Yeastar

Linkus Web Client Quick Start Guide

V3.0

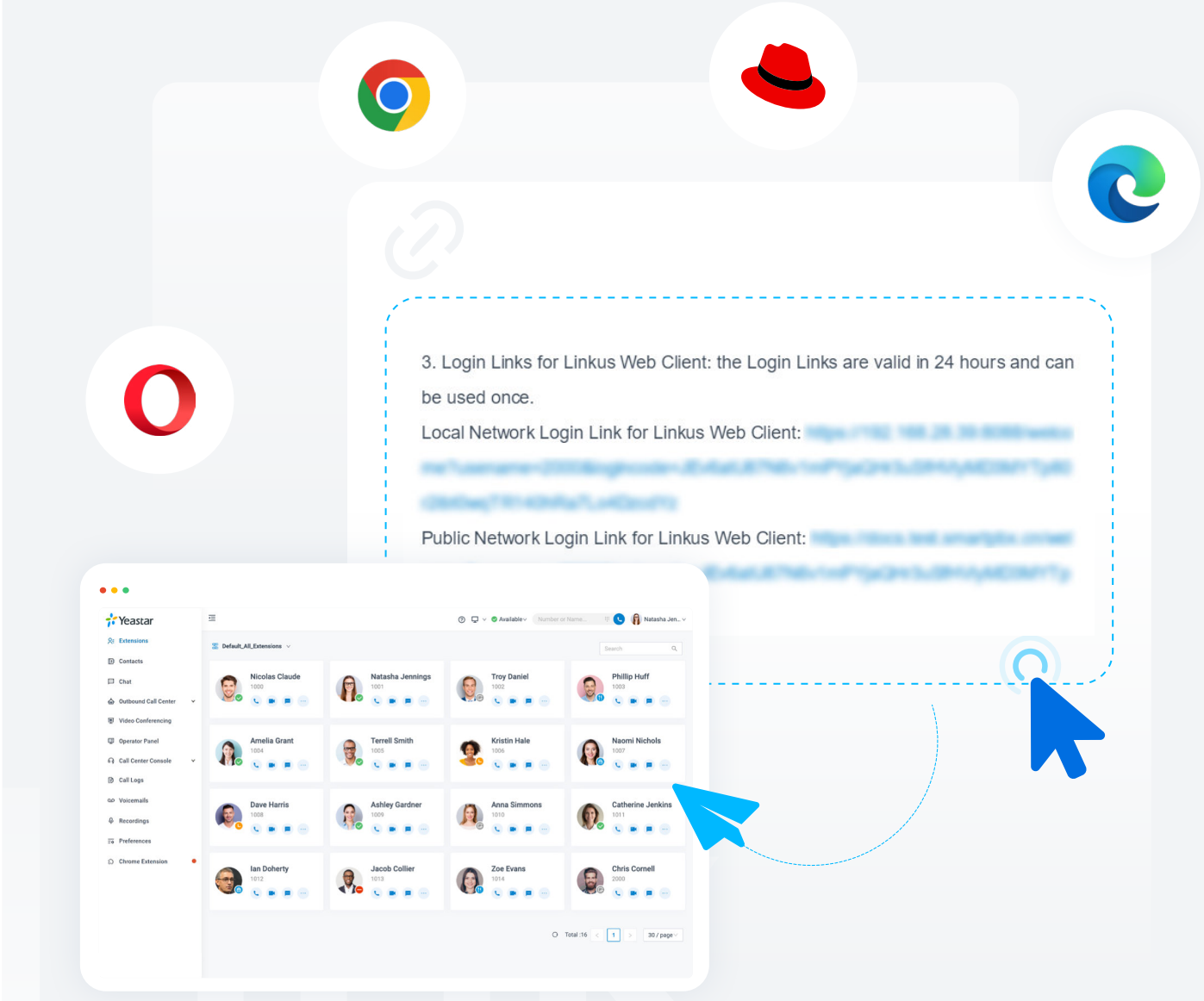


Access Linkus Web Client

Built for Yeastar P-Series Phone System, Linkus Web Client is a browser-based communication tool that combines calling, queue management, virtual meeting, collaboration and more in one place.

To access the Linkus Web Client, you can use the unique Login Link from the Linkus Welcome Email to access the system quickly.

Next time you want to access Linkus Web Client, simply open your browser, enter the Linkus Web Client address, and log in with your extension credentials or quickly use your third-party account for seamless access.

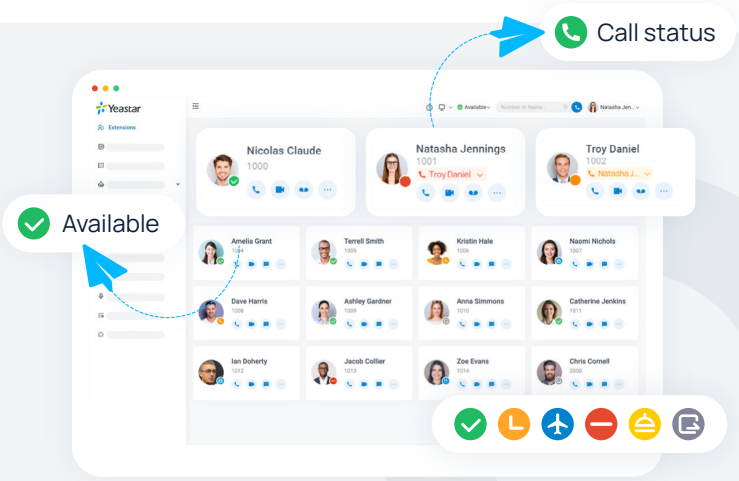


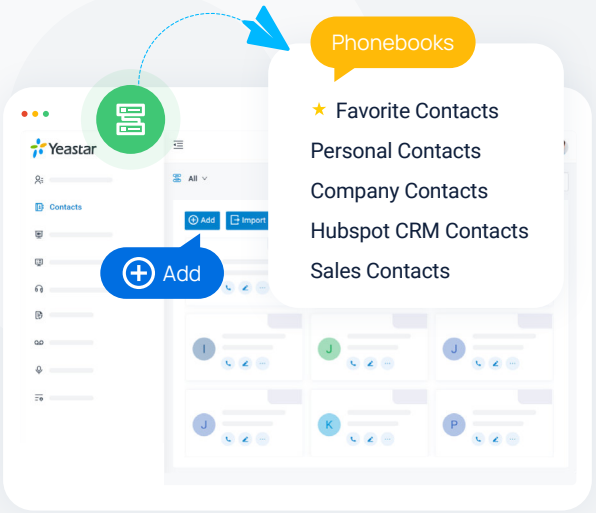
Unified Contacts Directory

Extensions Directory

The Extensions directory synchronizes your colleagues' extension information from the PBX server.

- Intuitively check colleague availability via presence and call or leave voicemail.
- View and manage colleague calls directly from the Extensions panel.





Contacts Directory

The Contacts directory displays the external contacts that are stored on or synced to the PBX server.

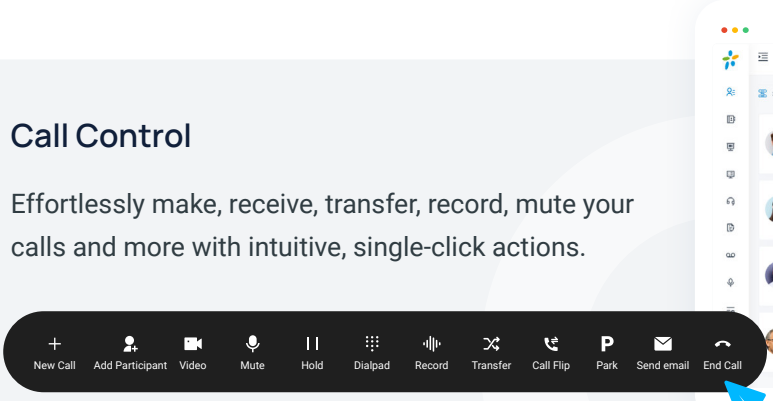
- Share contact information with authorized colleagues using the **Company Contacts** directory.
- Use the exclusive **Personal Contacts** directory that is only visible to yourself to store your own external contacts.
- Sync contacts from 3rd-party **CRM**, **Helpdesk**, or **Database** via integration.

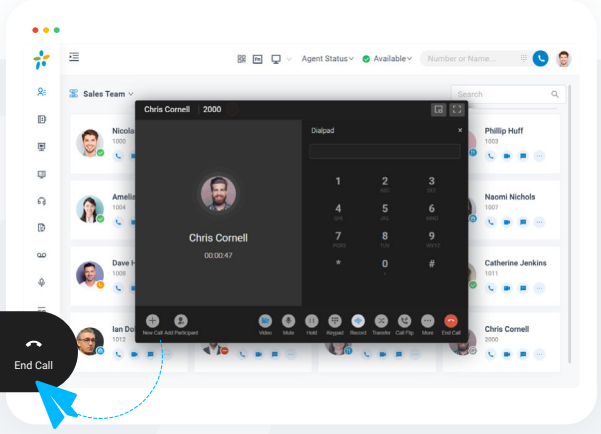
Mark frequent contacts as favorites for quick access in the Favorite Contacts list.

Rich Call Features

Call Control

Effortlessly make, receive, transfer, record, mute your calls and more with intuitive, single-click actions.





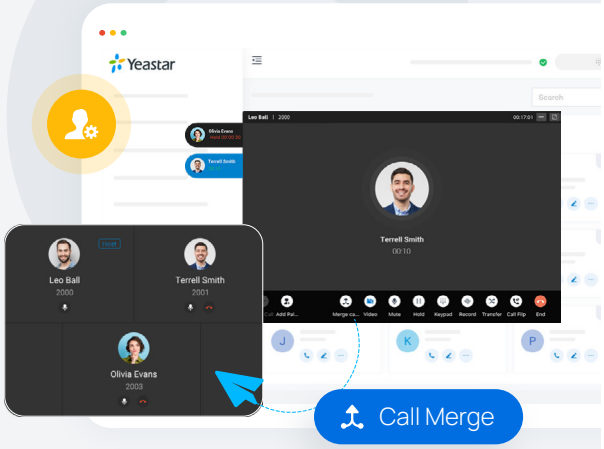
Call Flip & Switch

Flip an active call seamlessly between your device without any interruption. Continue your conversation everywhere.



Call Merge

Combine two active calls into one audio conference, and host and manage it as the conference host.



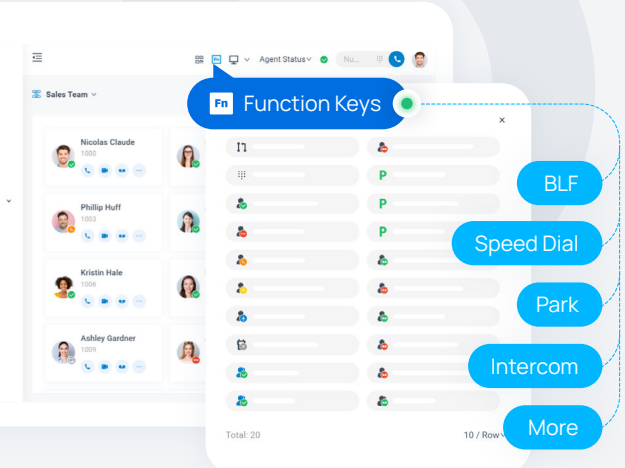
Audio Conference

Invite other participants to an ongoing call to instantly convert a 1:1 call into an audio conference.



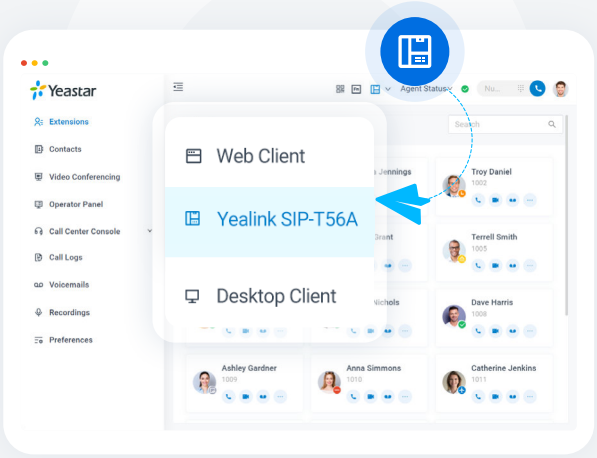
Function Keys

Customizable function keys to achieve one-click operation of often-used features, including speed dial, extension status monitoring, call parking, etc.



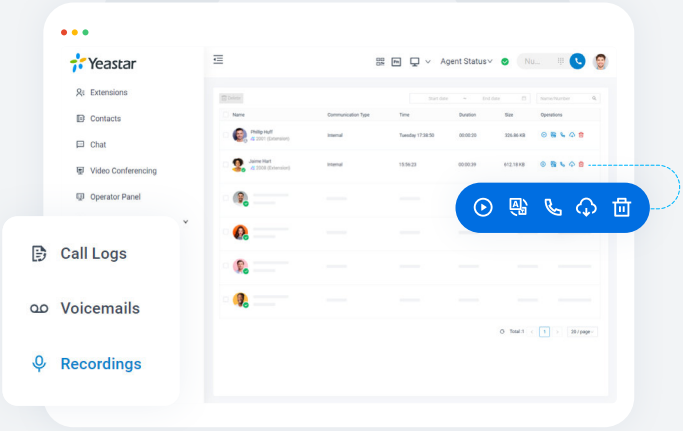
CTI Mode

Link Linkus Web Client with your desk phone or Desktop Client. Click to dial and control calls from your Web Client while using the desk phone or Desktop Client for communications.



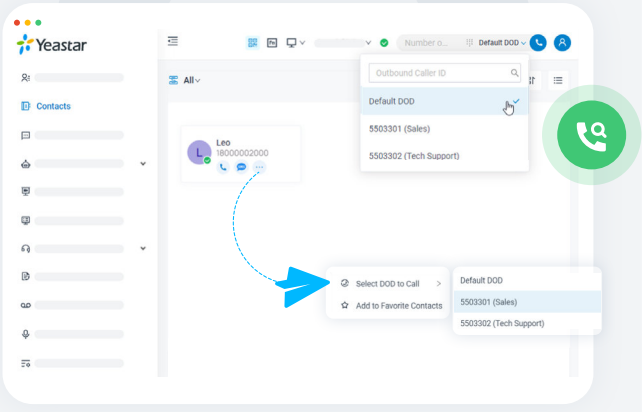
Voicemails & Recordings & Call Logs

In clear list view, check your call logs, voicemails, and call recordings. Listen to what was left and call back to your contact in one simple click.



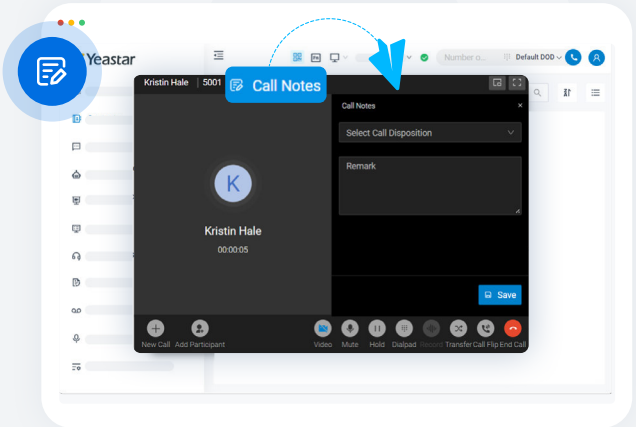
Selectable DOD

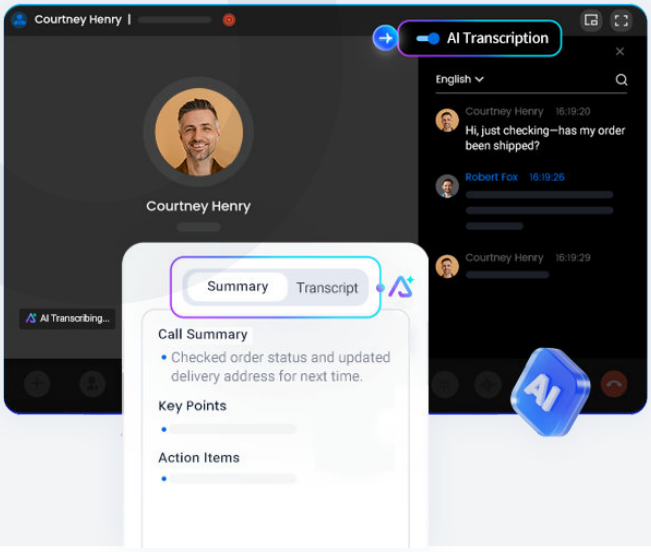
Select a specific Outbound Caller ID (DOD) to display when making outbound calls.



Call Note

Add call disposition tags and remarks to categorize calls and streamline follow-ups.

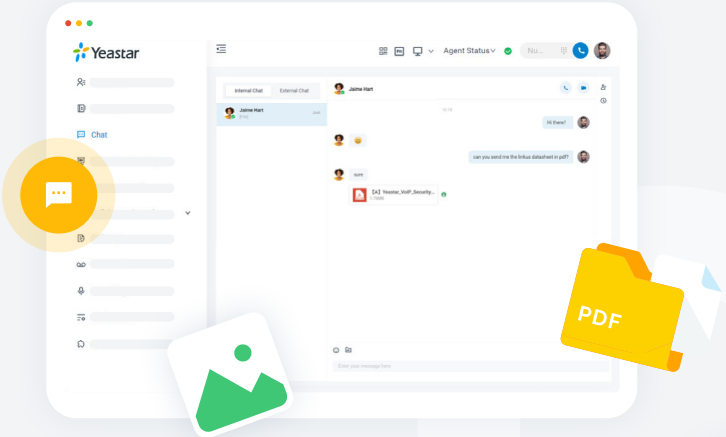




AI Call Transcription & Summary

- **Call Transcription:** Convert spoken words into readable text during calls in real time, ensuring you never miss a detail.
- **Call Summary:** Automatically generate a concise recap with key points and action items after calls, turning every call into actionable insights.

Internal & External Messaging

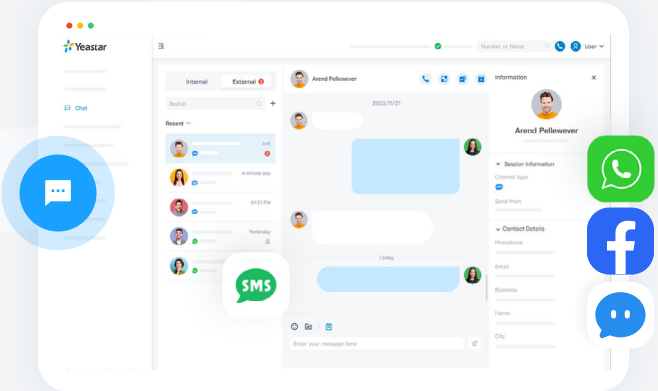


Internal Chat

Start a personal or group chat with colleagues and have an instant sharing of emojis, pictures, or any other types of files.

External Chat

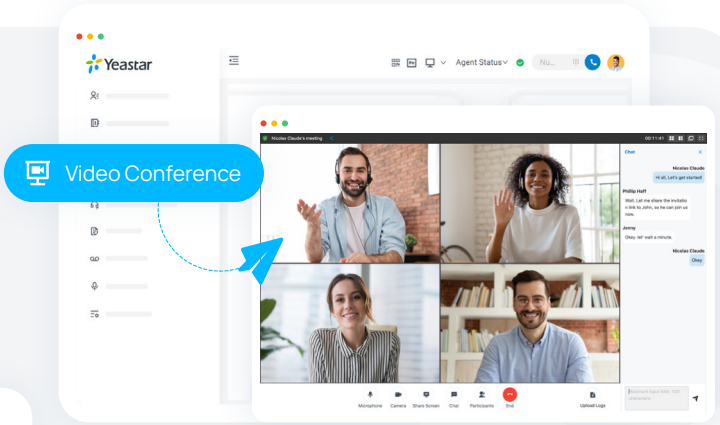
Receive and respond to your social media and SMS messages. All chats can be archived for further review.

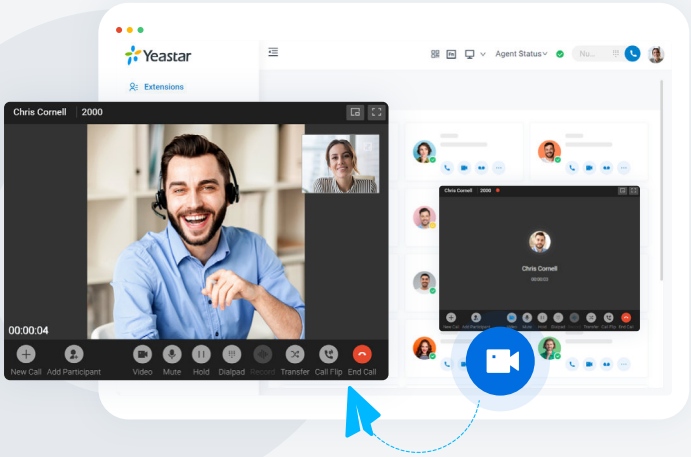


Video Communications

Video Conference

Start or schedule a web-based video conference in clicks. Participants can join the meeting via a unique meeting link.





Video Call

Initiate a 1:1 video call or switch an audio call to a video call for face-to-face communication.

Inbound Call Center Wallboard & Queue Panel

Wallboard

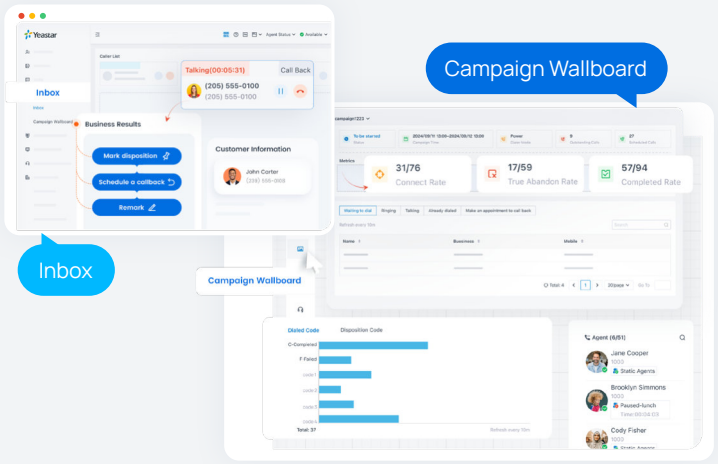
Gain full visibility into your call center with real-time wallboard metrics, queue performance insights, and agent status tracking - available in multiple intuitive views.

Queue Panel

Visualize your call queues. Drag and drop to distribute calls to individuals or groups & use call barge/monitor/ whisper to coach agents.



Outbound Campaign Wallboard & Inbox



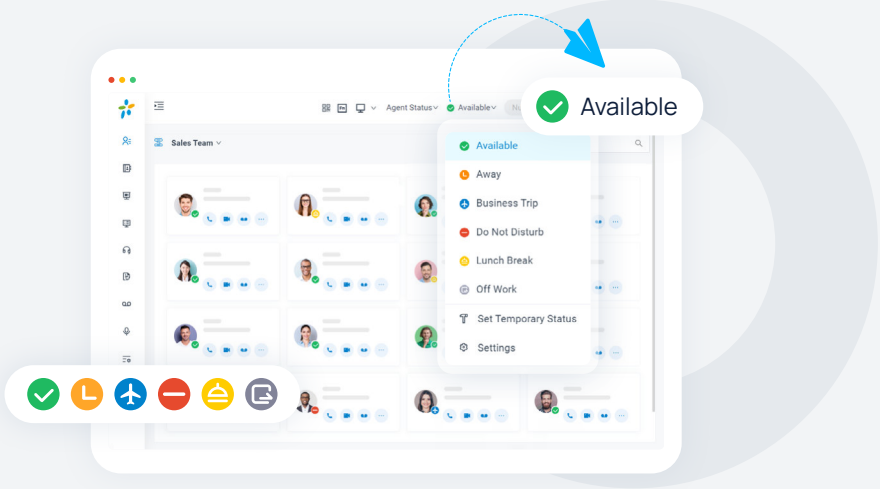
Campaign Wallboard

Live campaign insights with real-time campaign metrics, agent statuses, and visualized call outcomes at a glance.

Inbox

Empowers agents with a unified workspace for active call lists, customer details, and follow-ups.

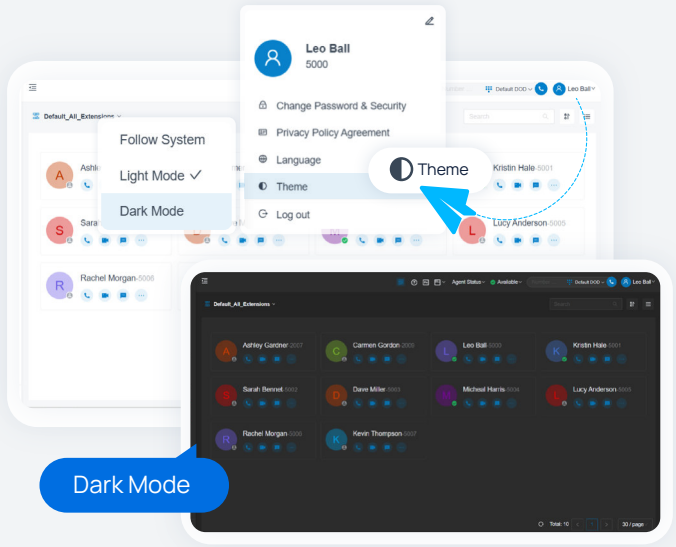
Customizable Presence



Select a presence to let your colleagues know if you are currently available.

Set up the presence auto-switch based on business hours and holidays to ease your work.

Adaptive Theme Mode



Seamlessly switch between light and dark modes for optimal viewing experience under all lighting conditions.

Integrations

Microsoft Teams Integration

Embed Linkus Web Client directly in Teams to place calls, look up contacts, check voicemails, and many more. All without a Teams calling license.

Microsoft Teams Integration Guide →

