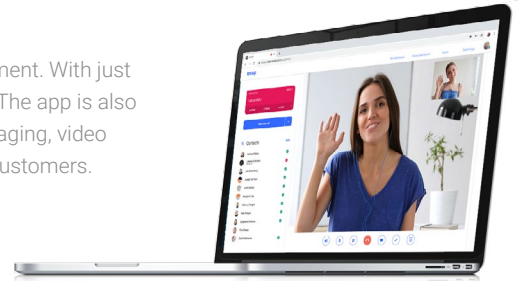


The OnSIP desktop app is an on-the-go business phone and complete desk phone replacement. With just your laptop, you can make HD voice and video calls to your coworkers and other contacts. The app is also a great collaboration tool for your team, offering real-time contact availability, instant messaging, video conferencing, voicemail management, call history, and more. The app is free for all OnSIP customers.



Getting Started

ONSIP FOR WINDOWS, MAC AND LINUX

Download the desktop client by visiting onsip.com/app/download and clicking the orange 'Download' or 'Install' button. OnSIP for Mac is available via the App Store or as a downloadable package.

Follow the steps in the Install Wizard (detailed help available at support.onsip.com) and click on the app icon to launch.

ONSIP FOR WEB

If you're using a computer without OnSIP installed, the same app functionality is available through most modern browsers via app.onsip.com.

Log in using your OnSIP credentials, which were included in your welcome email, or can be re-sent using the links on the login page.

Navigating the App

The screenshot shows the OnSIP web application interface. The top navigation bar (1) includes 'My Dashboard', 'Queue Dashboard', 'sayso', and 'Team Page'. A user profile dropdown (2) is visible in the top right. A 'Start new call' button (3) is located on the left. A 'Contacts' list (4) is shown on the left side. The main content area displays a 'Welcome back, Kevin Malcolm' message, a 'Call history' table (5), and a 'Voicemail' player (6). The call history table contains the following data:

DATE	TIME	CALL WITH	DURATION
Today	3:10:09 PM	From malcolm@ons...	Missed
Today	12:38:21 PM	To second_alias@don...	00:00:31
Today	12:35:56 PM	To second_alias@don...	00:01:46
Today	11:45:13 AM	From John Doe (ano...	Missed
Today	11:44:45 AM	From Jane Smith (an...	00:00:44
Today	11:44:14 AM	From John Doe (ano...	00:00:56
Today	11:42:59 AM	From John Doe (ano...	00:00:47
Today	11:42:14 AM	From Web Caller (an...	00:02:13

The voicemail player (6) shows a message from John Doe, dated Today at 3:10:24 PM, with a duration of 00:00:15. It includes a play button, a progress bar, and a 'Call back' button.

1 MAIN NAV

Admins and Queue Supervisors will find additional dashboards and configurable settings along this top row

2 USER SETTINGS

Clicking your avatar will present a dropdown, where you can set yourself as away, access your settings, or log out

3 INITIATE A CALL

This will create a field on the page where you can enter a phone number to call. Click the dropdown for video conference

4 PRESENCE

This shows you who is on a call and who isn't and acts as a speed-dial list. Add contacts through the link at the top.

5 CALL HISTORY

This list will update as calls are made and received. You can search this list by name or number using the magnifying glass

6 VOICEMAIL

New and old voicemails will be listed here. Listen in-app, download, delete and/or call back. Your voicemail settings can be accessed via the link in the top right.

Queue Dashboard

AVAILABLE TO SUPERVISORS OF ENHANCED QUEUES

QUEUE STATUS

Monitor the status of your enhanced queues in real-time. See which agents are logged in to receive calls, how many calls are waiting, how many calls failed to be answered (and who those calls were from). Click on an agent's name to remotely log them into/out of a queue or to listen in on a call in progress.

All Queues View Reports						
NAME	MAX WAIT	WAITING	ON CALL	ABANDONED	COMPLETED	FAILOVER
acd.support	00:00	0	1	0	2	0
Dave SupportACD	Last Login: 8:46am EDT 07/15/19		Log Out			
Clorece_ACD	Last Login: 10:53am EDT 07/15/19		Log Out			
Paul Support	Last Login: 11:00am EDT 07/15/19		Log Out			
Vicki Support	Last Login: 9:17am EDT 07/15/19		Log Out			
Rachelle support ACD 01:24	Last Login: 9:49am EDT 07/15/19		Listen In	Whisper	Barge	
Larry ACD Support	Last Login: 11:45am EDT 07/11/19		Log In			
Rachelle Solomon	Last Login: 9:05am EDT 07/15/19		Log In			
acd.sales	00:00	0	1	1	0	0

QUEUE REPORTS

Choose a queue and time period and generate instant reports for the entire queue and the individual agents. Identify the busiest time of day, average wait time, who spent the most time on the phone, etc.. Download a summary or the detailed breakdown as a CSV to incorporate into your other reports.

Queue Report acd.support	
Total Calls	1032
Average Wait Time	00:00:25
Maximum Wait Time	00:04:09
Caller with Longest Wait	10:22am 05/01/19
Busiest Time of Day	11:00am - 12:00pm EDT
Calls Answered	933
Average Call Time with Agent	00:07:37
Calls Abandoned	63
Average Abandoned Wait Time	00:00:30
Most Abandoned Time of Day	11:00am - 12:00pm EDT
Calls to Failover	36
Calls Rejected	0

Slack Integration

CHAT REPLACEMENT FOR SLACK TEAMS

CONNECT ONSIP TO SLACK

On the settings page, you'll find an "Add to Slack" button. Click this button, review the information and click "Authorize" to replace OnSIP's chat windows with Slack chat. Your Slack conversation history will be synced between the OnSIP and Slack clients.

ADD SLACK CHANNELS TO ONSIP

After you've enabled the Slack integration, you can add a Slack channel to your contact list. Click "Add" next to "Contacts" and choose from the list of public Slack channels you're joined. Click on the channel to see its chat history and members. Hover over the chat and click the 'X' to remove it from your contact list.