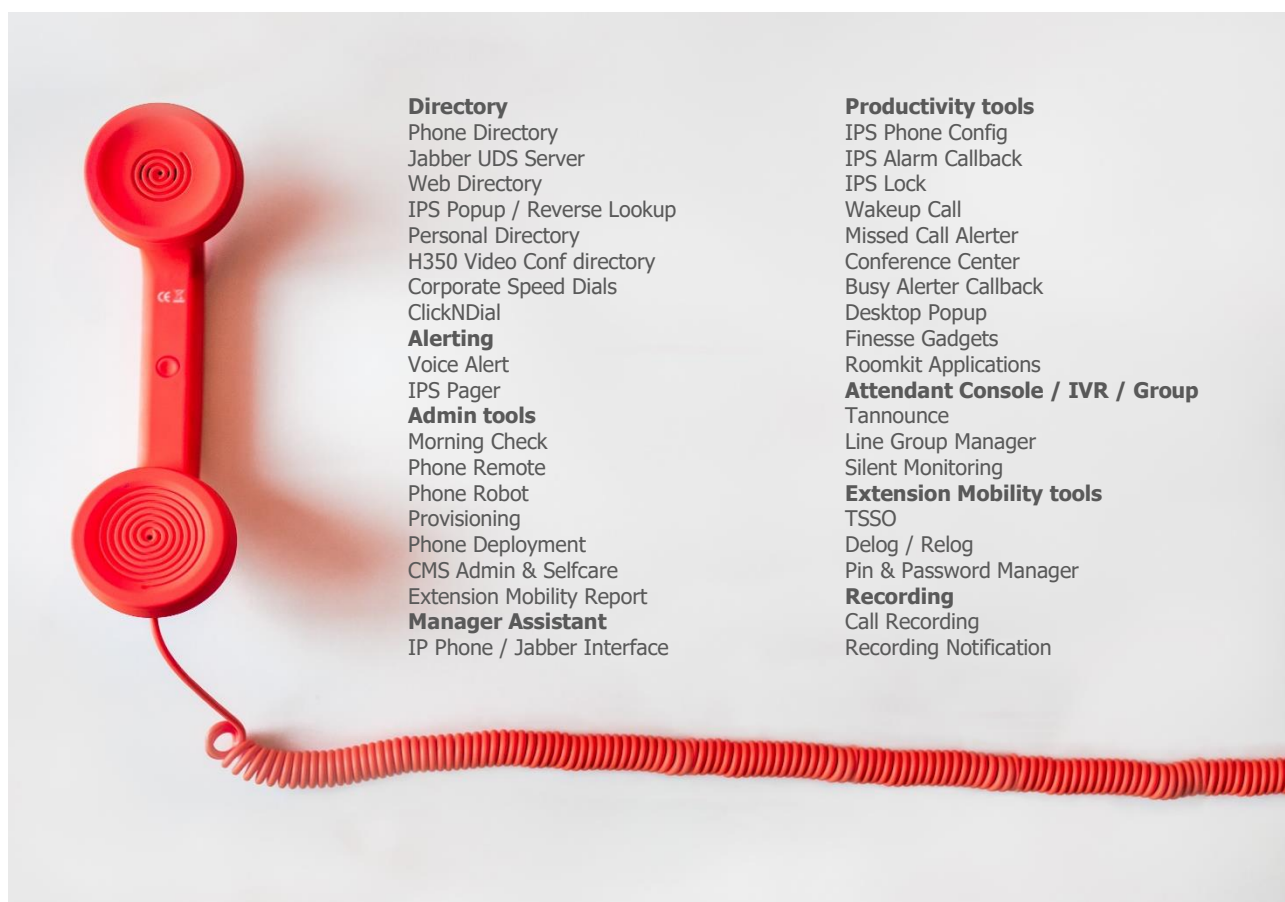


Product Datasheet

Attendant Console



Directory

Phone Directory
Jabber UDS Server
Web Directory
IPS Popup / Reverse Lookup
Personal Directory
H350 Video Conf directory
Corporate Speed Dials
ClickNDial

Alerting

Voice Alert
IPS Pager

Admin tools

Morning Check
Phone Remote
Phone Robot
Provisioning
Phone Deployment
CMS Admin & Selfcare
Extension Mobility Report

Manager Assistant

IP Phone / Jabber Interface

Productivity tools

IPS Phone Config
IPS Alarm Callback
IPS Lock
Wakeup Call
Missed Call Alerter
Conference Center
Busy Alerter Callback
Desktop Popup
Finesse Gadgets
Roomkit Applications

Attendant Console / IVR / Group

Tannounce
Line Group Manager
Silent Monitoring

Extension Mobility tools

TSSO
Delog / Relog
Pin & Password Manager

Recording

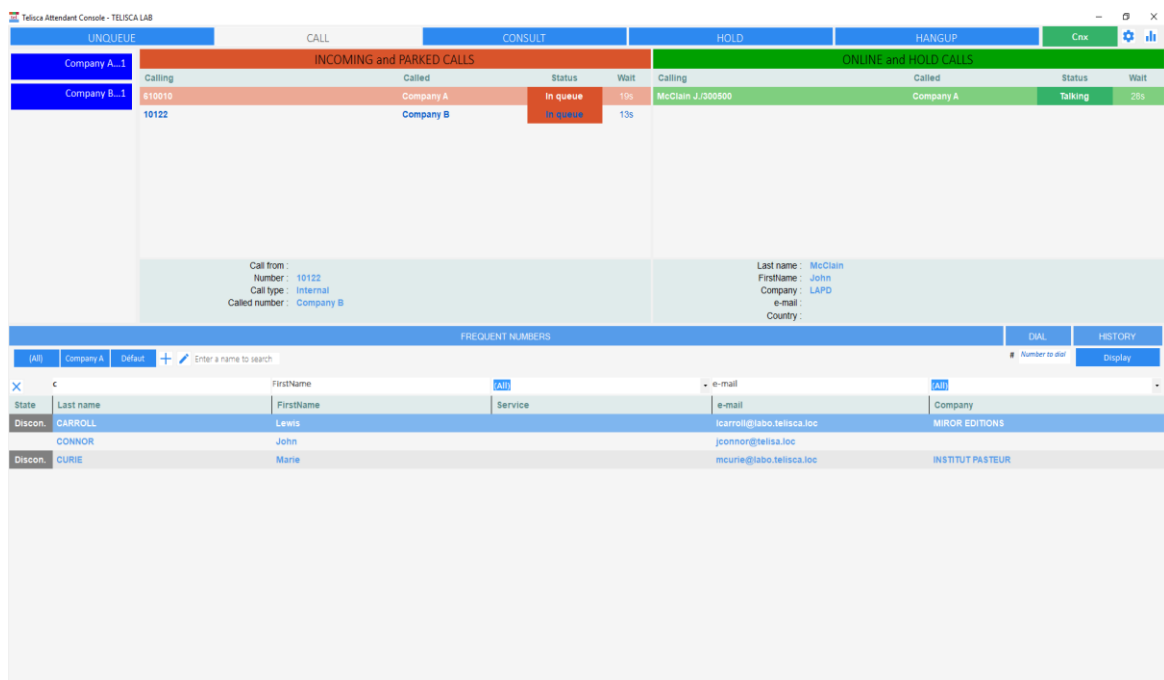
Call Recording
Recording Notification

1 Telisca Attendant Console Description

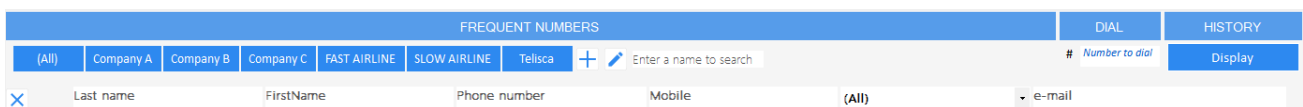
1.1 Overview

telisca Attendant Console is a PC application enabling the simple and efficient handling of incoming calls for switchboards.

- Simple to use, with a clear and modern interface
- Powerful features (multi-tenant)
- Strong directory solution
- CUCM, Jabber & Skype presence integration
- Audio server and call statistics options
- Shared server and configuration with all telisca applications
- Affordable



1.2 Directory Solution



The directory functionality is based on IPS Global Directory allowing the import of contacts from Active Directory, LDAP, CUCM, Google Directory, databases, text, excel files... Search and display fields are configurable. Several telephone numbers and an email address may be used.

Incoming calls: Attendant Console permits searching in an internal directory and an external directory for reverse lookup – to display a label or contact info for each call. In a multi-company configuration, different internal and external directories may be defined for each company.



Call handling: For calling or transferring a call, the corporate directory can be searched by any defined column, including dropdown lists. Different search, results columns per directory. Contact details may be displayed, as well as other contacts in the same office/department.

FREQUENT NUMBERS				DIAL	HISTORY
(All)	Company A	Company B	Company C	FAST AIRLINE	# Number to dial
Menand	Richard			104012	
MONEYPENNY	Eve				
NEWTON	Isaac				
PARKER	Alan				
PATTON	Mike			104012	
Pierre	Jean				
Discon.	PRADELL	vincent		304002	+33788009301
	RIPLEY	Ellen		112100	
	RIPPER	Jack		304003	
	ROLLET	Christian		18607	0612345678
	ROLLET	Christian			
	SMITH	Sophie			

Frequent Numbers: Each user may also define speed numbers organized by directory and imported from a text file, Excel, or internal directory.

1.3 Call Handling

Attendant Console may handle calls with multiple dialed numbers or TAnnounce queues. A label indicates the number called.

INCOMING and PARKED CALLS			
Calling	Called	Status	Wait
15008/Accounting	15039	Ringin	13s
15035/HelpDesk	15040	Ringin	10s
15999	15040	Ringin	8s
Nom : GRANET Société : DELTA Prénom : Raschelle Mobile : 0601850322			

Via Attendant Console, it is possible to join/open/close one of the call queues managed by TAnnounce. The calls are displayed by order of priority corresponding to the call queue, in decreasing priority: Reversion on incomplete transfer, VIP, external call, internal call.

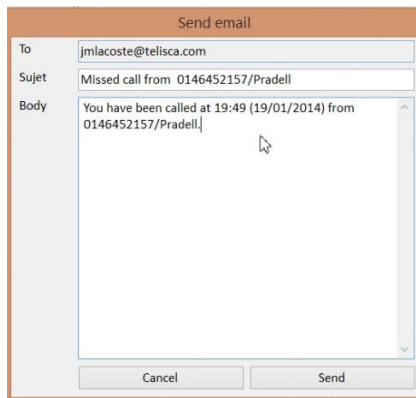
Depending upon the chosen call distribution mode, Attendant Console permits visualization of all calls waiting in the queue or only those which have not been distributed, and permits direct selection in a queue if an identified caller is identified as priority.

Forward	CARROLL	Lewis	Consult DN 304011	telisca.loc
Busy	CONNOR	John	Consult Other +33111304011	a.loc
Discon.	CURIE	Marie	Transfer DN 304011	telisca.loc
Avail.	McClain	John	Transfer Other +33111304011	
			Send email	
			Show details	

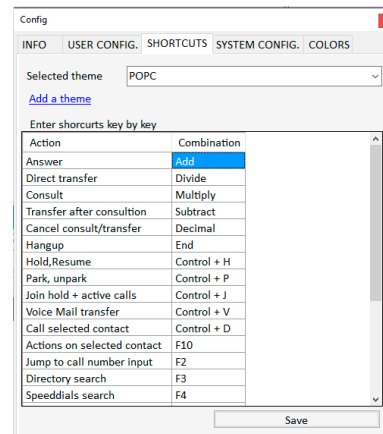
Attendant Console permits visualization of:

- Telephony presence,
- Forward info,
- Disconnected line,
- MS Exchange agenda,
- Jabber's presence
- Skype for Business presence

Attendant Console also permits, if the contact is not available, to redirect the caller to voicemail or to send a pre-filled email or Jabber Instant Messaging to the selected contact.



Send pre-defined email from console.



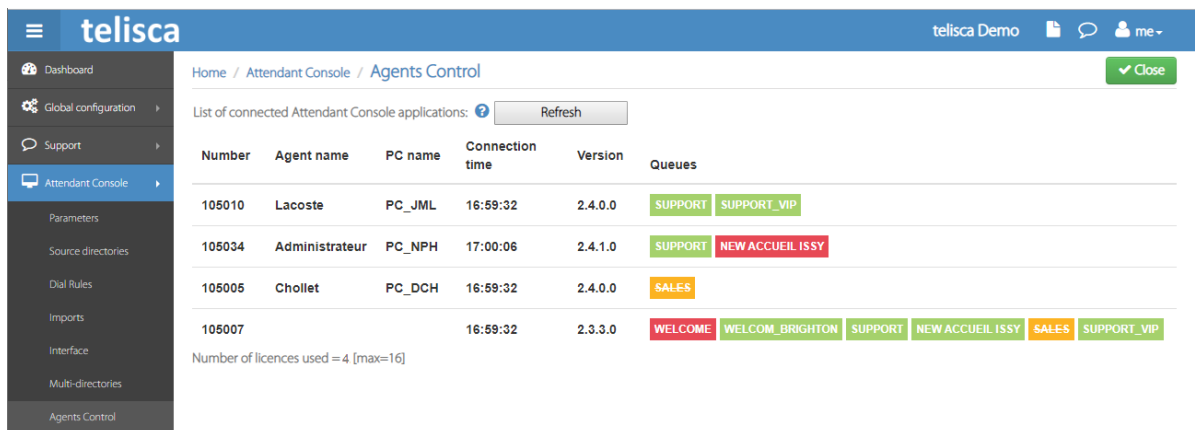
All actions can be handled using only keyboard for advanced users.

1.4 Administration & exploitation

The administration is used to define :

- Global and system parameters,
- Source directories,
- Directory Numbers treatments,
- Directory search/result user interface,
- Agents' definition,
- Attendant Console client updates.

The administrator can also control the agents real time status.



1.5 IVR Optional module TAnnounce

Optionally, the option TAnnounce offers the features of interactive voice response (IVR). Attendant Console can play a welcome message (before pickup) or a dissuasion message on no answer, busy and out of hours. Application usage statistics reports are accessible from the administration and can be sent by email.

It permits the distribution of calls, routing according to the calling number (or its country prefix), navigation by DTMF. Application usage statistics reports are accessible from the administration and can be sent by email.

1.6 Detailed features

Telisca Attendant Console is a powerful application offering the following features:

FEATURES telisca Attendant Console
Multiple called number support (for multiple companies)
Subscribe/unsubscribe to call queues
Visualize incoming call information: number/name, called number, waiting time
Visualize caller's contact popup (using external reverse directory)
Calling number reverse lookup by company (for multiple companies)
VIP call notification (with IPS Manager Assistant integration or list of VIPs)
Call priority: by queue, reversion, VIP, external, internal
Selection of a call in the call queue
Multiple lines support
Put a call on hold and retrieve it
Park a call and share calls with an Attendant Console group (multi-agent)
Visualize calls waiting, parked with call waiting time
Notification on call waiting time threshold
Search a contact in the company directory (name auto-complete, departments)
Search a contact on eight configurable fields
Display detail contact form with photo
Edit contact's memo field
Show all contacts in the same office, department, site, ...
Multiple company directories (for multi-company configurations)
Different search and result columns per company directories
Personal speed dials numbers, sorted by category
Load personal speed dials number from text, Excel, XML file, corp. directory
Update personal speed dials from Attendant Console
Visualize the telephone status of the contact: available, on a call, ringing, disconnected, transferred
Visualize Exchange presence: meeting, vacation,
Visualize Skype for Business presence
Supports multiple number per contact
Consult call to any selected contact
Swap between consult call and incoming call
Conference consult call and incoming call
Redirect consultation to another contact
Monitored direct transfer (reversion on no answer)
Transfer to destination's voicemail
Start / stop selective recording (with telisca Recording module)
Send a preformatted email to the contact (absent) from Attendant Console or mail client
User interface: per buttons, double click, drag and drop, drop down list, keyboard
Full control possible from Keyboard's shortcuts
Configure keyboard shortcuts for call handling at the keyboard
Display the history of calls missed, received, made, transferred and callbacks
User customizable interface (default actions, categories, departments)
Select ready-made color themes
Compatible with ZoomText application (for visually impaired agent)
Compatible braille display/keyboard from United Vision

With the Optional TAnnounce module (IVR):

Features list with the optional TAnnounce module
Hold pre-answer audio message (while ringing on Attendant Console or hunt pilot)
Hold calls in queue, displayed on Attendant Console from which agent may pickup a call
Call distribution to agents: by priority, by rotation, the more available.
Audio message loaded or generated by Text to Speech
Audio library to be used in scripts
IVR branching by DTMF
Routing on white/black list
Routing on calling number country code (multi-language)
Send notification by email to supervisor (for ex: on abandon)
Redirect calls on no answer, busy, estimated waiting time, or offices closed
Message stating estimated waiting time
Two open-hours ranges by day, different according to the days of the week
Bank holidays list
Support different time zone per entity
Open/close queue from IP Phone XML interface
Open/close queue from Attendant Console
Dissuasion message during closed hours
Specific message for a date defined in advance

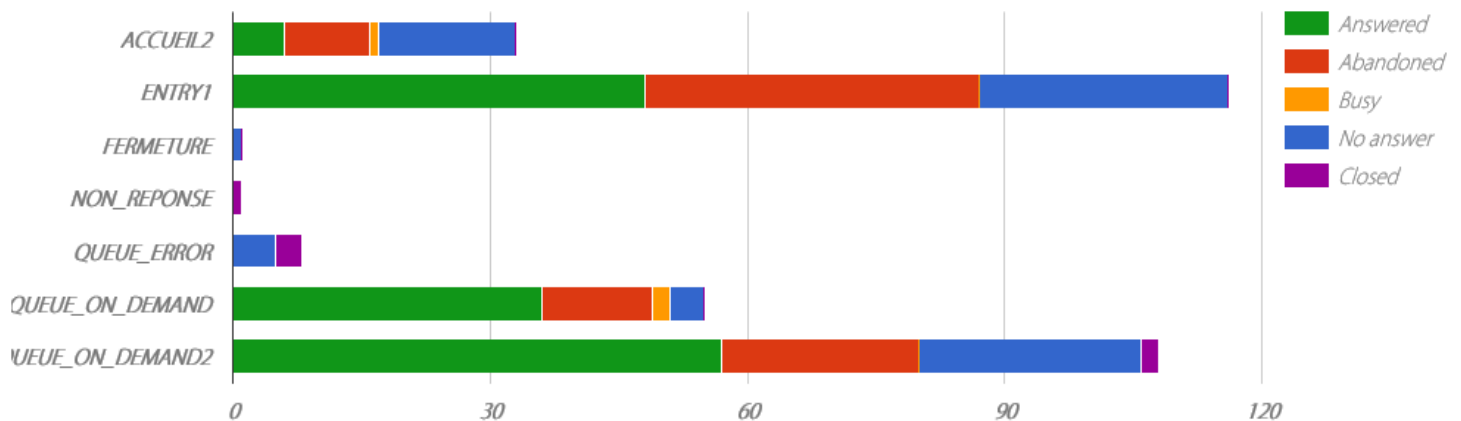
With the Optional statistics module (based on TAnnounce)

Statistics can be viewed from a Web interface or received by email on a daily, weekly or monthly basis.

Statistics between 3/1/2019 and 3/31/2019 (nb records=9)

- Grid
- Queue statistics
- Total statistics
- Wait time statistics
- Comm. duration statistics

Queue statistics



Features list with the optional TAnnounce Statistics Module

Global statistics per queue or DID numbers
Statistics by call queue
Statistics by agent
Call details
Number of calls received
Number of calls answered
Number of calls transferred
Number of calls dialed
Number of calls abandoned
Number of calls redirected on busy
Number of calls redirected on no answer
Number of calls redirected closed schedule
Percentage of answered calls
Average waiting time before abandoned calls
Average waiting time before answered calls
Average call time
Statistics period : today, yesterday, this week, previous week, this month, previous month, this quarter, previous quarter, this year, previous year, date range
Statistics grouped by: hour, day of week, day of month, week, month, quarter, year
Display call statistics via Web interface
Send statistics by email: daily, weekly, monthly (CSV and Excel format)
Different time zone associated to entities

2 Technical architecture & prerequisites

2.1 Technical Architecture

Telisca Attendant Console is available in 3 configurations:

- Attendant Console
- Attendant Console + TAnnounce option
- Attendant Console + TAnnounce option + Statistics option

The server communicates with the CTI Manager of the CUCM cluster. It manages telephony control and presence. It is not necessary to use the CUP server.

The server version integrates the IPS Global Directory engine which permits access to a large number of directory formats (AD, LDAP, CUCM, any database, flat files, ...)

Optionally, a standby server may be installed for fault tolerance with the Hot Standby module.

telisca Attendant Console is available in English, French, German, Spanish and Dutch.

2.2 Prerequisites

Supported Cisco CUCM:

- CUCM version 10.5, 11.5, 12, 12.5, BE 6000, BE 7000

Available on private cloud company.telisca.cloud

On premise installation:

Windows servers supported:

- Windows Server 2012 or 2012 R2 Update 1 Essentials
 - Windows Server 2012 or 2012 R2 Update 1 Standard
 - Windows Server 2016 Essentials
 - Windows Server 2016 Standard
 - Windows Server 2019 Essentials
 - Windows Server 2019 Standard
-
- Minimum configuration: 1 vCPU, 4GB RAM, 70GB disk
 - Virtual Machine VMware vSphere, Hyper-V or Cisco UCS, Cisco UCS-E

The server supports up to 64 Attendant Console clients

Client PC, based on .Net 3.5 or .Net 4.x, running Windows 8, Windows 8.1, Windows 10, 1GB RAM. Minimum screen resolution 1024x768.

A standalone solution (without server) may be installed on Windows 8.1, 10 Pro edition.

Source directories: Active Directory, LDAP, CUCM, SQL database, text file, Excel, XML, Access, Exchange public folder, Google Directory.