



PROP

PHP React Operator Panel

Real-time call visibility, queue and conference control, call history and reporting, zero-touch phone provisioning, and team communication — in one fast, browser-based console.

PRODUCT OVERVIEW & FEATURE GUIDE

Prepared by Mobile Techs IT Consulting

Authorized for Public Release

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What is PROP?

PROP (PHP React Operator Panel) is a self-hosted, browser-based operator panel for Asterisk-powered phone systems — a modern replacement for legacy tools like FOP2. It gives receptionists, support teams, and managers a single live view of every extension, queue, conference, trunk, and call in progress — with one-click call control, drag-and-drop transfer, built-in team chat, a full call-history and queue-reporting suite, and zero-touch desk-phone provisioning underneath it.

No desktop software to install, no per-seat licensing headaches, and no dedicated hardware beyond the phone system you already run — every extension card, queue, and conference updates in real time over a single WebSocket connection, every action is checked against a proper role-based permission model on the server, and every screen can be branded with your own logo and colour scheme.

WHO IT'S FOR

- Receptionists and front-desk staff who need to see and manage every extension at a glance
- Support and sales teams working call queues, who need live wait times and agent status
- Office managers monitoring call volume and staff availability without interrupting anyone
- IT administrators managing multiple sites, users, and PBX connections from one console

WHY TEAMS CHOOSE PROP

- No client software to deploy, patch, or troubleshoot
- Real-time by design — a WebSocket architecture, not a polling delay
- Built-in call history, missed-call follow-ups, and queue analytics — no separate reporting tools
- Proper security model — server-side permission checks, audit logging, session control
- Fully self-hosted — runs on your own infrastructure, with no data sent to a third party

IN PRACTICE Every screenshot in this document uses fictional demonstration data — sample names, extensions, and companies — so you can see exactly what a live deployment looks like without exposing any real information.

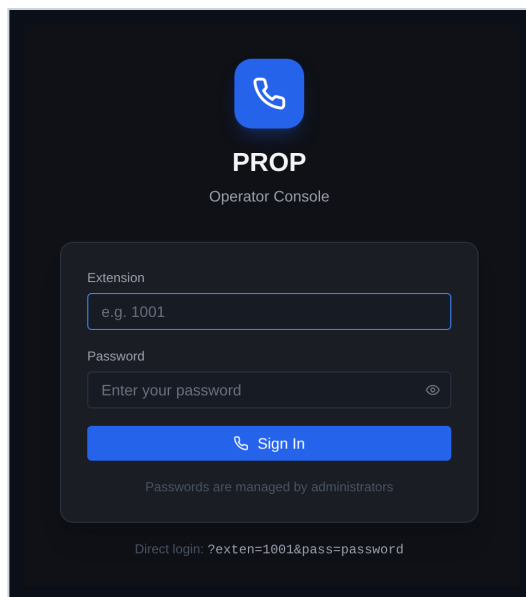
01 Clean, Branded Sign-In

Staff sign in with just their extension number and a system-generated password — no separate account system to provision or forget about. Administrators can drop in their own logo in a couple of clicks, applied instantly across the sign-in screen, browser tab, and toolbar.

KEY CAPABILITIES

- Custom branding — logo and application name, shown throughout the app
- URL-based direct login for kiosk and shared reception workstations
- Auto-generated strong passwords, issued and reset by administrators only
- Built-in login rate limiting, with every failure recorded to the audit log

IN PRACTICE A shared reception workstation is used across a morning and afternoon shift — each person simply signs in as themselves, with no device pairing or session handoff required.



The PROP sign-in screen with custom branding.

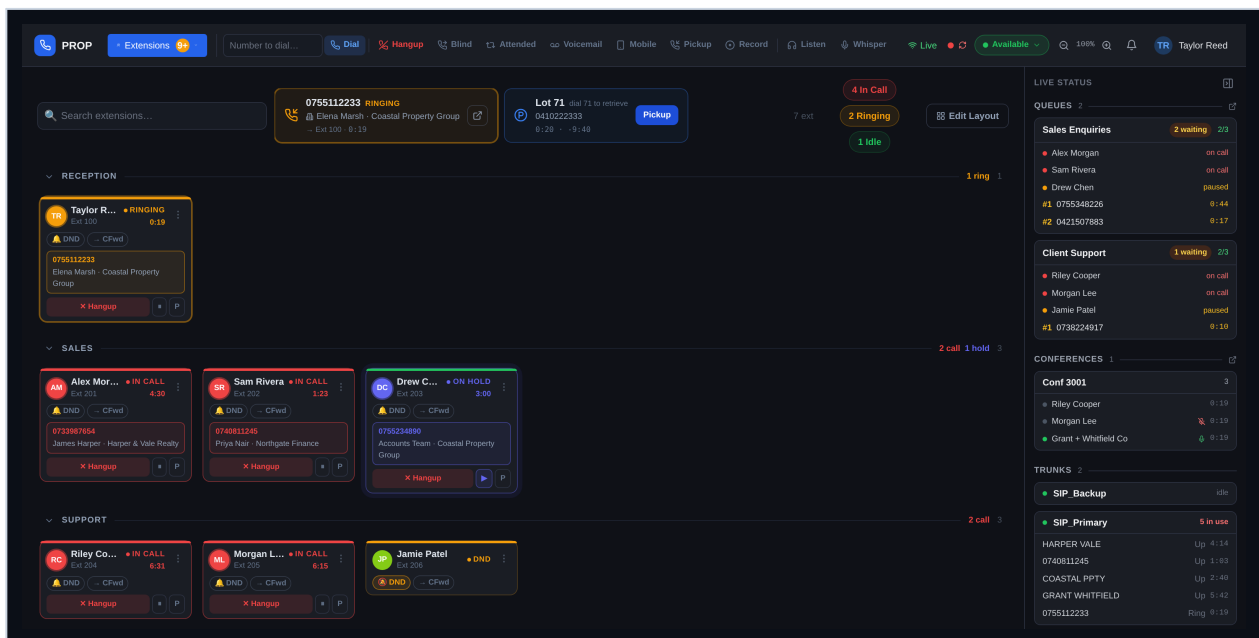
02 Live Extension Board (BLF)

A real-time, colour-coded grid of every extension in the organisation, grouped the way your team actually works. Status changes — ringing, connected, on hold, Do-Not-Disturb — appear instantly across every connected browser, with each card showing exactly who's calling, enriched with a name and company from the built-in address book for the entire call, not just while it's ringing.

KEY CAPABILITIES

- Transfer by drag-and-drop — drag a live call from one card and drop it on another
- Drag-and-drop layout, saved per user
- One-click hang up, hold/resume, park, and call-forwarding from the card
- Do-Not-Disturb toggle and live call-forward destination, visible to the team
- Caller-ID enrichment from the shared address book, shown for the whole call
- Search, zoom, and 16 built-in colour themes to suit any workspace

IN PRACTICE A caller asks for a colleague by name mid-call — the receptionist simply drags the call from their own card onto that person's card, and the transfer is done. No feature codes, no dial strings.



The screenshot displays the Live Extension Board (BLF) interface. At the top, there's a navigation bar with a search bar and various status indicators. Below this, the main area is divided into sections: RECEPTION, SALES, and SUPPORT. Each section contains a grid of extension cards. Each card shows the extension number, caller name, and status (e.g., RINGING, IN CALL, ON HOLD, DND). Quick actions like 'Hangup', 'Pickup', and 'Transfer' are visible on the cards. On the right side, there's a sidebar with 'LIVE STATUS' and 'QUEUES' sections, showing the status of various queues and the number of calls waiting. The interface is color-coded to represent different statuses.

The live extension board — statuses, caller info, and quick actions update in real time.

03 Live Status Sidebar

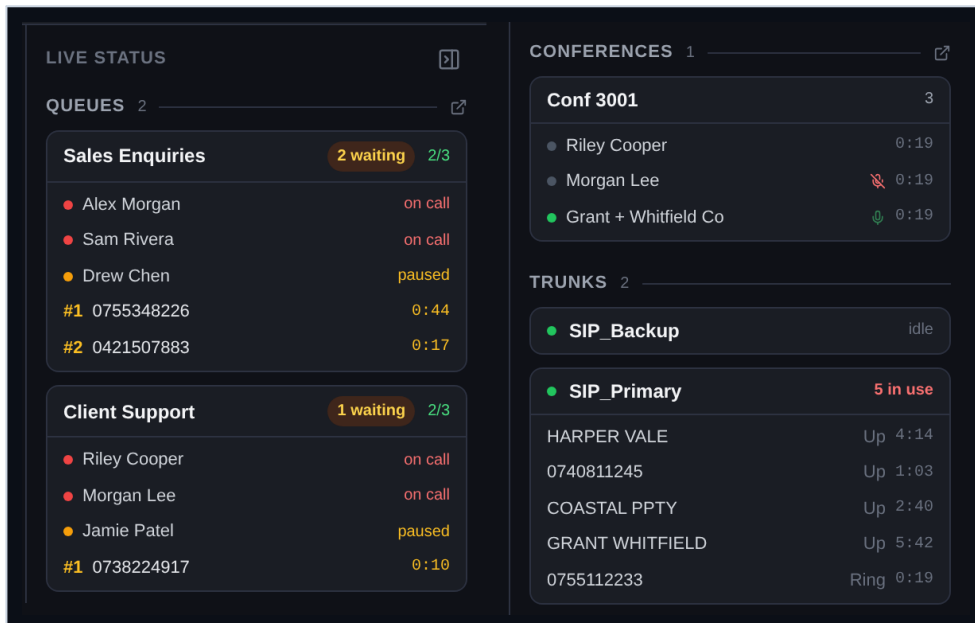
The extension board is only half the picture — a collapsible sidebar keeps queues, conferences, and trunk lines in view at the same time, so the person running the front desk never has to switch tabs to know what's happening across the whole phone system.

Each queue appears as a compact card showing every agent with a live status dot, and every waiting caller with a position and a running wait timer. Conferences list their participants with a live “who's talking” indicator, and each trunk shows its reachability and exactly how many lines are in use right now.

KEY CAPABILITIES

- Queues, conferences, and trunks beside the extension board — no tab switching
- Waiting callers with live wait timers, agents with live status dots
- Trunk health at a glance — detected automatically, reachable or down, idle or N lines in use
- One click jumps to the full Queues or Conferences panel
- Collapsible to a slim rail, with the choice remembered per user

IN PRACTICE While transferring calls on the extension board, the receptionist notices the Sales Enquiries queue creeping to three waiting callers in the sidebar — and pulls in another agent before anyone hangs up.



The screenshot displays the Live Status Sidebar interface, which is divided into three main sections: LIVE STATUS, CONFERENCES, and TRUNKS.

LIVE STATUS

- QUEUES 2**
 - Sales Enquiries** (2 waiting, 2/3)
 - Alex Morgan (on call)
 - Sam Rivera (on call)
 - Drew Chen (paused)
 - #1 0755348226 (0:44)
 - #2 0421507883 (0:17)
 - Client Support** (1 waiting, 2/3)
 - Riley Cooper (on call)
 - Morgan Lee (on call)
 - Jamie Patel (paused)
 - #1 0738224917 (0:10)
- CONFERENCES 1**
 - Conf 3001** (3)
 - Riley Cooper (0:19)
 - Morgan Lee (0:19)
 - Grant + Whitfield Co (0:19)
- TRUNKS 2**
 - SIP_Backup** (idle)
 - SIP_Primary** (5 in use)
 - HARPER VALE (Up 4:14)
 - 0740811245 (Up 1:03)
 - COASTAL PPTY (Up 2:40)
 - GRANT WHITFIELD (Up 5:42)
 - 0755112233 (Ring 0:19)

The live sidebar — queue cards with waiting callers, the running conference, and per-trunk line usage.

04 Personalisation and Themes

PROP ships with sixteen built-in colour themes — from deep dark palettes for a dim back office through to soft light themes for a bright reception desk — selectable in one click, with the choice remembered for next time. The same menu holds a zoom control and a one-click sound toggle, so every user can tune the console without affecting anyone else's session.

KEY CAPABILITIES

- 16 built-in themes, including dedicated light-mode palettes
- Per-user zoom level (60%–160%), remembered across sessions
- One-click sound on/off toggle for ringing and message alerts
- Desktop notification toggle — popups for calls and chats while the tab is in the background
- All preferences are personal — no administrator setup required



The theme picker, zoom control, and sound toggle, all in the user menu.

05 Queue Management

See every call queue at a glance: how many callers are waiting, how long each has waited, which agents are available, and how the team is tracking against its service-level target. Wait times escalate visually the moment a caller has waited longer than the target, so a team lead can spot a queue at risk from across the room.

KEY CAPABILITIES

- Live wait time per caller, colour-escalated past the service-level target
- Pause with a reason — Break, Lunch, Meeting, Training, Wrap-up — visible to the whole team
- Agent pause/resume and join/leave a queue, one click each
- Service-level percentage, completed, and abandoned-call counts always visible
- Friendly, admin-editable queue names
- Multiple simultaneous queues with independent ring strategies

IN PRACTICE The moment the longest-waiting caller crosses the 60-second target, their timer turns red — a clear signal to pull in another agent before the caller gives up.



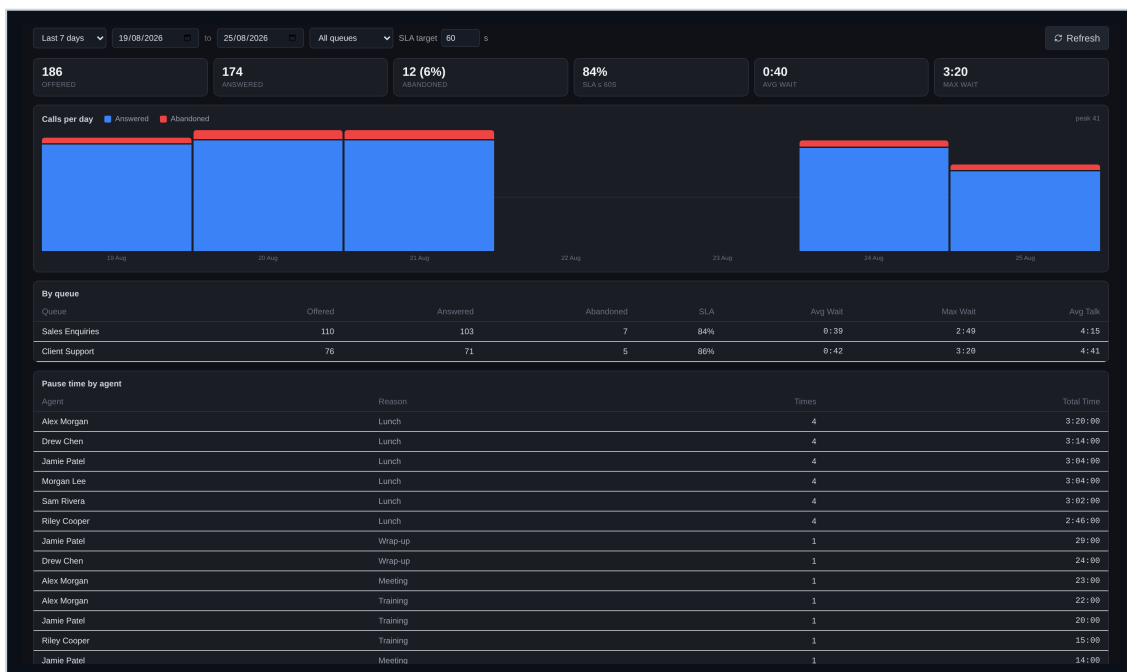
Two queues, showing waiting callers, agent status, and performance stats.

06 Queue Reporting & Analytics

PROP records every queue event as it happens — every call offered, answered, or abandoned, every wait, every talk time, every agent pause — and turns it into a management view that answers the questions managers actually ask: are we answering fast enough, where are callers giving up, and how is each agent tracking? History starts accumulating the moment PROP is deployed, with no PBX reconfiguration, and all of it stays on your own server.

KEY CAPABILITIES

- Answered vs abandoned per day — or per hour when reviewing a single day
- Service-level percentage against an adjustable answer-time target
- Per-agent workload: calls taken, average time-to-answer, average and total talk time
- Pause time by reason per agent — lunch, training, and wrap-up time made visible
- Restricted to administrators and designated managers



The Reports tab — headline tiles, answered vs abandoned per day, and per-queue and per-agent breakdowns.

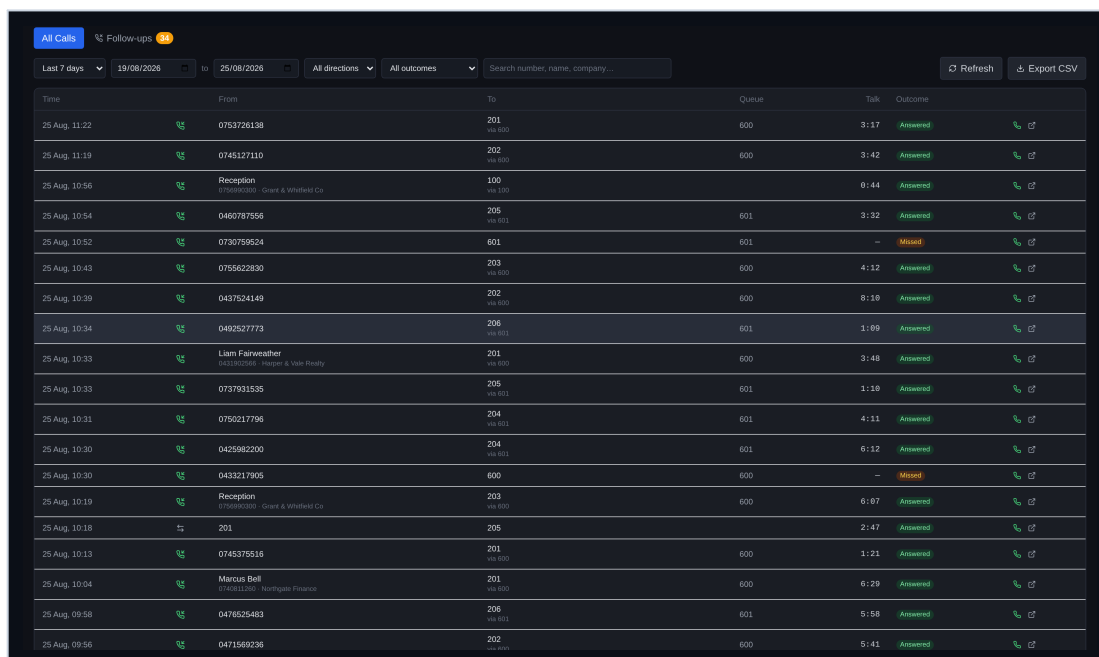
07 Call History & Missed-Call Follow-Ups

Every call — inbound, outbound, and internal — is logged with who called, who answered, how long they waited, how long they talked, and how it ended, enriched with names and companies from the address book. The History tab makes all of it searchable in seconds, with date presets, direction and outcome filters, one-click redial, and a CSV export for record-keeping.

The Follow-ups view turns missed calls into a work list: every unreturned inbound caller from the last fortnight, grouped by number with an attempt count. Call one back and the entry clears itself — for the whole team — the moment the callback is placed.

KEY CAPABILITIES

- Search across numbers, names, and companies; filter by direction, outcome, and date
- One-click call-back — your own phone rings first, then dials the caller
- Follow-up list clears automatically when anyone returns the call
- CSV export of any filtered view
- Staff see their own call history; managers see the whole organisation's



Time	From	To	Queue	Talk	Outcome
25 Aug. 11:22	0753726138	201	600	3:17	Answered
25 Aug. 11:19	0745127110	202	600	3:42	Answered
25 Aug. 10:56	Reception	100	600	0:44	Answered
25 Aug. 10:54	0460787556	205	601	3:32	Answered
25 Aug. 10:52	0730789524	601	601	—	Missed
25 Aug. 10:43	0755622830	203	600	4:12	Answered
25 Aug. 10:39	0437524149	202	600	8:19	Answered
25 Aug. 10:34	0492527773	206	601	1:09	Answered
25 Aug. 10:33	Liam Fairweather	201	600	3:48	Answered
25 Aug. 10:33	0737931535	205	601	1:19	Answered
25 Aug. 10:31	0750217796	204	601	4:11	Answered
25 Aug. 10:30	0425982200	204	601	6:12	Answered
25 Aug. 10:30	0433217905	600	600	—	Missed
25 Aug. 10:19	Reception	203	600	6:07	Answered
25 Aug. 10:18	201	205	600	2:47	Answered
25 Aug. 10:13	0745379516	201	600	1:21	Answered
25 Aug. 10:04	Marcus Bell	201	600	6:29	Answered
25 Aug. 09:58	0476525483	208	601	5:58	Answered
25 Aug. 09:56	0471589236	202	600	5:41	Answered

A morning's call history — directions, queues, talk times, and outcomes, searchable and exportable.

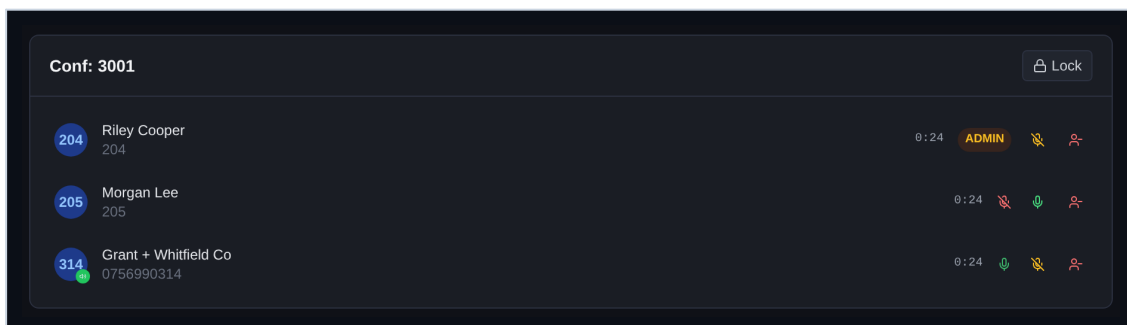
08 Conference Moderation

Full visibility and control over active conference bridges — see who has joined, who is speaking, and who has been muted, and moderate the call directly from the browser. Moderation actions are restricted to administrators and designated managers by the same role-based permission system used throughout the console.

KEY CAPABILITIES

- Live "who's talking" indicator, updated as participants speak
- Per-participant mute and unmute without joining the call yourself
- Remove a participant, or lock the conference to new joiners
- Moderation restricted to admins and designated managers, enforced server-side

IN PRACTICE The weekly stand-up is locked once everyone has joined, and a participant dialling in from a noisy site is muted by the moderator in one click — without interrupting the discussion.



A live conference bridge with moderation controls.

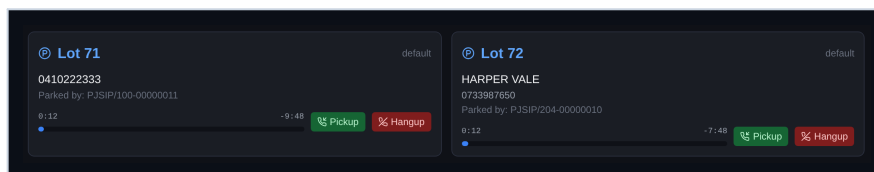
09 Call Parking

Park a call for a colleague anywhere in the building — PROP shows exactly who's parked, for how long, and offers a one-click Pickup button, with no slot number to remember. A live countdown to the parking timeout gives a clear visual cue as the deadline approaches.

KEY CAPABILITIES

- Live countdown to parking timeout, with an urgent warning as time runs low
- One-click pickup from any extension's browser
- Caller details shown alongside each parked call, address-book enriched
- Visible from every connected browser, so any available teammate can retrieve it

IN PRACTICE A caller for someone mid-meeting is parked on Lot 70 and a one-line chat message lets the colleague know — they pick it up from their own desk the moment they're free, from any floor of the building.



Two parked calls, each with caller details and a one-click Pickup button.

10 Active Call Monitoring

For managers who need a bird's-eye view, the Active Calls panel lists every call currently in progress across the whole system — who's talking to whom, for how long, and its current state. The same ownership safeguards that protect every other panel apply here too.

KEY CAPABILITIES

- Real-time duration and state (ringing / connected) for every active call
- Consistent card-based design shared with every other panel
- Ownership-aware hang-up control, with broader access for administrators
- Caller names enriched from the shared address book, same as everywhere else

IN PRACTICE Before pulling two agents into a training session, a manager glances at Active Calls to confirm neither is mid-conversation — no walking the floor, no interrupting.

654	HARPER VALE PJSIP/SIP_Primary-00000012	Up	4:41	
201	Alex Morgan PJSIP/201-00000013	Up	4:39	
202	Sam Rivera PJSIP/202-00000014	Up	1:32	
245	0740811245 PJSIP/SIP_Primary-00000015	Up	1:30	
203	Drew Chen PJSIP/203-00000016	Up	3:09	
890	COASTAL PPTY PJSIP/SIP_Primary-00000017	Up	3:07	
204	Riley Cooper PJSIP/204-00000018	Up	6:40	
205	Morgan Lee PJSIP/205-00000019	Up	6:24	
314	GRANT WHITFIELD PJSIP/SIP_Primary-0000001a	Up	6:09	
233	0755112233 → 100	Ring	0:28	
233	0755112233 → S	Ring	0:28	

Every active call in the system, updated live.

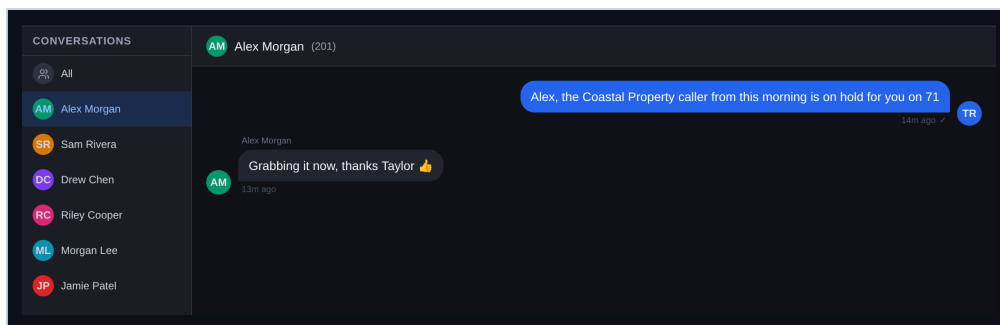
11 Built-In Team Chat

Coordinating a busy front desk usually means a second messaging app — PROP builds direct messages and a team-wide broadcast channel straight into the console staff already have open all day, with desktop notifications so a message never gets missed.

KEY CAPABILITIES

- One-to-one direct messages between any two users
- An all-team broadcast channel for announcements
- Desktop notifications and sound alerts for messages and incoming calls
- Emoji support and full, searchable message history

IN PRACTICE A call is put on hold for a colleague upstairs — rather than walking over, a one-line chat message reaches them as a desktop notification, even on a different tab.



Direct and team-wide messaging, built into the same console.

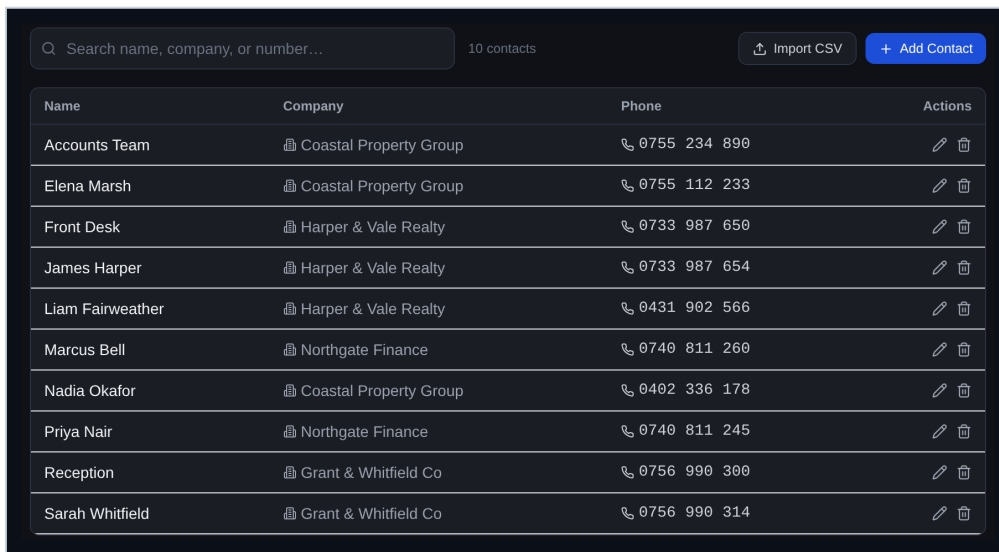
12 Address Book & CRM Screen-Pop

A shared, company-wide address book underpins the caller-ID enrichment seen throughout the console. Import an existing CSV export in seconds — PROP automatically detects common column layouts, including separate first/last name columns, multiple phone numbers, and email addresses.

PROP also connects the phones to the systems your team already lives in: point it at your CRM or practice-management search page once, and an “open in CRM” button appears on every inbound call and every history entry — one click, and the caller’s record is on screen.

KEY CAPABILITIES

- Bulk CSV import with automatic column detection
- Fast search across name, company, phone, and email
- Matches an inbound call against either of a contact’s phone numbers
- CRM screen-pop — one click opens the caller in your CRM or practice-management system
- Any signed-in user can add a contact; bulk edits are administrator-only



Name	Company	Phone	Actions
Accounts Team	Coastal Property Group	0755 234 890	 
Elena Marsh	Coastal Property Group	0755 112 233	 
Front Desk	Harper & Vale Realty	0733 987 650	 
James Harper	Harper & Vale Realty	0733 987 654	 
Liam Fairweather	Harper & Vale Realty	0431 902 566	 
Marcus Bell	Northgate Finance	0740 811 260	 
Nadia Okafor	Coastal Property Group	0402 336 178	 
Priya Nair	Northgate Finance	0740 811 245	 
Reception	Grant & Whitfield Co	0756 990 300	 
Sarah Whitfield	Grant & Whitfield Co	0756 990 314	 

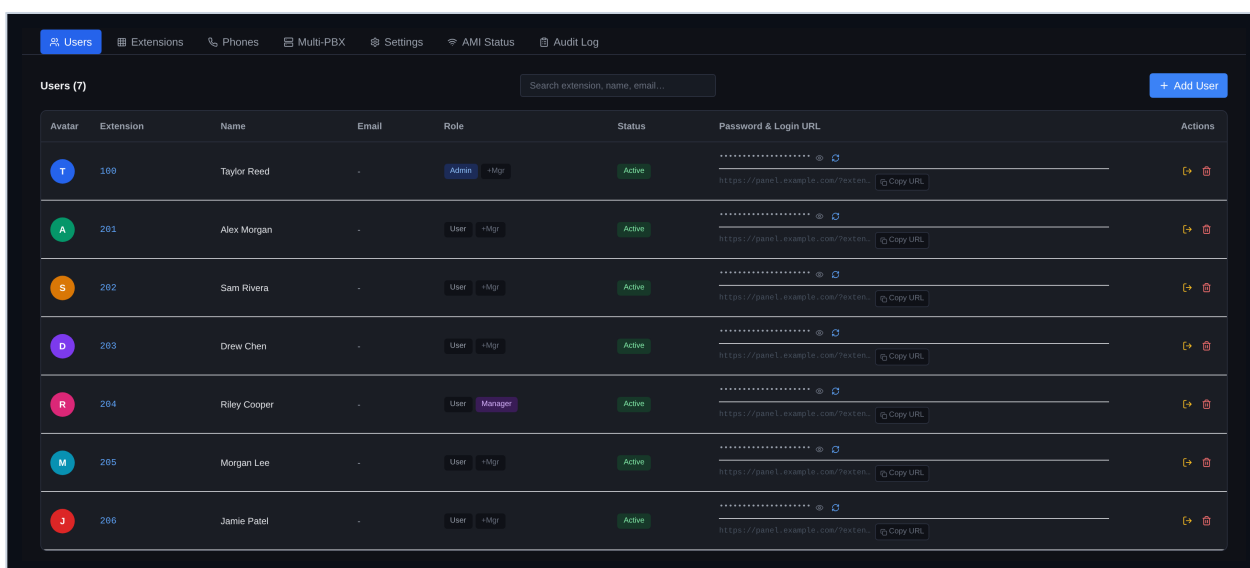
The shared address book, searchable and open for every user to contribute to.

13 Administration & User Management

Everything an administrator needs day-to-day — user accounts, extension groups, PBX connection settings, and a full audit trail — in one place, without ever opening a configuration file. Security-sensitive actions like revoking a session are one click away, not a command line away.

KEY CAPABILITIES

- One-click password regeneration and instant session revocation
- Role management and account activation controls
- Ready-to-share direct login links generated per user
- Extension names and panel groups editable in place — changes appear on every open panel instantly
- Full audit log of administrative actions
- Multi-site support for organisations managing more than one PBX connection



Avatar	Extension	Name	Email	Role	Status	Password & Login URL	Actions
	198	Taylor Reed	-	Admin +Mgr	Active	 https://panel.example.com/extension/198	
	281	Alex Morgan	-	User +Mgr	Active	 https://panel.example.com/extension/281	
	282	Sam Rivera	-	User +Mgr	Active	 https://panel.example.com/extension/282	
	283	Drew Chen	-	User +Mgr	Active	 https://panel.example.com/extension/283	
	284	Riley Cooper	-	User Manager	Active	 https://panel.example.com/extension/284	
	285	Morgan Lee	-	User +Mgr	Active	 https://panel.example.com/extension/285	
	286	Jamie Patel	-	User +Mgr	Active	 https://panel.example.com/extension/286	

User management — roles, status, credentials, and session control.

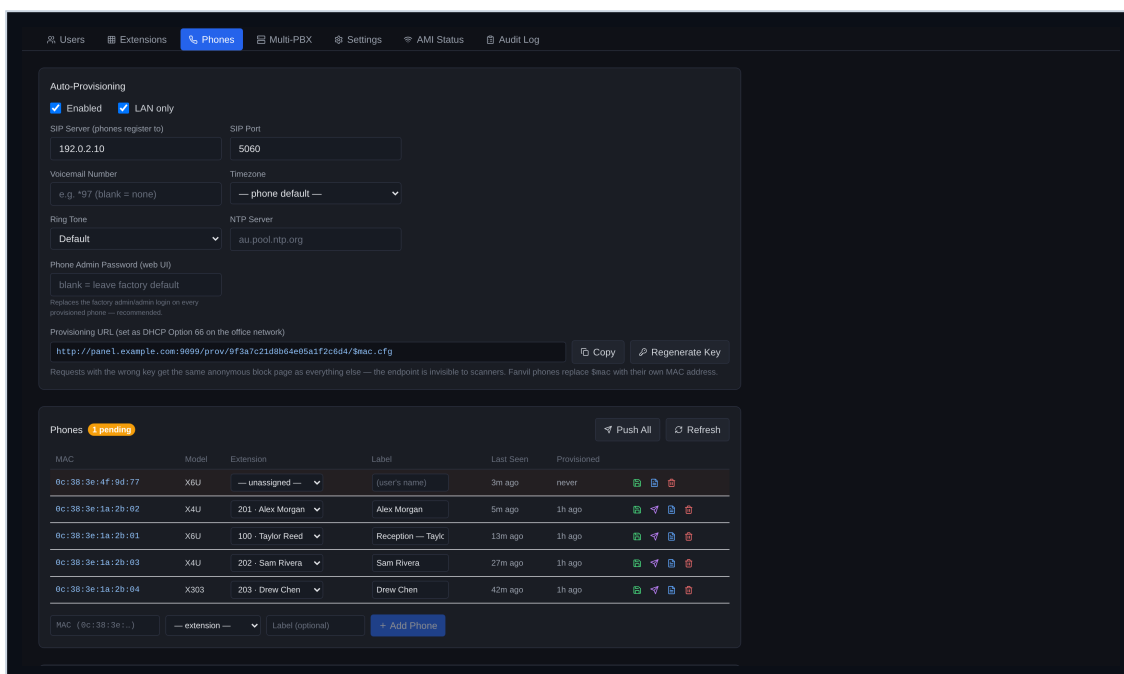
14 Zero-Touch Phone Provisioning

PROP configures your desk phones for you. Point the office network at PROP's provisioning URL once (a single DHCP option), and a factory-reset Fanvil handset boots straight into a fully working extension — SIP registration, a sidecar of busy-lamp keys for the whole team, even the company wallpaper — without anyone touching the phone's menus.

KEY CAPABILITIES

- Zero-touch: a brand-new phone appears as a pending device for one-click adoption
- Automatic busy-lamp (BLF) keys for every active user, kept current as staff change
- Editable config template with placeholders, plus per-model wallpaper upload
- Push updated settings to one phone — or every phone — straight from the browser
- SIP credentials encrypted at rest; every reveal is audit-logged
- Provisioning endpoint hides behind a secret key and is invisible to network scanners

IN PRACTICE A new starter's phone is plugged in at an empty desk. It shows up in Admin as a pending device; the administrator clicks adopt, picks the extension, and a minute later the phone is registered with the whole team on its side keys.



The screenshot shows the 'Phones' section of the Admin interface. The top navigation bar includes 'Users', 'Extensions', 'Phones', 'Multi-PBX', 'Settings', 'AMI Status', and 'Audit Log'. The 'Auto-Provisioning' section is active, showing settings for 'Enabled' (checked), 'LAN only' (checked), 'SIP Server (phones register to)' (192.0.2.10), 'SIP Port' (5060), 'Voicemail Number' (e.g. *97), 'Timezone' (phone default), 'Ring Tone' (Default), 'NTP Server' (au.pool.ntp.org), and 'Phone Admin Password (web UI)' (blank). A provisioning URL is displayed: `http://panel.example.com:9099/prov/9f3a7c21d8b64e85a1f2c6d4/$mac.cfg`. Below this is a table of phones with columns: MAC, Model, Extension, Label, Last Seen, and Provisioned. The table shows four phones: one pending (X6U, unassigned), and three adopted (X4U, X6U, X303). The bottom of the interface has a form to add a new phone with fields for MAC, Extension, and Label, and an 'Add Phone' button.

Admin — Phones: provisioning settings, adopted handsets, and a new phone awaiting one-click adoption.

Built for Reliability and Security

PROP is designed to run as a serious, always-on piece of business infrastructure — not a hobby project bolted onto a phone system as an afterthought. The following principles are applied throughout the platform:

- Runs as a dedicated, unprivileged system service — not as root
- Role-based access control enforced on every action, on the server, not just hidden in the interface
- Session revocation — an administrator can end any active session instantly
- Full audit logging of sensitive administrative actions
- Automatic reconnection to the phone system, with live connection status always visible
- Self-hosted — your call data and staff information never leave your own infrastructure

A STRAIGHTFORWARD DEPLOYMENT

PROP is deployed alongside your existing Asterisk phone system and connects to it over the standard Asterisk Manager Interface — no need to modify your dial plan or migrate existing extensions and trunks. A guided, browser-based installer takes a fresh Linux server to a running deployment, and most sites are live — staff logged in and seeing real call data — within a single business day.

PROP — see every call, every extension, every queue. All in real time.