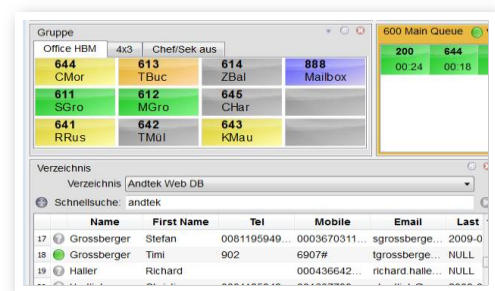


Attendant Console

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. An extension for attendant consoles delivers a highly effective and easy to manage call handling platform for various operating systems.

The *AND Desktop AC* (Attendant Console) software enables attendants to manage their communication directly on their computer. All phone services are available on the software client and the IP desk phone or softphone is controlled completely by the PC. 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.



Administration of the *AND Phone* server is completely centralized and uses a web-based frontend which can be extended with additional modules.

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**

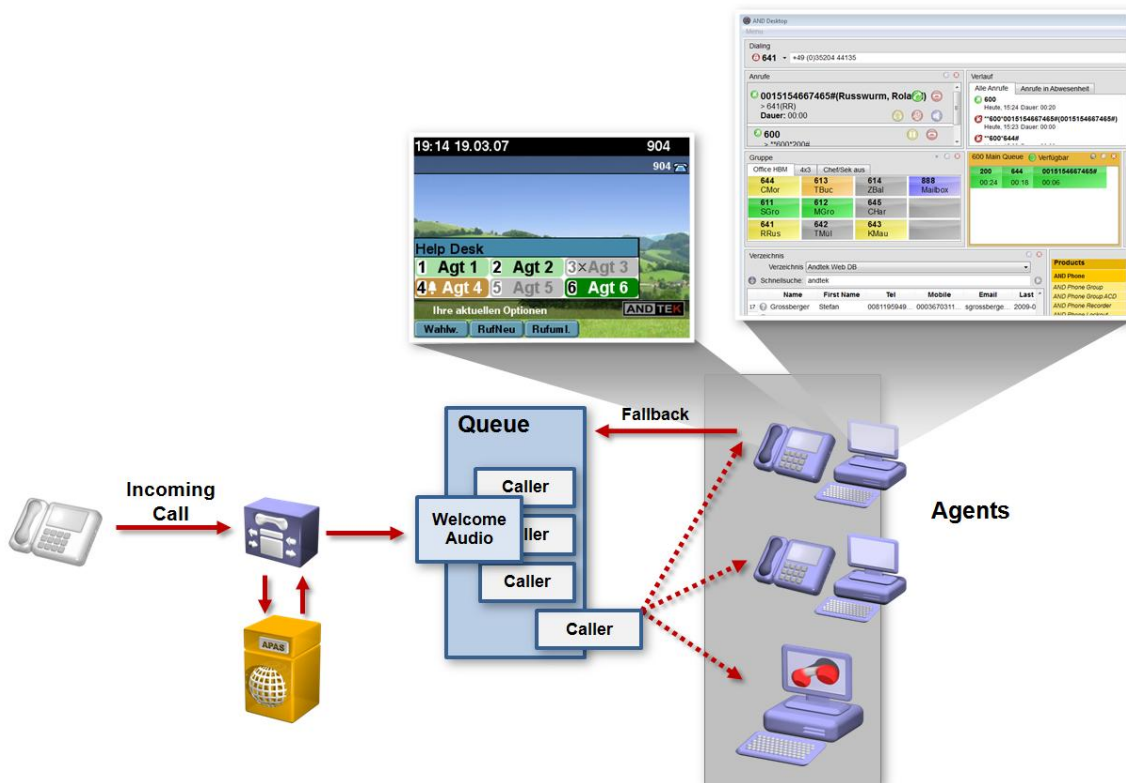
Attendant Console Services

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

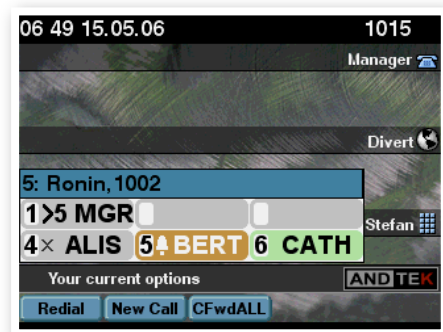
These components can be enabled individually for each attendant console to deliver the best user experience depending on the attendants need. By adapting the attendant console to the available services in your communications infrastructure it is possible to use it for small and medium businesses as well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

- Display all active calls and calls on-hold
- Detailed caller information
- Busy lamp field with phone status information
- Multiple queues with display of queued calls
- Personal contacts
- Call history with display filter
- Directory with access to corporate databases/directories

Attendant Console Client

The screenshot displays the AND Desktop Attendant Console Client interface, which is a graphical user interface for managing calls and contacts. The interface is organized into several panels:

- Dialing:** Shows the current call being dialed, including the number (+49 (0)35204 44135) and a menu.
- Anrufe (Calls):** Displays active and on-hold calls. One call is shown with the number 0015154667465# (Russwurm, Roland) and a duration of 00:00.
- Anrufinformationen (Call Information):** Provides detailed information for the selected call, including the contact name (Russwurm, Roland), telephone number (0081195949641#), mobile number (0015154667465#), email (russwurm@andtek.com), user ID (1), organization (ANDTEK GmbH), last login (2009-07-29 12:55:40.0), level (250), and role (CEO).
- Kontakte (Contacts):** Lists contacts from a directory. The table shows columns for Nachname, Vorname, Nummer, Mobilnummer, private Nummer, and E-Mail Address. Contacts include Buchner, Thomas; TM; MG; and Frie.
- Dienste (Services):** Lists available services such as Extension Mobility, Group Services, and ACD Services.
- Gruppe (Group):** Displays a grid of extension numbers and names. The grid shows extensions 644, 613, 614, 888, 611, 612, 645, 641, 642, and 643, along with names like CMor, TBuc, ZBal, Mailbox, SGro, MGro, CHar, RRus, TMul, and KMau.
- Verzeichnis (Directory):** Shows a search results table with columns for Name, First Name, Tel, Mobile, Email, and Last. The table lists contacts like Grossberger, Stefan; Grossberger, Timi; Haller, Richard; Hartlieb, Christian; and Hauser, István.
- Products and Applications for Unified Com...:** Lists various products and applications, including AND Phone Group, AND Phone Group ACD, AND Phone Recorder, AND Phone Lockout, AND Phone Broadcast, AND Phone Directory, AND Phone InOut, and AND Phone CallBack. It also includes a section for Applications for Unified Com... that states "that's what we do best." and lists benefits like Realize time savings and cost save, Communication becomes more of, and Leverage Unified Communications.

Attendant Console 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

- 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 the Phone

- 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

Administrator Services

- Password protected access with multilevel administration
- Centralized management of all *AND Phone* modules
- Create, Modify, Delete user groups
- Advanced options for group members
- Add non-visible group members
- Attendant service with priorities

System Requirements

Server Requirements

- x86-based processor min. 2.8GHz
- Main memory 512MB/1GB/2GB
- Gigabit-/Fast-Ethernet interface
- Min. 20GB hard disk, CD ROM drive
- Virtualization supported (VMware)

Software Requirements

- AND Phone Base (Server)
- AND Phone Desktop (Server)
- AND Desktop AC (Client)

Supported Server Operating Systems

- Linux (included)
- Windows 2000 / XP / 2003 / Vista

Supported Client Operating Systems*

- Windows XP (*AClook* for Office 2003, Office 2007)
- Windows Vista (*AClook* for Office 2007)
- Windows 7

Supported Telephone Systems**

- Cisco Unified Communications Manager 4.x and higher

Supported Phones**

7975, 7971G-GE, 7970G, 7965, 7962, 7961G/GE, 7960G, 7945, 7942, 7941G/GE, 7940G, 7931, 7912G, 7911G, 7905G, 7902G

* Detailed information can be found at <http://www.andtek.com/go/compatible>

** Available services might differ depending on type of phone and telephone system.



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