



Touch Screen based Attendant Console (version 1.1)

Without notice, Design and Function of AddPac Touch Screen based Attendant Console can be changed for the better performance and additional customer requirement.



AddPac

AddPac Technology

2009, Sales and Marketing

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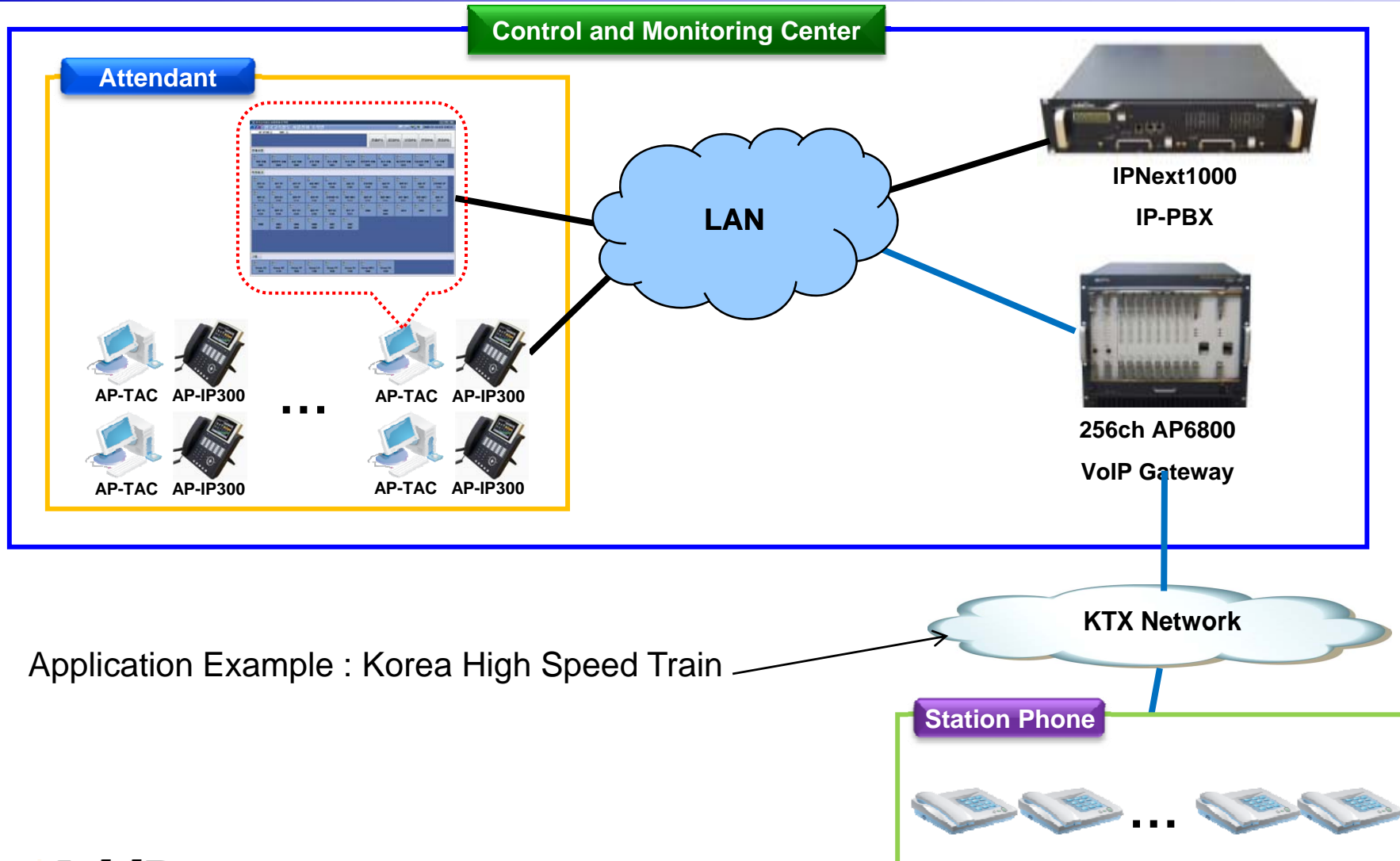
- Overview
- Touch Screen based Attendant Console System Diagram
- Touch Screen based Attendant Console Feature
- Touch Screen based Attendant Console UI
 - Login Feature
 - Main Screen Feature

Overview

Support Efficiently Call Routing and Smart Presence Service

- Touch Screen based Attendant Console Function
 - Support Call Routing Service
 - Support User Presence Information
 - Support Phone Number Presence Information
 - Support Attendant Phone Call Control
 - Support Call Status Display
 - Support Group Call(Conference)
 - Support Various Monitoring Group

Touch Screen based Attendant Console System Diagram



Application Example : Korea High Speed Train

Touch Screen based Attendant Console Feature

- User Login Service
 - User Login and Logout Feature
- Monitoring and Group Management Service
 - Support Various Group
 - Attendant and Direct Phone Group
 - Office Phone Group
 - Conference Call Group
 - Support Group Management Feature
 - Add Group, Rename Group, Delete Group
 - Add User, Delete User
 - Add Conference Room, Delete Conference Room

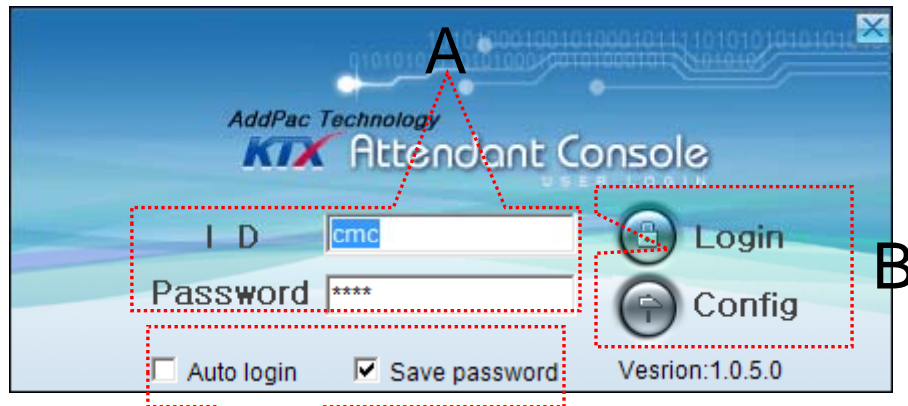
Touch Screen based Attendant Console Feature

- Monitoring and Group Management Service
 - Presence Feature
 - Phone Presence Status
 - Online, Working, Away, Absence
 - Be In Conference, Call Busy
 - User Presence Status
 - PC Online, Phone Online, PC-Phone Online
 - Working, Away, Absence
 - Be In Conference, Call Busy
 - Display Call Status
 - Display Call Status Icon for Talking Time
 - Call Control Feature
 - Interoperate with Monitoring Phone Information
 - Manual Call Dial
 - Drag and Drop Call Transfer and Manual Call Transfer

Touch Screen based Attendant Console Feature

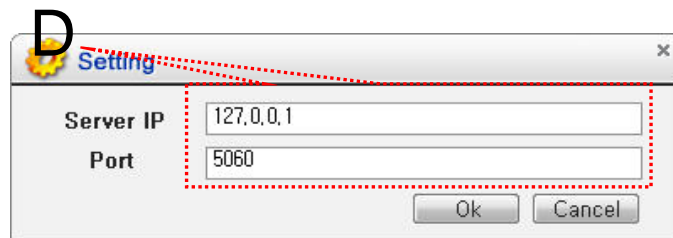
- Attendant Phone Call Control Service
 - Display Phone Call Status
 - Display Call Status Icon for Call Stat
 - Display Talking Call Status Icon for Talking Time
 - Support Multi-Call
 - Phone Call Control Feature
 - Dial to Monitoring Phone and Conference
 - Incoming Call Answer
 - Active Call Hold and UnHold
 - Call Transfer
 - Call Disconnect
 - Interoperate with Monitoring Phone Information
 - Drag and Drop Call Transfer and Manual Call Transfer

Touch Screen based Attendant Console User Login



[Figure 1]

C



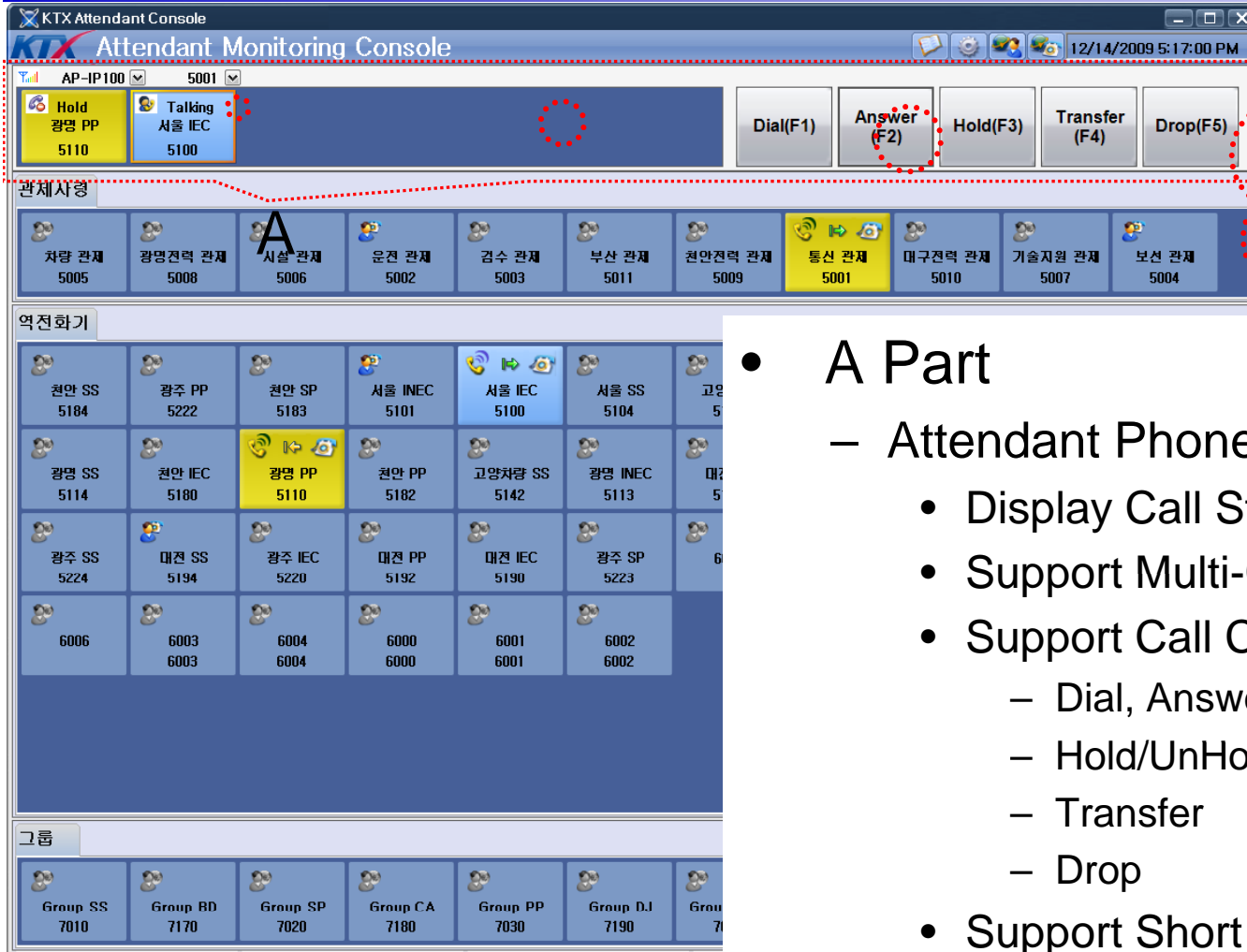
[Figure 2]



[Figure 3]

- Attendant Console Login
 - [Figure 1] shows the login picture of KTX Attendant Console program. “E” of [Figure3] is Icon of KTX Attendant Console Program.
 - When program is started initially, user should set the network configuration parameter such as IP address, Port number of Presence Server.[Figure2]
 - After inputting ID and Password, press the login button

Touch Screen based Attendant Console Main Screen – Call Control



- A Part
 - Attendant Phone Call Control Part
 - Display Call Status
 - Support Multi-Call Display
 - Support Call Control Feature
 - Dial, Answer
 - Hold/UnHold
 - Transfer
 - Drop
 - Support Short Key Call Control

Touch Screen based Attendant Console Main Screen – Monitoring



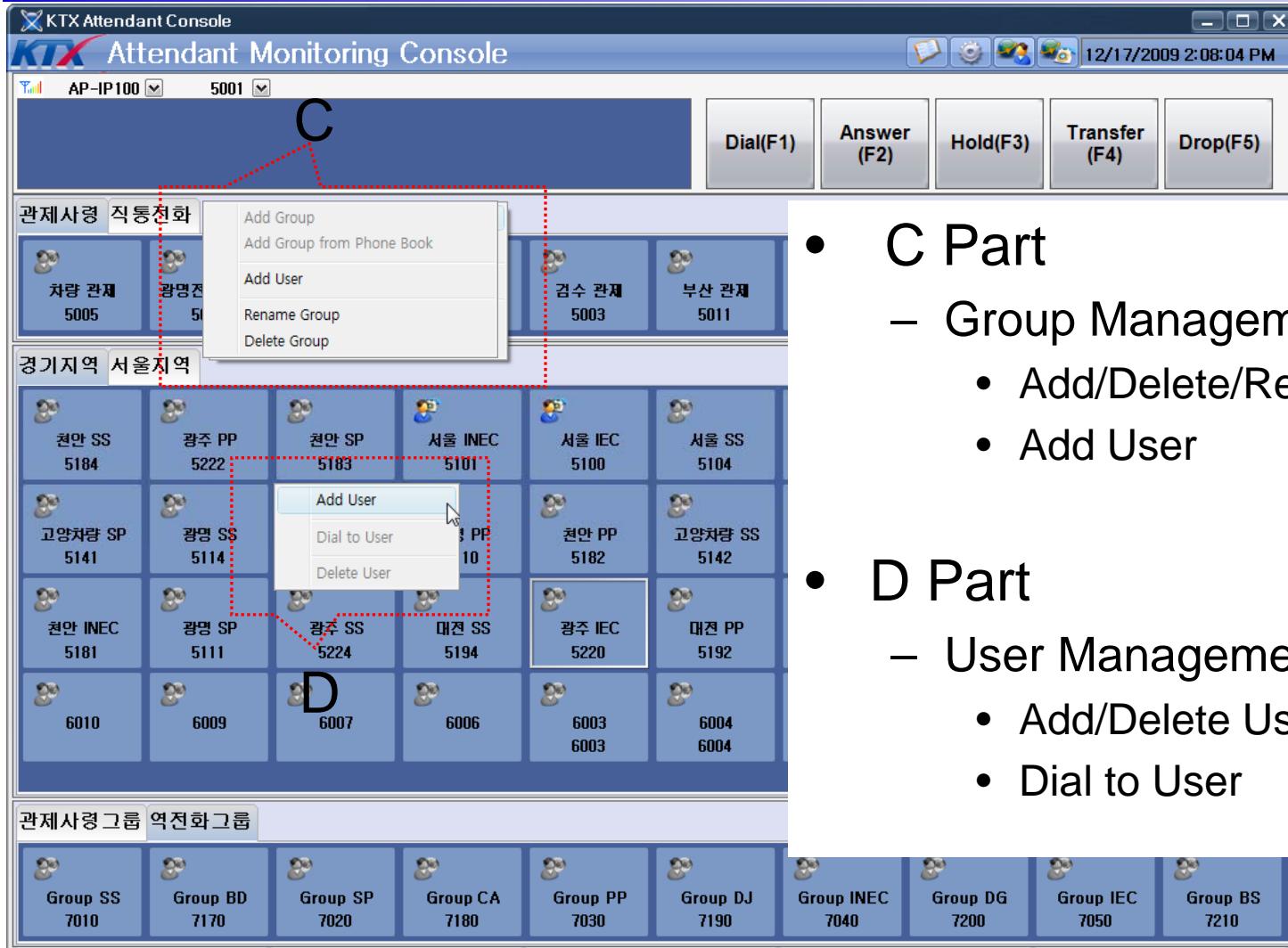
- B Part

- Monitoring Group Part

- Support Various Group
 - Attendant and Direct Phone Group
 - Office Phone Group
- Support Group Management Feature
 - Add Group, Rename Group, Delete Group
 - Add User, Delete User
- Provide Various User Presence Status
 - » PC Online, PC-Phone Online, Phone Online
 - » Offline, Away, Absence
 - » Be in Conference, Call Busy
- Display Call Status

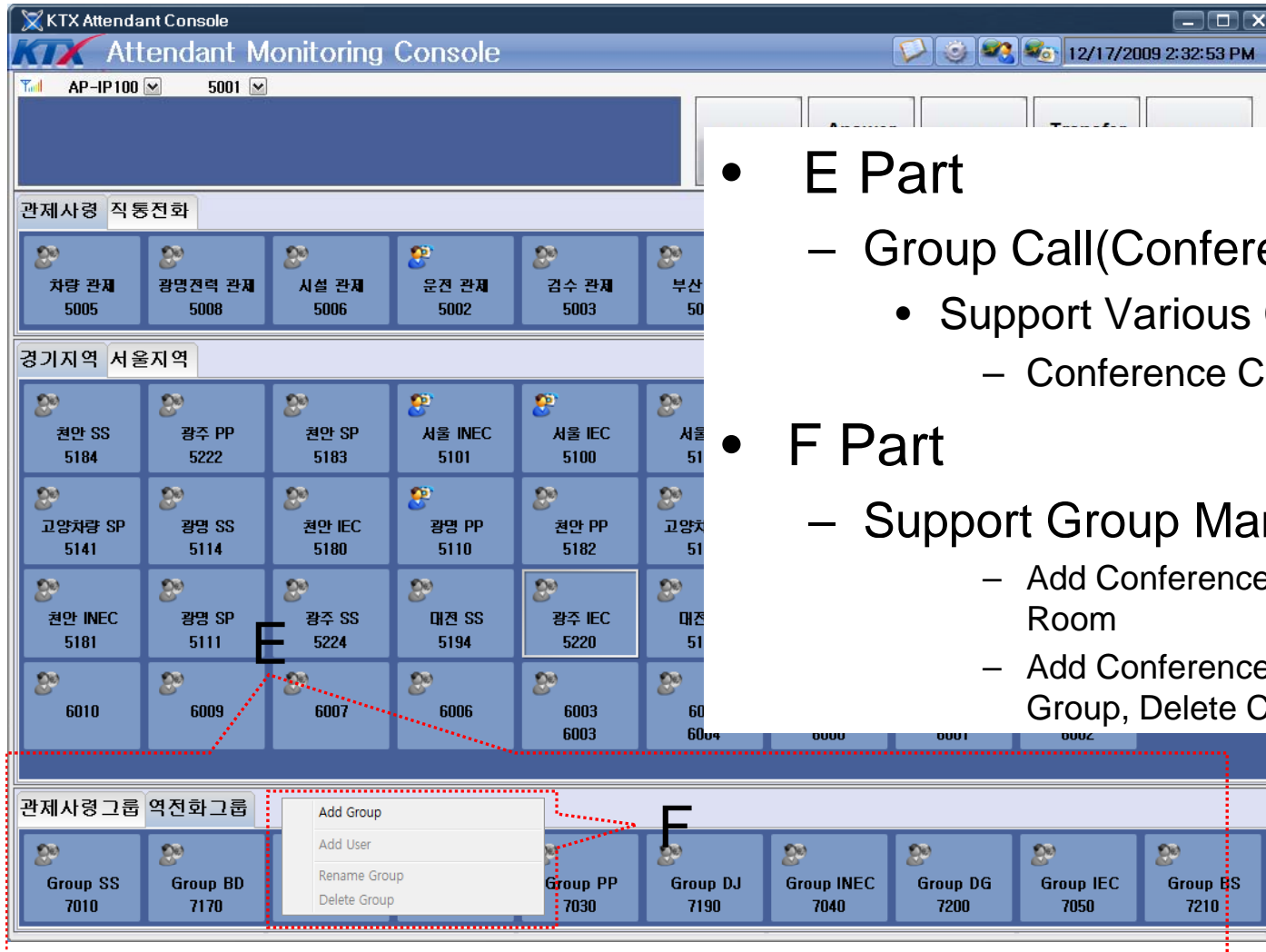


Touch Screen based Attendant Console Main Screen – Monitoring Group



- C Part
 - Group Management Feature
 - Add/Delete/Rename Group
 - Add User
- D Part
 - User Management Feature
 - Add/Delete User
 - Dial to User

Touch Screen based Attendant Console Main Screen – Group Call



- E Part
 - Group Call(Conference) Part
 - Support Various Group
 - Conference Call Group
- F Part
 - Support Group Management Feature
 - Add Conference Room, Delete Conference Room
 - Add Conference Group, Rename Conference Group, Delete Conference Group



Thank you!

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