

ENREACH CONTACT FOR WEB

USER DOCUMENTATION

As of: July 2025

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1 INTRODUCTION

The Enreach Contact for Web App allows you to make and receive Enreach Contact Desktop calls directly from your web browser without the need for additional software. It also gives you full access to your contacts, advanced call control, reachability management and queue management.



You need an Enreach Contact subscription to use the browser based application.

The following features are available:

- Starting and receiving calls
- Advanced call control (Transferring, holding and switching calls between devices)
- Full access to your contacts
- Viewing your colleague’s presence
- Editing your own presence
- Managing your reachability by setting call forwardings or REACH status override
- Logging in to or logging out from queues
- Voicemail transcription

Further Online Help

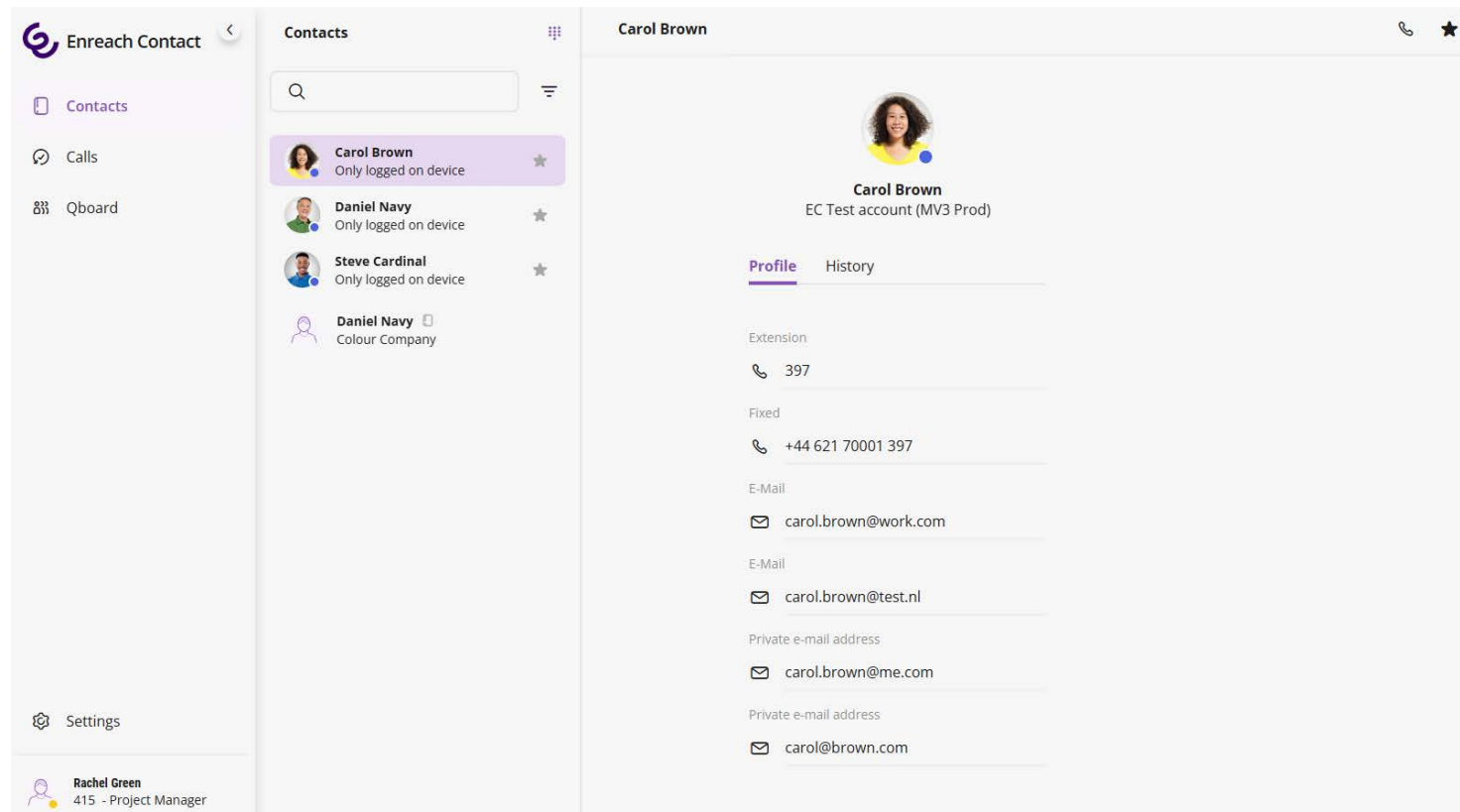
Online Help	URL
Enreach Contact Desktop	https://help.enreach.com/desktop/1.00/web/Enreach/en-US/
Enreach Contact Android	https://help.enreach.com/umc/1.00/Android/Enreach/en-US/
Enreach Contact iOS	https://help.enreach.com/umc/1.00/iOS/Enreach/en-US/

Online Help	URL
Enreach Contact Qboard	https://help.enreach.com/qboard/1.00/web/Enreach/en-US/


2 USER INTERFACE

The user interface of the browser-based application is designed to be clear and intuitive, giving you quick access to all essential communication features directly in your web browser.

- Manage your **Contacts** - search and view contact details
- View recent **Calls** - see your call history and quickly redial or return missed calls
- Use **Qboard** - monitor and manage queue activity (if included in your subscription)
- Adjust **Settings** - customize how calls are handled, integrate external services, manage your availability, and configure audio devices to suit your needs
- Access your **Profile** - adjust your presence status, choose devices for incoming and outgoing calls, set your REACH status (override), and change the interface language

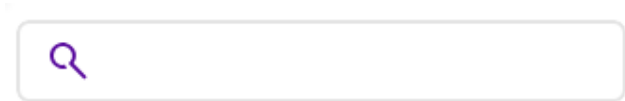


2.1 CONTACTS



Click on  **Contacts** to open your contact list. Here all your contacts with their current presence are displayed. You can view and set favourites. You can also start calls from the contact list, see

Search bar

In the search bar you can search for names and extension numbers.









Filtering

Click on  to display multiple options when filtering contacts. If a filter is active, the icon changes to .


Option	Explanation
Favourites	You can display all contacts that you marked as favourite.
Available	Shows all contacts that are available.
Colleagues	Shows your colleagues.
Company	Shows all contacts that are within your company.
Personal	Shows your personal contacts.
Microsoft	Shows all your Microsoft contacts.

Presence

The status of your contacts is indicated by a coloured dot on the profile picture. The following presence statuses are available:

Status	Symbol	Explanation
Automatic		Available This status signals to your contacts that you are logged on to a desk phone or that an Enreach Contact SIM card is linked to your user and you can therefore be reached on a mobile phone. You are not logged in to the Enreach Contact Desktop or mobile app.
		Online This status indicates that you are logged in to Enreach Contact Desktop and Enreach Contact Mobile.
		Offline This status indicates that you are not logged in to any device or client.
Away		This status indicates that you are currently unavailable.
Busy		This status indicates that you are currently busy, for example on a call or in a meeting.
Offline		With this option, your status is signalled as logged out on all devices and on Enreach Contact Mobile and Desktop.

2.2 CALLS

Click on  **Calls** to open the recent calls list. All your ingoing, outgoing and missed calls are displayed here. You can also start calls from the calls list, see *3 Enreach Contact for Web App options*, page 7.



Search bar

In the search bar you can search for names, extension numbers, queues and groups.



Filtering

You have multiple filter options in the recents list:

Option	Explanation
Queue	Activating this filter shows all your incoming, outgoing and missed queue calls.
Group	This filter shows all your incoming, outgoing and missed group calls.
	<p>By clicking on this option, the following additional filters appear:</p> <ul style="list-style-type: none">• Queue• Group• Outgoing• Incoming• Missed• Redirected• Voicemail <p>If a filter is active, the icon changes to .</p>

2.3 QBOARD

Enreach Contact Qboard is a dashboard that gives you an overview of your queues. The summary shows you in real time the performance and utilisation of departments, the availability of agents or overall statistics.

For further information please see https://help.enreach.com/qboard/1.00/web/Enreach/en-US/#page/help/Title_Copy.html

3 ENREACH CONTACT FOR WEB APP OPTIONS

You can make phone calls, set your forwardings and manage your queues and REACH settings from the Enreach Contact for Web App.

3.1 TELEPHONING



Make and receive calls directly in your browser without installing any additional software. You have several options for starting a call:

- From the **Calls** list
- From a contact's profile
- From the dialpad






Calls that are started via the Enreach Contact for Web App are carried out on the device that you set under *Device for outgoing calls*.

To start a call from a contact's profile

- 1 Click on  **Contacts**.
 - ✓ Your contact list appears.
- 2 Click on the contact you want to start the call with.
- 3 Click on  in the upper right corner.
 - ✓ The call is initiated and you can make the call on your selected device, see *Device for outgoing calls*, page 10.

To start a call from the dialpad.

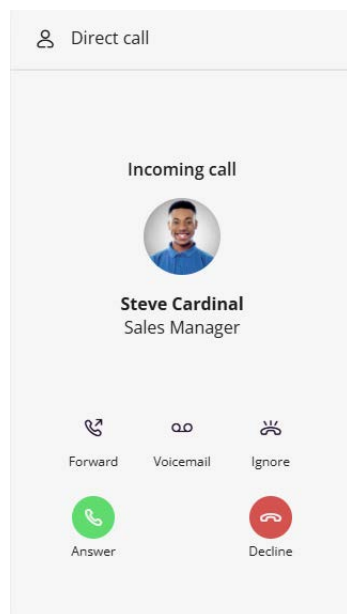
- 1 Click on  **Contacts** or  **Calls**.
- 2 Click on  .
 - ✓ The dialpad appears.
- 3 Type in the extension of the user or the external number you want to call.
 - ✓ The call is initiated.



3.1.1 OPTIONS DURING AN INCOMING CALL

When you receive an incoming call, you have several options. You can accept the call, forward it to another destination, such as a colleague or your voicemail, or reject it.

To forward an incoming call to another destination


You are receiving an incoming call.



- 1 Click on  and select the destination you want to forward the call to.
 - ✓ The call is forwarded directly.
 - or
 - ✓ Click on  to forward the call directly to your voicemail.

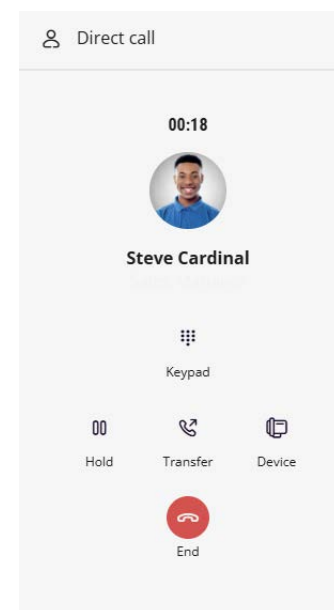
To ignore an incoming call

You are receiving an incoming call.


- 1 Click on .
 - ✓ The call control window disappears in the background. The caller hears the dialling tone until the timeout is reached.


3.1.2 OPTIONS DURING AN ACTIVE CALL

Once a call is established, you can open the keypad to enter DTMF digits, transfer the active call to another destination, put the call on hold, and perform a device switch to seamlessly transfer an active call to another device.





To transfer an active call to another contact without consultation (Blind transfer)

- 1 During an active call, click .
- 2 Click on **Blind transfer** to transfer the call without consultation.
 - ✓ A menu for contact selection appears.
- 3 Select a contact from the list. You can also search by typing in the search field.


- 4 Click on  to execute the transfer.
✓ The call is transferred directly to the selected contact.

To transfer an active call to another contact with consultation (Attended transfer)


- 1 During an active call, click .
- 2 Click on **Attended transfer** to start a consultation call.
✓ A menu for contact selection appears.
- 3 Select a contact from the list. You can also search by typing in the search field.
✓ The first subscriber is put on hold and you can call and consult with the other subscriber.
- 4 Click on  to execute the transfer.
✓ Both participants are connected.

To start a conference

You have at least two conversations, one "active" and one "on hold". This provides you with the option of creating a conference between these subscribers and yourself.


- 1 Click on .
- ✓ All subscribers are brought together in a conference.

To transfer an active call to one of your devices


- 1 During the call, click on .
- 2 Select the device to which you want to forward the call from the list displayed.
✓ The selected device rings.

- 3 Answer the call on the device.
✓ You can continue the call.



To put a call on hold

- 1 During an active call, click .
- ✓ The call will be put on hold and your conversation partner will hear music on hold.
- 2 Click this icon again to re-activate the held call.


3.2 VOICEMAIL

You can receive and listen to voicemails. This is indicated by  in the recents list.

To listen to a voicemail

- 1 Click on  **Calls**.
✓ The **Calls list** appears.
- 2 Click on the entry with the voicemail.
- 3 Click on .
- ✓ The voicemail is played.





Click on  to display the transcript of the voicemail.





You can slow down or speed up voicemail playback by tapping the 1.0x button. Available speeds: 0.5x, 1.0x, and 1.5x

To download a voicemail

- 1 Click on  **Calls**.
✓ The **Calls** list appears.
- 2 Click on the entry with the voicemail.
- 3 Click on .
✓ The voicemail is downloaded to your device.

To delete a voicemail

- 1 Click on  **Calls**.
✓ The **Calls** list appears.
- 2 Click on the entry with the voicemail.
- 3 Click on .
- 4 Click on **Yes, delete it**.
✓ The voicemail is deleted.

3.3 PROFILE OPTIONS




In your profile menu, you can adjust your availability and select which devices you want to use for incoming and outgoing calls.

The available options include:

- Presence – Set your availability (Automatic, Available, Busy, etc.).
- Devices – Choose which device to use for outgoing and incoming calls (mobile, desktop app, or fixed device).
- REACH status (override) – Manually override your current status.
- Language – Change the interface language.
- Log out – Sign out of the application.

Presence

You can overwrite your presence status. You have the following options:




-  Away
-  Busy
-  Offline

To overwrite your presence status

- 1 Click on your **profile picture** in the bottom left corner.
- 2 Under **Presence** select the status you want to set from the dropdown list.
✓ Your current presence status is overwritten with the selected status.

Device for outgoing calls

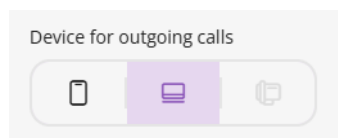
You can set on which device your calls should be carried out. You have the following options:

Icon	Explanation
	If you select this option, calls are made via Enreach Contact Mobile.
	If you select this option, calls are made via the softphone of the Enreach Contact Desktop Web App.
	If you have a deskphone installed and linked with Enreach Contact, you can select this option to make calls via your deskphone.

To select which device will be used for outgoing calls

- 1 Click on your **profile picture** in the bottom left corner.




- Click on the device which you want to use for your outgoing calls.



Symbol colour	Explanation
Purple	This device is selected.
Black	The device is available, but not selected.
Greyed out	The device is not available

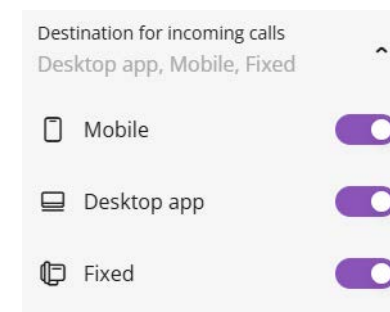
Destination for incoming calls

You can select on which device(s) incoming calls should be signalled.

Icon	Explanation
	Activate this option to have incoming calls signalled on your Enreach Contact Mobile application.
	Activate this option if you want incoming calls to be signalled on the Enreach Contact Desktop client.
	If you have a deskphone installed and linked with Enreach Contact, you can select this option to have incoming calls signalled on your deskphone.

To select which device will signal incoming calls

- Click on your **profile picture** in the bottom left corner.
- Click on the device on which you want to receive calls.



An incoming call can be signalled on several devices.

REACH status override

You can manually override your current REACH status to control how incoming calls are handled, regardless of your calendar or automatic status settings.

To manually change your REACH status

- Click on your **profile picture** in the bottom left corner.
- Open the dropdown menu under **REACH status** and select a REACH status.
 - ✓ Your current REACH status is overwritten with the selected status.

Change language

You can change the language of Enreach Contact for Web App.

To change the language of Enreach Contact


- Click on your **Profile Picture**.
- Select the desired language in the language field.
 - ✓ The language is changed directly.

Log out

Click [Log out](#) to safely sign out of the application and end your current session in the browser.

4 SETTINGS


In the Settings menu, you can customize how the application behaves, adjust audio and device preferences, manage integrations, and set your availability to match your daily workflow.

Click on  **Settings** to open the menu and adjust your call, audio, and account preferences.

Forwarding

Set up unconditional or conditional call forwarding to voicemail or another number or extension.


To manage your forwarding settings

- 1 Click on  **Settings**.
- 2 Click on **Forwarding**.
- 3 Activate **Enable call forwarding**.
- 4 Click on **Conditional** to set a conditional forwarding.
- 5 Select the time after which calls should be forwarded from the dropdown list.
or
- 6 Click on **Unconditional** to set an unconditional forwarding.
- 7 Select if you want to forward calls to your voicemail or to an extension/phone number.
- 8 If applicable, enter the respective extension or phone number.
- 9 Click on **Save**.
✓ Your forwarding settings are saved.

Integrations

Activate or deactivate Enreach Connect and sign in with Microsoft 365.

To manage your integration settings

- 1 Click on  **Settings**.
- 2 Click on **Integrations**.
- 3 Activate the integration you want to set up.
You can manage your REACH settings directly from the Microsoft Teams interface. You can
 - see your active status
 - override your active status and set an expiry date
 - set a status for when you are in Enreach Meetings

REACH

Override your current status or configure automatic status changes during meetings.

To manage your REACH settings

- 1 Click on  **Settings**.
- 2 Click on **REACH**.

Label	Explanation
Active status	Here you can see the status that is currently active for your user. Your REACH profile is managed by your administrator.
Override with	You can select a status which overrides your currently active status from the dropdown list.

Label	Explanation
Expiry time and date	Activate the checkbox and set the expiry time and date for the status override.
While in Enreach Meetings	Specify which status should be shown to your contacts while you are in Enreach Meetings.

- Click on **Save**.
 - ✓ Your settings are saved.



You can change your REACH status manually. See *REACH status override*, page 11.


Audio

Select your microphone, speaker, and ringtone devices and adjust their volume levels.

Queues

Log in or out of the queues you are assigned to.

To log in or out of your queues

- Click on  **Settings**.
- Click on **Queues**.
 - ✓ All queues in which you are a member, are displayed here. You can see how many queues you are logged into.
- Activate the slider next to the queues you want to log into.
 - ✓ You are logged into the respective queues.or
- Deactivate the slider next to the queues you want to log out of.
 - ✓ You are logged out of the respective queues.

About

View app version, browser and platform details, and access links to online help and release notes.