



Collaboration Server 5.0 Caller

1 Caller Control Panel


The available functionality in the Caller Control Panel depends on your enterprise's configuration and implementation of Collaboration Server. Unavailable functions appear grayed out or are not present on the Caller Control Panel.

The Caller Control Panel can appear as either a separate browser window or as part of the browser window used to view shared content. Also, the Chat area may appear within the Caller Control Panel or in a separate browser window.

The Caller Control Panel may display advertisements or other messages.

2 Caller Control Panel Features

The Caller Control Panel may be configured to contain some or all of the following features.

 **Note** If you are using the single-session agent desktop, you must assign leadership to all participants or to a specific caller to allow the caller to use Follow Me, Page Share, and Form Share.

Follow Me



When enabled, Follow Me shares each Web page that the caller views with all session participants.

To enable Follow Me, the caller performs the following steps:

- Step 1** Click the **Follow Me** icon. Multiple sets of footprints indicate that Follow Me is enabled.
- Step 2** Navigate through Web pages. All Web pages are shared with session participants.
- Step 3** To end Follow Me, click the Follow Me icon again. A single set of footprints indicates that Follow Me is disabled.

Callers engaged in multi-session chat sessions or eSeminars typically cannot use Follow Me.

Page Share



Page Share sends a Web page that the caller is viewing to all session participants.

To use Page Share, the caller performs the following steps:

- Step 1** Navigate to a Web page that the caller wants to share.
- Step 2** Click the **Page Share** icon.

Callers engaged in eSeminars typically cannot use Page Share.

Address Field

Address:

The address field allows callers to share Web pages with other session participants.

To use the Address Field, the caller performs the following steps:

- Step 1** Enter the address of the Web page in the Address field.
- Step 2** Click **Send**.

Callers engaged in multi-session chat sessions typically cannot use Application Share.

Form Share



Clicking the **Form Share** icon shares and updates online forms.

To use Form Share, the caller performs the following steps:


- Step 1** Navigate to the appropriate online form. Fill in any necessary information.
- Step 2** Click the **Form Share** icon.
- Step 3** If other participants send the form back with updated information, the caller can make changes to the form and click **Form Share** again to share the new information.

Callers engaged in multi-session chat sessions or eSeminars typically cannot use Form Share.

Corporate Headquarters
 Cisco Systems, Inc.
 170 West Tasman Drive
 San Jose, CA 95134-1706
 USA
<http://www.cisco.com>
 Tel: 408 526-4000
 800 553-NETS (6387)
 Fax: 408 526-4100



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Application Sharing



Participants can use Application Share to share applications or images of applications with other session participants.

To use Application Share, the caller performs the following steps:

- Step 1** Open the application.
- Step 2** Select the application from the App Share pull-down menu on the Sharing tab.
- Step 3** Either:
 - Click **Send** to send continuous images of the application to the participants.
 - Press **CTRL+F12** on the keyboard to share a single image of the application.
 - Check the **Share** option and click **Send** to allow participants to use the application with you.

Callers engaged in multi-session chat sessions or eSeminars typically cannot use Application Share.

Chat



Clicking the **Chat** icon opens the caller's chat window, allowing the caller to send chat messages to other participants.

To chat, the caller performs the following steps:

- Step 1** Click the **Chat** icon to open the Chat window.
- Step 2** Type a message in the Chat window.
- Step 3** Select the recipients of the message if necessary.
- Step 4** Click **Send** to share the message.

Callers engaged in eSeminars typically cannot use Chat.

Hang Up



Clicking the **Hang Up** icon disconnects the caller from the session.

Help



Clicking the **Help** icon opens an online help page.

SSL



The SSL icon indicates whether the data the caller sends is secure or unsecure. If the data is unsecure, the icon appears unlocked. If the data is secure, the icon appears locked.

Powered by Cisco



Clicking the **Powered by Cisco** icon displays Collaboration Server version information.

3 Caller Remote Control

Caller Remote Control allows you to control and/or activate functions on the Caller Control Panel from your agent desktop.

You can use Caller Remote Control only if you are logged into the single-session agent desktop.



To access Caller Remote Control

- Step 1** Open the **In Session** tab and select the caller.
- Step 2** Click **Caller Info**. The Caller Remote Control screen appears as part of the Caller Information screen.

Follow Me

Turn Follow Me on or off on the Caller Control Panel by clicking the **Follow Me** icons.

Table 1 Follow Me Icon Descriptions

Follow Me Icon	Description
	Enables Follow Me on the Caller Control Panel.
	Disables Follow Me on the Caller Control Panel.

Page Share



Clicking the **Page Share** icon shares a page displayed in the caller's browser.

Form Share



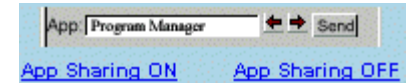
Clicking the **Form Share** icon shares a form displayed in the caller's browser. Any entered data is also shared.

Chat



Clicking the **Chat** icon displays and enables chat for your caller.

Application Share



You can allow callers to share applications with you and other session participants.

When you turn on Application Sharing, the App Share controls display or are enabled on the Caller Control Panel.

When you turn off Application Sharing, the App Share controls are disabled in the Caller Control Panel.