



Telephony Web Services

TWS Alerter v3.1

User Guide



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Contacts & Support

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Online documentation

You can access online documentation by clicking on the sidebar, then by choosing the *Documentation option*.  icon on the **TWS Caller**

Document control

Current version 1.4
Previous version 1.3

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1. Overview

TWS Alerter is an option in TWS Caller allowing you to upload contact cards via a pop-up record showing the contact's detailed information (customised or standard) available in the TWS connected directories or databases during call events. It integrates smoothly and effectively into your work environment, and appears only during call events. This application facilitates opening a specific functional application (web page or executable) set directly on the contact card.

TWS Alerter requires TWS Caller to be up and running. Please refer to TWS Caller documentation prior to reading this document.

2. TWS Alerter Telephony features

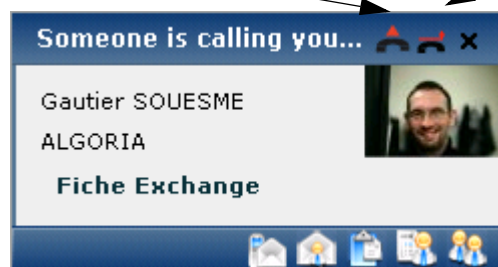
Upon inbound and/or outbound call, a window appears in the lower right corner of the screen with relevant information available on the contact.

This information is retrieved from the TWS connected directories or databases. In case many relevant results are found in different directories, the result from the directory with the lowest priority will be displayed.

TWS Alerter offers the following telephony services:

Pick up incoming call
Once picked-up, the icon
changes to Hang-up

Direct transfer / Divert incoming call
to the messaging box or any number
configured in the user preference



Note: The window remains open during the conversation. You can hide it without interfering with the conversation by clicking on **x**. It disappears automatically once the conversation is over.

3. TWS Alerter Preferences

To configure **TWS Alerter**, you need to open the Preferences window by clicking on the icon



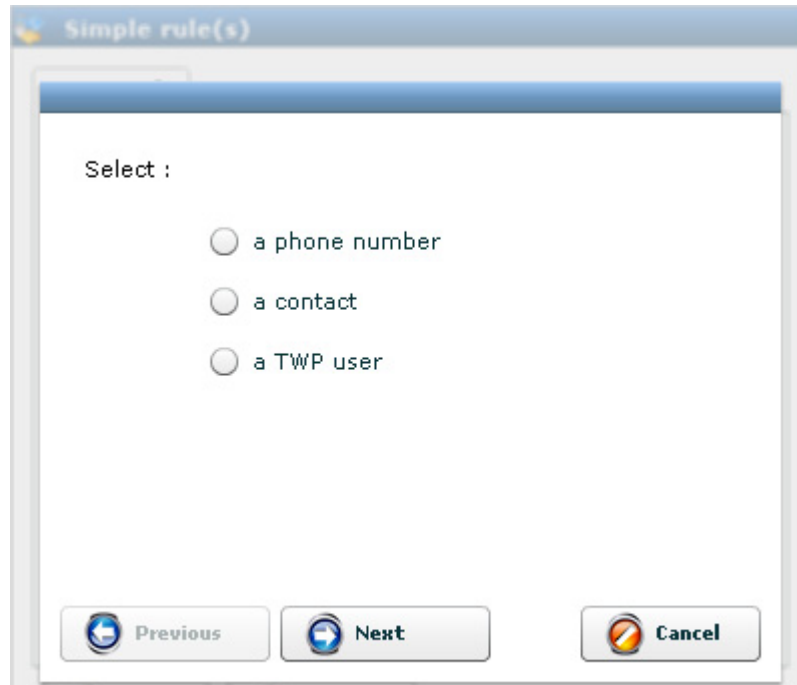
in the application bar, then select the TWS Alerter tab.



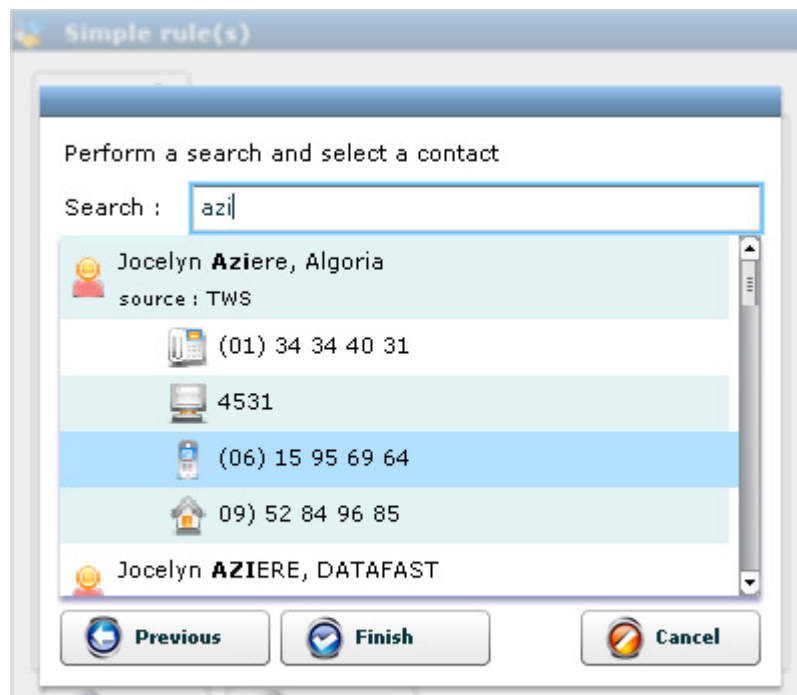
You can choose:

- to open the Contact card upon incoming calls, outgoing calls, or both,
- to set the "direct forward" feature to forward the call to a defined number or a contact in TWS.

When you click on the "Edit" icon, the screen below facilitates selecting a phone number, contact or TWS user:



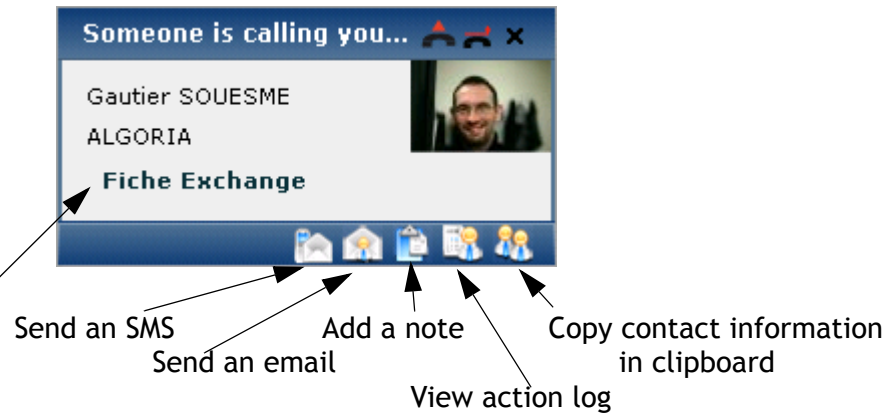
If you select a contact, the following window will allow to search and select the relevant contact:



Once selected, click on "Finish".

4. TWS Alerter contact features

TWS Alerter offers the following services:



You are also able to open the contact information card available in your messaging system (e.g. above the Exchange contact information).

Please refer to the InfoCard section in TWS Caller documentation to view the details of these functionalities.