AND Desktop Attendant Console 5.4

The AND Desktop AC (Attendant Console) software enables attendants to manage their communication directly on their desktop PC. All phone services are available on the software client and the IP desk phone or softphone is controlled complete by the desktop client. For the convenience of attendants it is even possible to handle attendant tasks directly on IP phones which is especially useful in environments where no computer is available.

Overview

AND Desktop AC delivers all important attendant console services on a simple to use desktop client. The console includes multiple services to allow extensive directory integration, presence and status information for all corporate users and advanced queuing services.

Benefits

- Unlimited number of queues per attendant
- Flexible integration of multiple corporate directories
- Graphical display of attendant and user status
- Optimized handling of forwarding/redirecting/transferring calls
- Most important services available on desk phone
- Automatic fallback of transferred calls to busy destinations
- Fully integrated with AND Phone application platform
- Attendant console for terminal server environments
- Support for Braille displays

Overview Attendant Console

AND Desktop AC delivers all important attendant console services on a simple to use client.

The attendant console consists of the following components:

- Queuing Service
- Media Announcement Service
- Presence Service
- Group Service
- Directory Service
- Callback and Fallback Services

These components can be enabled individually for each attendant console to deliver the best user experience depending on the attendants need. By adapting the attendant console to the available services in your communications infrastructure it is possible to use it for small and medium businesses as well as in highly complex and distributed environments.

The queuing service takes care that all incoming calls are automatically forwarded to an available attendant or that callers are queued until someone is available. Caller number and waiting time can be seen in real-time by all attendants which allows them to handle incoming calls in a timely manner.

While callers are waiting in the queue it is possible to play music on hold or any other voice message to give callers additional information and keep them in the queue. Time-based scheduling of queues allows you to have customized voice messages depending on the time of the day or during holidays.

Availability of internal users is always available within the presence and group service integrated into the attendant console. Besides typical presence information there are additional status conditions displayed. Therefore it is shown if phones are available, redirected to other phones or to the mailbox, have an active internal or external call or optionally it is even possible to see the phone number they are talking to at the moment. Additionally this information is available on the phone display as well - therefore it is even available if no computer is used.

An important key feature of attendant consoles is the integration of existing corporate directories and databases. With AND Desktop it is possible to integrate Active Directory, LDAP and any type of SQL databases. Besides integrating typical databases and directories there is a native integration of Microsoft Exchange and the Unified Communications Manager user database available.

Despite the complex integration options it is extremely easy for attendants to use the directories. Attendants just enter a search term and all connected directories and databases are automatically queried in the background. Attendants get the search results on their client and can immediately use the results to establish phone calls or redirect callers.

Fallback on busy destinations is especially important when calls are transferred to busy phones. In this case callers are automatically connected back to the attendant and therefore calls are not likely to be lost.

Attendant console users have the possibility to adapt the client to their specific needs. By choosing out of a large selection of available services they can enable only the needed functions on their graphical user inter-face.
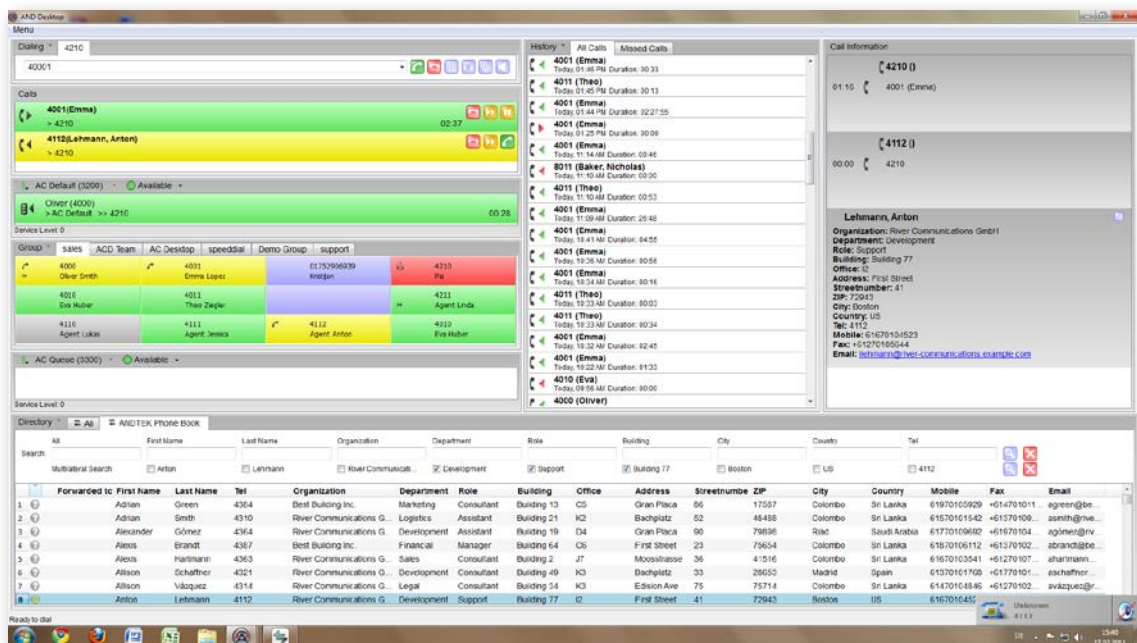
Example attendant console display

Available Services

General Services

- Calling numbers by keyboard shortcut
- Keyboard shortcuts for key features
- Control multiple phones per attendant console
- Logon/Logoff phone from attendant console
- Windows single sign-on
- Flexible configuration of user interface
- Automatic phone number modification
- Control speaker/headset/microphone

Telephony Services

- Automatic fallback for busy phones
- Forward/Redirect by keyboard shortcut or drag & drop
- Direct and consultative call transfer
- Detailed caller information from corporate directories/databases
- Conference services

Busy Lamp Field Services

- Display of all calls in queues
- Display of calling number in queues
- Display of waiting time
- Immediate call pick in queue
- Call transfer from queue
- Automatic fallback on busy
- Voice messages for queue
- Music on hold
- Forwarding based on timers
- Configurable distribution algorithm
- Time-based scheduling of queues

Directory Integration

- Presence information of internal users
- Direct call of numbers from directory
- Integration of LDAP and Active Directory
- Integration of corporate SQL databases
- Integration of Microsoft Exchange
- Integration of Communications Manager user database
- Display of arbitrary fields of databases/directories
- Automatic number resolution of incoming calls
- Simultaneous search in all data sources
- Integration of MS Outlook contacts

Services on IP Phones

- Direct call of group members
- Changing groups
- Logon/Logoff IP phone
- Availability service with priorities
- Automatic call forward on status change
- Recognition of call forwarding loops
- Acoustic signaling on/off
- Group display on/off
- Call forward for group members
- Intercom between group members
- Up to 18 members per group
- Support of touch screen phones
- Call pickup for incoming group calls
- Call forward for incoming group calls

System Requirements

Server Requirements

- AND Phone Server or VM required

Software Requirements

- AND Phone Base
- AND Desktop AC

Supported Client Operating Systems*

- Windows Vista, Windows 7, Windows 8

Supported Telephone Systems

- Cisco Unified Communications Manager 8.x, 9.x or 10.x

Supported Phones*

Cisco IP Phone series 6900, 7800, 7900, 8800, 8900, 9900 and Jabber

ANDTEK GmbH
Am Soeldnermoos 17
Germany

T: +49 811 9594960
F: +49 811 95949676
E: info@andtek.com

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