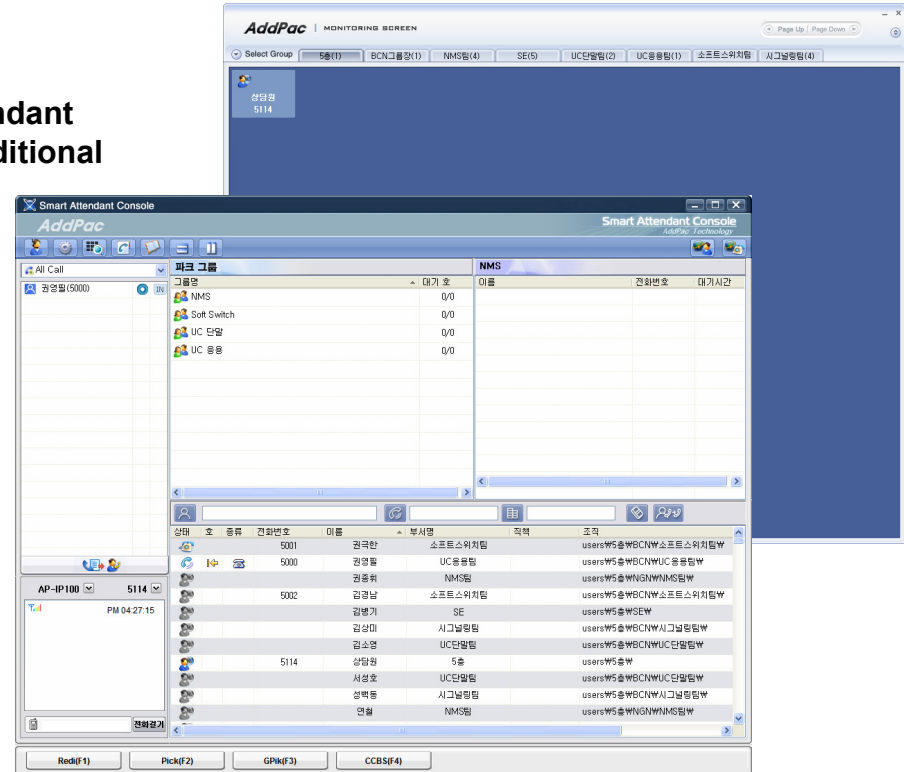


# Smart Attendant Console (version 1.0)

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

[www.addpac.com](http://www.addpac.com)

# Contents

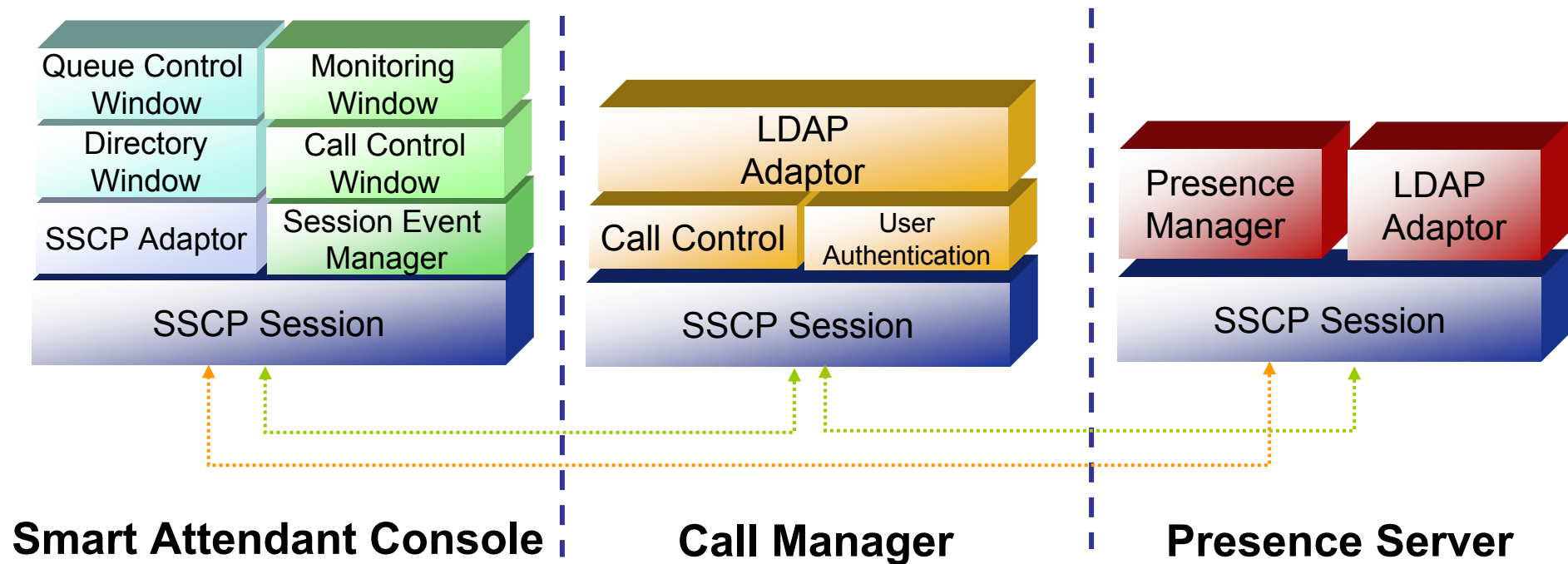
- Overview
- Smart Attendant Console Structure
- Smart Attendant Console System Diagram
- Smart Attendant Console Feature
- Smart Attendant Console UI
  - Main Screen Feature
  - Monitoring Screen and Feature



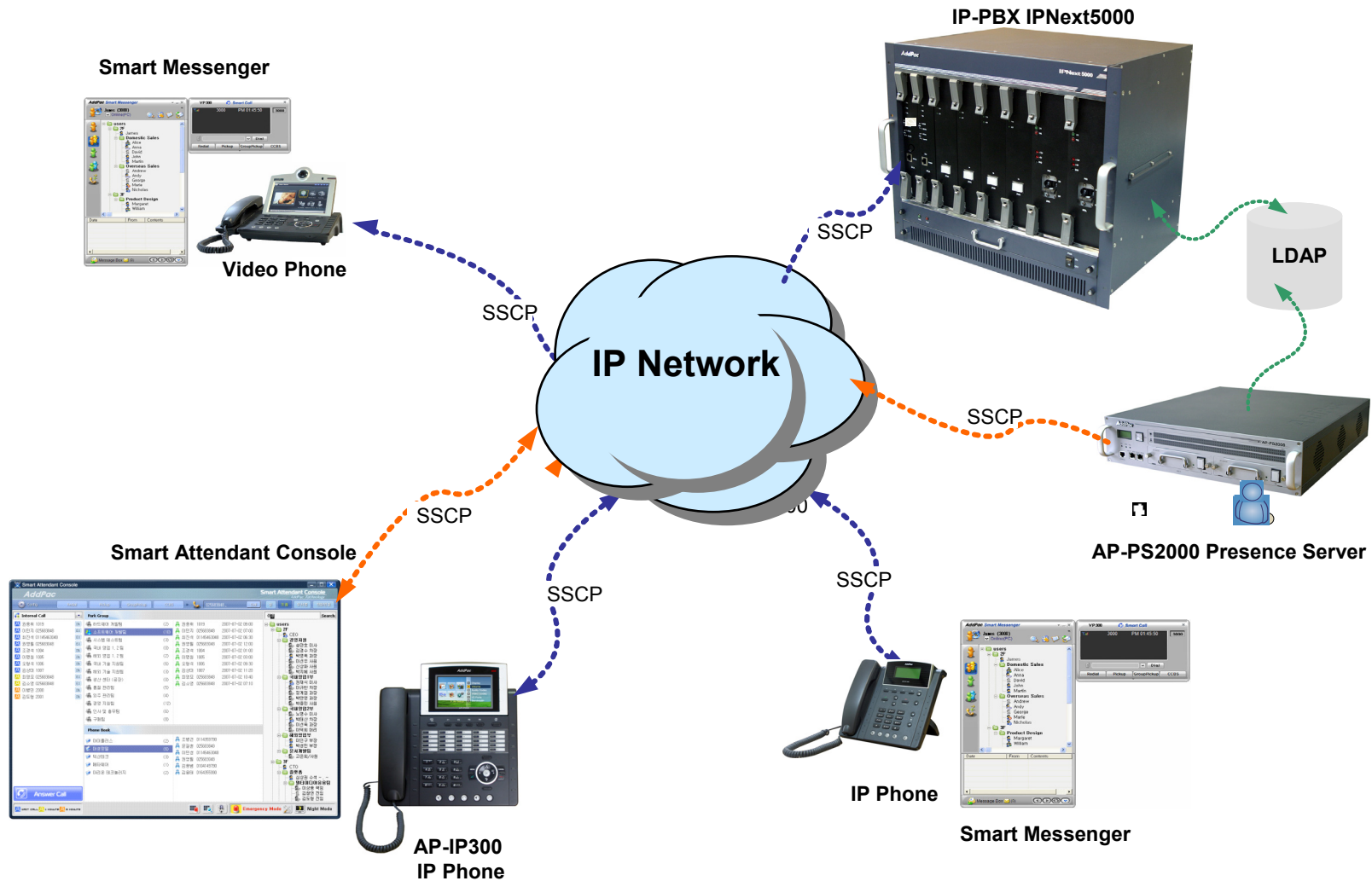
# Overview

- Call Routing and Smart Presence Service
- Smart Attendant Console Function
  - Support Call Routing Service
  - Support Directory Search
  - Support User Presence Information
  - Interoperation with Directory and Smart Attendant Console
  - Support Smart Call Control and Additional Service Control
  - Support Incoming Call Processing (Queuing)
  - Support Private Phone Book
  - Support Drag and Drop Call Control Service

# Smart Attendant Console Structure



# Smart Attendant Console System Diagram



# Smart Attendant Console Feature

- Smart Login Service
  - User Login and Logout Feature
- Incoming Call Control Feature
  - Wait Time Based Call Answer
    - Longest Wait Call Answer
  - Display Incoming Call Type
    - Display Internal Call
    - Display External Call
    - Display Call (Internal + external)
  - Display Call Status Icon for Waiting Time
    - Call Busy, Call Wait Alerting, Call Wait Warning
    - User Configurable Wait Status Time

# Smart Attendant Console Feature (cont.)

- Additional Call Service
  - Park Group Monitoring
    - Show Park Group Call Status for All Park Group
    - Show Detailed Park Group Call List for Specific 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\* (To Do)
    - Configure Emergency Voice Comment and Enable/Disable Emergency Mode
    - Enable/Disable Night Mode



# Smart Attendant Console Feature (cont.)

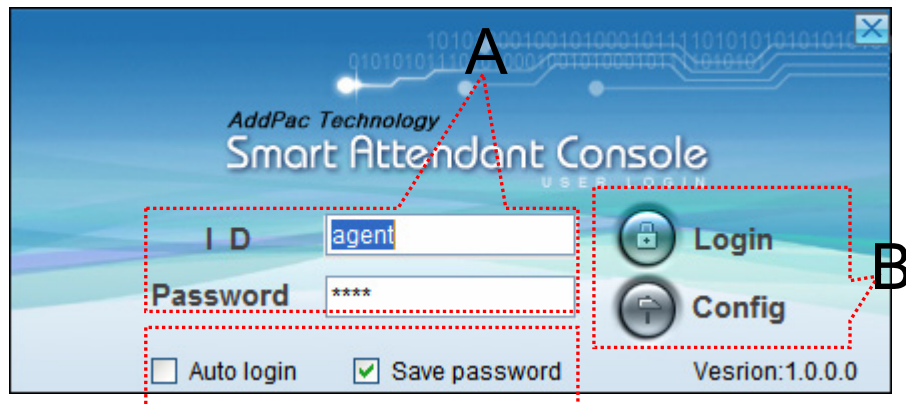
- Directory Search Service
  - User Search Feature
    - Various Search Options
      - First Name, Last Name, Department, Phone Number
    - Search User Presence Status View
      - PC Online, Phone Online, PC-Phone Online
      - Working, Away, Absence
      - Be In Conference, Call Busy
    - Interoperate 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.)

- Presence Service (User, Group)
  - Support Group based User Presence Service
    - Add, Modify, Delete Service for Group and User
    - Add Public Contacts's User to Group
  - User 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 Configurable Wait Status Time

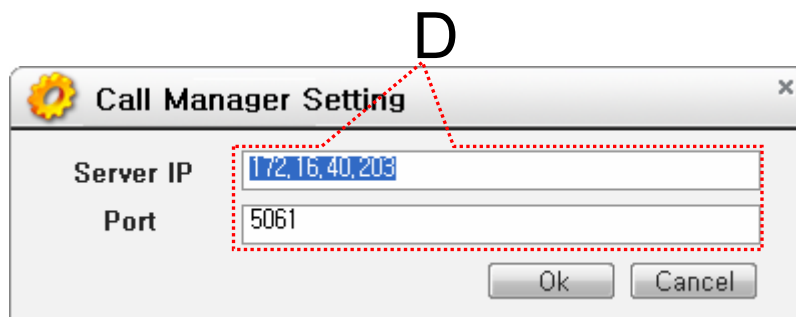
# Smart Attendant Console Login



[Figure 1]



[Figure 3]



[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

# Smart Attendant Console

## Main Screen Feature

The screenshot displays the Smart Attendant Console interface with the following components:

- Top Bar:** Includes the 'AddPac' logo and 'Smart Attendant Console' title.
- Left Panel:** Shows a list of callers: 'ChuckDaniel(5000)' and 'JerryTom(5001)'. A red dashed box highlights this area.
- Center Panel:** A 'Park Group' table with columns for 'Group Name' and 'Call' status. The 'UC Application Team' is selected. A red dashed box highlights this table.
- Right Panel:** A table for the 'UC Application Team' with columns for 'Name', 'Number', and 'Time'.
- Bottom Panel:** A call list table with columns: 'Status', 'Call', 'Phone', 'Number', 'First Name', 'Last Name', 'Department', 'Job Title', and 'Organization'. It shows incoming calls from Daniel Chuck (5000) and Tom Jerry (5001).
- Bottom Bar:** Contains function buttons: 'Redial(F1)', 'Pickup(F2)', 'GroupPickup(F3)', and 'CCBS(F4)'.

### 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 using Wait Time

# Smart Attendant Console Main Screen Feature (cont.)

- B Part

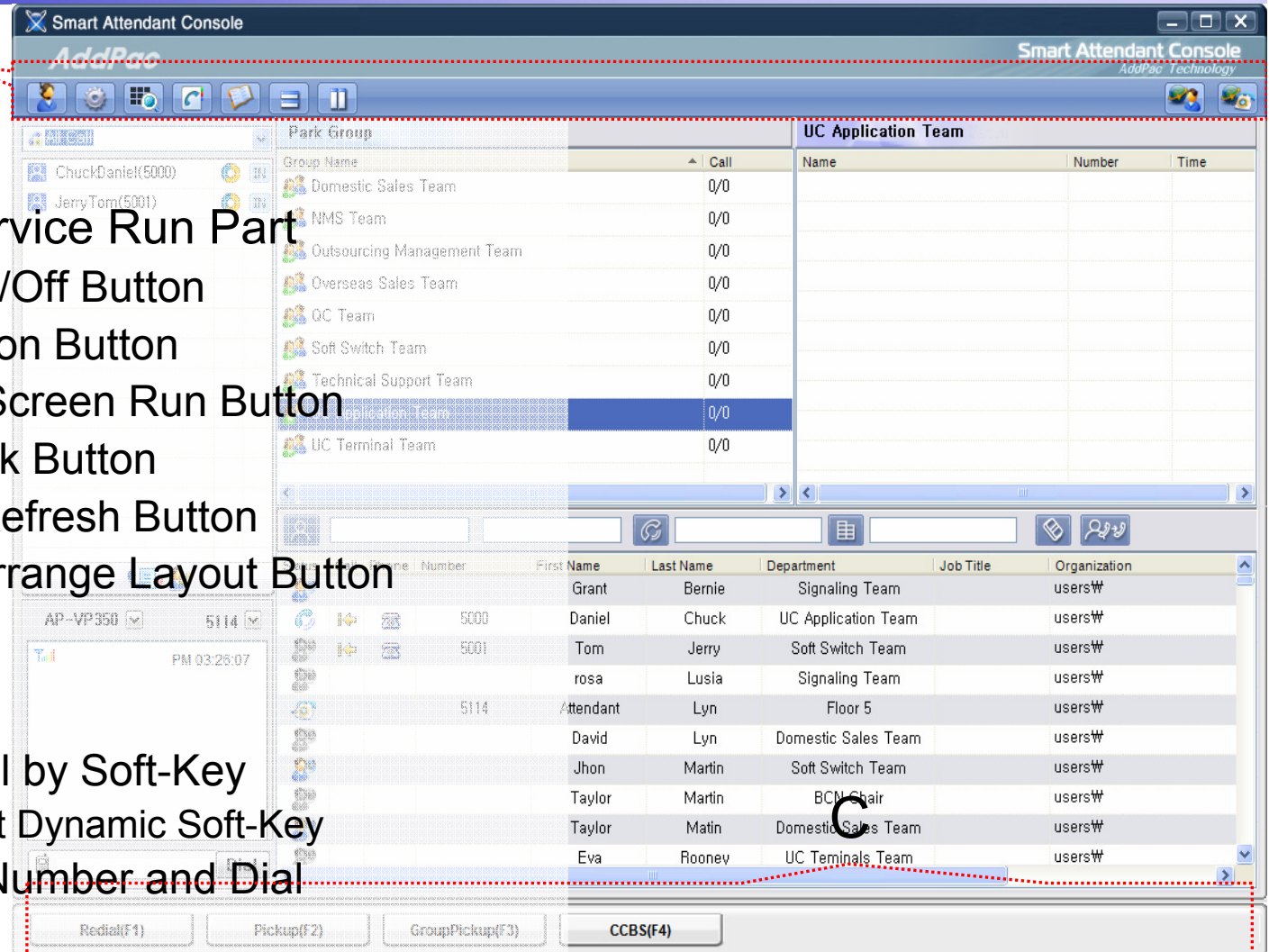
- Additional Service Run Part

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

- C Part

- Call Control

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





# Smart Attendant Console Main Screen Feature (cont.)

The screenshot displays the Smart Attendant Console interface. The top section shows a 'Park Group' list with columns for 'Group Name' and 'Call'. The 'Technical Support Team' is selected, showing a call count of 1/2. Below this, a 'Technical Support Team' table lists team members: DanielChuck (5000, 62) and TomJerry (5001, 38). The bottom section shows a call list table with columns for Status, Call, Phone, Number, First Name, Last Name, Department, Job Title, and Organization.

Group Name	Call
Domestic Sales Team	0/0
NMS Team	0/0
Outsourcing Management Team	0/0
Overseas Sales Team	0/0
QC Team	0/0
Soft Switch Team	0/0
<b>Technical Support Team</b>	<b>1/2</b>
UC Application Team	0/0
UC Terminal Team	0/0

Name	Number	Time
DanielChuck	5000	62
TomJerry	5001	38

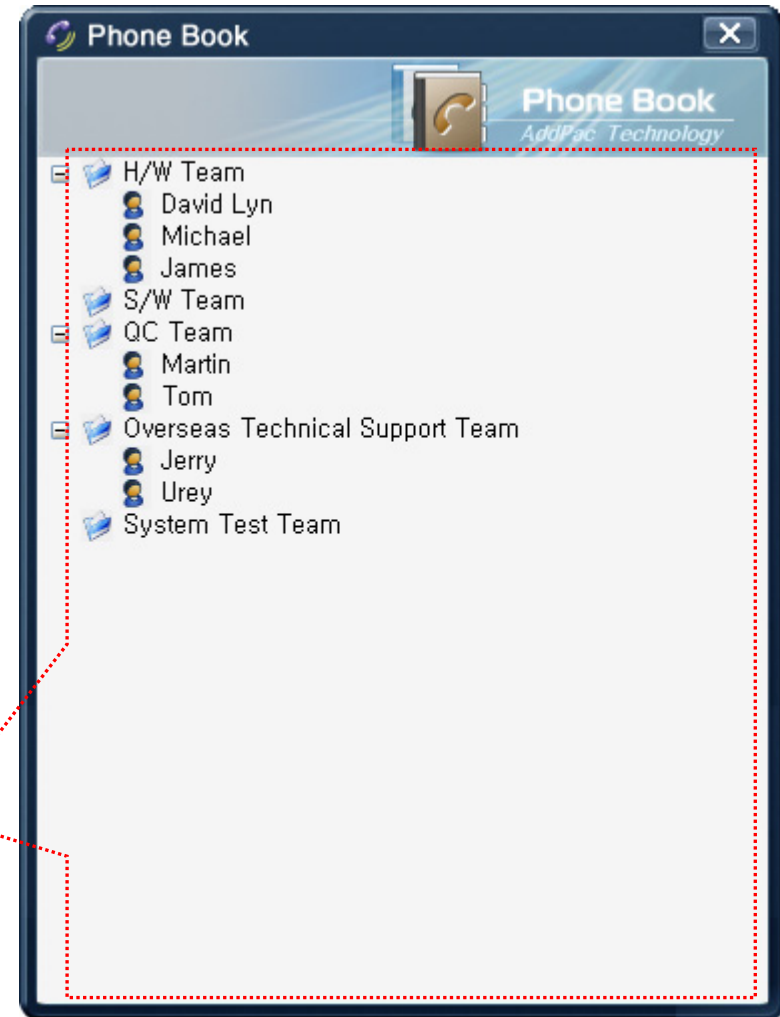
  

Status	Call	Phone	Number	First Name	Last Name	Department	Job Title	Organization
			5000	Daniel	Chuck	UC Application Team		
			5001	Tom	Jerry	Soft Switch Team		
			5114	rose	Lusia	Signaling Team		
				Attendant	Lyn	Floor 5		
				David	Lyn	Domestic Sales Team		
				Jhon	Martin	Soft Switch Team		
				Taylor	Martin	BCN Chair		
				Taylor	Martin	Domestic Sales Team		
				Rooney		UC Terminals Team		

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

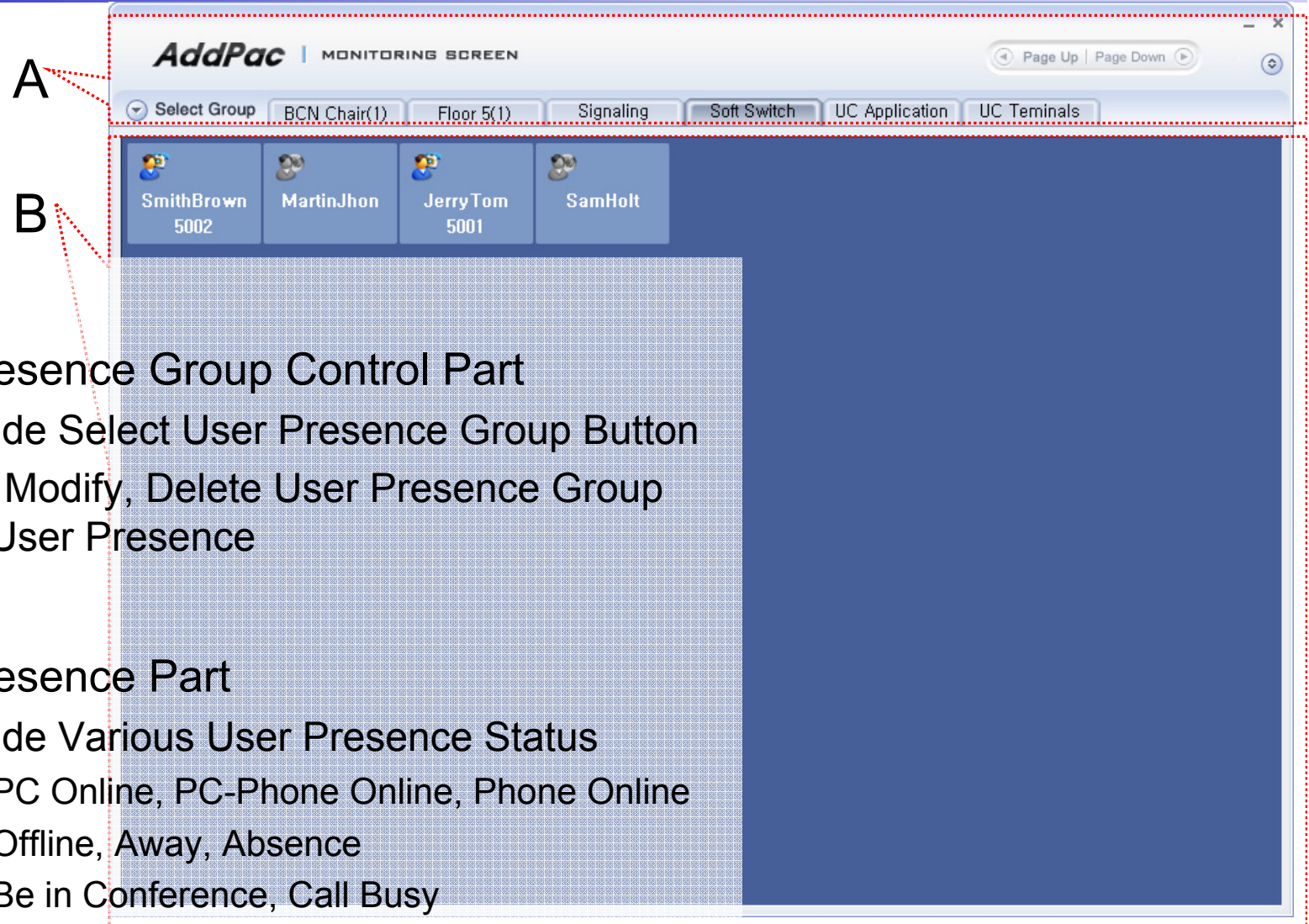
# Smart Attendant Console Main Screen Feature (cont.)

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





# Smart Attendant Console Monitoring Screen Feature



- A Part
    - User Presence Group Control Part
      - Provide Select User Presence Group Button
      - Add, Modify, Delete User Presence Group and User Presence
  - B Part
    - User Presence 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





# Thank you!

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