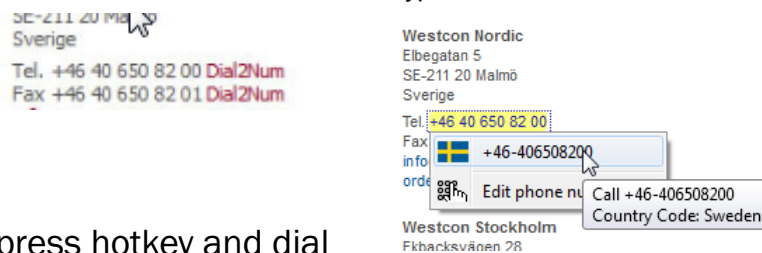


Introduction

The purpose of WorkMan Agent is to provide companies with a fast tool to ease their inbound and outbound call activities.

Click to dial in browsers

When you are using Internet Explorer normal phonenumber get detected and a click to dial link will be presented. In Firefox you can install the Telfy add on and in Chrome there is one called Skype links.



Select, press hotkey and dial

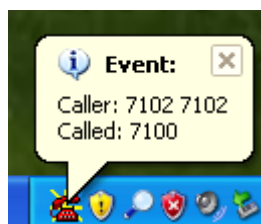
If you are using a custom application where there is no option to make calls you can use global hotkeys to dial e.g. something like this. You select a text, then click a global hotkey such as CTRL+\$ and Agent makes a new call for you.

Other features

Several more hotkeys can be added for faster callhandling. There can be hotkeys for answer call, hangup call and also pasting the incoming callerid to the application/field you are in for example in a bookingsystem you paste the callerid into the customer phonenumberfield.

Incoming calls flash phonenumber and name defined in the PBX-system but you can also use online search to do an Internet lookup. If you have your own system you can get the +WebAPI version and do your own integration/flash to call solution.

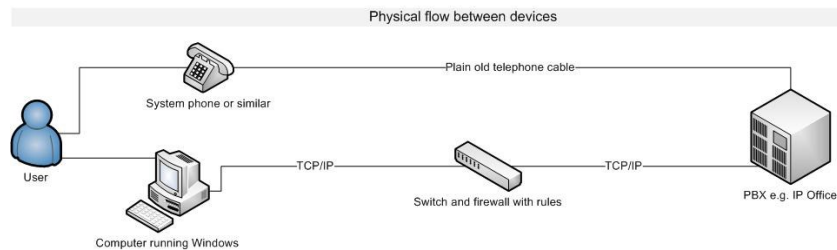
WorkMan Agent can behave in different ways if you want the window to popup or not et.c. Typically a discrete balloon popup is used.



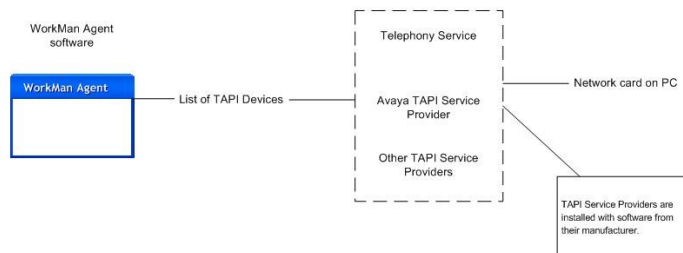
We have worked with telephony related software since 1996 and the WorkMan-productline is aimed towards easing the enterprise tasks in their day to day task.

FL WorkManSoft AB sprung out of Larsson Consulting and was founded in 2014 to be able to focus more on WorkMan-products and offer professional support agreements.

WorkMan Agent – System flow



Flow inside of Windows computer



More applications:

If you want to see queues and have statistical logging see or QMonitor productline.

Integration with hotelsystems can be used using our WorkMan HVS product.

Technical

How WorkMan Agent works is described in the above flowchart.

Requirements

TAPI is required (3rd party if users share computer or on terminal services)

For software you need Windows XP/Vista/7/8/2003/2008/2012.

More information

Either contact us or your reseller. From our website and wiki you can download a trial as well as obtain more information about configuration and the product. Note that feature may change and become obsolete depending upon integration partners.