User Guide:
MyCloud Mobile Web

Contents

MyCloud Mobile Web

1.1 How to Access

MyCloud Mobile Web can be accessed in one of two ways:
1. Directly navigate to https://<my-portal-fqdn>/webphone.
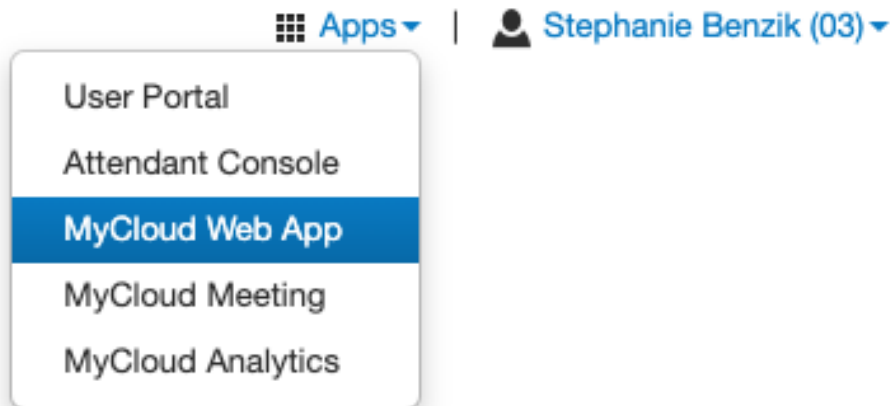2. Click on the direct link in the Portal menu under Apps as seen in figure 1.1.a.

Figure 1.1.a

1.2 Opening Multiple Tabs

When a duplicate web phone tab is opened, the old tab will display this warning:
"MyCloud Mobile Web was opened elsewhere" and the new tab should take over*.

*The exception is when a call is actively taking place on the old tab. In that case, the old tab will remain active, and the new tab will display a duplicate session warning. This feature works while using the same browser. It does not work when using an incognito window or different browsers.

1.3 Home Page Navigation

1.3.1 Right Side of the Page
In the upper-right hand corner of the page, there are 2 buttons in MyCloud Mobile v44+ as seen in figure 1.3.1.a.

- **Language selection (globe button)** - Use the dropdown selection to customize WebPhone UI language. This requires additional configuration.

- **Agent status (headset button)** - Agent status is located next to the language selection as seen in figure 1.3.1.a. Its button is a handset that changes color depending on status.
    - A red headset indicates the agent is offline.
    - A green headset indicates the agent is online.

- **SIP registration status (phone button)** - This button indicates whether the device is registered or not. A green phone indicates that the device is registering.

1.3.2 Left Side of the Page

In the upper-left hand corner of the page, the following buttons can be found:

- **Avatar button** - This button will be your gravatar if configured; otherwise, it will default to the logged in user's initials as seen in figure 1.3.2.a. Clicking on the button will open the user profile in WebPhone. The two badges on this button indicate:
    - **Presence Badge:** (phone icon)
        - Green means the logged in user is online
        - Red means the logged in user is busy or on a call
        - No badge means the user is offline.
    - **Chat Badge:** (messaging icon)
        - Blue means the logged in user's chat presence is online.
        - This badge is hidden when the logged in user is offline.
- **User Status message:** (quoted text) "Set a Status Message" as seen in figure 1.3.2.a is the placeholder user status; if the user changes their Agent Status to "break", then the User Status message will update to the word "break". The User Status message can be edited at any time by clicking directly on the message and typing in the resulting text box.*

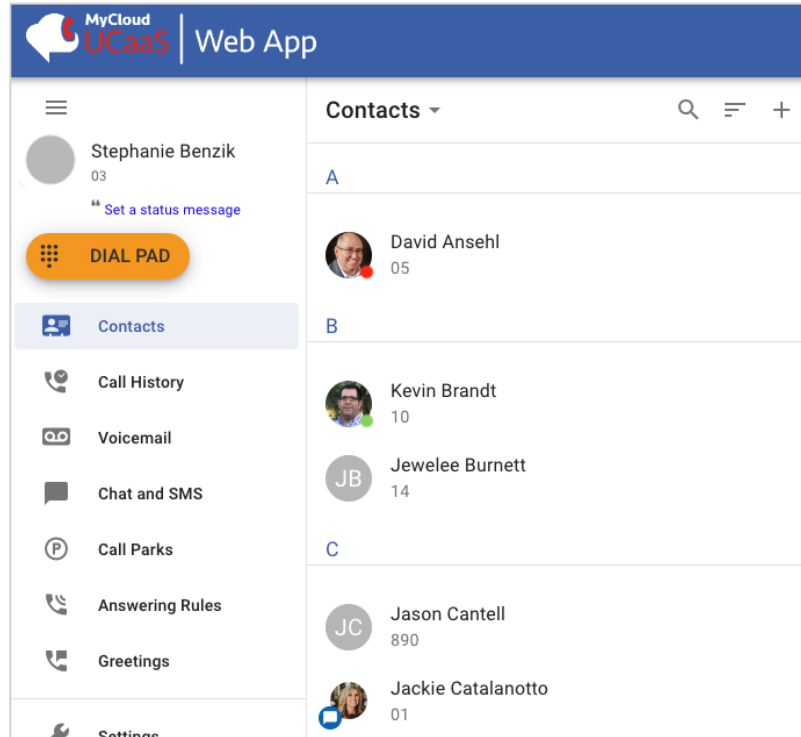***Note that for the Agent Status and User Status message to sync, a page refresh may be necessary.**

Figure 1.3.2.a

1.3.3 Permissions - First Launching

This section explains prompts that open the first time a user launches MyCloud Mobile Web, or when launching while using an incognito browser. Depending on your version and browser, you should see a permission request dialog box similar to what is seen in figure 1.3.3.a.
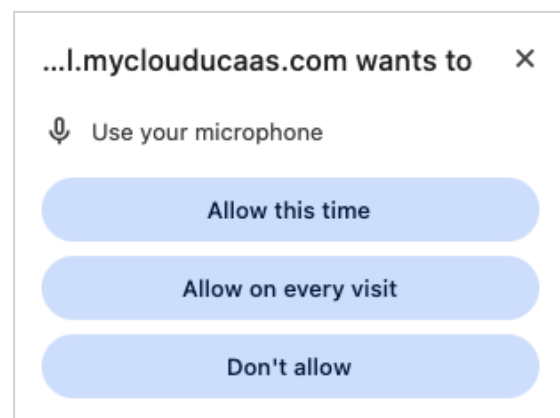

Figure 1.3.3.a

Microphone Request - All MyCloud Mobile versions request microphone access. This is a browser permission and can be disabled later in browser settings. v44+ will additionally allow users to select their microphone after allowing access. Microphone selection is also available for all versions under the "Settings" sidebar.

Audio Output - This is a v44+ permission that is prompted for first-time users. Set the audio output selection and default volume level at this time. Microphone selection is also available for all versions under the "Settings" sidebar.

Receive Inbound Calls Request - If the current answering rule is configured to ring only the user's extension, then a prompt will display asking whether the user would like to enable MyCloud Mobile Web to receive inbound calls. It is important to click YES when prompted, or else inbound calls to the webphone might be sent straight to voicemail.

Allow Browser Notifications - This is a v44+ permission that allows for push notifications. If the permission is disabled, it can be changed later in browser settings.

Navigation Pane - Prior to v44.0, a blue navigation bar will familiarize first-time users with the main menu and profile area (the side panel).

Additional Scenario - If a user has a custom answering rule that utilizes a timeframe other than "default" and is configured to ring only the user's extension, then the message in figure 1.3.3.b will display, telling the user that the phone may not be configured to receive all incoming calls.

This phone may not be configured to receive all incoming calls. Please contact your phone administrator for more information
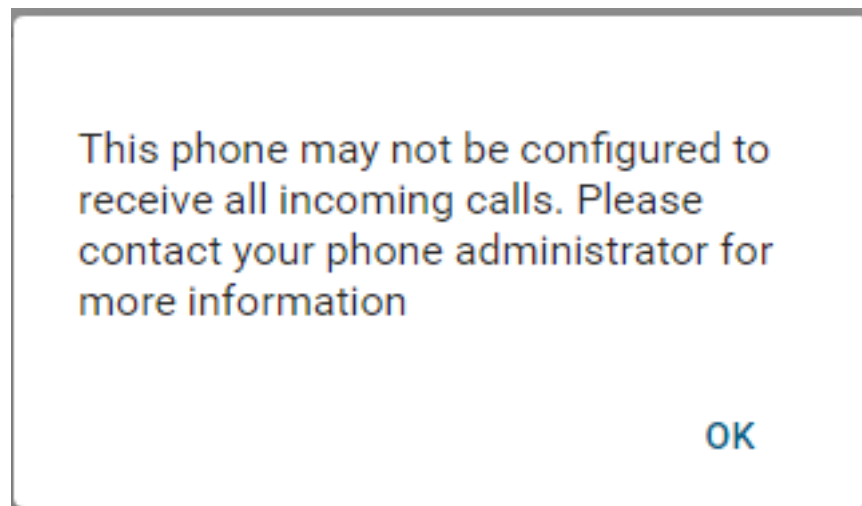
OK

Figure 1.3.3.b

1.4 Customize Screen Layout

Multiple cards can be displayed at a time as seen in figure 1.4.a, including chat and active calls. Cards have drag & drop capability, and the ability to be pinned.
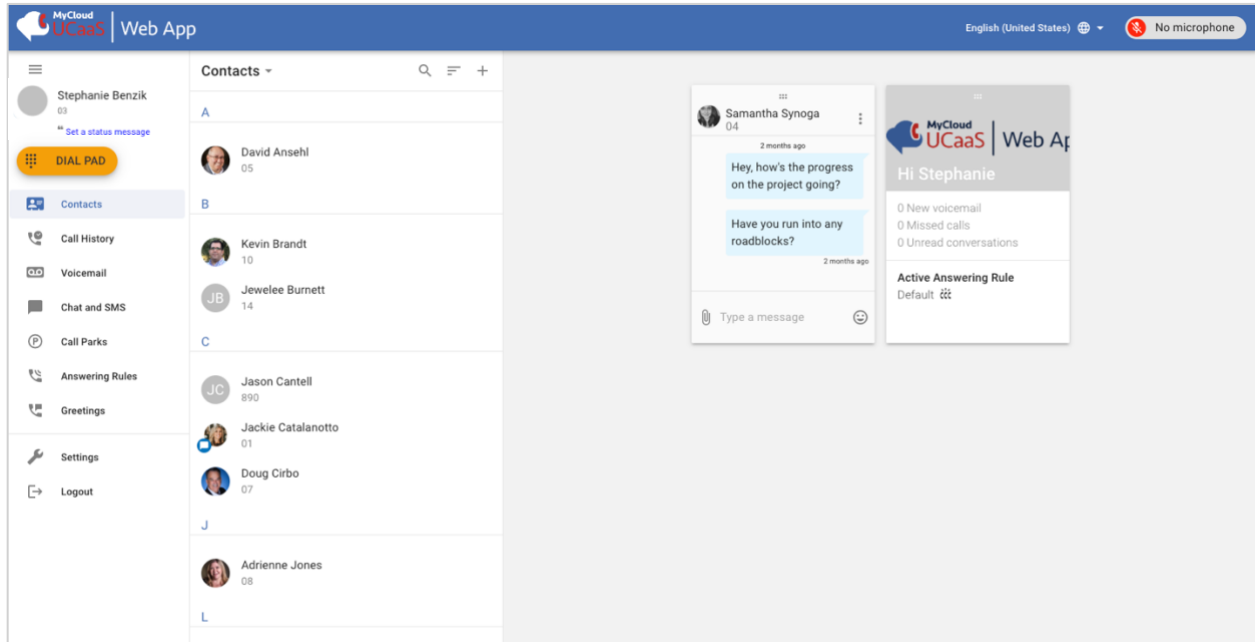

Figure 1.4.a

1.4.1 Screen Layout - Language

The language can be adjusted by selecting the localization globe in the right-hand corner as seen in figure 1.4.1.a.

Figure 1.4.1.a

1.4.2 Screen Layout - Minimize Cards

To minimize a card, click on the (X) in the top left-hand corner of the card as seen in figure 1.4.2.a. Click on the expand button to add the card back to the grid as seen in figure 1.4.2.a.
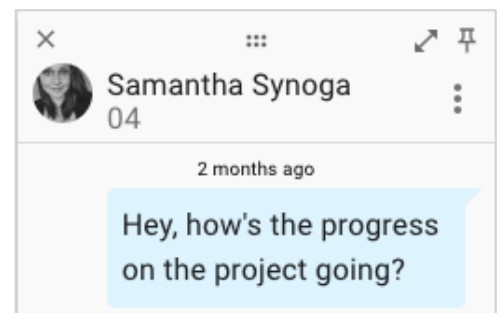

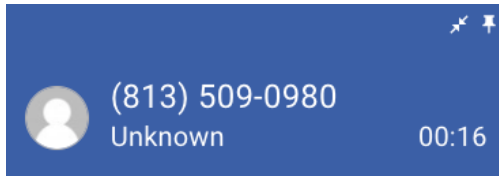Figure 1.4.2.a

1.4.3 Screen Layout - Pin Cards

Figure 1.4.3.a

Web phone cards can be pinned in place. The pin icon is located in the upper right-hand corner of each card as seen in figure 1.4.3.a. Pinned cards will move to the top row as seen in figure 1.4.3.b.

PINNED

Search Contacts

OTHER

Samantha Synoga
04

2 months ago

Hey, how's the progress on the project going?

Have you run into any roadblocks?

2 months ago

Type a message

MyCloud UCaaS | Web Ap

Hi Stephanie

0 New voicemail
0 Missed calls
0 Unread conversations

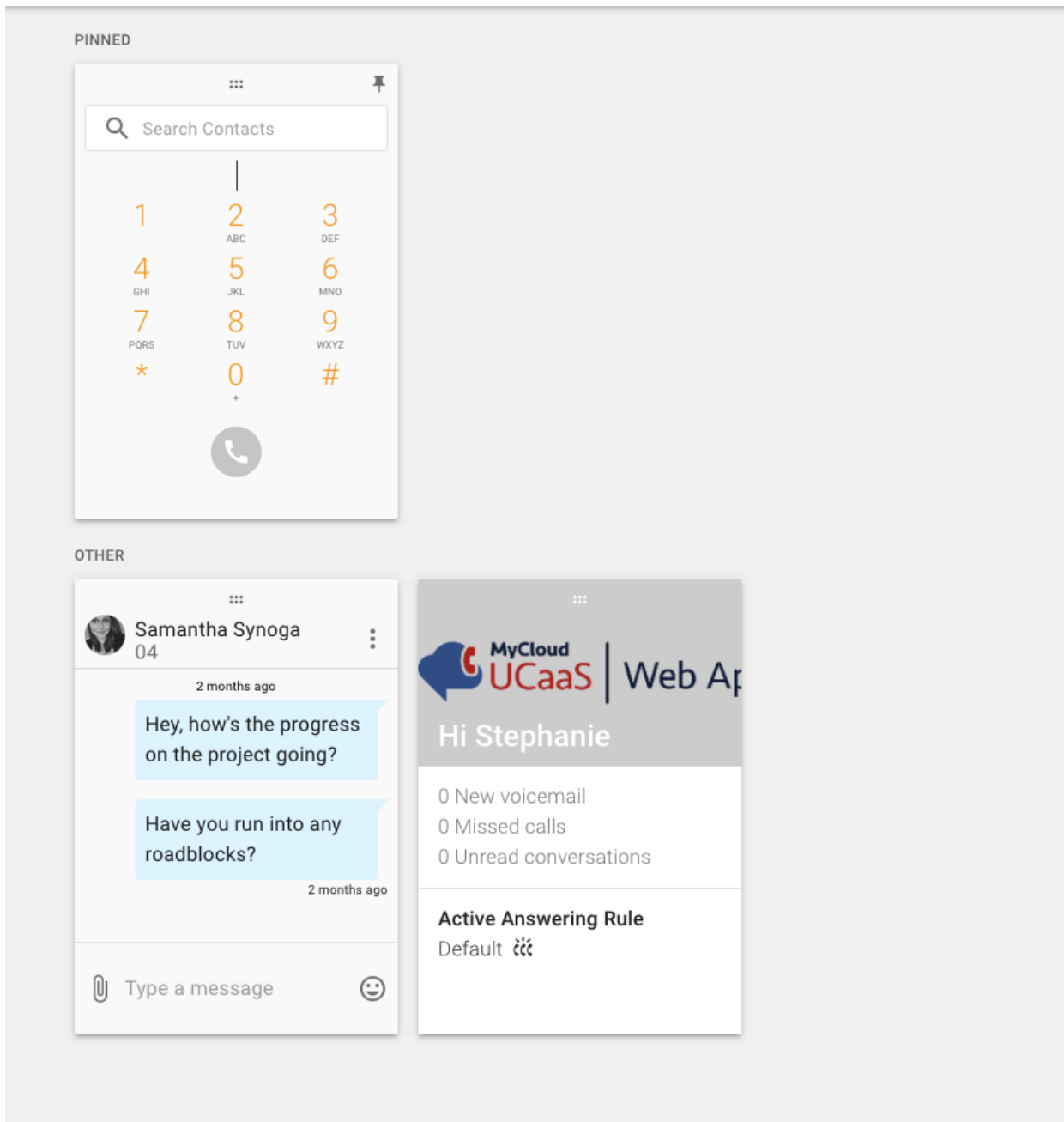Active Answering Rule
Default

Figure 1.4.3.b

1.5 Settings

The Settings screen displays device and audio information as seen in figure 1.5.a. If there is a paired device, it will show here as "paired".
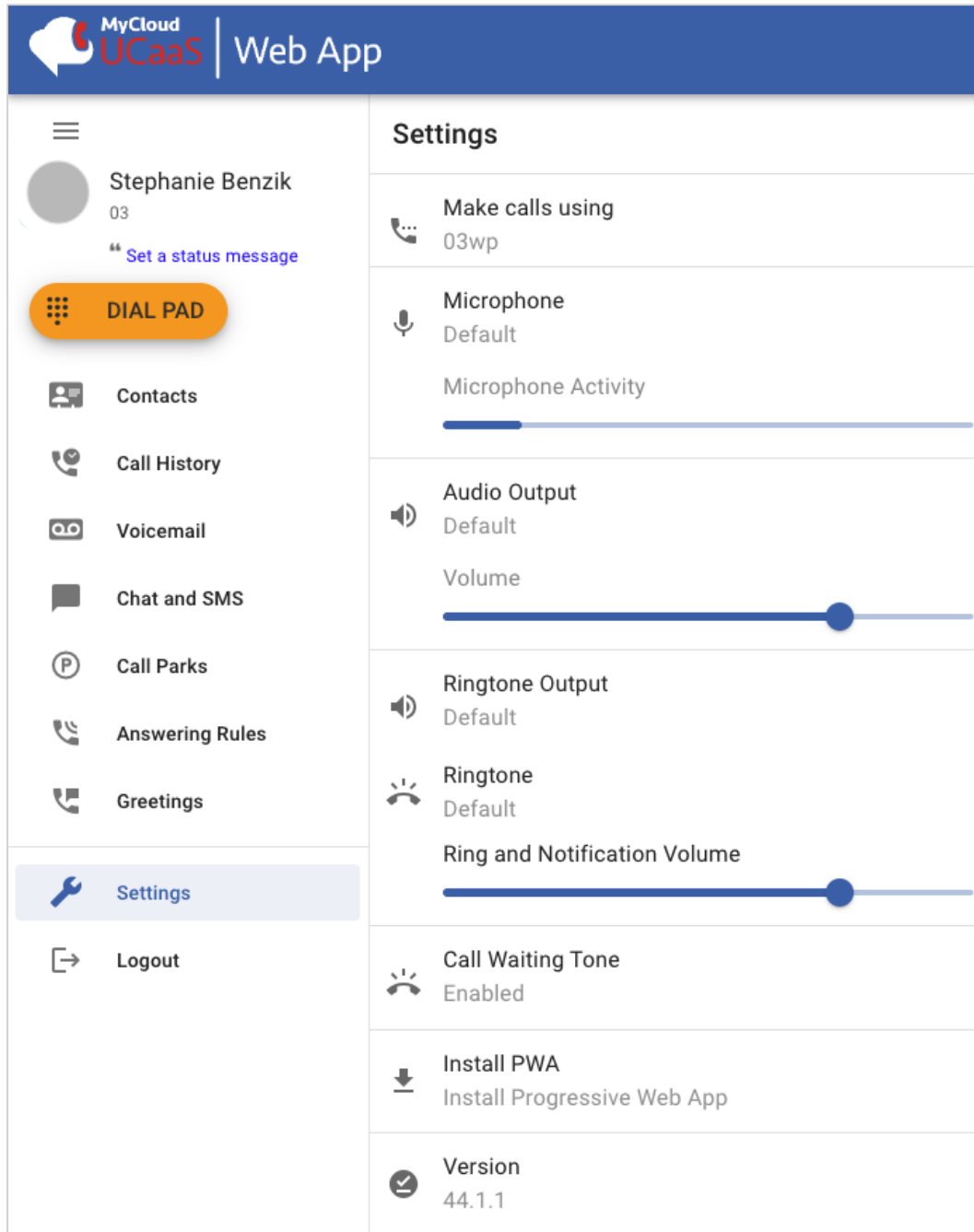

Figure 1.5.a

1.6 Place a Call

MyCloud Mobile Web is limited to handling a maximum of two calls. If more than two calls are attempted, a pop-up should notify the user.

Since WebRTC traffic is encrypted, there will be higher CPU utilization on your Core Modules than when used for an unencrypted call*.

*CPU use is about 30% greater than a normal (unencrypted) call.

1. In MyCloud Mobile versions prior to v44.0, place a call by clicking on the blue + circle in the bottom righthand corner of the screen. Starting in v44.0, the dial pad has moved to the upper lefthand corner of the screen and is now a distinct button as seen in figure 1.6.a.
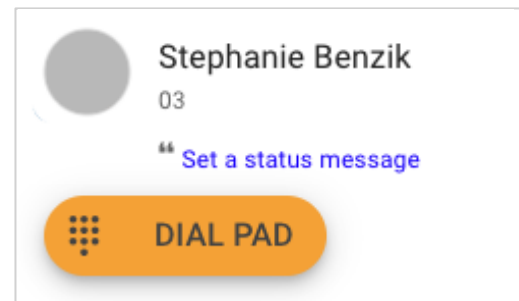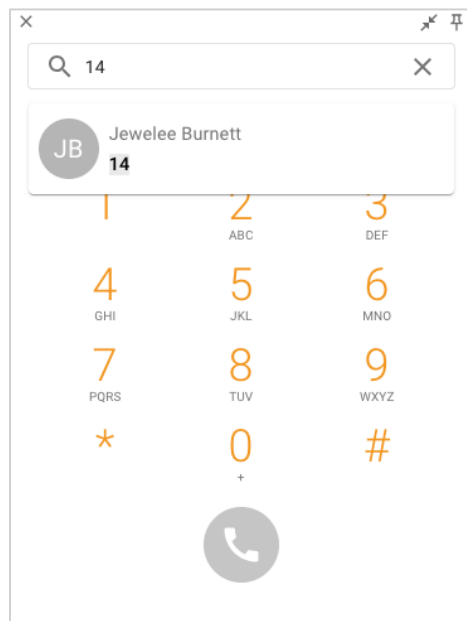

Figure 1.6.a

Figure 1.6.b

2. Dialing can be performed by either clicking directly on the numbers in the dial pad, or by typing numbers from a keyboard.

- When dialing, there is a separate search box to find contacts. Typing in a number outside of the "search contacts" box will not autocomplete as seen in figure 1.6.b.

When dialing is complete, press the green dial icon on your screen, or enter on your keyboard, to begin the call.

3. Calls can also be placed directly from the Portal, while still using the MyCloud Mobile web application. In figure 1.6.c, a call is being placed from the Portal's "contacts" sidebar. Clicking on the phone icon across from a contact will open the option to "call using" and a dropdown selection of available phones.
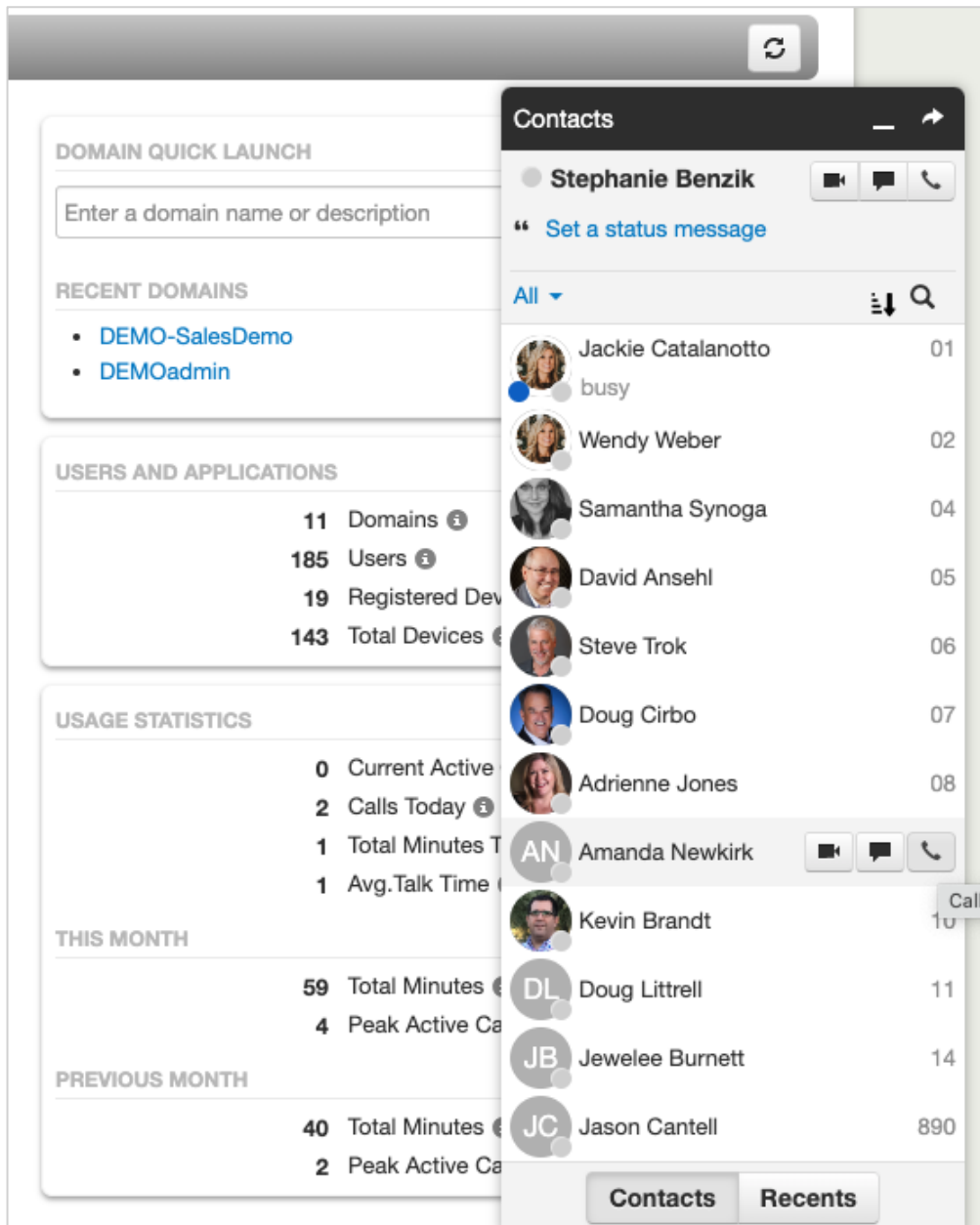

Figure 1.6.c

1.7 Receive a Call

When receiving a call, the computer will play a ringtone and the webphone will display the following call options:

- **Reject** – this will reject the call from all ringing devices that are a part of a simultaneous ring (if applicable). A 480 SIP Response is sent to cease the ringing.
- **Ignore** – this will ignore the call received within the MyCloud Mobile Web interface but still continue ringing other devices that are a part of a simultaneous ring (if applicable).
- **Answer** – this will answer the call

1.8 Screen Pop

Starting in MyCloud Mobile V42, a screen pop URL can be configured to use with any inbound number with 6+ digits (no local extensions). When the configuration is enabled and an incoming number is answered, the screen will immediately pop out a separate window with the configured link.

1.9 Handle a Call

When a call is active, the functions seen in figure 1.9.a will be available:

1. Disable the microphone

2. Place the caller on hold

3. Enter digits as needed (auto attendants)

4. Opens the dial pad to place a second call.

5. Moves the call to another device (if available)
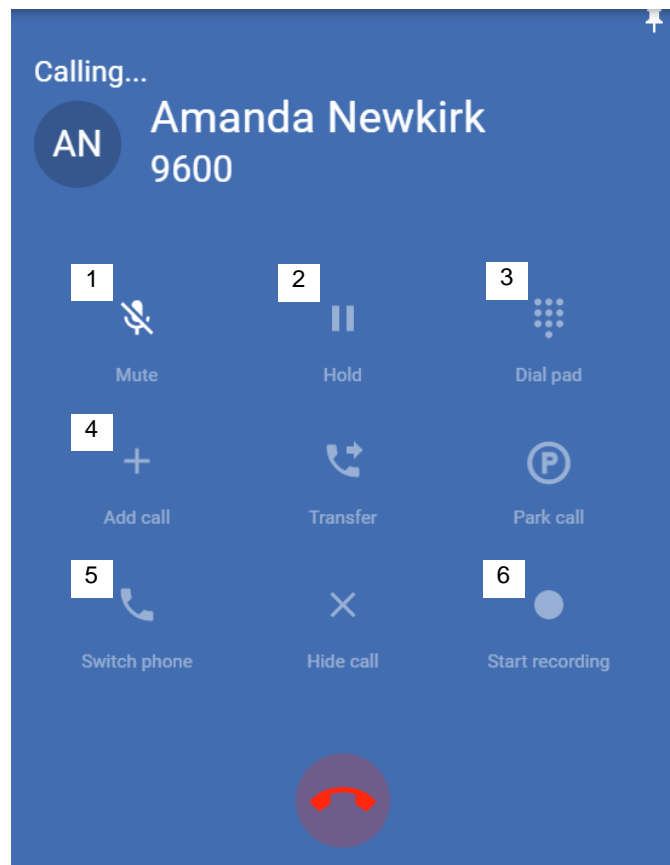
6. Starts recording the call

Figure 1.9.a

1.10 Call Center

There are extensive call center capabilities available through MyCloud Mobile Web for users who manage or participate in call queues. Call Center functionality in Web is on by default, and it is immediately available when a user logs in with a scope of Agent or Call Center Supervisor.

The Call Center screen appears as a menu selection in the left panel and has two tabs: My Queues and My Stats.

- **My Queues:** This is a list of call queues that the logged in user has access to as seen in figure 1.10.a. It also displays the number of agents assigned and the number of callers waiting. Incoming calls will identify which queue they're coming from.
- **My Stats:** These are stats specific to the logged in user, such as calls per hour, calls per day, calls per queue, and today's queue stats, as seen in figure 1.10.b. For users who want to keep track of these stats, the plus sign can be clicked to copy the card to the Web dashboard.
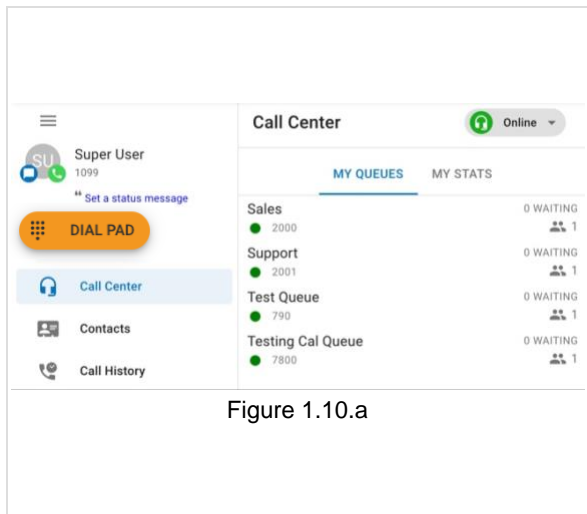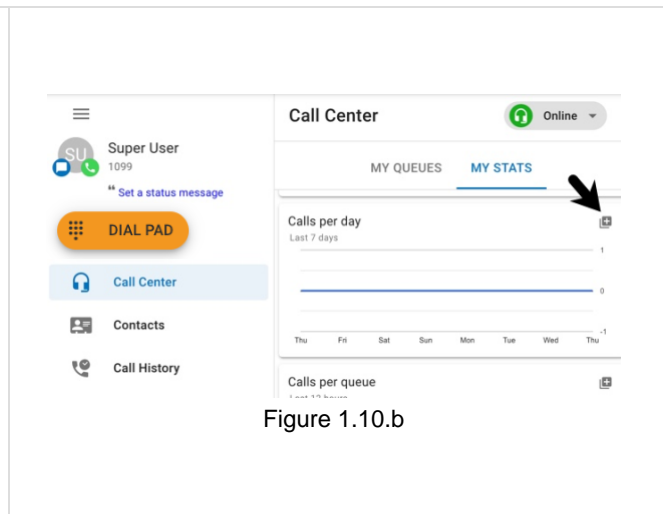

Figure 1.10.a

Figure 1.10.b

1.11 Call Center Status

Users can change their status and create custom statuses as needed by using the dropdown selection as seen in figure 1.11.a.
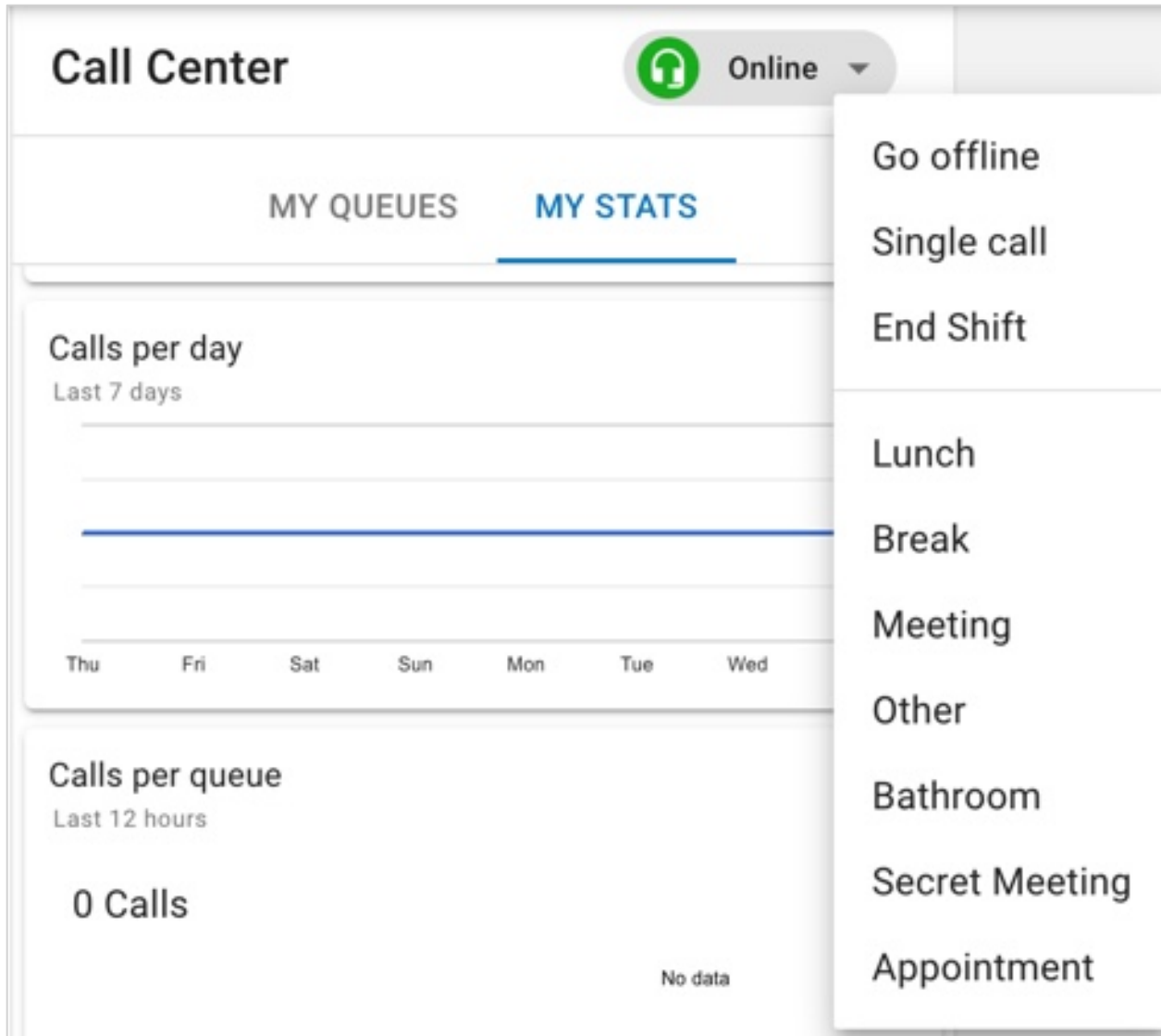

Figure 1.11.a

1.12 Call Center Dispositions

Call dispositions allow agents to record notes on calls via a popup when the call is complete. You can opt for a disposition card to be displayed to record the reason and resolutions for the call. These can be set for inbound and/or outbound calls.

1.13 Contacts

The Contacts screen displays other users in the organization as well as any contacts that have been added in the Portal. Organization contacts show presence (indicated as a green, red or gray circle) and favorite contacts are indicated with a star.

1.13.1 Mark as Favorite & Contact
To select a contact, click or unclick on the star icon to mark the contact as a favorite. Click to call, chat, or select video meeting options.

1.13.2 Edit Contact

Contacts can be edited by clicking on the "more" icon (3 dots). Here, "copy to clipboard" will copy all of the contact's information.

Example: information saved when copying contact information:
    User: 4444
    Name: Daria Smith
    Extension: 4444
    Email: customersupport@reinvent.com
    Domain: test

1.14 Call History

The Call History screen can filter calls by missed, inbound (blue arrow), or outbound (green arrow).

1.15 Voicemail

The Voicemail screen contains missed voice messages. Play/pause/stop messages, save them, forward them to another contact in your domain, delete, and view transcriptions (if configured).

1.16 Chat and SMS

The Chat and SMS screen sorts by most recent communication. Click on a chat to open. Inside of a chat, there are options to add additional participants, turn on/off notifications, call the contact, view the contact, start a video meeting, start screensharing, and schedule a meeting.

1.17 Call Park

The **Call Park** screen is where calls are parked in queues. Click to answer calls here.

1.18 Answering Rules

The **Answering Rules** screen displays all active answering rules. Click to drag and re-order (rules will be applied in order from top to bottom), or click to edit more options (disable, enable, or delete). Answering Rules can be added or edited only in the Portal.

1.19 Greetings

The Greetings screen displays available voicemail greetings as seen in figure 1.19.a. Click on a greeting to play it or delete it. Click on the checkmark to enable a greeting as the "active" default. One greeting can be active at a time.
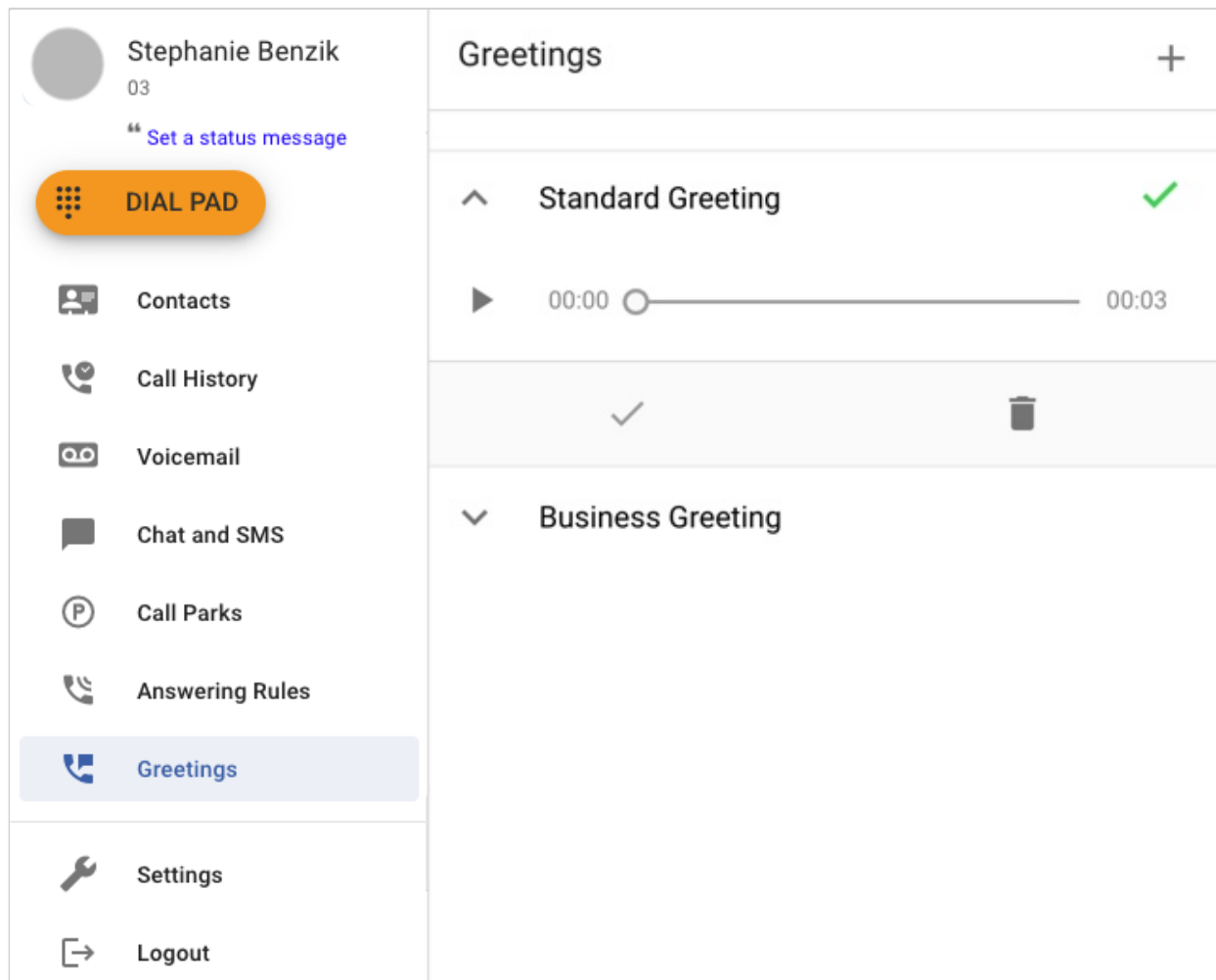

Figure 1.19.a