

AND Group MA 5.4

AND Group MA provides additional services to the team functionality and busy lamp field for executive offices. Beside the status display and easy pick up and forwarding services there are features especially for manager/assistant environments available. The services are designed to make call handling for assistants as easy and convenient and fast as possible.

Overview

AND Phone is a powerful and scalable application platform for Unified Communications environments. The application server uses a modular base system which can be extended by services and functionalities you need for improving your communication tasks.

All services can be handled directly on the IP phone – therefore assistants are able to change manager settings directly on their own phone. It is possible to manage several managers just with one assistant phone by an intelligent representation system.

Administration of the ANDTEK Application Server is completely centralized and uses a web-based frontend which can be extended with additional modules.

Benefits

- Optimized workflow for managers and assistants
- Fast overview about member status at the phone display
- Easy pick up/forward of incoming calls
- Whole handling is phone based (no PC required)
- Automatic representation and forwarding service
- VIP lists for highly important callers
- Possibility of full integration with other ANDTEK modules

Manager Assistant Services

The status of assistant members and managers is shown in real time on the phone display. Therefore you have the status of all important group members available at a glance and get additional information about forwarded phones, waiting voice mails or logged phones. Additional information like second call, redirecting or locked status is also directly shown on phone display.

Detailed definitions for forwarding priorities are easily defined and make sure that calls are always routed to available assistants. Additionally there are VIP lists available for very important contacts.

With the hierarchical assistant regulation it is automatically defined which available assistant phone gets the incoming call when the current assistant is switching to „not available“.

Beside support for the latest phone models you can even integrate older phones within your manager/assistant groups.

VIP Lists

Using VIP lists allows manager to receive calls even if their phone is forwarded. This is especially useful if important calls should be delivered directly to the manager but all other calls are still handled by the assistant.



Available Services

Services on the phone

- Direct call to group members
- Changing group
- VIP lists (to put important persons through)
- Changing of VIP lists at manager and assistant
- Visualization of logged on/off managers and assistants
- Log on/off of assistant phones
- Representation system with priorities
- Several assistants phones per manager possible
- Several manager can be managed
- Automatically forward at changing status
- Loop detection
- Acoustic and/or visual signaling
- Activating/deactivating group display
- Forwarding for group member activating/deactivating
- Up to 18 group members at the same time on the phone display
- Intercom function between group members
- Supporting of phones with touch screen
- Pick up of incoming calls for group members
- Forwarding of incoming calls for group members
- Information about the primary target, also in call lists

Administrative Services

- Password protected access with multilevel administration
- Multi-level administration
- Centralized management of all *AND Phone* modules
- Create, Modify, Delete user groups
- Advanced options for group members
- Add non-visible group members
- Representation system with priorities
- Creating VIP lists

System Requirements

Server Requirements

- x86-based architecture
- Main memory 4GB or higher
- Gigabit-/Fast-Ethernet interface
- Hard disk 80GB
- Virtualization supported (VMware)

Software Requirements

- AND Phone Base
- AND Group / AND Group MA

Supported Telephone Systems

- Cisco Unified Communications Manager 8.x, 9.x, 10.x or 11.x

Supported Phones*

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



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* Available services might differ depending on type of phone and telephone system. Status information can be displayed on IP phones with graphical display support only.

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