

# Product Datasheet

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## IPS Manager Assistant



### **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  
Spark Bot

### **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 IPS Manager Assistant description

## 1.1 Overview

IPS Manager Assistant permits managing, in a simple way, Manager / Assistant call filtering via the IP Phone of the Manager or of the Assistants. Day to day call filtering is facilitated by the use of shortcut buttons.

It is possible to define white lists and a bypass prefix. IPS Manager Assistant also permits the management of redirects toward a personal number, and to filter then consult the Manager on a personal number.

One assistant may manage several managers, and several assistants may manage a manager, with a notion of priority. The assistant may place himself in unavailable in order to redirect the filtering toward other assistants. A number of sharing solutions among assistants are also available (busy, multiple calls, no answer, interception).

IPS Manager Assistant is available from most of Cisco IP Phone taking advantage of XML user interface, Speed Dial BLF buttons and background icons.

With the Web/Jabber/Vidéo option, IPS Manager assistant is also available from a Jabber's tab, a Cisco DX 80, Webex Desk or Weebx Desk Pro vidéo Endpoint or from a Windows Rich Client application.

The objective of this solution is also to simplify the work of the administrator, by permitting a centralized administration, the definition of managers and assistants may be modified in real time during production. IPS Manager Assistant is compatible with Extension Mobility mode.

## 1.2 Architecture

Filtering is based upon the forwarding of the Manager's line toward at CTI port. A CTI treatment is triggered when the call rings on the CTI port in order to redirect the call to the Assistant or transfer it to the Manager, while at the same time triggering possible notices for interception.

Starting with CUCM 10, IPS Manager Assistant uses an External Call Control Profile associated to the Manager's line, which queries the application to know of the call should be redirected to the Assistant or to the Manager. This solution makes it unnecessary to program the forwarding.

IPS Manager Assistant also effects a dynamic filtering, which permits the definition of numbers which are excluded from filtering. It also permits the Manager to intercept a filtered call.

IPS Manager Assistant assigns an illuminated button (BLF) to supervise the Manager and Assistant line, as well as the status of filtering.

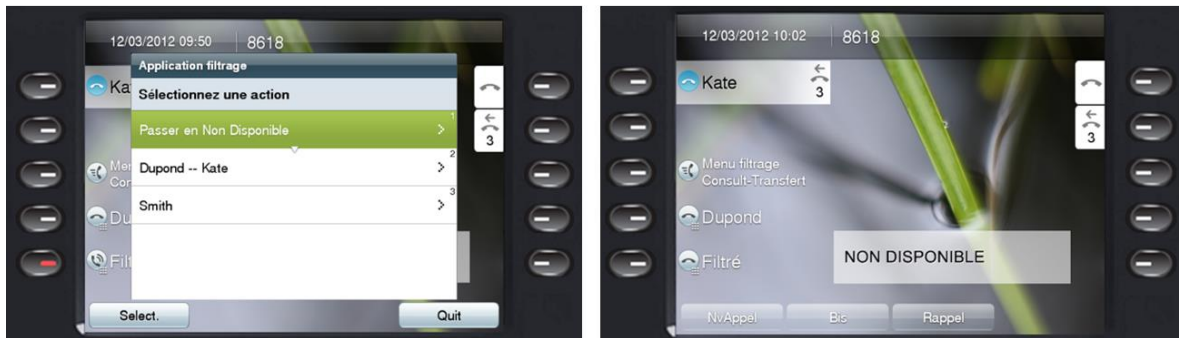
## 1.3 Assistant IP Phone user interface

An Assistant associated to a Manager or several Managers can activate or disable filtering of Managers calls by pressing a filter button or via the XML menus. Depending on the administration's configuration, the Assistant can also set call forward of Manager's line: to a personal phone number (configured from the IP Phone interface), to voice mail or to any number.

When calling the filtering service directly from a button (Service URL button), the application displays a contextual menu, indicating the actions 'Activate Filter' or 'Cancel Filter' with the name of the manager. Depending upon the configuration, the assistant may also define the forwarding of the Manager's line toward his personal number, voicemail, or another number.

The Assistant can also set the 'Not available' status when he/she is not available. If the Assistant selects 'Not Available', the filtered Manager lines are forwarded to the assistant defined (via

administration) as priority n+1. If no Assistant associated to the Manager is available, filtering is terminated or the line forwarded to Voicemail. When the Assistant becomes available again, the filterings related to the Managers are reactivated, and they are forwarded to the Assistant's line



A screen banner displays the status of the transferred lines. An icon indicates that the line is filtered (forwarded to this line) or forwarded to the defined personal number (generally the mobile) or forwarded to voicemail. The label for the Manager may be defined via administration. On the models 7940/7960 (with extension), up to six managers may be displayed. On models 7941 to 7975, 8851, 8861, 8961, 9951, 9971 up to 9 managers may be displayed (with extension). The width of the banner is dynamic in order to minimize the obscuring of line labels.

The Manager may be filtered, then forwarded to a personal number when the assistant transfers the call to him. The manager may also select the 'Do Not Disturb' status. In this case, an icon alerts the Assistant. The calls are filtered, but the assistant may no longer transfer calls. .

The buttons (on the right of the screen here below) may be used for:

- Activating the IPS Manager Assistant service (SURL)
- Supervise and call the Manager's line (BLF)
- Supervise/Change the filtering status of a Manager (BLF).

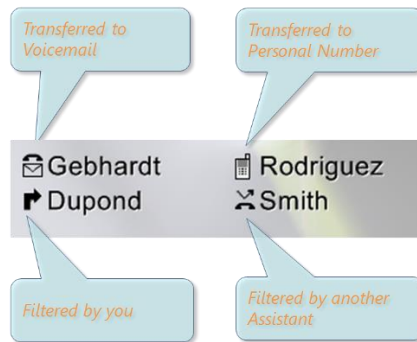
The applications administration can automatically change the buttons (BLF) for one or more Managers.



In this example, an Assistant is associated to two Managers: Verney is not filtered, but Guibert is filtered, which is visible via the banner but also via the Filter button which is illuminated. Pressing the extinguished filter button activates the filtering and the button illuminates.



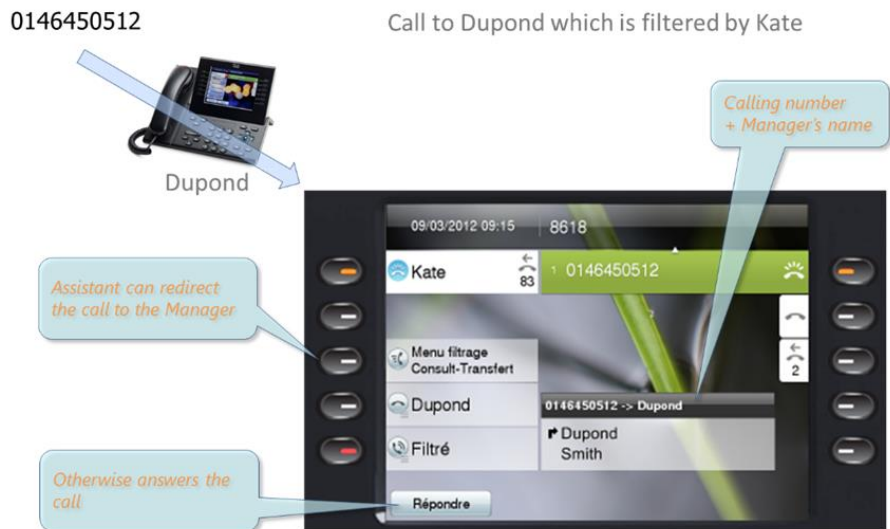
On this 8961 screen copy, the Assistant is associated with three Managers: Dupond is filtered, Gebhardt not filtered and Smith forwarded to his mobile. The BLF associated with the other Managers are displayed on the IP Phone extension.



### Ease of Use

To facilitate the management of filtering, the Assistant may perform the standard tasks of filtering by pushing a single button.

When a call rings on the Assistant's extension, the Assistant may visualize for which Manager it is intended. If the Manager is expecting this call, she may directly forward the call by pressing the filter button. If not, the Assistant answers the call.



The Assistant consults the manager by pressing the filter button. However, many managers are handled, a single button is used to minimize the risk of error.



The Assistant transfers to the Manager by again pressing the filter button or the Assistant ends the consultation call to resume the incoming call.



### Cooperation among assistants

When the Assistant is in available status but is unable to handle properly the filtering request, for Assistants associated to the same Manager, several cooperation or work-sharing solutions are available:

- Interception screen on the IP phones of the other Assistants,
- Forwarding on busy to the first available assistant,
- Redirection on multiple call to the first available assistant,
- Redirection on no answer to the first available assistant.





## 1.4 Manager IP Phone user interface

The Manager can activate or disable filtering from the IP Phone, by pressing a filter button or using the XML user interface. The Manager may forward the calls to a personal number (generally the mobile number), forward to voicemail, or supervise the status of forwards.

When activating the filtering service via the Services menu or directly via a Service URL button, the application displays a contextual menu.

With the option transfer to personal number, the Manager may define and save a mobile number and activate/cancel the forwarding. It is also possible to activate filtering and transfer the Assistant's calls toward this personal number.



The application's administration may define automatically a button to activate the application (SURL), a button (BLF) to supervise the Assistant's line, and a button (BLF) to indicate the filtering status. When pressing this last button, the filtering status is also changed: if extinguished, it activates filtering and is illuminated; if illuminated, filtering is stopped and it extinguishes.

Filtering status is displayed in a background banner.



With a 9971 IP Phone, the Manager's user interface is as follow:

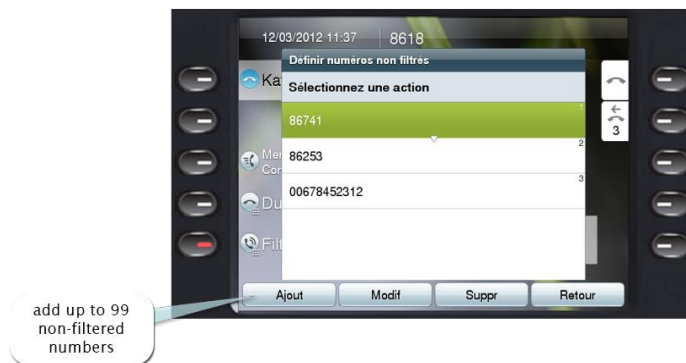


## Filter Override

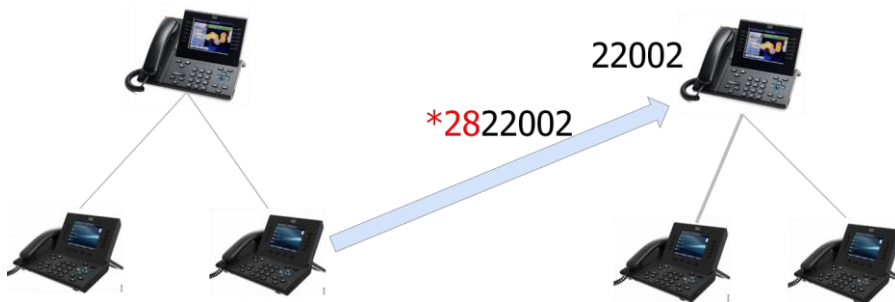
Another Assistant associated with a Manager may intercept a call directed to a filtering Assistant, if, for example, this Assistant is already on a call. The intercepting Attendant may handle the call and transfer to the Manager.

The Manager and even Assistants may define personal numbers which are not filtered. These are added to numbers which are defined globally via administration and to those which are associated to the additional assistants associated with the Manager. Optionally, it is also possible to define external numbers.

via the Manager or Assistant IP Phone



It is also possible to define filtering override prefixes, which permit other Managers and Assistants directly to call a Manager by preceding the Manager's number with this prefix.



The manager may also optionally receive a 'Pop-up' screen on the IP Phone when a filtered call rings on the Assistant's extension. Via this screen, the Manager may optionally intercept the call.



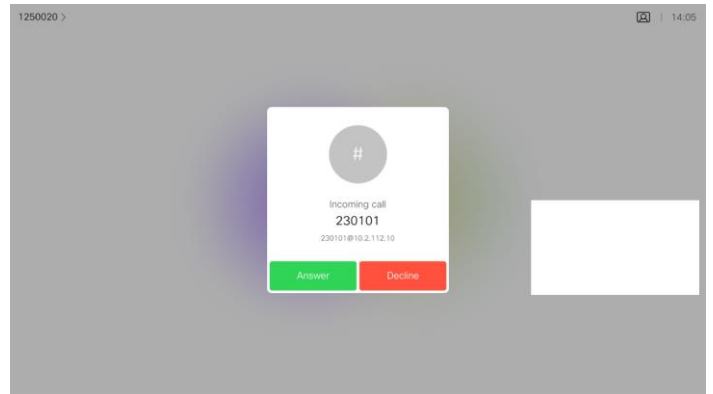
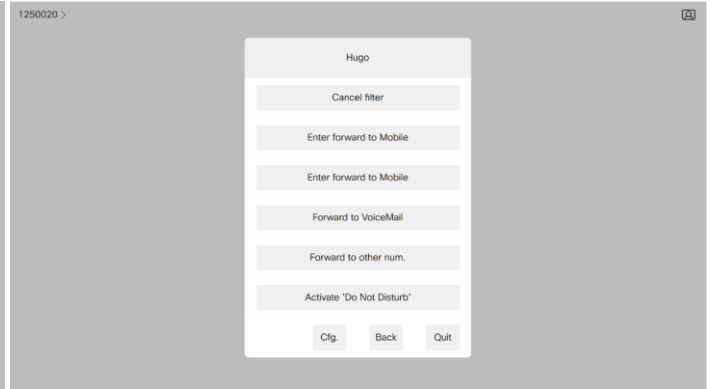
Otherwise, if a call arrives on the Manager's extension when his line is not filtered, the Manager may directly redirect the call to the attendant's line.



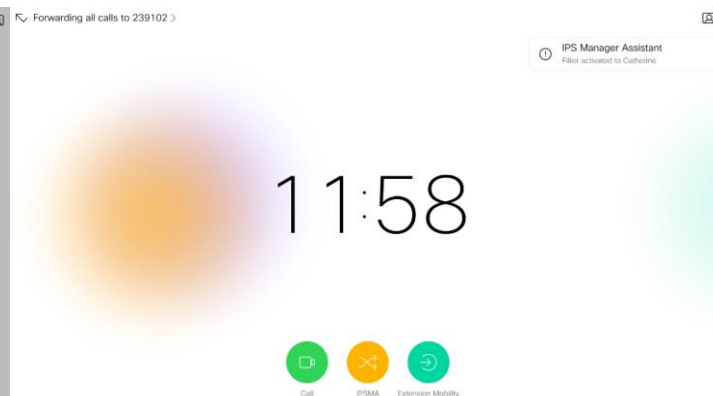
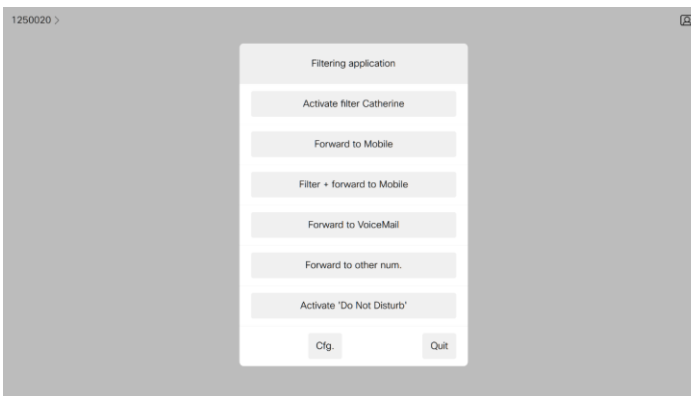
## 1.5 Interface for Vidéo Endpoint

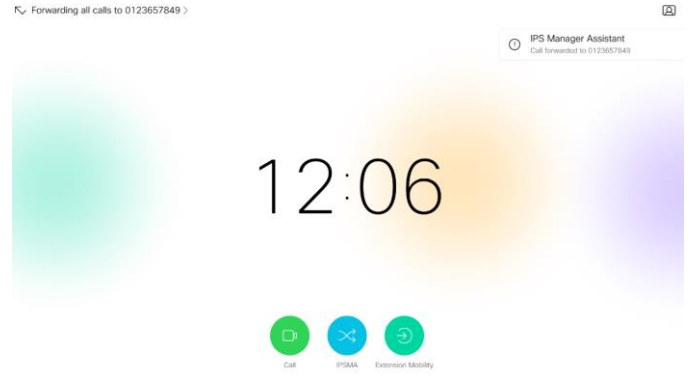
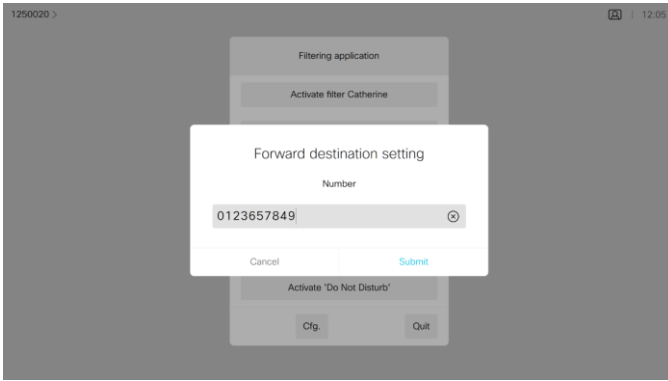
A user interface is available on DX 80? Webex Desk or Webex Desk Pro, bot for the Manager and the Assistant. Below are screenshots of this feature for the assistant and a manager. It is possible to mix IP Phone, Jabber and Vidéo Endpoints between associated Managers and Assistants.

### Assistant



### Manager



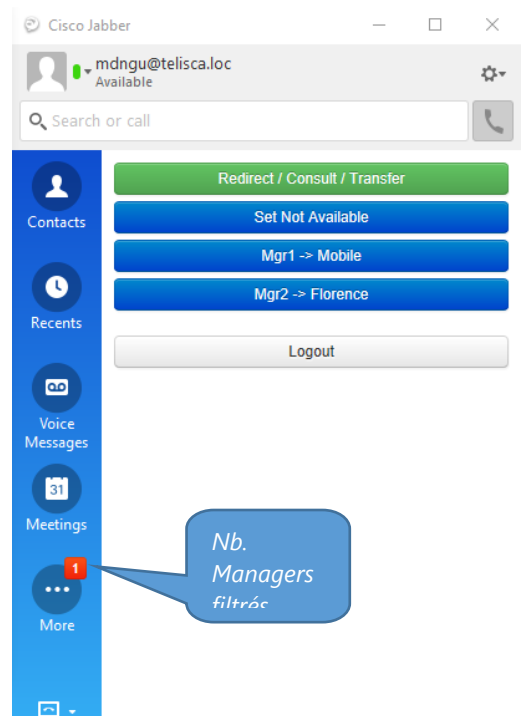


## 1.6 Jabber's Tab

An optional Web interface is also available. It offers the same features as the IP Phone interface. This interface may function within a Jabber tab.

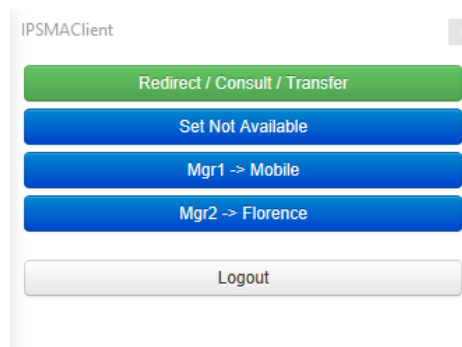
Authentication may be managed via Windows (Kerberos) where a login is required the first time, and then subsequent recognition is by cookie.

It is possible to check the filtering status which appears as a tooltip (n) on the IPSMA icon tab. With n being the number of filtered Managers on the Assistant side.



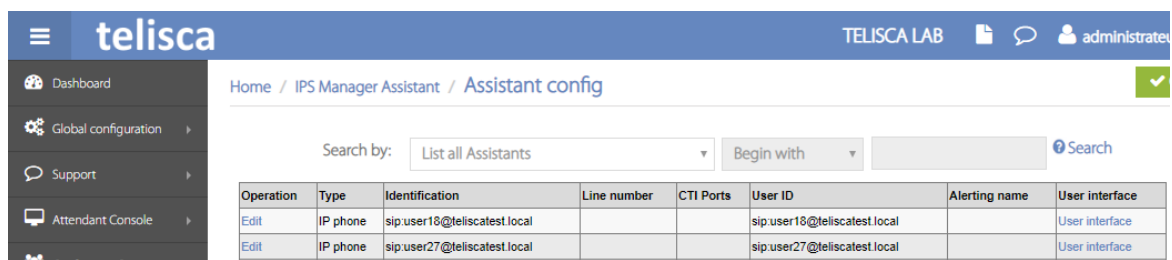
## 1.1 Rich IPSMA client

IPSMA Web option also contains a rich (thick) client application that can be installed on Windows PC of the Manager and Assistant. The application is by default iconized in Windows taskbar, a tooltip displays the filtering status. When opened the user interface displays the same layout as IPSMA Web.



## 1.2 Administration

Configuration is centralized in a telisca administration. Two levels of administration are available, Administrator and Operation.



Operation	Type	Identification	Line number	CTI Ports	User ID	Alerting name	User interface
Edit	IP phone	sip:user18@teliscatest.local			sip:user18@teliscatest.local		User interface
Edit	IP phone	sip:user27@teliscatest.local			sip:user27@teliscatest.local		User interface

The definition of Managers / Assistants is effected in a centralized manner via the Web interface of IPS Administration. The interface permits the definition of Managers and Assistants, to associate Managers to one or more assistants with an order of decreasing priority and to define the utilization parameters of each Manager. The interface subscribes to service by IP Phone or Device Profile, defines the Service URL buttons, the Manager SoftKey Template of the Manager, the Phone Button Templates, the Speed Dial BLF (for supervising the Manager line and the filtering status).

Via the IPSMA administration interface, it is also possible to define the Speed Dials and BLF's not used by IPSMA, to avoid having to use CUCM administration.

Loading of Manager and Assistant configurations may also be effected via batch using a text file. This is particularly useful for migrations of Cisco IPMA toward telisca IPSMA.

## 1.3 Features

User interface
Up to 9 Assistants per Manager
Up to 9 Managers per Assistant
Full filtering control and configuration via the IP Phone interface
Activate/cancel filtering via button, with illuminated status lamp
Button for dialing, supervision, and interception for Manager and associated Assistants
Forwarding, consultation, transfer, interception via a single button
Optional Web interface (may be integrated in Jabber).
Optional Rich client interface
Screen banner Manager – status and filtering destination
Screen banner Assistant – status of forwarding, filtering of associated Managers
Screen banner on white and black backgrounds, transparent background 89/99XX
Managers and Assistants may be associated with IP Phones or Extension Mobility profiles
Possible to control filtering from two different IP Phones with line shared Manager or Assistant.
User interface available in English, French, German, Spanish, Russian.
Telephone Control
The Assistants associated with the Manager are not filtered
Option for not filtering of external calls
Up to 99 non-filtered numbers may be defined via the IP Phone interface
Forwarding of the Manager toward a personal number
Filtering of Manager calls and transfer of the Assistant toward a personal number
Forwarding of Manager line toward voicemail
Forwarding of Manager line toward another number
Do Not Disturb mode (absolute filtering)
When the Assistant selects unavailable, filterings in effect are reprogrammed toward the other available Assistants

When the Assistant again becomes available, the defined filterings are re-established
Manager may intercept a filtered call
Manager may redirect a non-filtered call via a single button
Assistant may redirect a filtered call to the Manager via a single button
Assistant may consult the Manager via a single button
Assistant may transfer to the Manager via a single button
Assistant may transfer to the Manager by hang-up (with CUCM function)
Filtered calls not answered by the Assistant may be transferred to either the voicemail of the Manager or of the Assistant.
An interception group is defined among the Assistants and optionally the Manager.
While a filtered call rings on the line of the Assistant, a Popup is displayed on the IP Phones of the other available Assistants, allowing them to intercept the call.
During a direct or non-filtered call to the Manager rings on the Manager's line, a popup is displayed on the IP Phones of the available Assistants, allowing them to intercept the call.
When the redirection of a filtered call toward the Assistant fails (busy, logged off, not signed-in), the call is redirected toward an available Assistant. If none is available, the call is redirected toward the voicemail or transferred to the Manager, depending upon parameters.
Depending upon parameters, a filtered call transferred to an Assistant with Multiple Calls may be redirected to another available Assistant.
Depending upon parameters, a filtered call transferred to an Assistant who does not answer may be redirected to another available Assistant.
Depending upon parameters, when the Manager is an Do Not Disturb status calling numbers from his private white list may be filtered or not.
<b>Administration</b>
Administration of IPS Manager allows the automatic configuration of the IP Phone or the profile of Managers and Assistants: (Phone Button Template, Softkey Template, Service URL Buttons, Speed Dial BLF)
The configuration of a Manager and an Assistant may be accomplished in 2 minutes
Two levels of administration : Operation & System/Application configuration
Administration interface is available in English and French
Configuration change is possible via batch mode
Configuration conversion according to filtering mode
SOAP provisioning API
<b>Fault tolerance</b>
Supports primary and backup CTI manager
Supports primary publisher and backup subscriber (read only)
Fault tolerance with Windows Network Load Balancer or external Load Balancer
Host Standby fault tolerance (automatic switchover),
Functions even in the event of Publisher failure (on CUCM 10).
Supports CUCM multi-clusters on a single server

## 1.4 Requirements

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 R2 Update 1 Essentials
  - Windows Server 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

Supported IP Phones are: 6941(\*), 6945(\*), 7811(\*), 7821(\*), 7841(\*), 7861(\*), 7925(\*), 7926(\*), 7940(sccp), 7941, 7942, 7945, 7960(sccp), 7961, 7962, 7965, 7970, 7971, 7975, 8811, 8821, 8841, 8845, 8851, 8861, 8865, 8941, 8945, 8961, 9951, 9971. The DX 650, DX 70, DX 80 uses Android client.

(\*): Without background banner.

With Web/Jabber/vidéo option:

- Cisco Jabber tab
- Cisco DX 80, Webex Desk & Webex Desk Pro
- Windows Rich client

The IP Phone, Vidéo and Web/Jabber client interface is available in English, French, German, Spanish, Russian and Turkish.

## 1.5 CUCM settings

- The Service Parameter Call Forward Override must be set to true.
- A Softkey template or Features Control Keys template with the 'CFwdALL' SoftKey disabled, must be defined to avoid a mismatch between the information displayed on the banner and the programmed filtering.

## 1.6 Fault tolerant operation

IPS Manager Assistant supports an optional fault tolerant operation in Hot Standby. Two servers are synchronized. The backup server, in standby mode, monitors the primary server and may become active for the CTI Server module.

Queries originating from IP Phones are sent to a virtual IP address. The solution operates by activating the function Network Load Balancing of Windows Server (Standard or Enterprise) or by deploying an external Load Balancer or intelligent DNS.