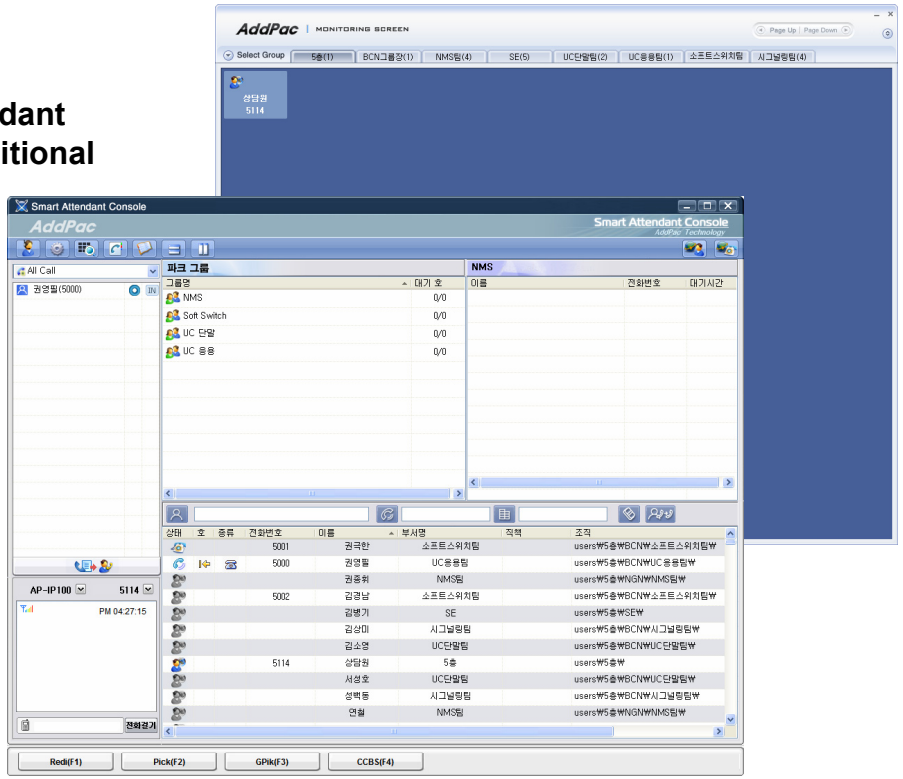
Smart Attendant Console (version 1.0)

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







AddPac

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Contents

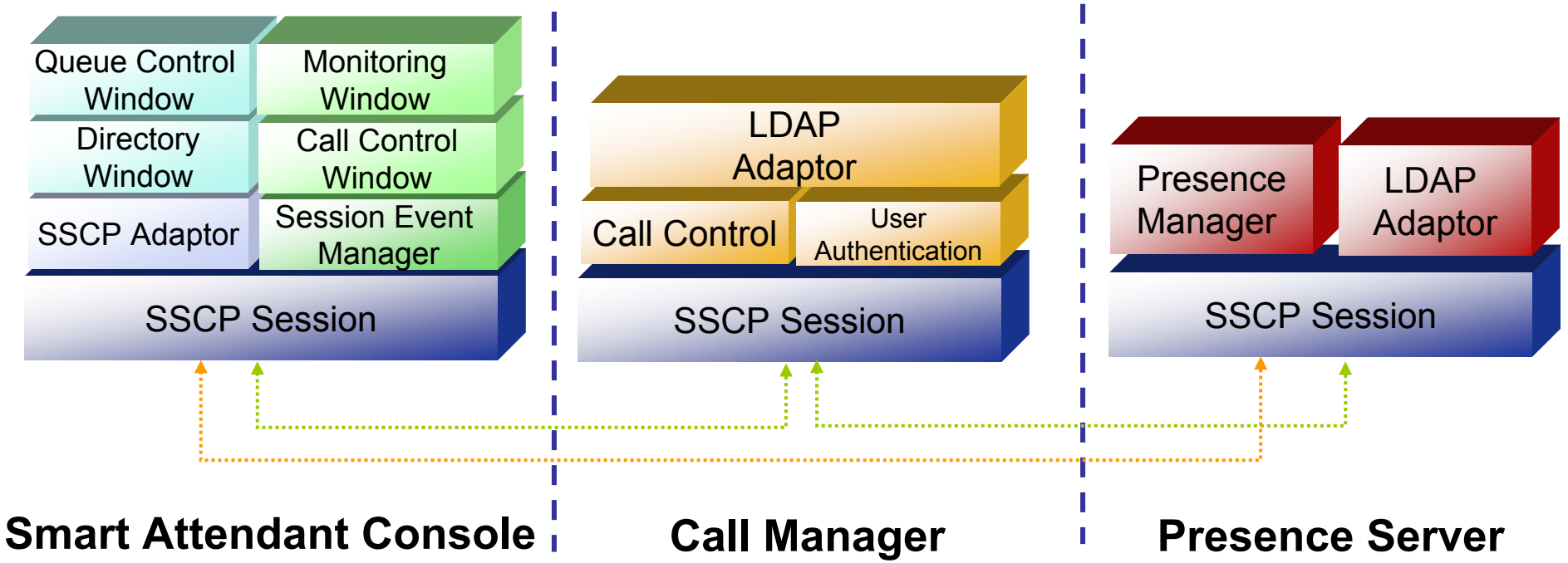
- Overview
- Smart Attendant Console Structure
- Smart Attendant Console System Diagram
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- Smart Attendant Console UI
  - Main Screen Feature
  - Monitoring Screen and Feature



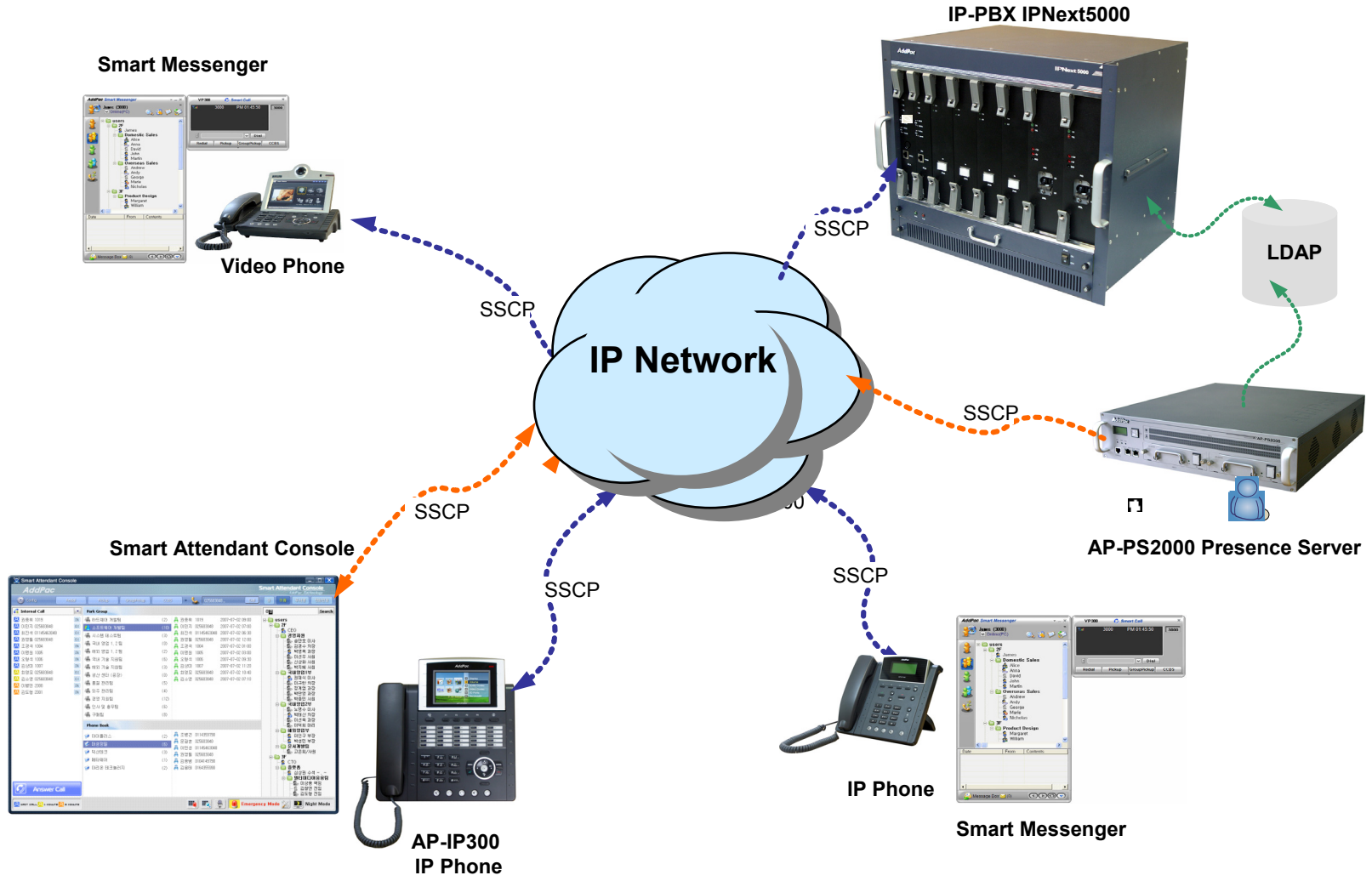
Overview

- 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

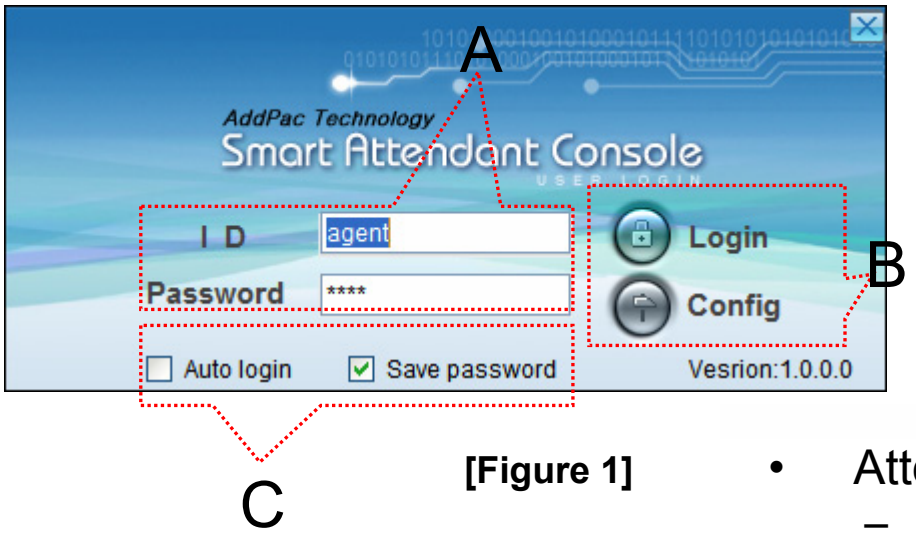
Smart Attendant Console Feature (cont.)

- 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

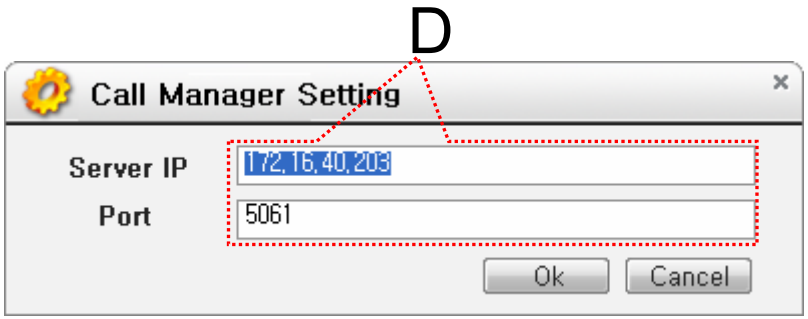
Smart Attendant Console Login



[Figure 1]



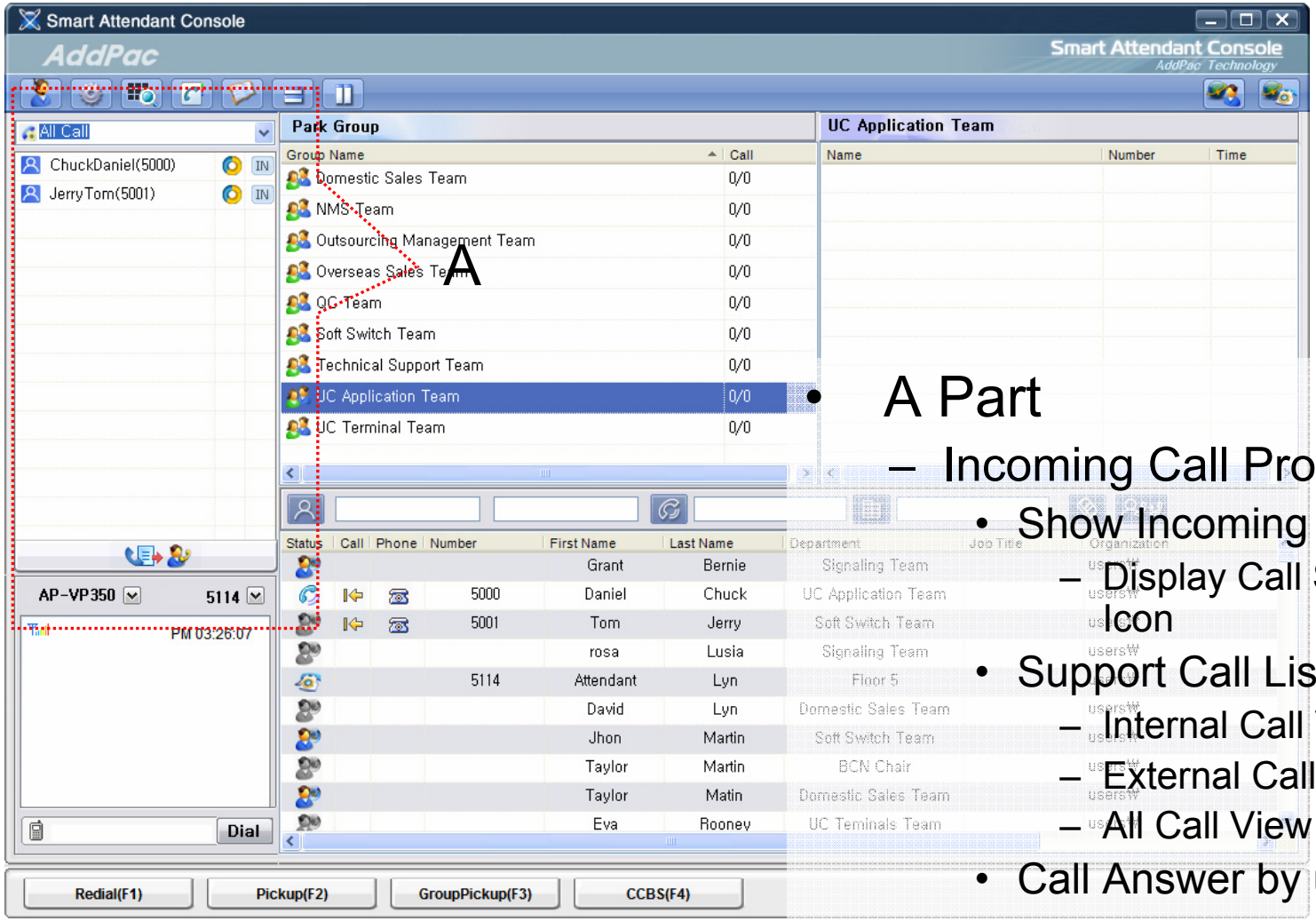
[Figure 3]



[Figure 2]

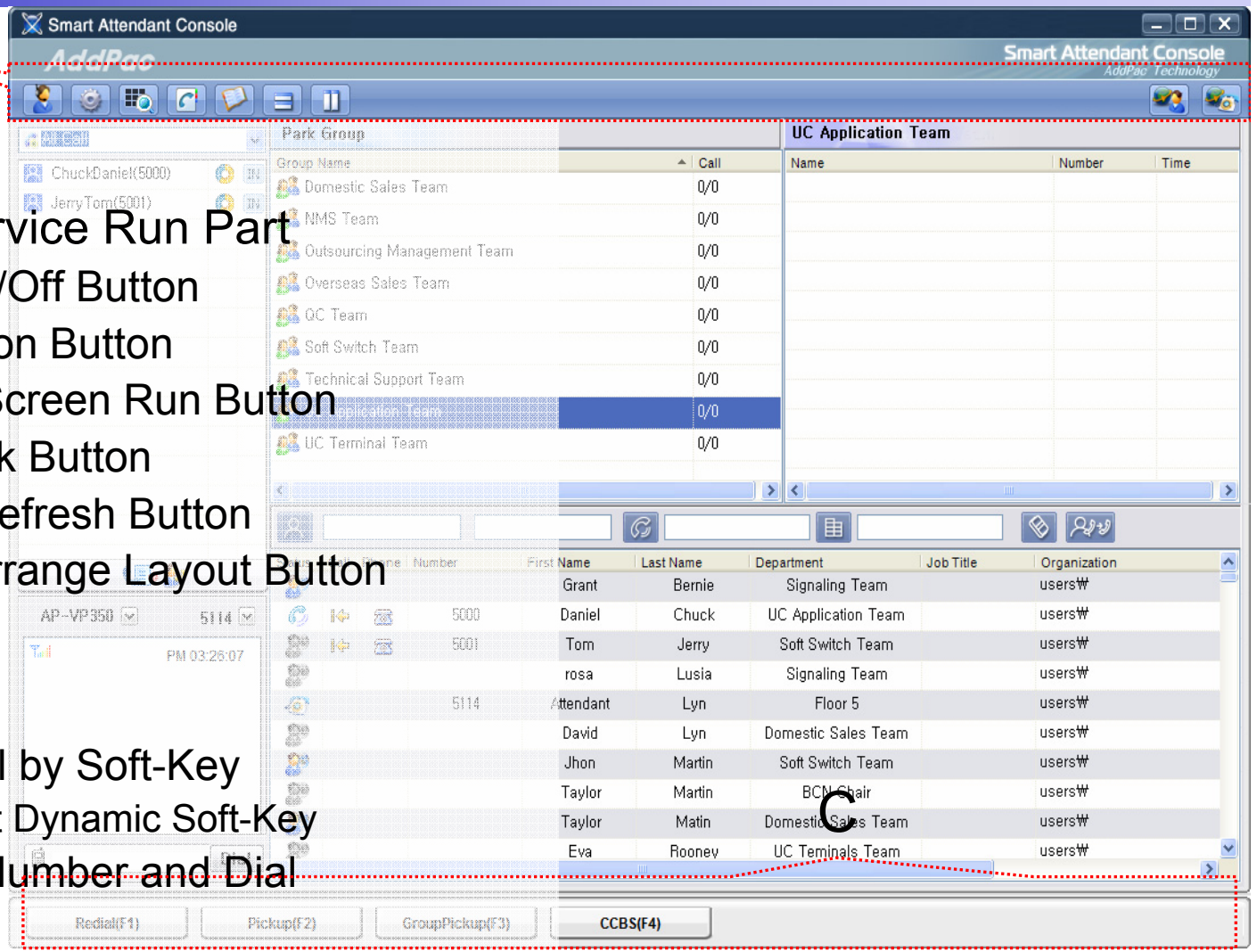
- Attendant Console Login
  - [Figure 1] shows the login picture of smart attendant Console program. “E” of [Figure3] is ICON of Smart Attendant Console Program.
  - When program is started initially, user should set the network configuration parameter such as IP address, Port number of Presence Server.[Figure2]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

Smart Attendant Console
Main Screen Feature



- 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

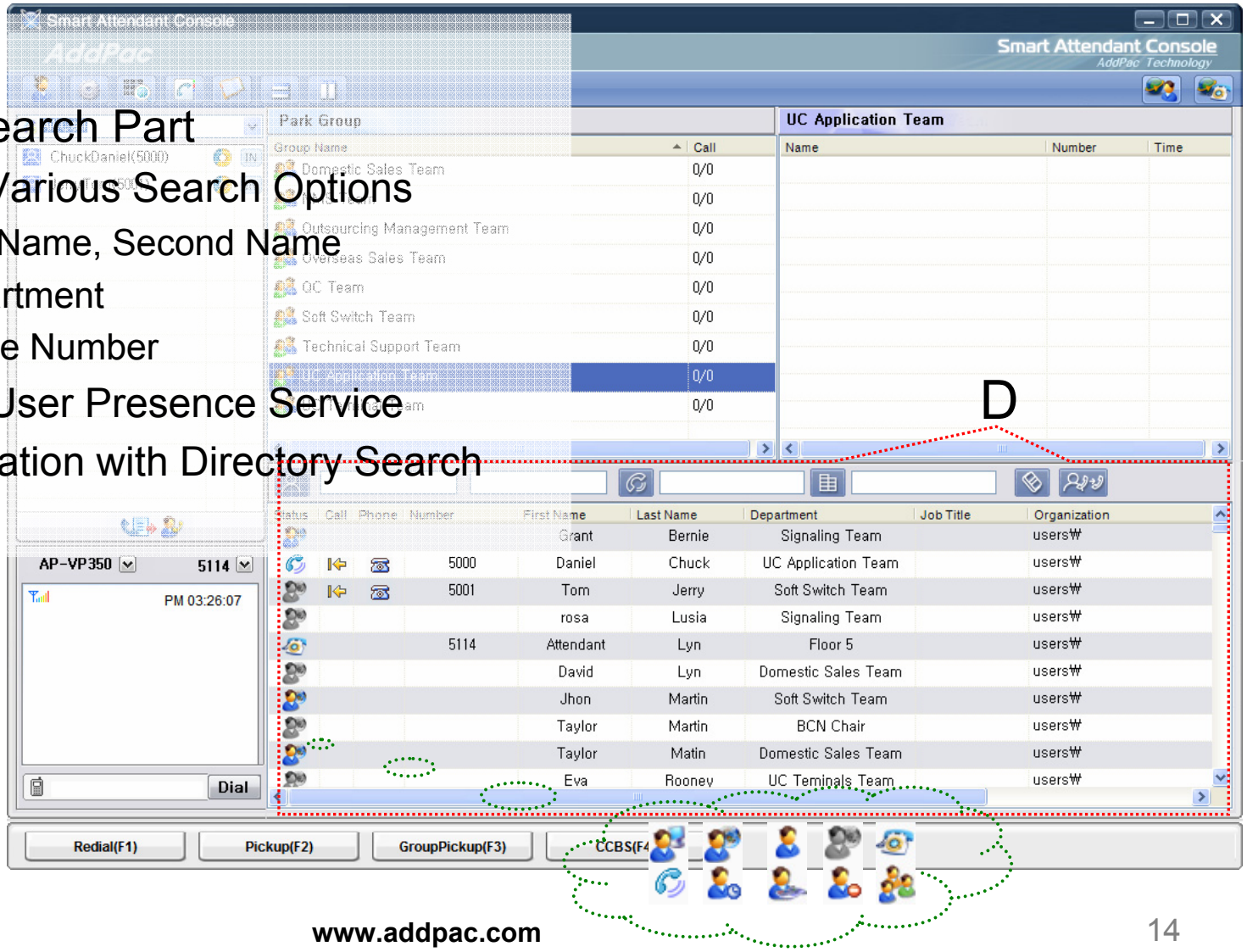
Smart Attendant Console
Main Screen Feature (cont.)



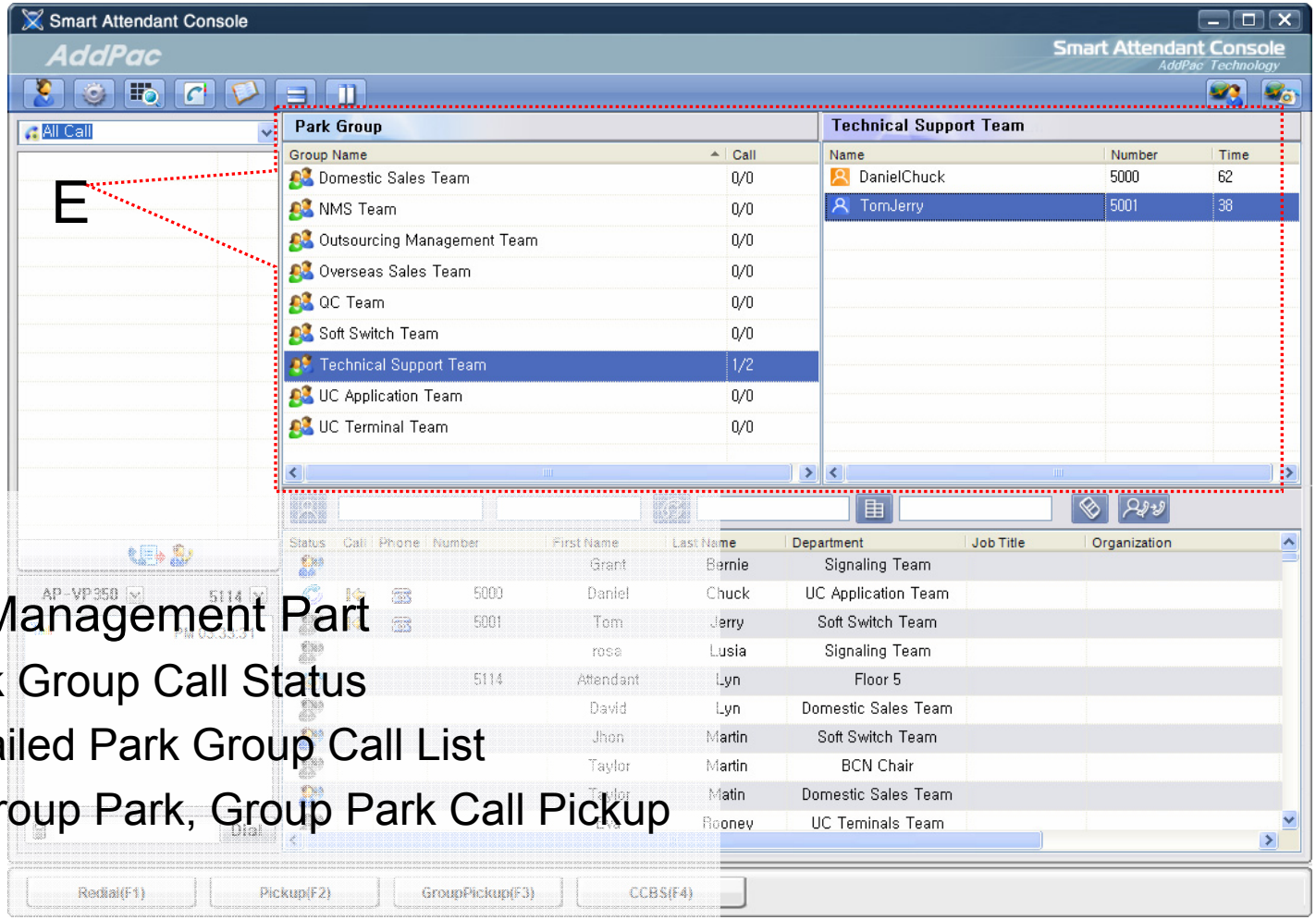
- B Part
  - Additional Service Run Part
    - Service On/Off Button
    - Configuration Button
    - Presence Screen Run Button
    - Phone Book Button
    - Directory Refresh Button
    - Program Arrange Layout Button
- C Part
  - Call Control
    - Call Control by Soft-Key
      - Support Dynamic Soft-Key
    - Input Dial Number and Dial

Smart Attendant Console
Main Screen Feature (cont.)

- 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



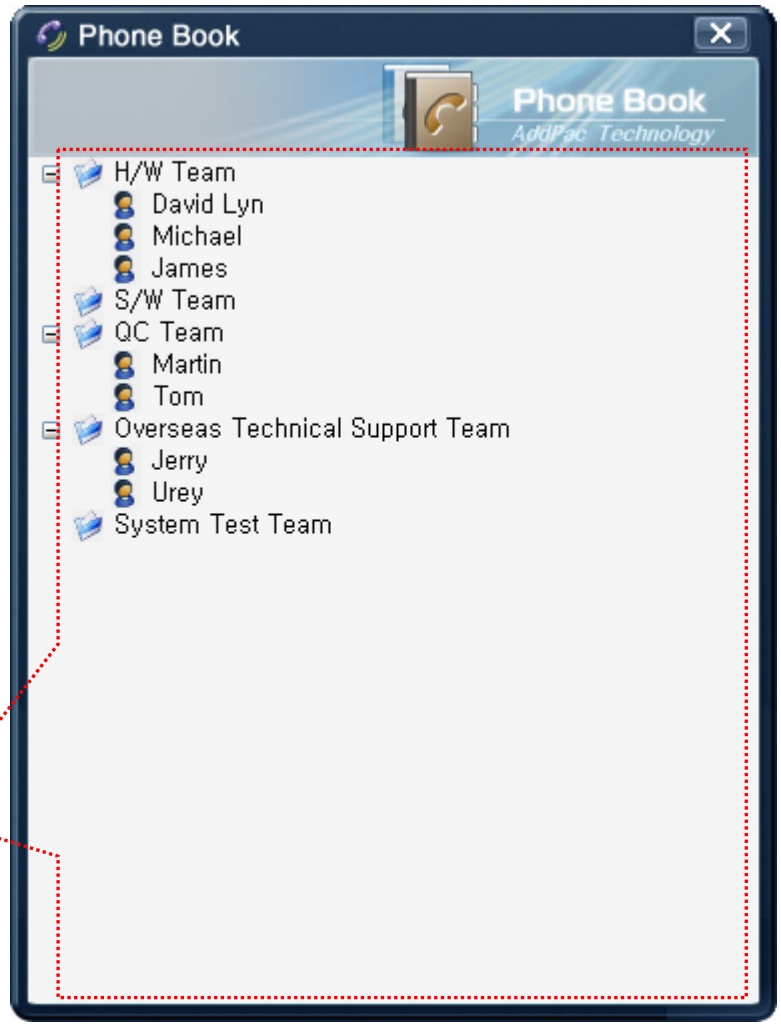
Smart Attendant Console
Main Screen Feature (cont.)



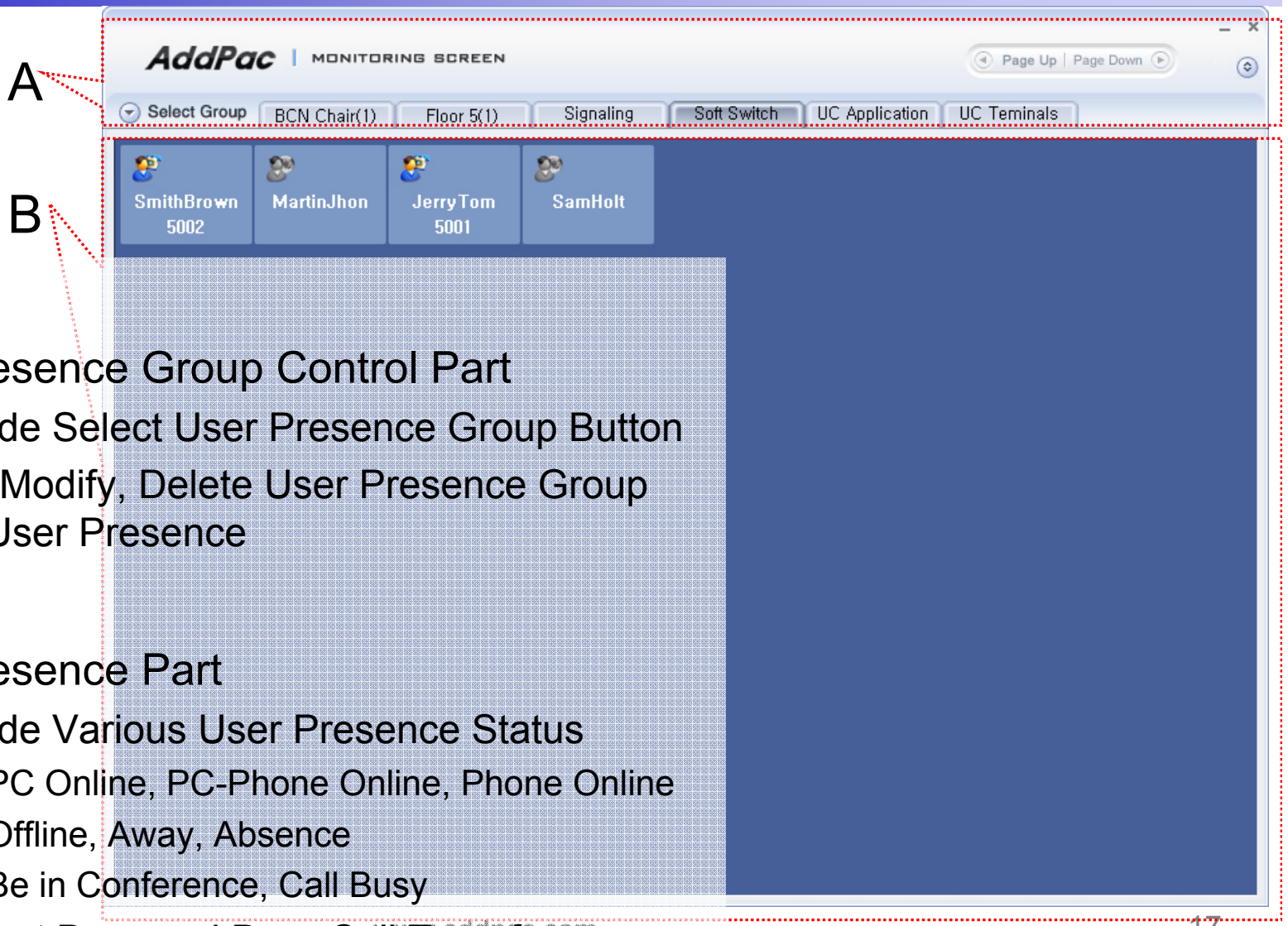
- E Part
  - Park Group Management Part
    - Show Park Group Call Status
    - Show Detailed Park Group Call List
    - Support Group Park, Group Park Call Pickup

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

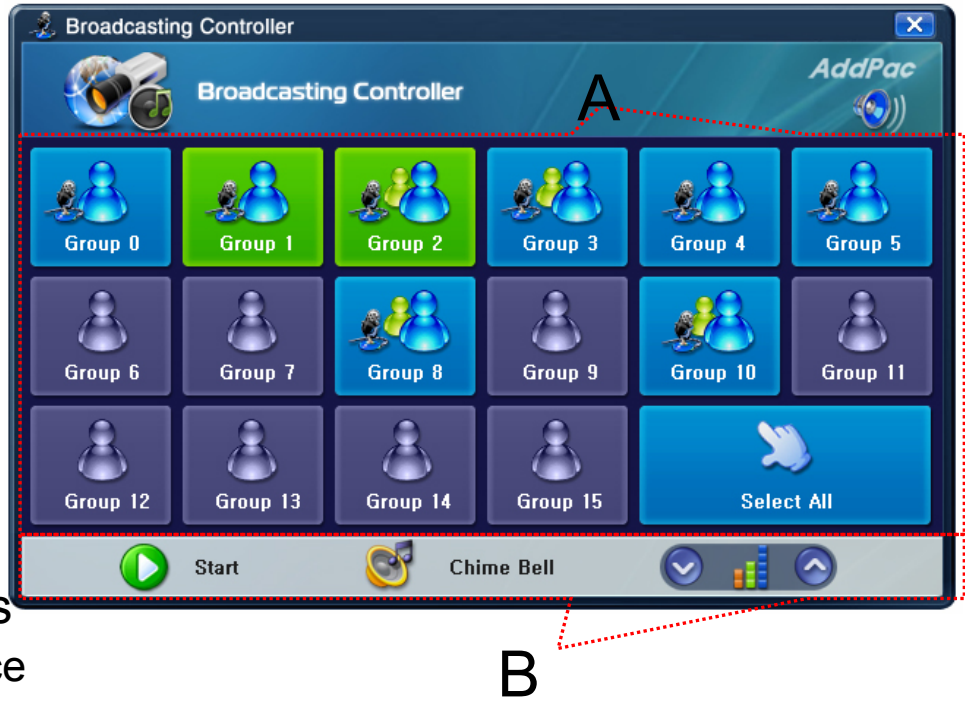


Smart Attendant Console
Monitoring Screen Feature



- 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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