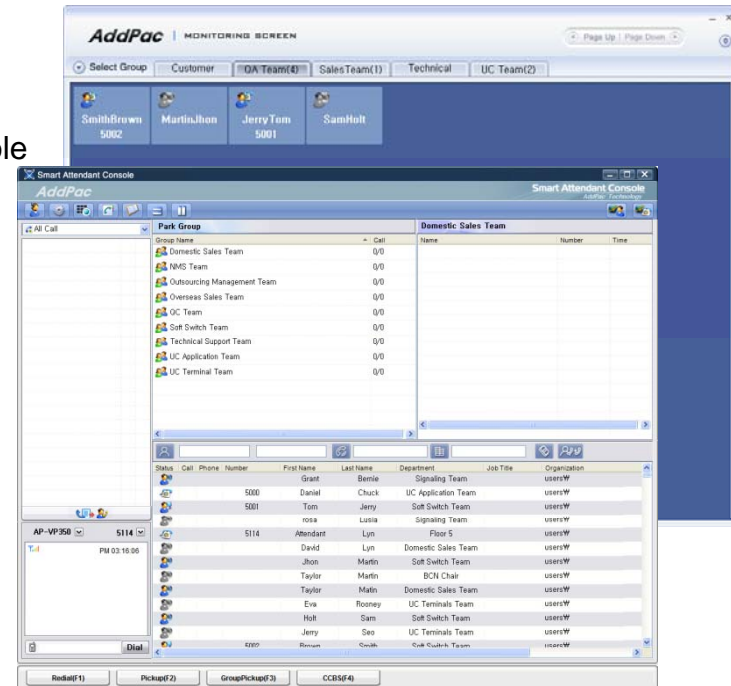


Smart Attendant Console (version 1.0)

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



AddPac

AddPac Technology

Sales and Marketing

Contents

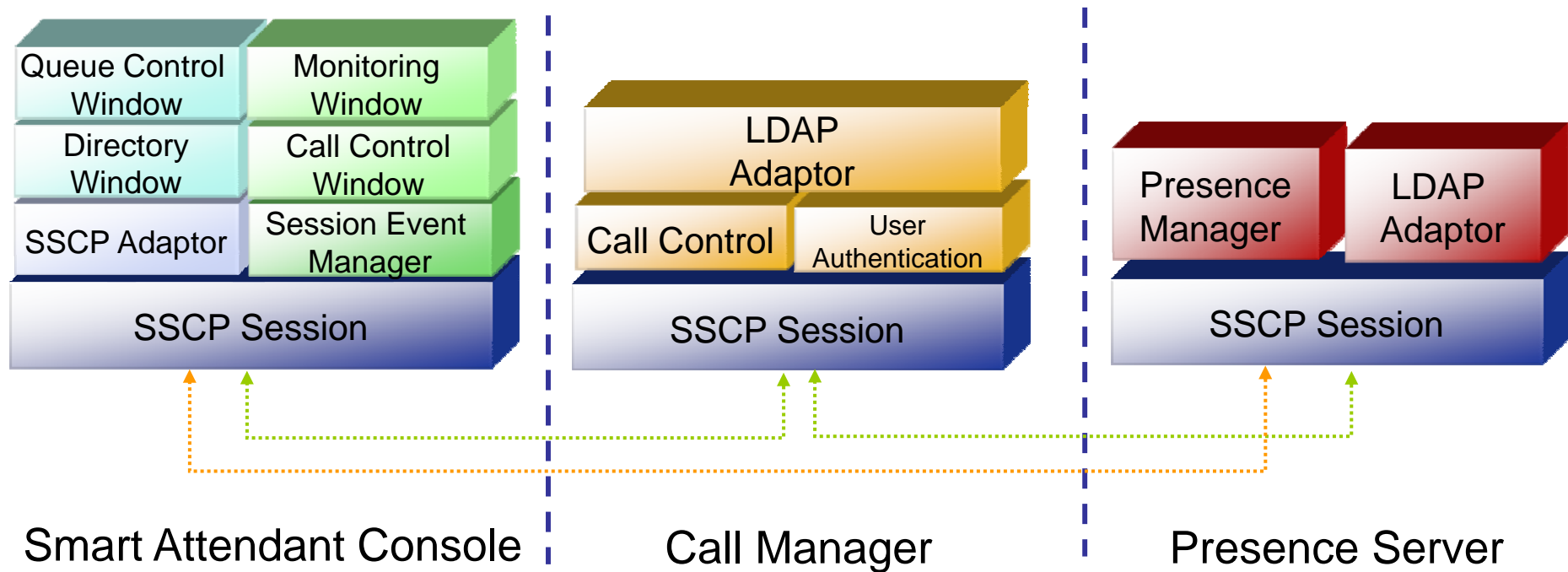
- Overview
- Smart Attendant Console Structure
- Smart Attendant Console System Diagram
- Smart Attendant Console Feature
- Smart Attendant Console UI
 - Main Screen Feature
 - Monitoring Screen and Feature
 - Broadcasting Screen and Feature
 - Fire Alerting Screen And Feature

Overview

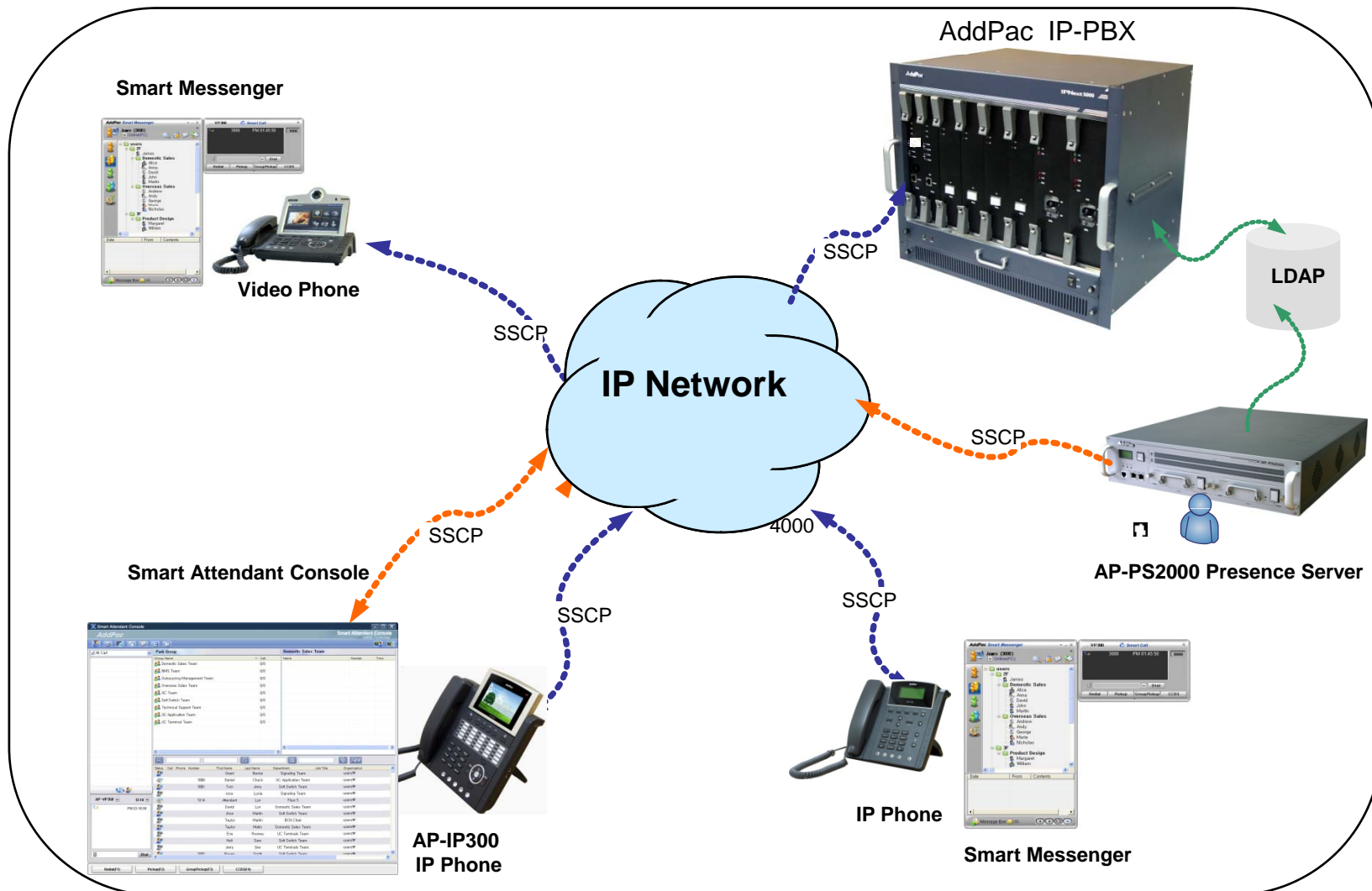
Support Efficiently Call Routing and Smart Presence Service

- Smart Attendant Console Function
 - Support Call Routing Service
 - Support Directory Search
 - Support User Presence Information
 - Support Phone Number Presence Information
 - Interoperation with Directory and Smart Attendant Console
 - Support Smart Call Control and Additional Service Control
 - Support Longest Wait Time based Incoming Call Process
 - Support Private Phone Book
 - Support Drag and Drop Call Control Service
 - Support Remote Broadcasting Control Feature

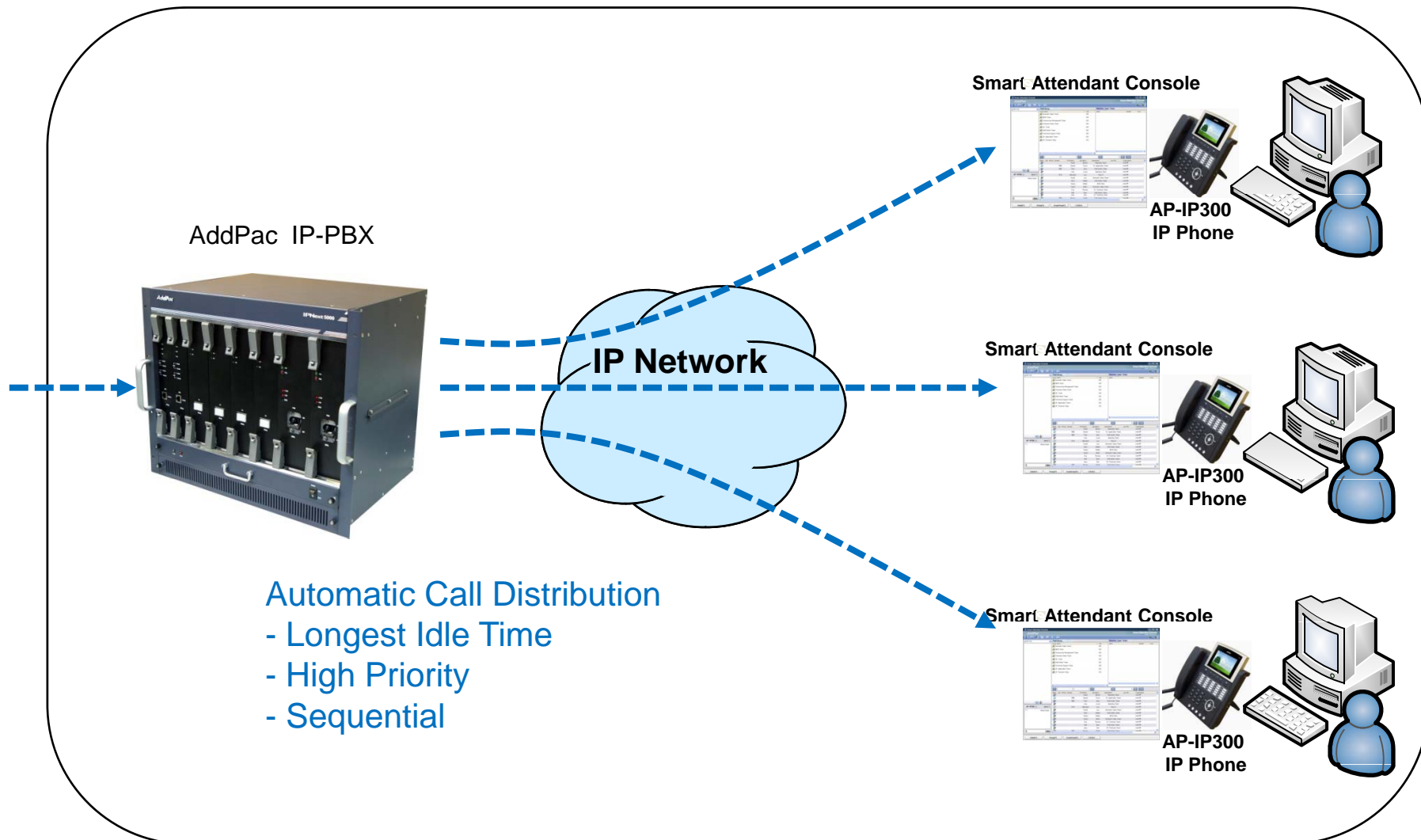
Smart Attendant Console Structure



Smart Attendant Console System Diagram



Smart Attendant Console Automatic Call Distribution



Smart Attendant Console Feature

- Smart Login Service
 - User Login and Logout Feature
- Automatic Call Distribution Feature
 - No Call Distribution Mode
 - An Available Attendant Manually Answer a Call in the Queue
 - Longest Idle Time Mode
 - Call Manager Automatically Send a Call to Longest Idle Attendant
 - Preference Mode
 - Call Manager Automatically Send a Call to High Priority Attendant
 - Sequential Mode
 - Call Manager Automatically Send a Call to an Attendant Sequentially

Smart Attendant Console Feature (cont.)

- Queue Call Control Feature
 - Wait Time Based Call Answer
 - Longest Wait Call Answer
 - Show Incoming Call by Call Type
 - Internal Call Show
 - External Call Show
 - Show All Call
 - Display Call Status Icon for Waiting Time
 - Call Busy, Call Wait Alerting, Call Wait Warning
 - User Configure the Wait Status Time

Smart Attendant Console Feature (cont.)

- Additional Call Service
 - Park Group Monitoring
 - Show Park Group Call Status for All Park Group
 - Show Detail Park Group Call List for Specify Park Group
 - Call Group Park, Park Group Call Pickup
 - Display Call Status Icon for Waiting Time
 - Call Busy, Call Wait Alerting, Call Wait Warning
 - User Configure the Wait Status Time

Smart Attendant Console Feature (cont.)

- **Additional Call Service**
 - Phone Book Feature
 - Group Create, Modify, Delete
 - Contact Add, Delete, Modify
 - Common Feature
 - Dial
 - View Detail Contact Information
 - Send e-mail
 - Dial, Send e-mail Using Phone Book
 - Private Contacts Managing Feature
 - Detail Contact Information View
 - Support Emergency / Night Mode (ToDo)
 - Configure Emergency Voice Content and Enable/Disable Emergency Mode
 - Enable/Disable Night Mode

Smart Attendant Console Feature (cont.)

- Directory Search Service
 - User Search Feature
 - Various Search Options
 - First Name, Last Name, Department, Phone Number
 - Search User Presence Status View
 - PC Online, Phone Online, PC-Phone Online
 - Working, Away, Absence
 - Be In Conference, Call Busy
 - Interoperate with Directory Search User Information
 - Double Click Call Dial and Manual Call Dial
 - Drag and Drop Call Transfer and Manual Call Transfer
 - Dynamic Conference

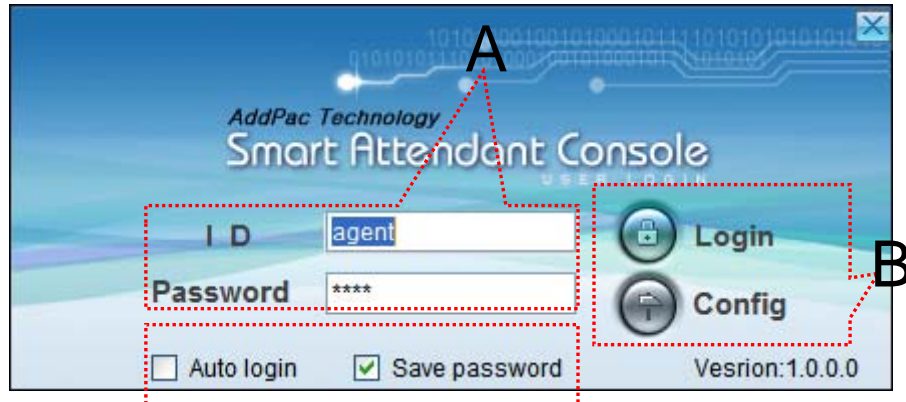
Smart Attendant Console Feature (cont.)

- **Monitoring Presence Service**
 - Support Monitoring Group
 - Add, Modify, Delete Monitoring Group and User
 - Add Group from Public Contacts
 - Phone Presence Status
 - Online, Working, Away, Absence
 - Be In Conference, Call Busy
 - Display Call Information
 - Caller Name, Phone Number
 - Phone Type (Phone, Mobile), Call Type (In/Out-Bound Call)
 - Display Call Status Icon for Waiting Time
 - Call Idle, Call Busy, Call Wait Alerting, Call Wait Warning
 - User Configure the Wait Status Time

Smart Attendant Console Feature (cont.)

- **Broadcasting Service**
 - Support Broadcasting Control Feature
 - Easy to Start/Stop Broadcasting
 - Show Broadcasting Group Status
 - Set Broadcasting Volume
 - Support User Friendly Design
- **Fire Alerting Service**
 - Automatic Fire Alerting Broadcasting
 - Show Fire Alerting Status

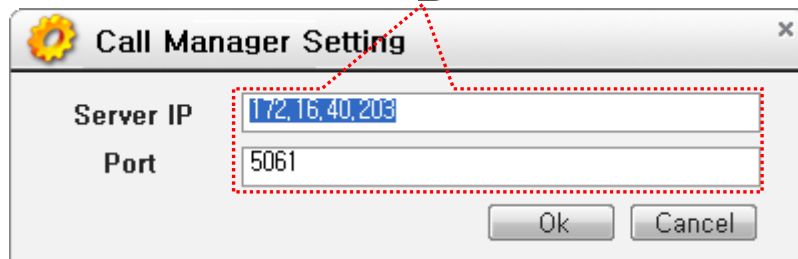
Smart Attendant Console Login



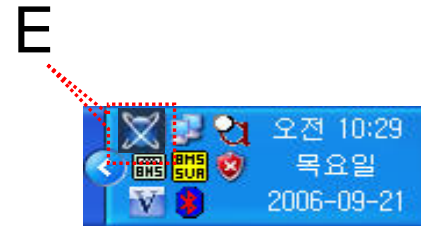
[Figure 1]

C

D



[Figure 2]

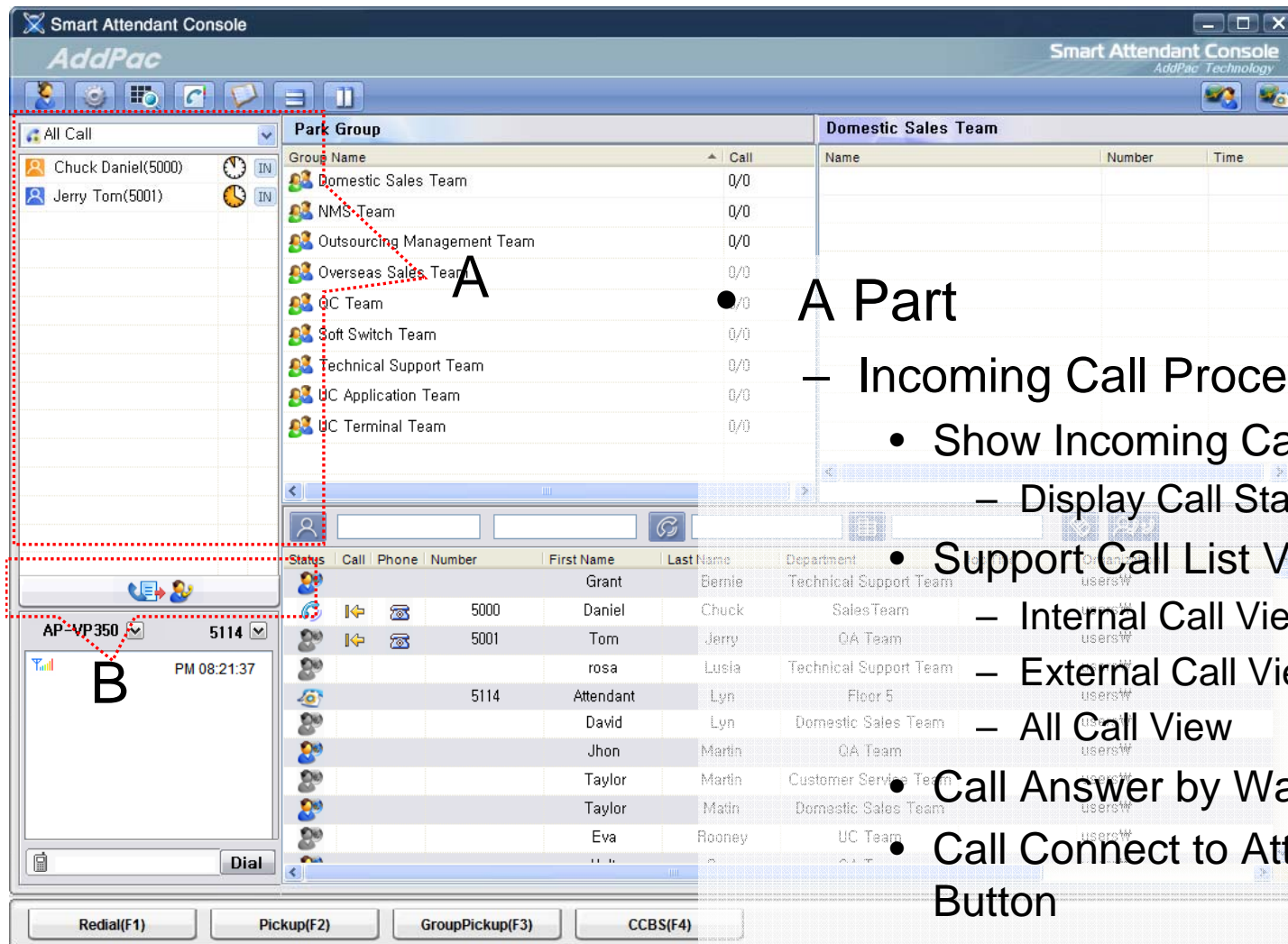


[Figure 3]

- Attendant Console Login
 - [Figure 1] shows the login picture of smart attendant Console program. “E” of [Figure3] is ICON of Smart 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

Smart Attendant Console

Main Screen Feature



A Part

– Incoming Call Process Part

- Show Incoming Call Status
- Display Call Status by Wait Time Icon
- Support Call List View Option

– Internal Call View

– External Call View

– All Call View

• Call Answer by Wait Time

• Call Connect to Attendant Using “B” Button

Smart Attendant Console

Main Screen Feature (cont.)

- **B Part**

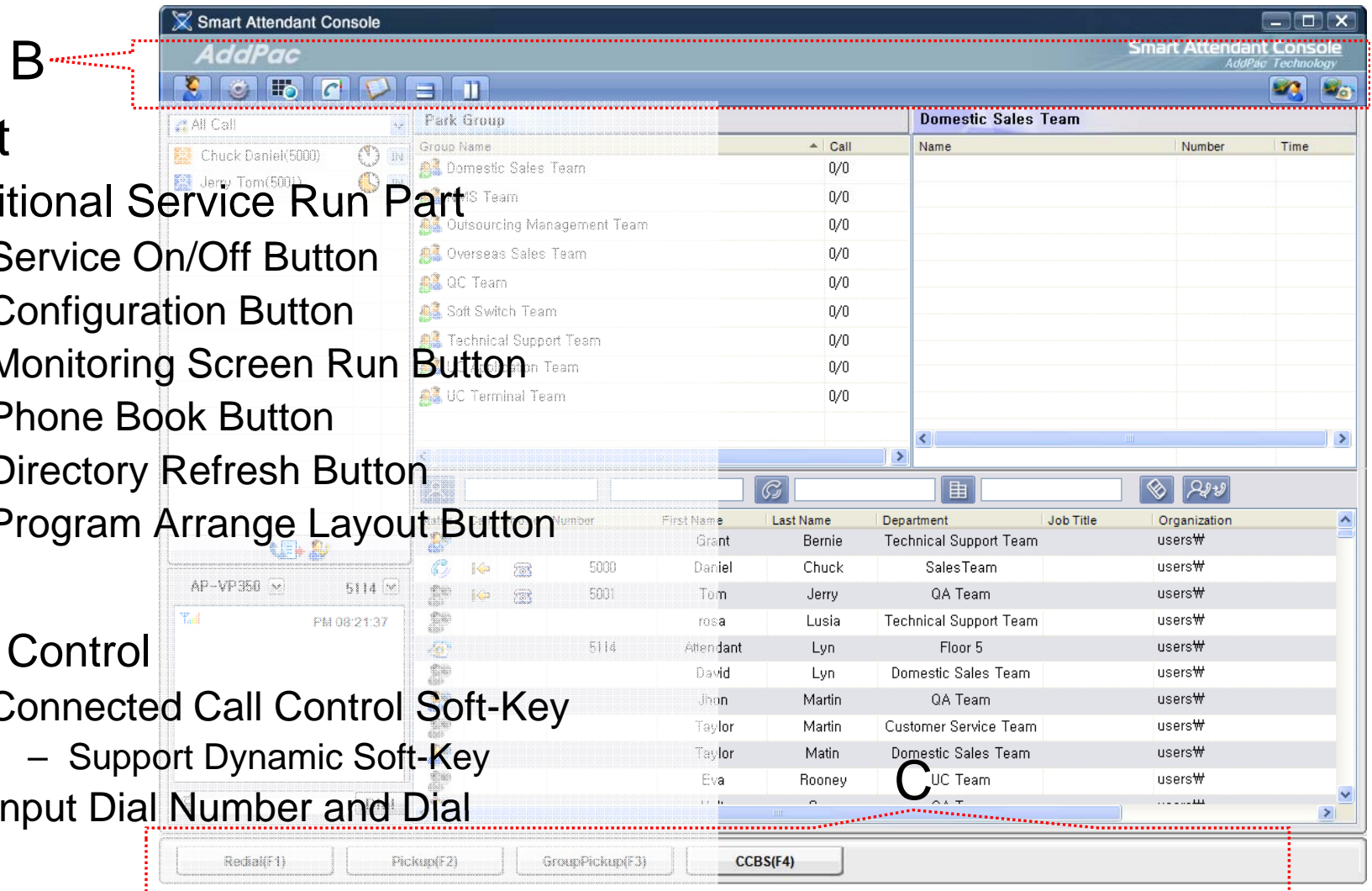
- Additional Service Run Part

- Service On/Off Button
 - Configuration Button
 - Monitoring Screen Run Button
 - Phone Book Button
 - Directory Refresh Button
 - Program Arrange Layout Button

- **C Part**

- Call Control

- Connected Call Control Soft-Key
 - Support Dynamic Soft-Key
 - Input Dial Number and Dial



Smart Attendant Console Main Screen Feature (cont.)

- D Part

- Directory Search Part

- Provide Various Search Options
 - First Name, Second Name
 - Department
 - Phone Number
 - Support User Presence Service
 - Interoperation with Directory Search User

The screenshot displays the Smart Attendant Console interface. At the top, there's a header with 'Smart Attendant Console' and 'AddPac Technology'. Below this, a 'Park Group' dropdown is set to 'Domestic Sales Team'. A table shows call statistics for various teams, with 'Call' counts all at '0/0'. A search bar is visible with a red dashed box around it, and a large 'D' is placed next to it. Below the search bar, a table lists users with columns for Status, Call, Phone, Number, First Name, Last Name, Department, Job Title, and Organization. A red dashed box highlights this table. At the bottom, there are buttons for 'Redial(F1)', 'Pickup(F2)', 'GroupPickup(F3)', and 'CCBS(F4)'. A green dashed circle highlights the user presence icons (represented by small person icons with status indicators) located below the CCBS button.

| Group Name | Call |
|-----------------------------|------|
| Domestic Sales Team | 0/0 |
| Domestic Support Team | 0/0 |
| Outsourcing Management Team | 0/0 |
| Overseas Sales Team | 0/0 |
| QC Team | 0/0 |
| Soft Switch Team | 0/0 |
| Technical Support Team | 0/0 |
| UC Application Team | 0/0 |

| Status | Call | Phone | Number | First Name | Last Name | Department | Job Title | Organization |
|--------|------|-------|--------|------------|-----------|------------------------|-----------|--------------|
| | | | | Grant | Bernie | Technical Support Team | | users\ |
| | | | 5000 | Daniel | Chuck | Sales Team | | users\ |
| | | | 5001 | Tom | Jerry | QA Team | | users\ |
| | | | | rosa | Lusia | Technical Support Team | | users\ |
| | | | 5114 | Attendant | Lyn | Floor 5 | | users\ |
| | | | | David | Lyn | Domestic Sales Team | | users\ |
| | | | | Jhon | Martin | QA Team | | users\ |
| | | | | Taylor | Martin | Customer Service Team | | users\ |
| | | | | Taylor | Matin | Domestic Sales Team | | users\ |
| | | | | Eva | Rooney | UC Team | | users\ |

Smart Attendant Console Main Screen Feature (cont.)

The screenshot displays the Smart Attendant Console interface. At the top, the title bar reads "Smart Attendant Console" and "AddPac". Below the title bar is a toolbar with various icons. The main area is divided into several sections:

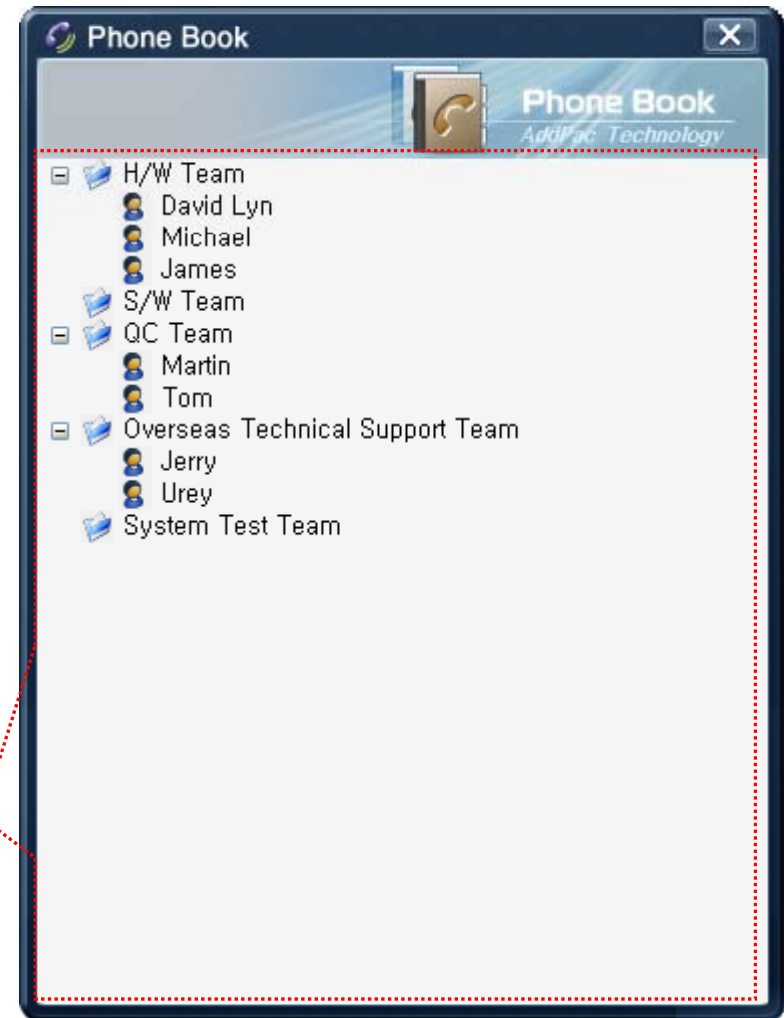
- Left Panel:** A dropdown menu labeled "All Call" with a large red letter "E" next to it. Below this is a list of Park Groups.
- Park Group Table:** A table with columns "Group Name" and "Call". The "Technical Support Team" is selected and highlighted in blue.
- Technical Support Team Detail Table:** A table with columns "Name", "Number", and "Time". It shows two entries: DanielChuck (5000, 62) and TomJerry (5001, 38).
- Call List Table:** A table with columns "Status", "Call", "Phone", "Number", "First Name", "Last Name", "Department", "Job Title", and "Organization". It lists several call records.
- Bottom Panel:** A row of buttons: "Redial(F1)", "Pickup(F2)", "GroupPickup(F3)", and "CCBS(F4)".

- E Part
 - Park Group Management Part
 - Show Park Group Call Status
 - Show Detail Park Group Call List
 - Support Group Park, Group Park Call Pickup

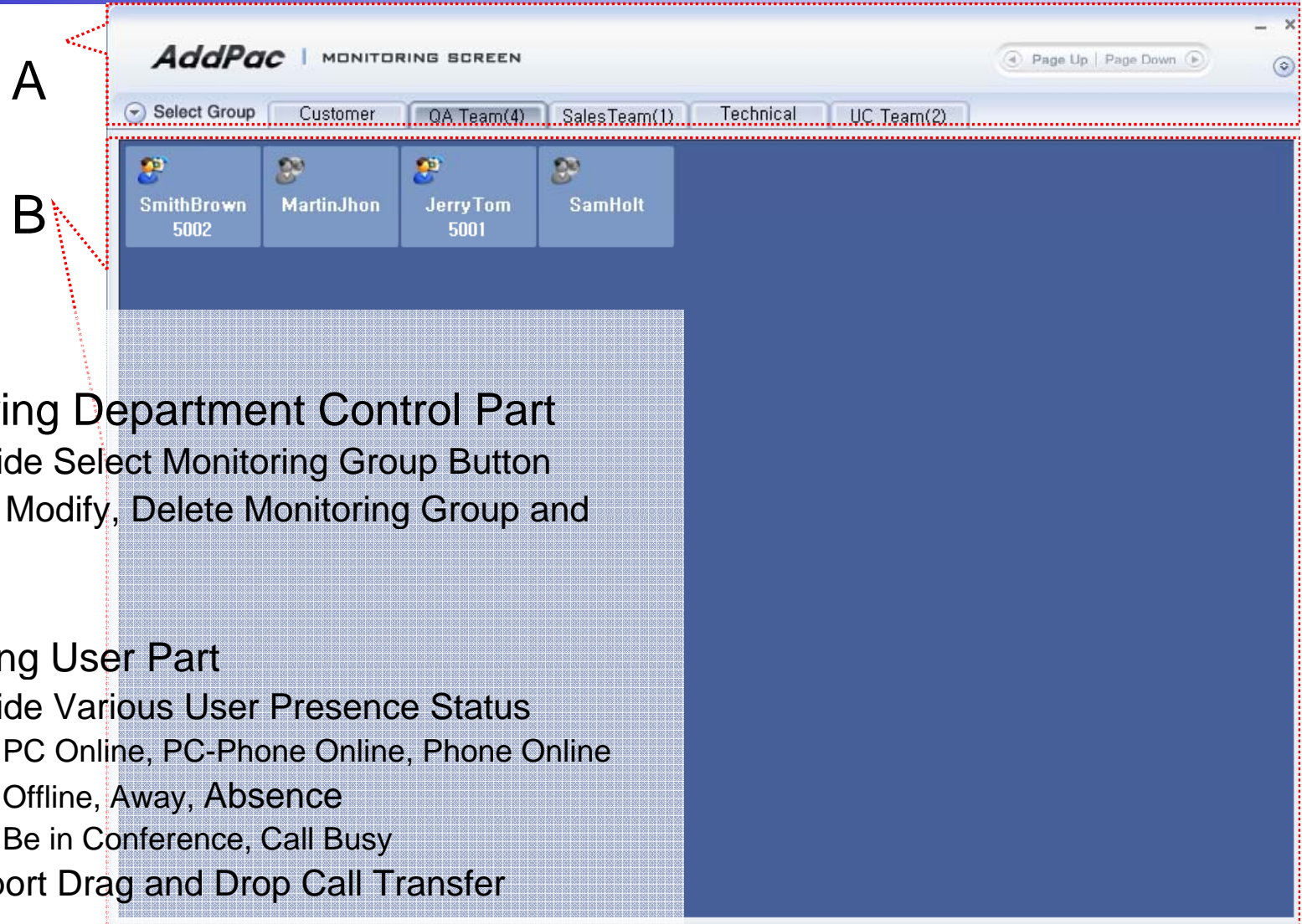
Smart Attendant Console

Main Screen Feature (cont.)

- F Part
 - Phone Book Management Part
 - Group Create, Modify, Delete
 - Contact Add, Delete, Modify
 - Common Feature
 - Dial
 - View Detail Contact Information
 - Send e-mail
 - Dial, Send e-mail Using Phone Book
 - Private Contacts Managing Feature
 - Detail Contact Information View



Smart Attendant Console Monitoring Screen Feature



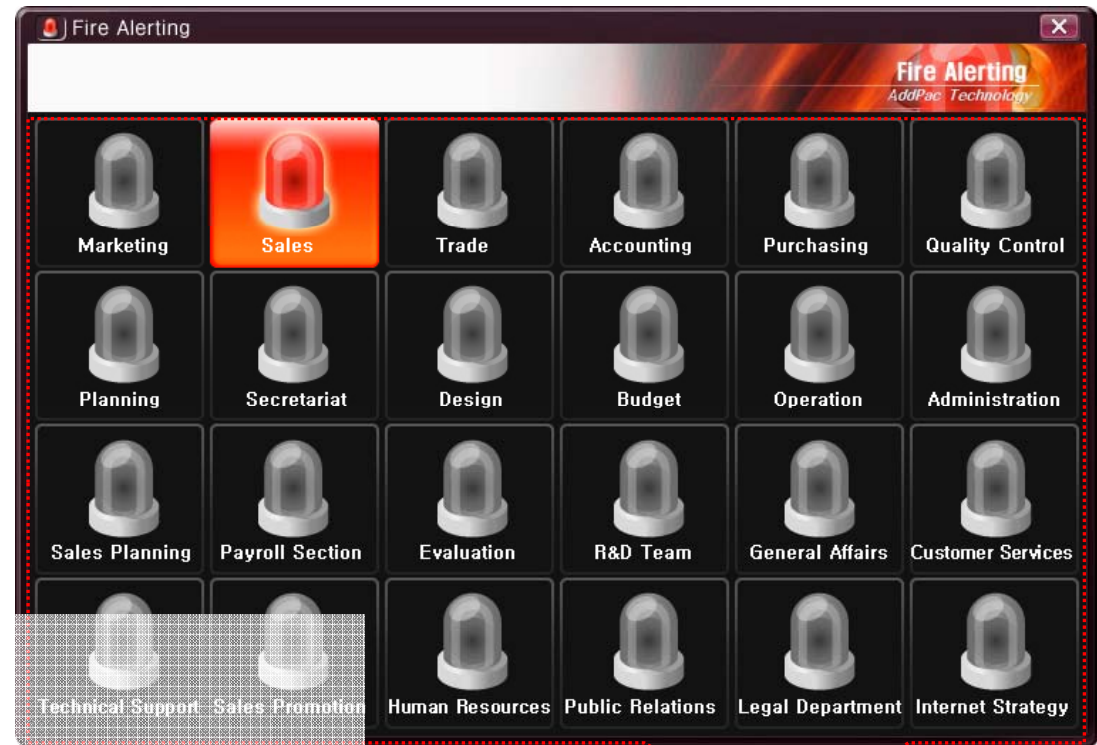
Smart Attendant Console Broadcasting Screen Feature

- A Part
 - Broadcasting Status Part
 - Show Group Broadcasting Status
 - Broadcasting, Idle, Other Service
- B Part
 - Broadcasting Control Part
 - Broadcasting Start/Stop Button
 - Chime Bell Play Button
 - Volume Control Button



Smart Attendant Console

Fire Alerting Screen Feature



- A Part
 - Fire Alerting Part
 - Automatic Fire Alerting Broadcasting
 - Show Fire Alerting Status



Thank you!

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