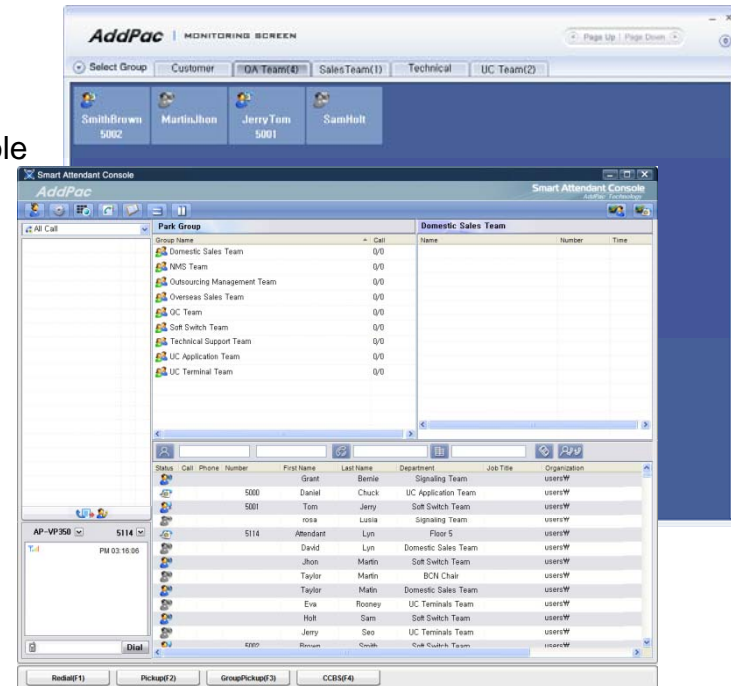# Smart Attendant Console (version 1.0)

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

AddPac Technology
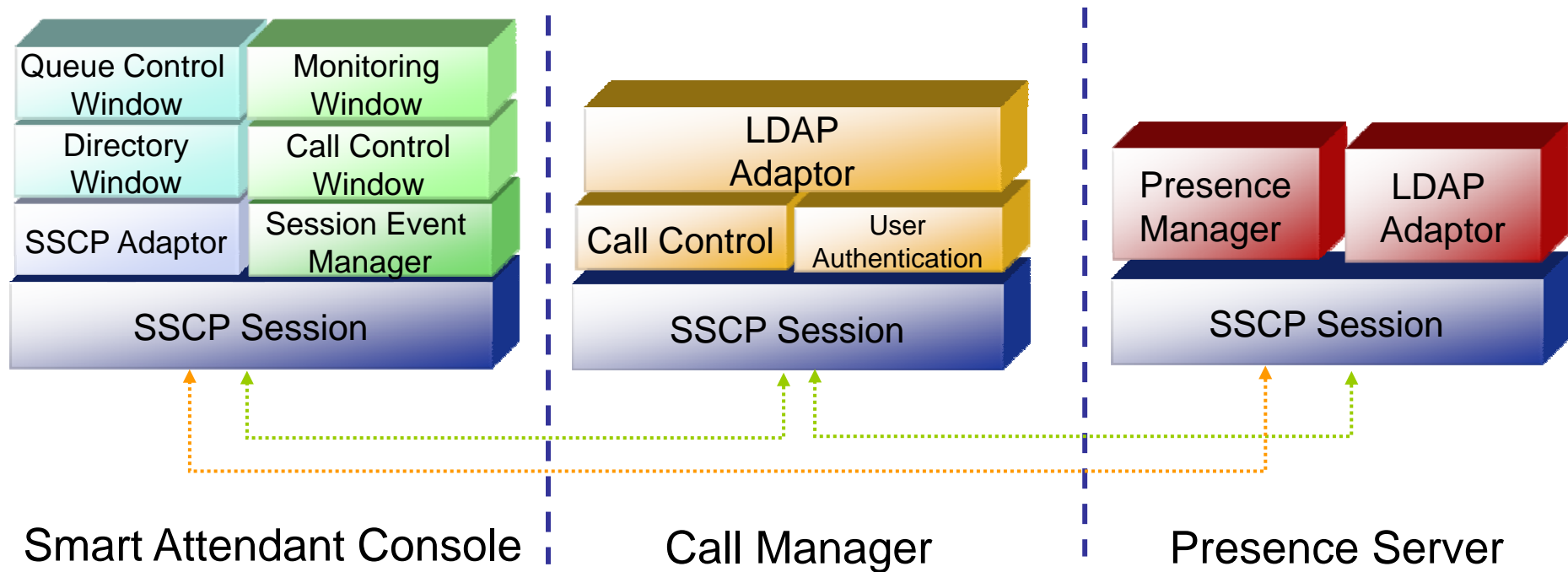
Sales and Marketing

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
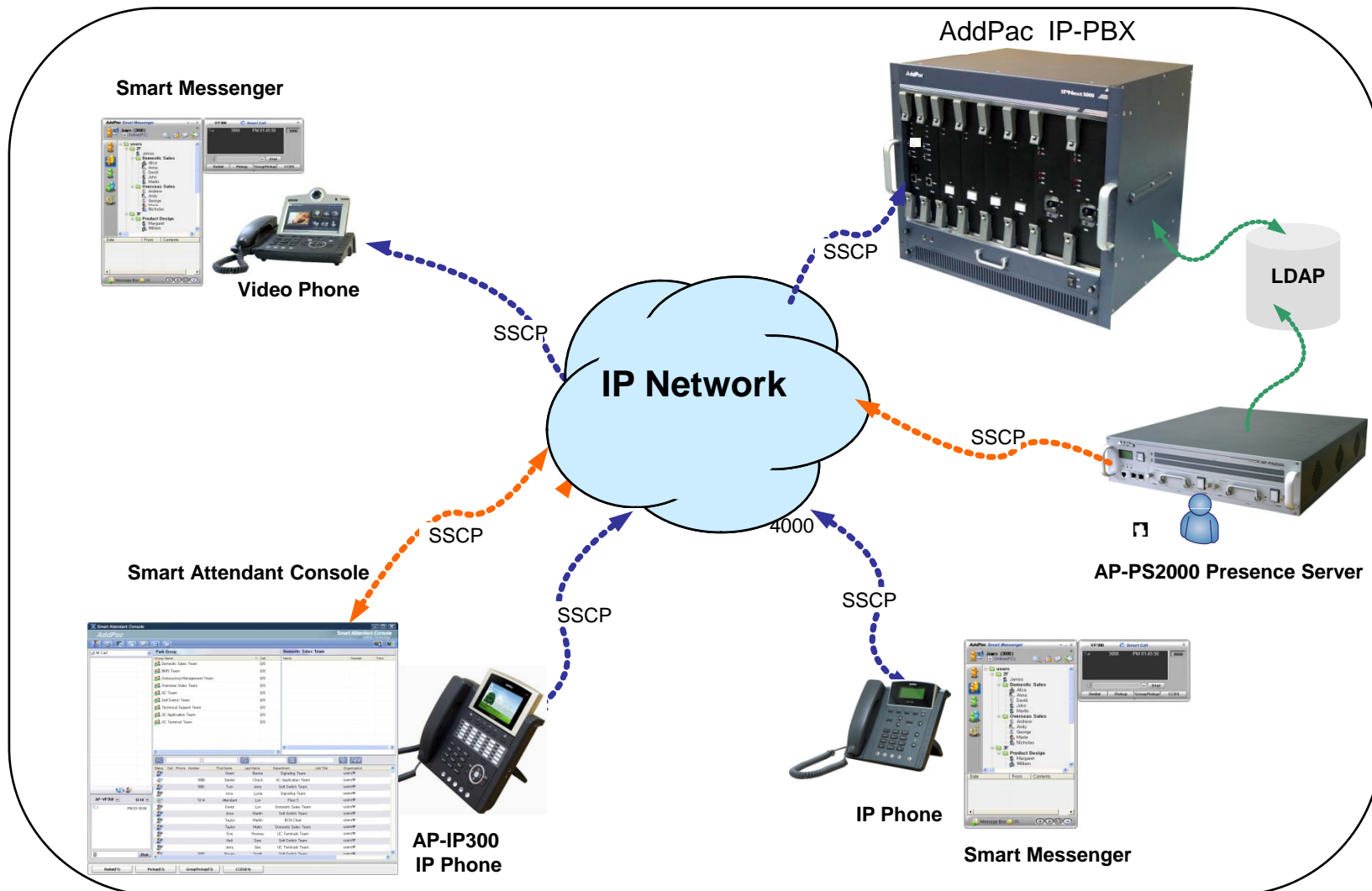 - Fire Alerting Screen And Feature

AddPac

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
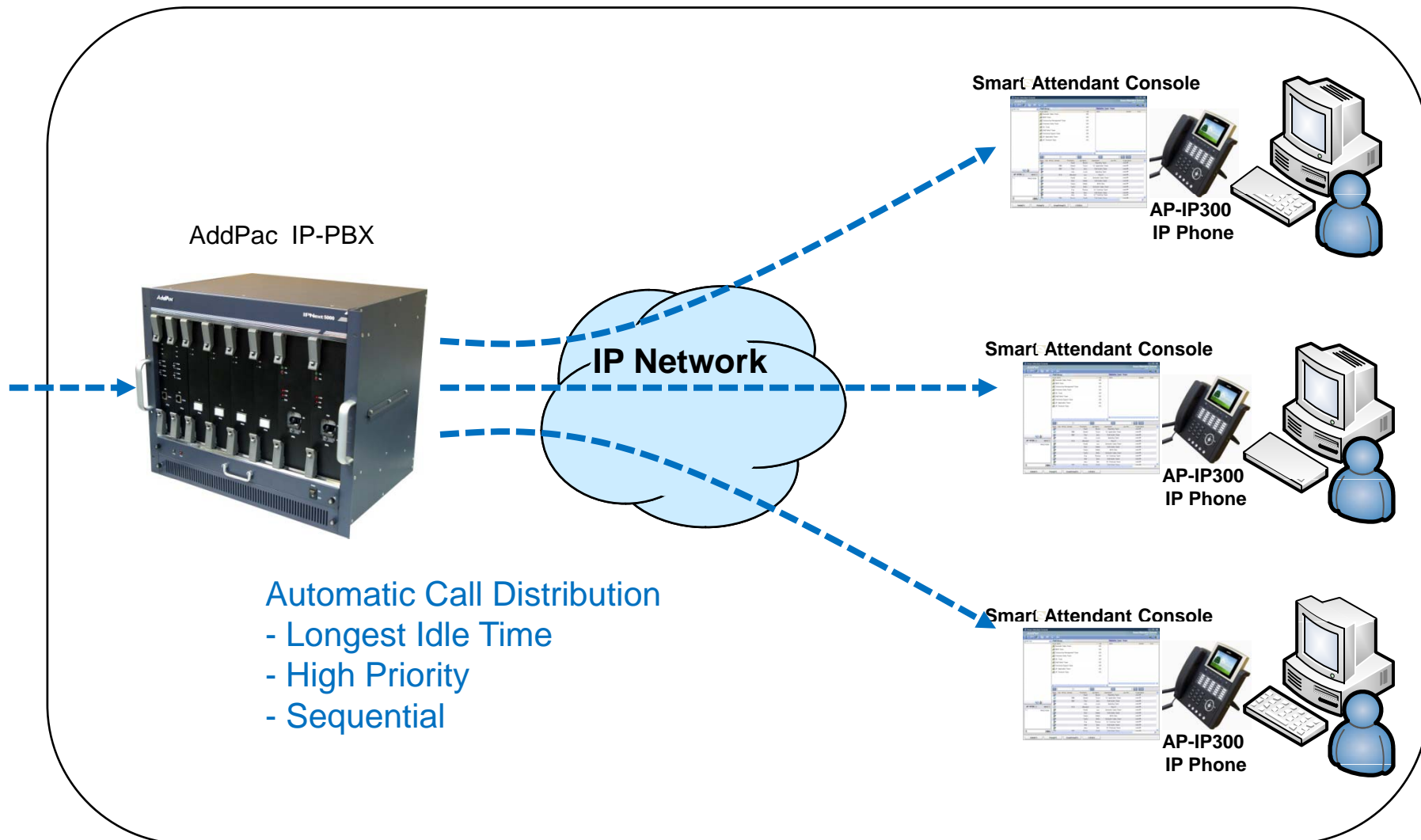 - Support Remote Broadcasting Control Feature

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Smart Attendant Console Structure

Queue Control Window	Monitoring Window
Directory Window	Call Control Window
SSCP Adaptor	Session Event Manager

SSCP Session

LDAP Adaptor

| Call Control | User Authentication |

SSCP Session

| Presence Manager | LDAP Adaptor |

SSCP Session

Smart Attendant Console

Call Manager

Presence Server

Smart Attendant Console System Diagram

AddPac IP-PBX

Smart Messenger

Video Phone

IP Network

SSCP

LDAP

AP-PS2000 Presence Server

Smart Attendant Console

AP-IP300 IP Phone

IP Phone

Smart Messenger

4000

AddPac

Smart Attendant Console
Automatic Call Distribution

AddPac IP-PBX

IP Network

Automatic Call Distribution
- Longest Idle Time
- High Priority
- Sequential

Smart Attendant Console

AP-IP300
IP Phone

Smart Attendant Console

AP-IP300
IP Phone

Smart Attendant Console

AP-IP300
IP Phone

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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
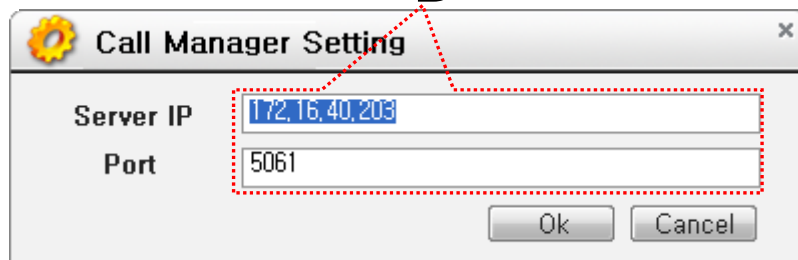
Smart Attendant Console Feature (cont.)

- ## 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

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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

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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

A

E

B

[Figure 3]

[Figure 1]

C

D
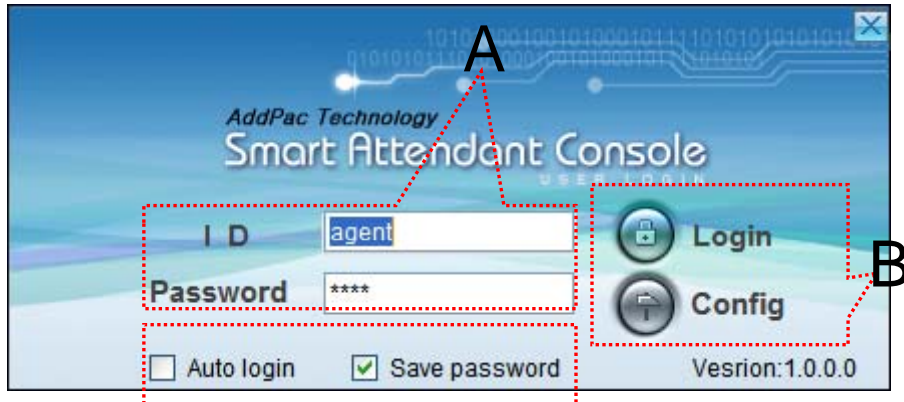
[Figure 2]

- 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

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Smart Attendant Console Main Screen Feature
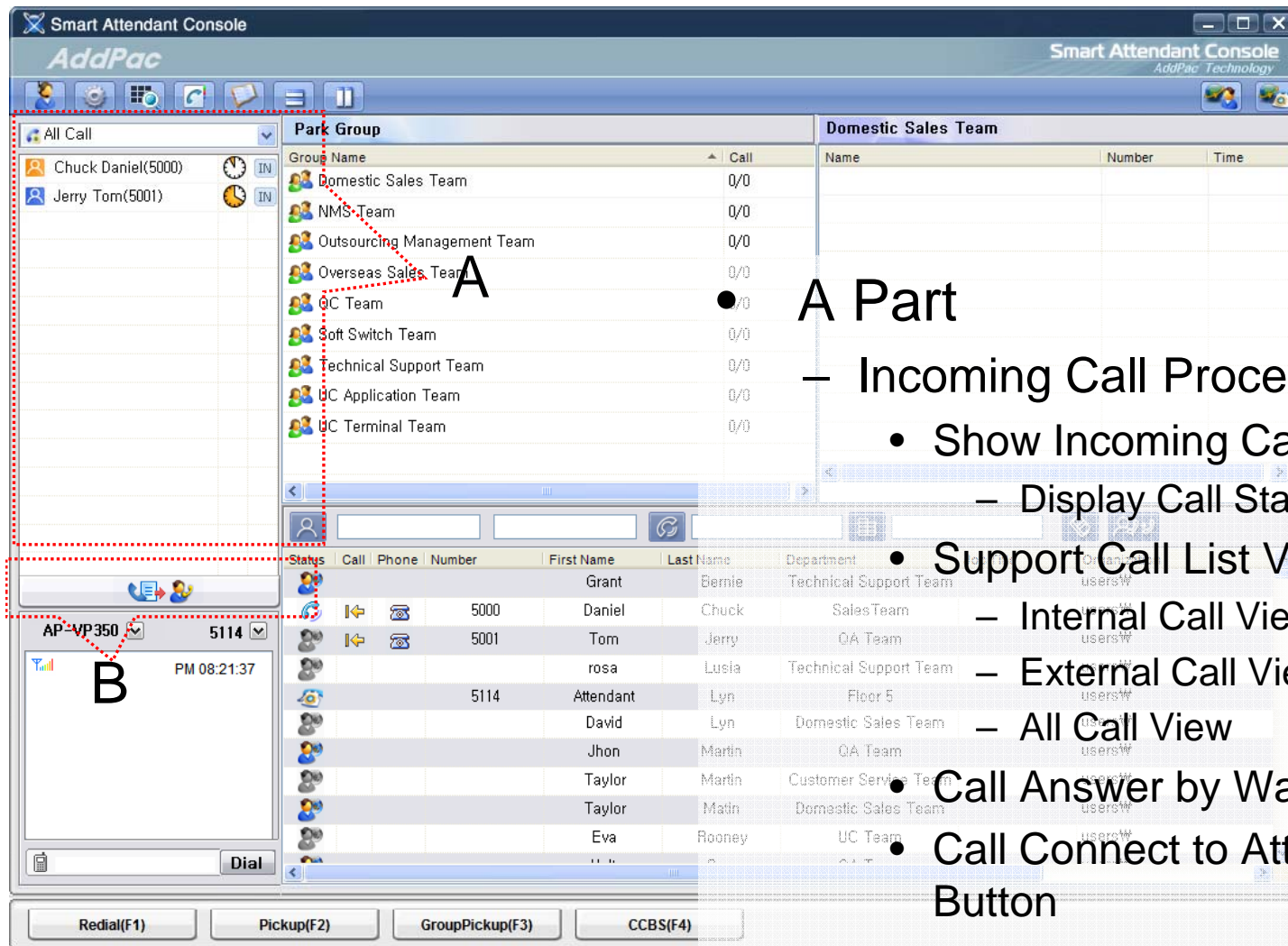
- **A Part**
  - Incoming Call Process Part
    - Show Incoming Call Status
      - Display Call Status by Wait Time Icon
    - Support Call List View Option
      - Internal Call View
      - External Call View
      - All Call View
  - Call Answer by Wait Time
  - Call Connect to Attendant Using "B" 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

Smart Attendant Console
Main Screen Feature (cont.)

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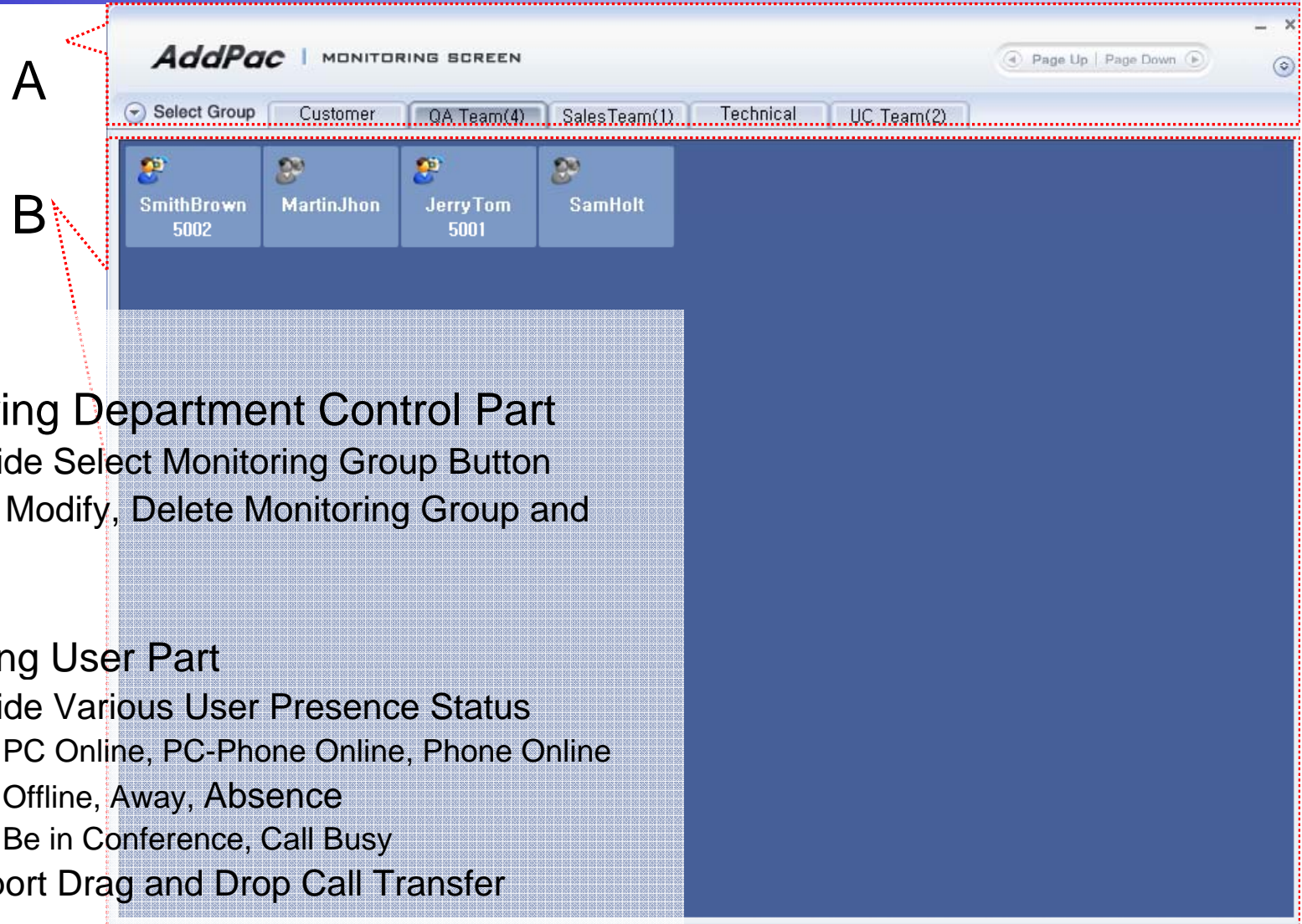 - Park Group Management Part
    - Show Park Group Call Status
    - Show Detail Park Group Call List
    - Support Group Park, Group Park Call Pickup

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

F
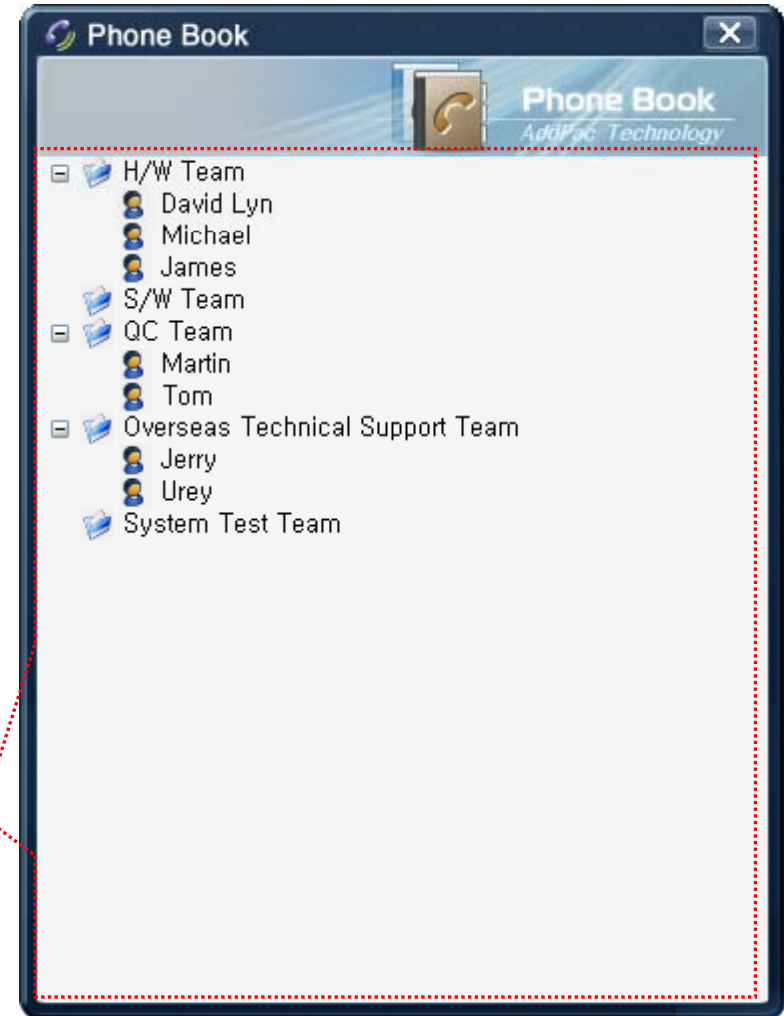
Smart Attendant Console
Monitoring Screen Feature

A

B

- A Part
  - Monitoring Department Control Part
    - Provide Select Monitoring Group Button
    - Add, Modify, Delete Monitoring Group and User
- B Part
  - Monitoring User Part
    - Provide Various User Presence Status
      - PC Online, PC-Phone Online, Phone Online
      - Offline, Away, Absence
      - Be in Conference, Call Busy
   - Support Drag and Drop Call Transfer

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

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Smart Attendant Console
Fire Alerting Screen Feature
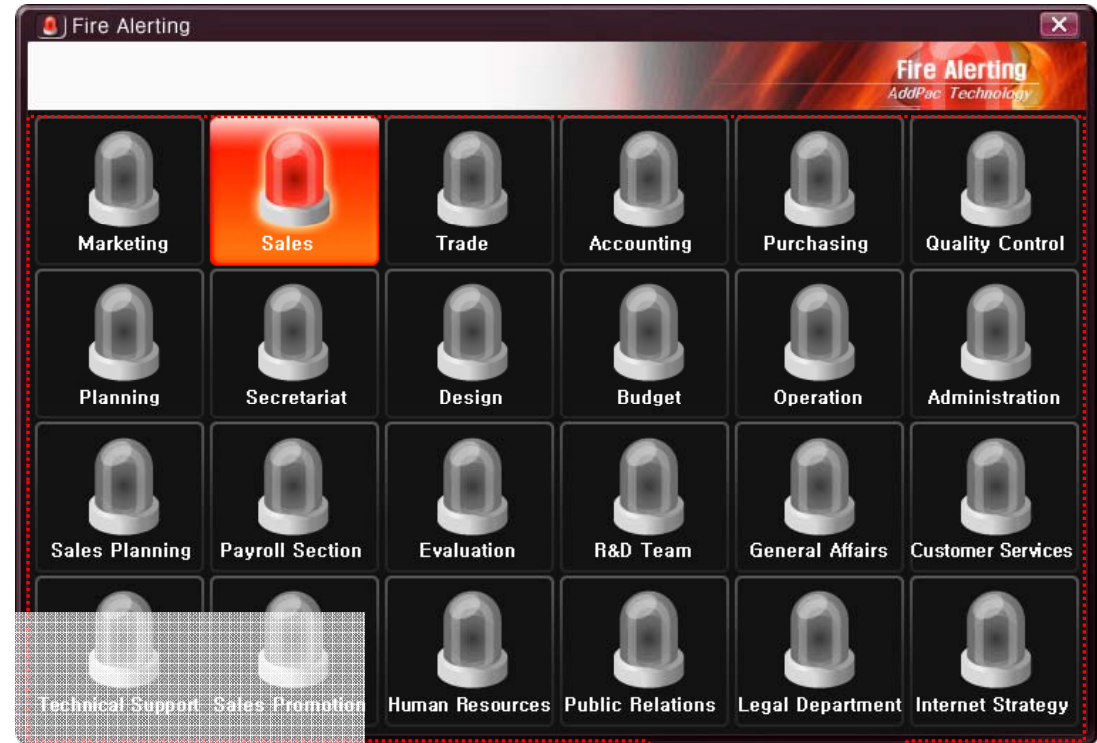
- A Part
  - Fire Alerting Part
    - Automatic Fire Alerting Broadcasting
    - Show Fire Alerting Status

Thank you!

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