

Toto Lynx™ Switchboard

The possibilities with the Toto Lynx™ switchboard are many, and despite its simple interface this tool recreates a very sophisticated PBX system. Let's walk through some of the Switchboard's primary functions.

Launching the Switchboard

To download the Switchboard app, go to <http://50.31.214.232:8080/SwitchboardWebStart/> and click on 'start prod version'.

Log in to switchboard with your mobile number and password to get started!

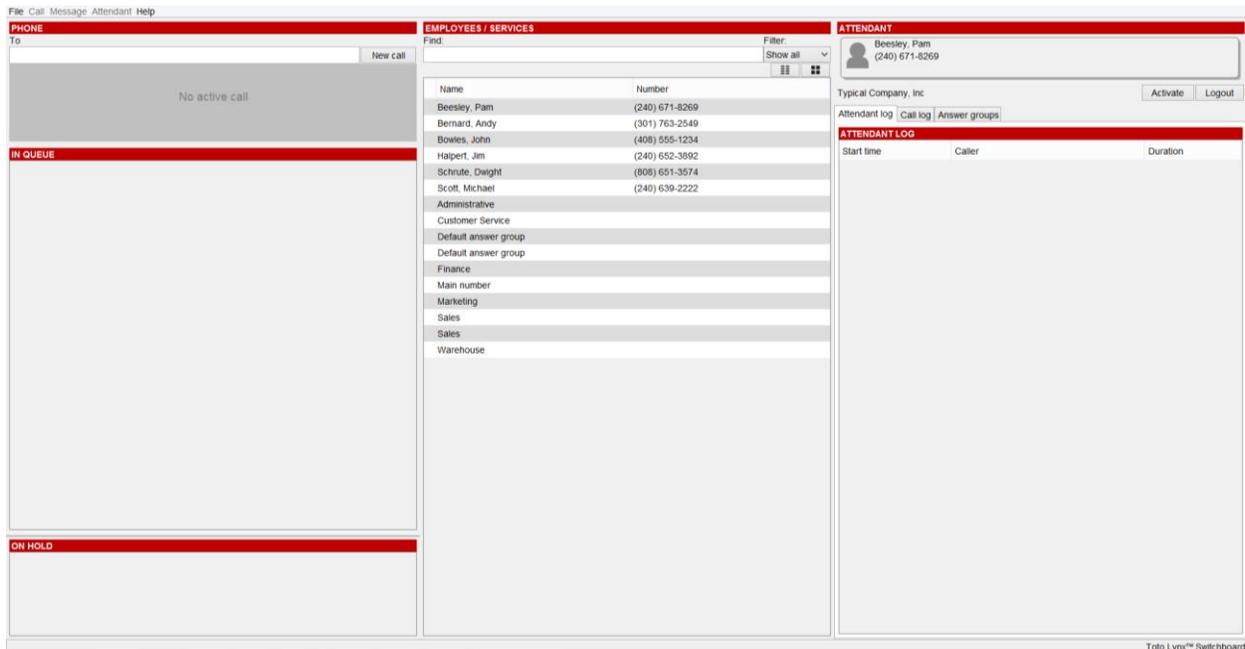
Note: Make sure you are first in the attendant queue in the Web Admin Answer Group to be the attendant. When you log out of the switchboard your Member Status is off so ensure to turn that back on in the App when done.

The screenshot displays the Lynx Switchboard web interface. The interface is divided into several sections:

- PHONE:** A section for making calls, currently showing "No active call".
- IN QUEUE:** A section for managing calls in the queue.
- ON HOLD:** A section for managing calls on hold.
- EMPLOYEES / SERVICES:** A central grid of employee profiles, each with a name and phone number. The first employee, Android, John (240) 483-3960, is highlighted in blue. Other employees include Cady, Tom; Eblan, Mead; Kibrell, Tony; McCrank, Jim; Ross, Jim; Test2, Gintei; Titzer, Jim; Customer Care; Main Line; Marketing; Test Platform; Boates, John; Cannon, Jim; Gonzales, Brian; Marquina, Selenia; Nichani, Sapna; Test, Gintei; Test3, Gintei; after hours auto attendant; Default answer group; Main number; and Sales.
- ATTENDANT:** A section for managing the attendant, showing the current attendant as Cannon, Jim (202) 276-2305. It includes buttons for "Activate" and "Logout".
- ATTENDANT LOG:** A table showing a log of calls. The table has columns for "Start time", "Caller", and "Duration". The log shows several calls to "Main Line (A-abandon)" and "Main Line (No answer)".

Start time	Caller	Duration
11:18:09	Android, John to Main Line (A-abandon)	0s
09:29:36	Android, John to Main Line (A-abandon)	0s
08:32:18	Android, John to Main Line (A-abandon)	0s
08:20:00	Android, John to Main Line (No answer)	0s
08:01:57	Android, John to Main Line (A-abandon)	0s
07:53:41	Android, John to Main Line (No answer)	0s

Areas of the Switchboard



Navigating the Switchboard

The initial screen gives an overview of the current state of the switchboard. Information about the current calls (active in queue) is located on the left side. The middle section contains the directory view with employees and answer groups. On the right hand side, users who are logged in are displayed along with the various logs.

Alternatives for contact list

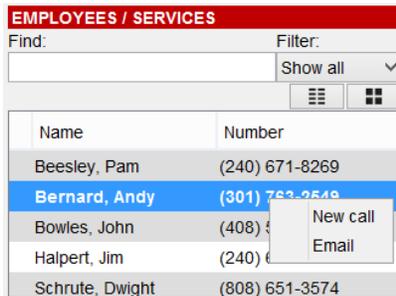
The directory view/ contact list can be filtered to show both employees and main numbers.

EMPLOYEES / SERVICES	
Find:	Filter:
	Show all
	Show all
Name	Number
Beesley, Pam	(240) 671-8269
Bernard, Andy	(301) 763-2549
Bowles, John	(408) 555-1234
Halpert, Jim	(240) 652-3892
Schrute, Dwight	(808) 651-3574

You can also search within the filtered section using the space labeled 'Find'.

New Call

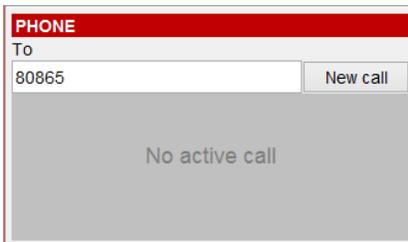
To make a new call, right click on an employee, then click 'New call'.



The screenshot shows a table with two columns: Name and Number. The row for Bernard, Andy is highlighted in blue. A context menu is open over this row, showing 'New call' and 'Email' options.

Name	Number
Beesley, Pam	(240) 671-8269
Bernard, Andy	(301) 763-2549
Bowles, John	(408) 5...
Halpert, Jim	(240) 6...
Schrute, Dwight	(808) 651-3574

Alternatively you can enter the number in the call field next to the new call button.

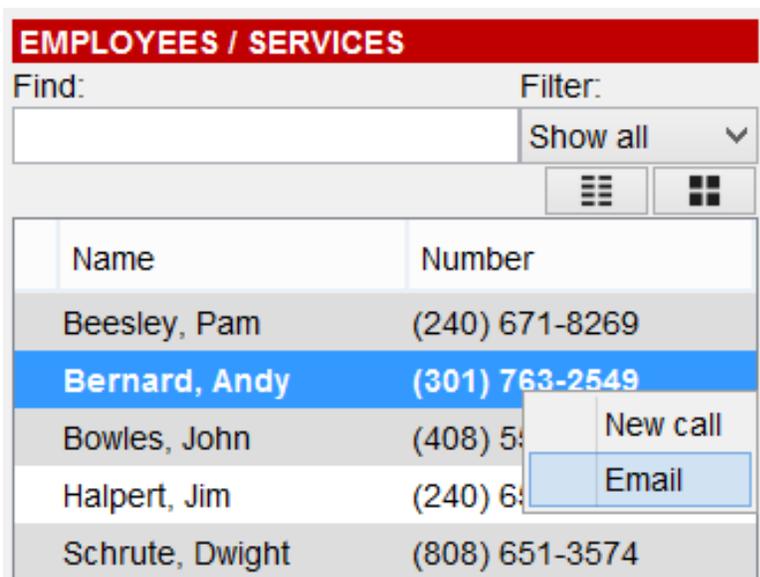


The screenshot shows a 'PHONE' interface with a 'To' field containing the number '80865' and a 'New call' button. Below the field, it says 'No active call'.

Email

Each user will have an email address provisioned. The switchboard client offers the possibility of creating a new email for the users in the contact list. To do this, simply right click on the desired user and select 'Send email'.

Email will be sent via [mailto link](#), which opens a new email in the default email client on the computer.



The screenshot shows a table with two columns: Name and Number. The row for Bernard, Andy is highlighted in blue. A context menu is open over this row, showing 'New call' and 'Email' options.

Name	Number
Beesley, Pam	(240) 671-8269
Bernard, Andy	(301) 763-2549
Bowles, John	(408) 5...
Halpert, Jim	(240) 6...
Schrute, Dwight	(808) 651-3574

Alternatively email may be sent from our backend via and SMTP server allowing us to set any address as sender address. Using this setup, the sent email will not be shown in the user's email client

Call handling (incoming, on hold, in queue)

In this view, there is one call in conversation with the user (shown top left in green color). There's also a call in the hold queue, and a call in incoming queue.

The attendant can put a call on hold, after it has been answered

Calls in the "in queue" will be automatically directed to an available attendant.

The screenshot displays a software interface for call handling, divided into three main sections: PHONE, EMPLOYEES / SERVICES, and ATTENDANT.

- PHONE:** Shows an active call with the number +240 5437197 and the department Sales. It includes buttons for Hang up and Hold, and a Consult button. Below this, there is a section for drag-and-drop contact consultation, currently showing "No active call".
- IN QUEUE:** A section showing a call waiting for Sales, with a duration of 00:00:20.
- ON HOLD:** A section for calls currently on hold.
- EMPLOYEES / SERVICES:** A list of employees with their names and phone numbers, including Beesley, Pam; Bernard, Andy; Bowles, John; Halpert, Jim; Schrute, Dwight; and Scott, Michael. Below the list are various service categories like Administrative, Customer Service, and Warehouse.
- ATTENDANT:** Shows the current attendant, Beesley, Pam, with her phone number (240) 671-8269. It includes buttons for Typical Company, Inc., Pause, and Logout. There are also links for Attendant log, Call log, and Answer groups. Below this is an ATTENDANT LOG table with columns for Start time, Caller, and Duration.

Toto Lynx™ Switchboard

Call handling (multiple calls)

After answering a call, you can initiate a second call and then connect the two (the incoming and consulting calls) in order to start a consulting call.

The screenshot displays a call center software interface with three main panels: PHONE, EMPLOYEES / SERVICES, and ATTENDANT.

- PHONE:** Shows an active call from +240 5437197 to Sales (+) with a duration of 00:01:51. A second call from +40 85059735 is shown with a duration of 00:00:07. Buttons for 'Retrieve', 'Hang up', and 'Transfer' are visible.
- EMPLOYEES / SERVICES:** A list of employees with their names and numbers. The 'Warehouse' service is highlighted in blue.
- ATTENDANT:** Shows the attendant's name, 'Beesley, Pam', and their number, '(240) 671-8269'. It includes buttons for 'Pause' and 'Logout'. Below this is the 'ATTENDANT LOG' table.

Start time	Caller	Dur...
13:43:06	+240 5437197 to Sales (Answered)	11m ...

Attendant log tab

Here the agent gets a list of all calls designated towards his/her terminals from the answer group(s).

The screenshot shows the 'Attendant log' tab selected in the software interface. It displays a table with the following data:

Start time	Caller	Dur...
13:43:06	+240 5437197 to Sales (Answered)	11m ...

Call log tab

The call log tab shows each answer group as a sub-tab as well as each call made to that group.

CALL LOG		
Marketing	Default answer group	Sales
Start time	Caller	Dur...
15:22:25	+808 6513574 to Halpert, Jim (A-abandon)	18s

Answer groups tab

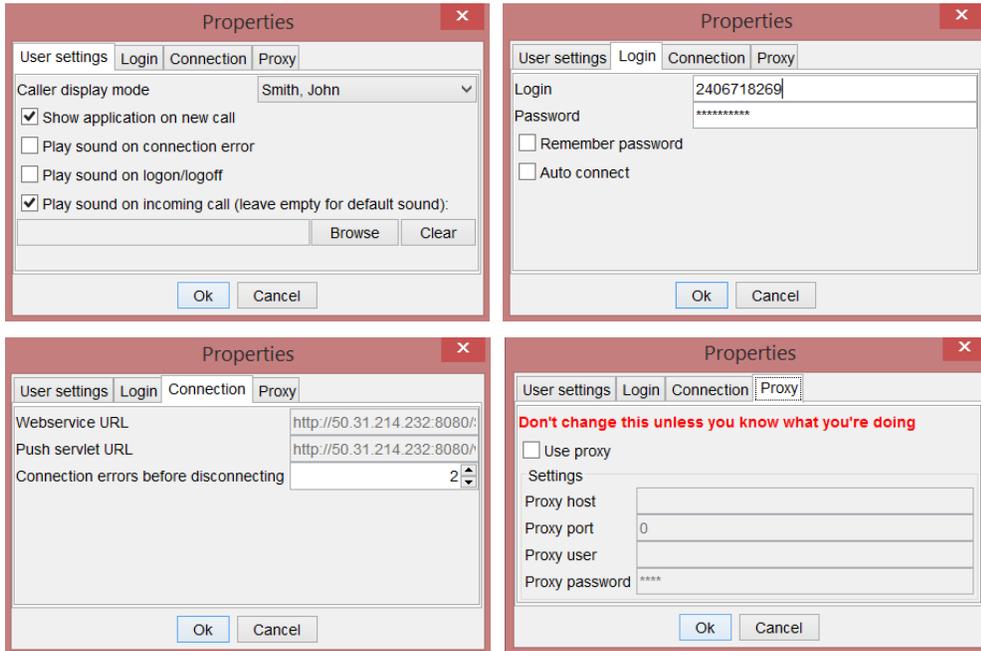
Here the attendant gets an overview of all answer groups associated with his/her user.

Note: answer groups may have the same name, however a different number. The attendant can control which queues to receive calls for by clicking the green/red on/off icon.

ANSWER GROUPS		
Marketing		 On
0	00:00:00	3 / 3
Number in queue	Max time in queue	Attendants
Default Answer Group		 On
0	00:00:00	5 / 5
Number in queue	Max time in queue	Attendants
Sales		 Off
0	00:00:00	3 / 3
Number in queue	Max time in queue	Attendants

Properties and options

The switchboard contains a set of properties that can be adjusted by the user.



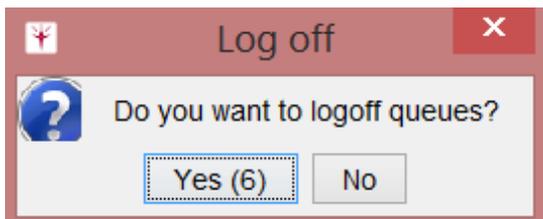
Pause

If the attendant needs to take a short break, he or she can use the pause button. This way the attendant will not receive any calls, but can still keep an eye on queues.

Logout

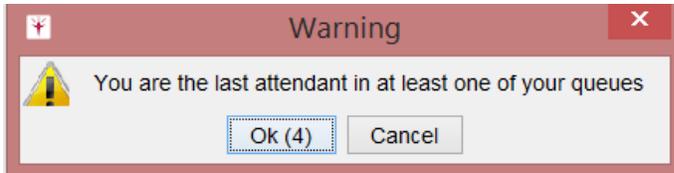
When pressing the logout button a prompt is shown that allows the user to abort logout if he or she unintentionally pressed the logout button

The dialog will choose default (yes) and log the user out after 10 seconds if no input is given



You are the last attendant warning

When the last attendant in any call group logs out, the system will give that attendant a warning before logging him or her out. The warning initiates a timer of 10 seconds, and once those 10 seconds have elapsed the system will logout the attendant and close the application



Click2Call

1. Assign the Attendant (phone)
2. Right click a contact (you can also drag and drop into the top left-hand panel)
3. Select "New Call" (you can also drag and drop into call space)
4. System will first connect call leg to Attendant phone
 - a. Phone rings
 - b. Upon answering...
5. System calls target phone
6. Upon answering, Toto Lynx™ connects both legs and drops itself from the circuit
7. Attendant and target recipient are connected

Call Hold

1. Answer call
2. Click on 'Hold'
3. Caller moves to bottom left position
4. Release when ready – Toto Lynx™ has connected the caller and Attendant

Caller in Queue

1. If Attendant phone is busy, caller hears recorded message and is then sent to queue
2. When Attendant is not busy, system calls Attendant and reconnects to caller

Regular Transfers

1. Inbound call is answered by Attendant
2. Right click on target user/number, and select 'transfer'
3. Toto Lynx™ will ring the target user/number
4. Upon answering, Toto Lynx™ drops the Attendant and connects the caller and target

Consulted Transfers

1. Call Company DID from outside device
2. Attendant phone rings
3. Upon answering, choices include:
 - a. Speak to outside caller
 - b. Right click on Target
 - c. Select 'Consult'
4. System calls target and puts outside line on Hold
5. Target answers - Attendant and target are now connected
6. Click on 'transfer' (caller call)
7. Attendant dropped; target and caller are now connected.

Appendix

Toto Lynx™ Call Control Features

Only Toto Lynx™ offers the industry standard for reliability, scalability, availability, and ease-of-use, regardless of your business size. The following is a review of many of its key features for call control, calling features, and benefits unique to Toto Lynx™:

Feature	Description
Advanced Call Transfers	Most virtual phone systems can't do transfers of any kind. Callers are required to call back in to the main number and ask for another extension. With Toto Lynx™, you can transfer callers anywhere in the system: to another employee, to the operator, to an automatic call distribution (ACD) queue, or to an outside number – without having to know their extension.
Advanced Queue Administration Privileges	When managing a busy virtual call center, it's often beneficial to assign administrative roles to certain people who take calls on the system. With Toto Lynx™, each extension owner can be assigned different types of administrative privileges - without the need to hand over complete access to the system.
Agent Wrap-up Time	In a busy call center, agents often find their phones ringing as soon as they hang up from the previous call. With Toto Lynx™, queue administrators can give agents time to finish details from the last call before the phone rings again. Moreover, the interlude time can be customized for each queue.
Area Routing	Our unique Area Routing feature allows calls to be forwarded automatically to the right employee, ACD queue, or business location before it even gets answered. Area Routing can be based on call origination, and calls from different time zones can be routed to local or shift employees as needed.
Auto-Attendant (Virtual Receptionist)	The auto-attendant is a central function of the Toto Lynx™ system. By initially answering incoming calls, the Auto-Attendant can eliminate the need for a full-time receptionist. Callers hear your custom business greeting, and are then are prompted with options for routing their call.

Automated Directory	Callers can be given access to the company directory when they don't know a specific extension number. You have the option to base the dial-by-name directory on either the first name or the last name of the employee.
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<p>Call Answering</p>	<p>Never miss another call with Toto Lynx™ Call Answering. Callers can choose wherever they'd like to go, and if they're not sure where to direct their call, our system will help them along.</p>
<p>Call Routing</p>	<p>Not only does Toto Lynx™ ensure that employees receive all calls, we can send incoming calls almost anywhere based on user-interaction or employee selection. Their cell phone will ring regardless of where one is. Moreover, with our SIP System, you can even transfer between devices and make free calls through via Wi-Fi.</p>
<p>Centralized Messages</p>	<p>Do any employees have several phones, each with its own voicemail? When they want to check messages, do they have to search through each system separately? Using Toto Lynx™ you can now centralize all the messages in one place.</p>
<p>Day and Night Modes</p>	<p>You may want your phone system to act differently after business hours. With Toto Lynx™, you have several after-hours options available at the click of a button.</p>
<p>Easy, Web-based Extension Configuration</p>	<p>Many functions and features available in Toto Lynx™ can controlled directly by each extension owner - through any web browser.</p>
<p>Follow-Me Calling</p>	<p>With follow-me calling, extension owners (employees) create a list of phone numbers where they might be reached, such as the number of the phone at their desk, their home office, or their cellular phone. With Follow-Me from Toto Lynx™, you never have to miss an important call because you're on the road. You can be reached in any location a phone is available for follow-me.</p>
<p>On Duty/Off Duty</p>	<p>There are times when one may be unavailable to the call group. In those times, simply switch the phone identity to "Personal" to restrict calls. Toto Lynx™ allows phones to have multiple identities, and the caller ID will show any call group preferred. When off duty, Toto Lynx™ can be set to show personal numbers. Toto Lynx™ is THE BYOD solution.</p>
<p>Queue Logs</p>	<p>In addition to knowing what is going on at any given moment, Toto Lynx™ can generate reports showing what has happened in the past. This allows your business to easily track call trends or improve call-center efficiency.</p>
<p>Real-Time Monitoring</p>	<p>You can find out what's happening with your phone system at any time through our web-based tools. Check on call activity, callers waiting,</p>

	employee phone activity, and more – all in real time. Discover in real-time what you need to know to improve service to customers.
Self-Managed Agent Presence	Managing ACD queues can be complex and time consuming for administrators. ACD queuing allows employees to log themselves in and out of queues. Toto Lynx™ will dynamically and automatically adjust call routing appropriately.
Skills-Based Call Routing	Of all the hosted systems, only Toto Lynx™ offers skills-based call routing. This feature allows administrators to rank employees in ACD queues by how skilled they are, or by the priority the employees should have in answering calls.
Virtual Extensions	In most systems, extensions are assigned to physical telephones. Employees have to be at their phones to receive calls. With Toto Lynx™, extension numbers are assigned to employees who can then let the system know what phone (or phones) they want calls routed to - an important and powerful difference!

Toto Lynx™ Basic Calling Features

Feature	Description
ACD Queuing	ACD (Automatic Call Distribution) queues are used when callers may know what they want but not who they want. Typically, these callers will want to be connected with a department, such as sales or support. Without ACD queuing, callers must know the extension number of the person with whom they want to speak. With ACD, employees (agents) log into a queue group so they can answer calls for a specific department.
Automatic Callback	Many times we want to call back someone who's left a voice message, but the caller didn't leave a phone number. With Toto Lynx™, you can return a call to the phone number from which the message was left at the push of a button. Our phone menu tells you how.
Call-Waiting Signals	Sometimes employees in queues think they can chat because the phone lines aren't busy. ACD signals all queue members whenever there are callers waiting, so the agents know to wrap up their current calls in a business-like fashion in order to help the next caller. There's never a situation where an employee is unaware there are calls waiting.

<p>Direct Inward Dial (DID)</p>	<p>Direct Inward Dial (DID) is a well-known function allowing calls to be routed directly to an extension without going through the auto-attendant or having to play a greeting. Virtual phone systems typically lack this function, but Toto Lynx™ isn't a typical phone system. We're better.</p>
<p>Even Load Distribution</p>	<p>True ACD queuing includes the ability to guarantee an even distribution of calls across all employees logged into an ACD queue. Toto Lynx™ will keep track of how long it has been since any agent last received a call, and route the next call to those who've been off the phone the longest.</p>
<p>Extension Options</p>	<p>Every extension in a Toto Lynx™ can be designated as a "Live Extension" that is able to take calls, or a "Mail-Only Extension", which is designed to receive voicemail only.</p>
<p>Main Business Number</p>	<p>With Toto Lynx™, you can present a unified company image under one main telephone number. All your employees - whether in a central office, branch office, home office, or traveling - are reachable through your main number.</p>
<p>Multi-Number Option</p>	<p>While having a single incoming business number gives your business a unified presence, sometimes it can be very useful to have multiple incoming business numbers. Every Toto Lynx™ system can have an unlimited number of incoming numbers.</p>
<p>Overflow Queues</p>	<p>Overflow queues are invoked when your incoming call load gets heavy. With this feature, you can designate an extra set of employees to help answer calls when the normal ACD queue gets too busy.</p>
<p>Phone-type Freedom</p>	<p>Because Toto Lynx™ is a hosted service - not a physical system - we can connect calls to any type of phone, over any kind of transport. Land lines, cellular phones, satellite phones, Voice-Over-IP (VOIP). If you can receive standard telephone calls, we can reach you.</p>

Additional Benefits Provided by Toto Lynx™

Feature	Description
Call Recording (Coming Soon)	Any or all calls can be recorded, saved, and played back later to assist in training employees or to meet legal or other requirements.
Conferencing (Coming soon)	Having conferencing built-in to Toto Lynx™, removes the need for complicated and costly third party conferencing services. Use Toto Lynx™ when you need it. It's always there.
Custom Greeting	The message heard by callers when the auto-attendant answers incoming calls can be changed to meet your specific needs. Record the exact greeting you want callers to hear - in a manner that suits your budget.
Custom On-hold Information	Toto Lynx™ gives you the option to play music from a broad selection of styles while callers wait. You can also choose to play custom informational or promotional messages. The music or message can vary from queue to queue, and when to use recordings is widely flexible.
Easy Web-Based Management	To help make system configuration easy, Toto Lynx™ includes a graphical, web-based switchboard which is accessible from any web browser. Administrators are granted complete access to oversee, change, and monitor all system functions.
Mission-Critical Fault Tolerance	The Toto Lynx™ system incorporates redundancy and load balancing with automatic failover throughout the system to assure maximum SLA.
Music Jukebox	Music-on-hold from Toto Lynx™ means lots of choices. You can select the music you want callers to hear from among different song titles by genre, ranging from Rock & Roll to Country, to Classical, to Rhythm & Blues. Whether you want callers to hear Fleetwood Mac or Tchaikovsky, Toto Lynx™ can make it happen.
Music / Info-on-Hold	Improving your company image can be as simple as playing a little music. While callers are waiting to be connected to an extension, they can listen to music or a recorded message. Choose from a wide variety of titles, or use Info-on-Hold for promotional activities.

Never Full Mailboxes	Your company voicemails are stored in the cloud so your phone mail box never fills up!
Personal Greetings	Instead of canned messages, Toto Lynx™ allows you to customize the greeting that you give callers. Whether you want to sound professional or laid-back, it's your choice. You record your own voicemail greeting.
Phone, Email and Web Message Delivery	You have many choices for message retrieval with Toto Lynx™. Naturally, you can get your voicemail from any touchtone telephone, but you can also have your messages routed to your email as .wav files, and you can listen to them from your computer. Voice messages are also available through our web tool and you can retrieve them from any computer with web browsing capability and speakers.
Unlimited Scalability	Many companies believing they will eventually need more capabilities or capacity than a business phone system or branch exchange is offering, will over-buy. Which means over-pay. Early on. With Toto Lynx™, you pay as you grow.
User Experience	As a truly business class phone system, Toto Lynx™ incorporates features to help you maximize business efficiency. If the phone is a critical part of your day-to-day function and your employees need to untether from desks, then Toto Lynx™ is a must.
Virtual Office and Virtual Call Center Support	Hardware-based PBX systems usually require all employees to be in a central business office. With Toto Lynx™, call center agents can work from a main office or branch offices. They can set up home offices and still be a part of the call center. Employees can even log in while traveling and receive calls as though they were still in the office.
Voice Notes(Coming Soon)	When you finish a call through the Toto Lynx™ system, simply speak your call summary into your phone, and we convert your speech to text and store it in the system for company or personal use. Next time a caller is contacted, these notes will be viewable – making customer communication more efficient!

