapshot Device

Call Associated

Generate Telephony Tone

Cancel Telephony Tones

Call Monitoring

Monitor Call Start

Monitor Call Stop

Monitor Call Change

Exceptions, Errors, and Automated Testing Comments

Clear

Device Ids: The selected Device Id will be the one where the XML message is sent to.

123

Drop

Hold

456

Conf

Trans

789

On Hook

Off Hook

0

#

Identify New/Enhanced Capabilities for 6.3.3

Show the last incoming XML message which was received.

XML To/From AES

Clear

☒ TO AES

☒ FROM AES

☒ Ignore Keep Alives

Unprocessed XML

Clear

Events

Clear