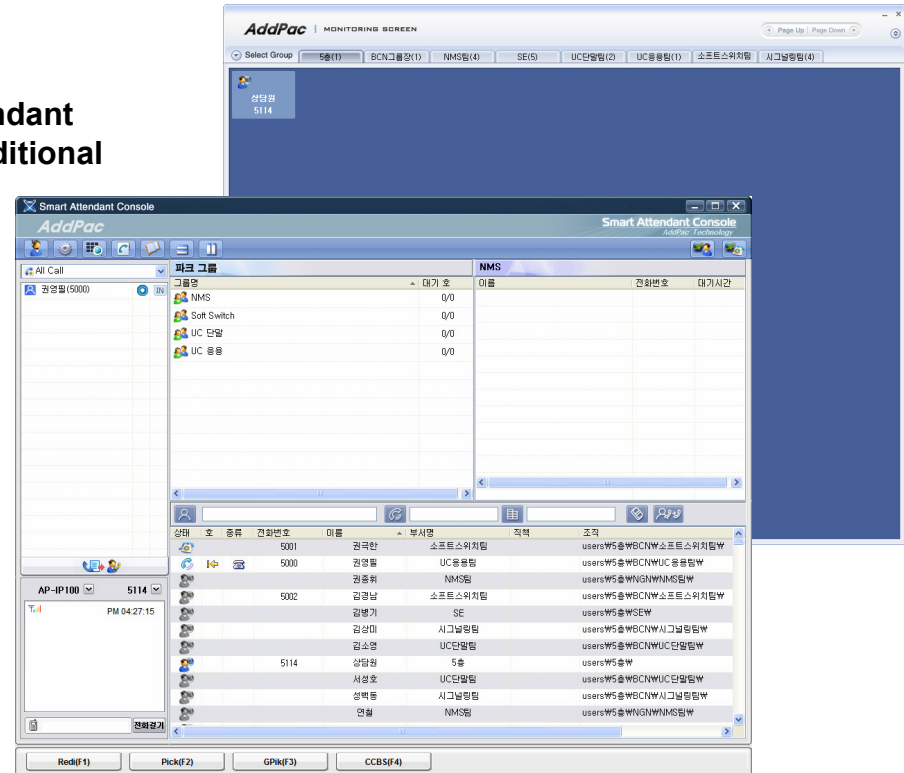


Smart Attendant Console (version 1.0)

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

Contents

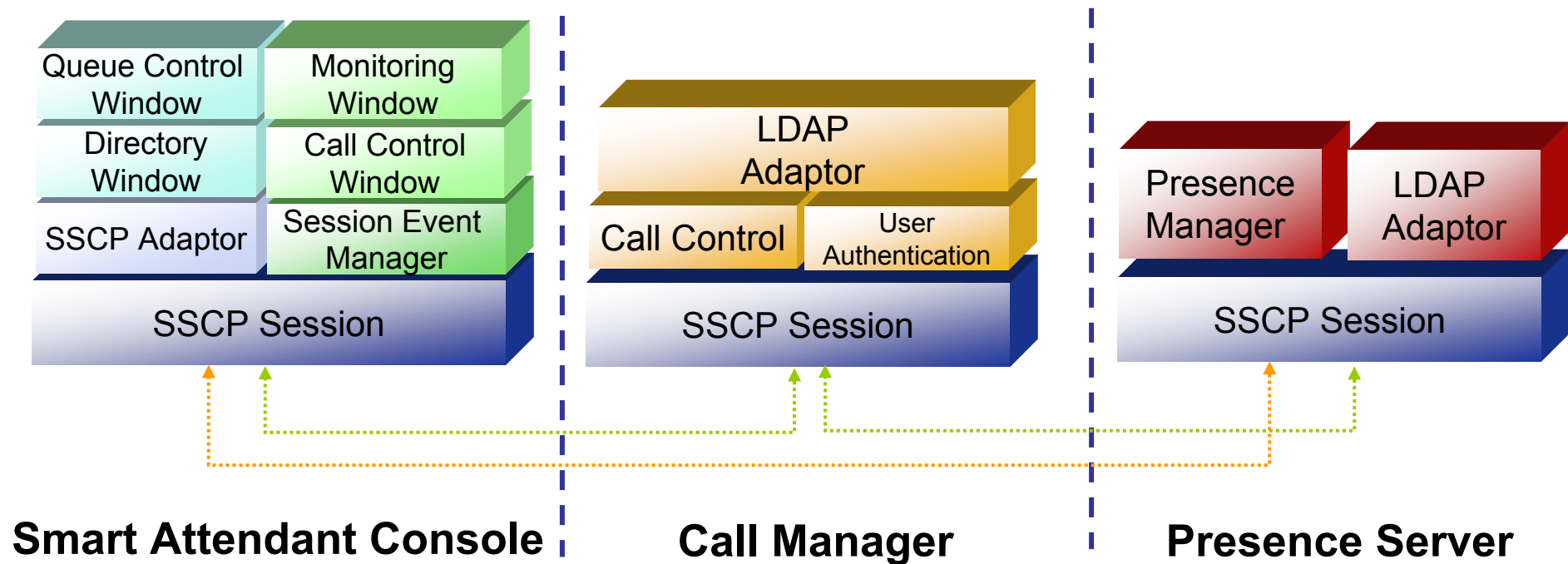
- Overview
- Smart Attendant Console Structure
- Smart Attendant Console System Diagram
- Smart Attendant Console Feature
- Smart Attendant Console UI
 - Main Screen Feature
 - Monitoring Screen and Feature



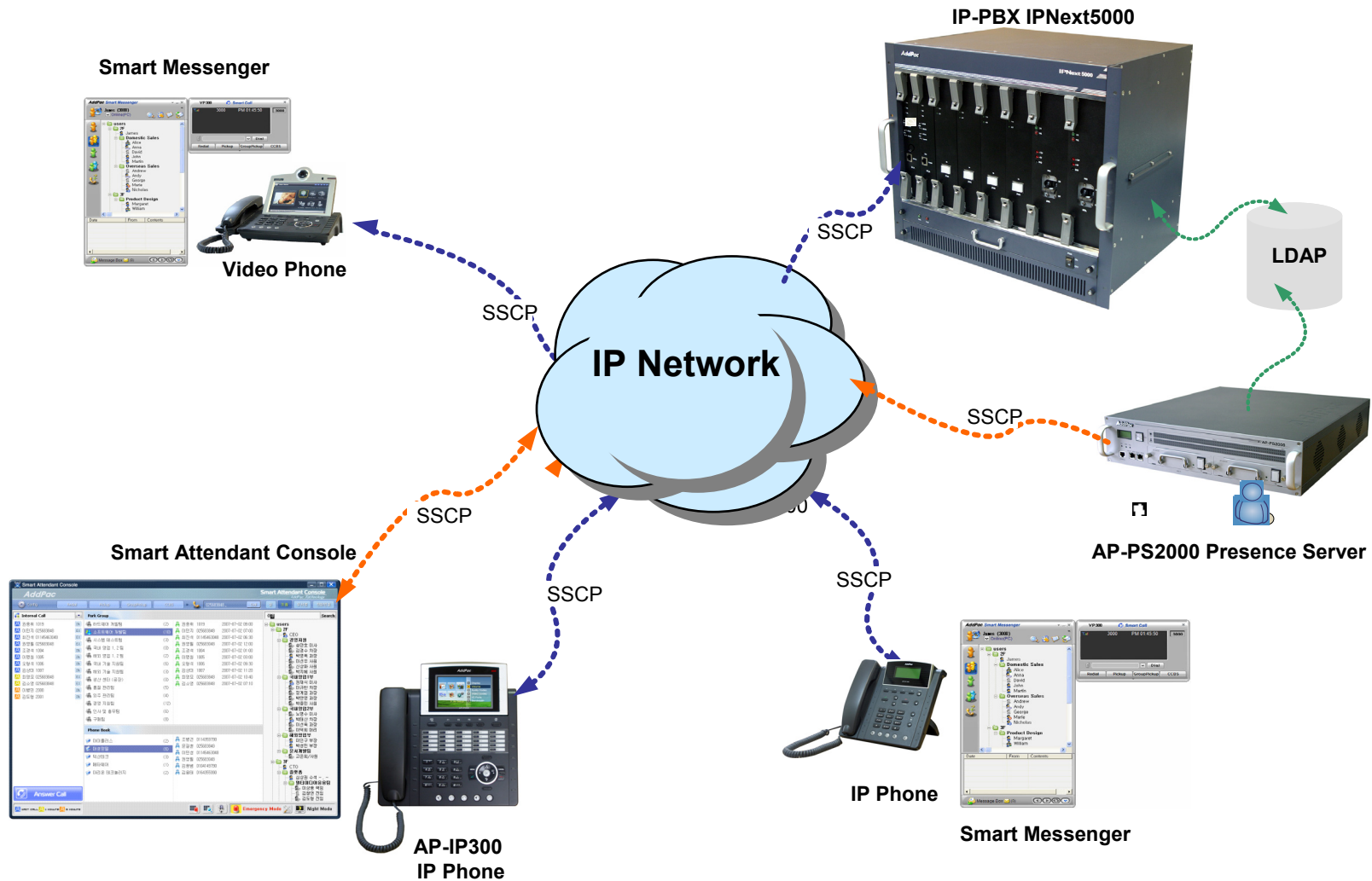
Overview

- 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

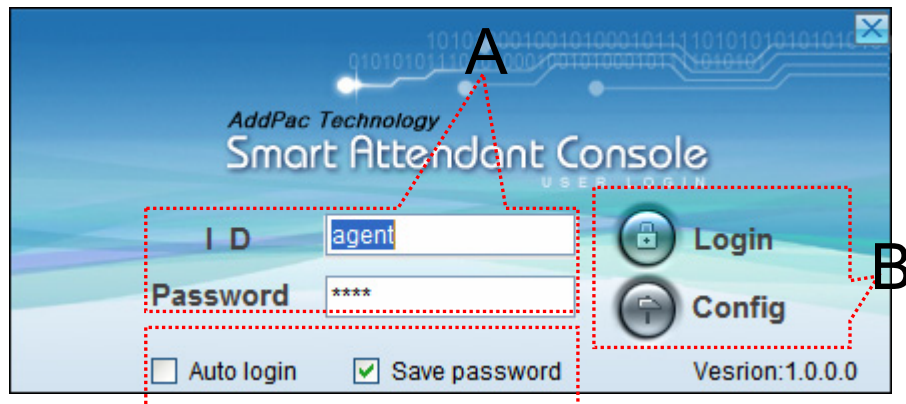
Smart Attendant Console Feature (cont.)

- 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

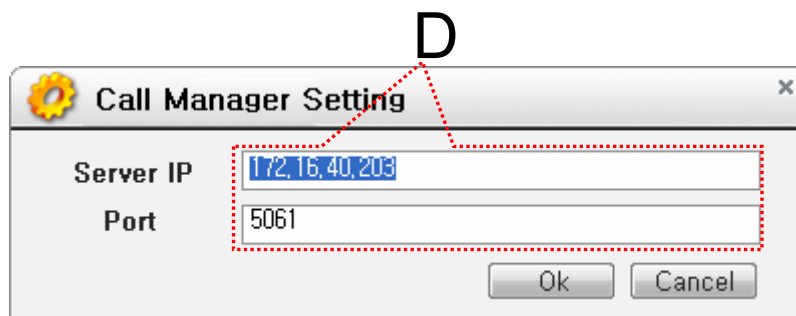
Smart Attendant Console Login



[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 and highlighted in blue. A red dashed box and a red letter 'A' highlight this row.
- 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 'Dial' button is also present.

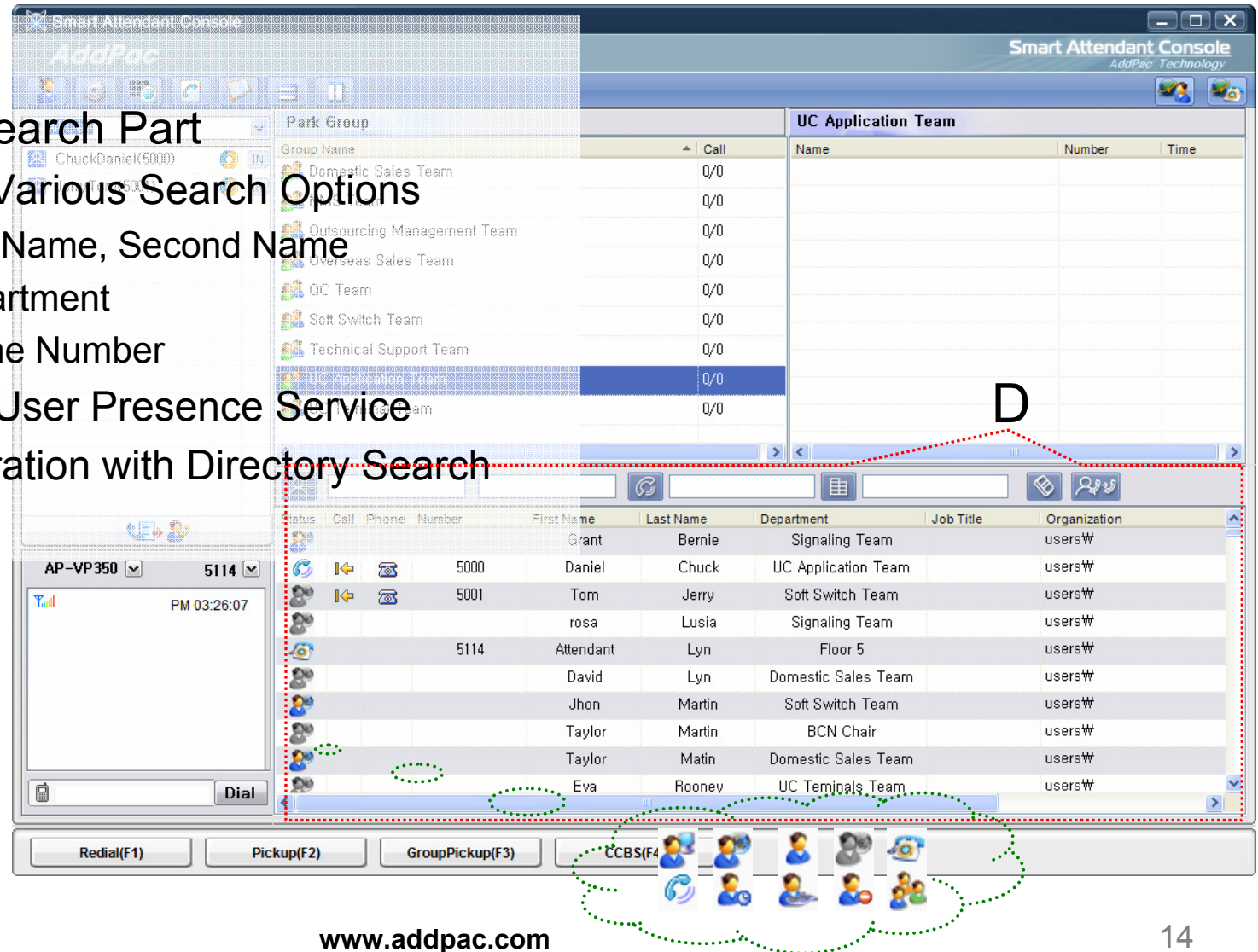
A Part

– 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.)

- 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.)

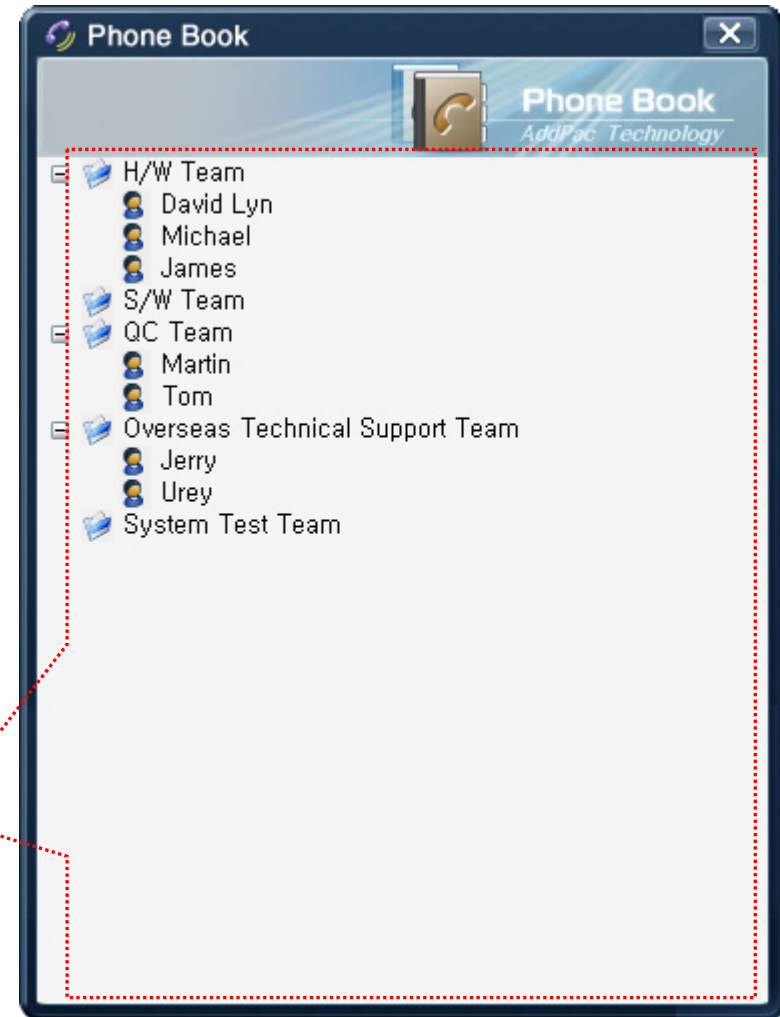
The screenshot displays the Smart Attendant Console interface. The top bar includes the 'AddPac' logo and 'Smart Attendant Console' text. Below the bar is a toolbar with various icons. The main area is divided into several sections:

- Left Panel:** A large 'E' is overlaid on a grid, indicating the 'E Part' of the interface.
- Park Group Management Table:** A table with columns for 'Group Name' and 'Call'. The 'Technical Support Team' is highlighted in blue, showing a call count of 1/2.
- Technical Support Team Table:** A table with columns for 'Name', 'Number', and 'Time'. It lists 'DanielChuck' (5000, 62) and 'TomJerry' (5001, 38).
- Call List Table:** A table with columns for 'Status', 'Call', 'Phone', 'Number', 'First Name', 'Last Name', 'Department', 'Job Title', and 'Organization'. It lists various attendants and their current status.
- Bottom Panel:** A row of buttons for 'Redial(F1)', 'Pickup(F2)', 'GroupPickup(F3)', and 'CCBS(F4)'.

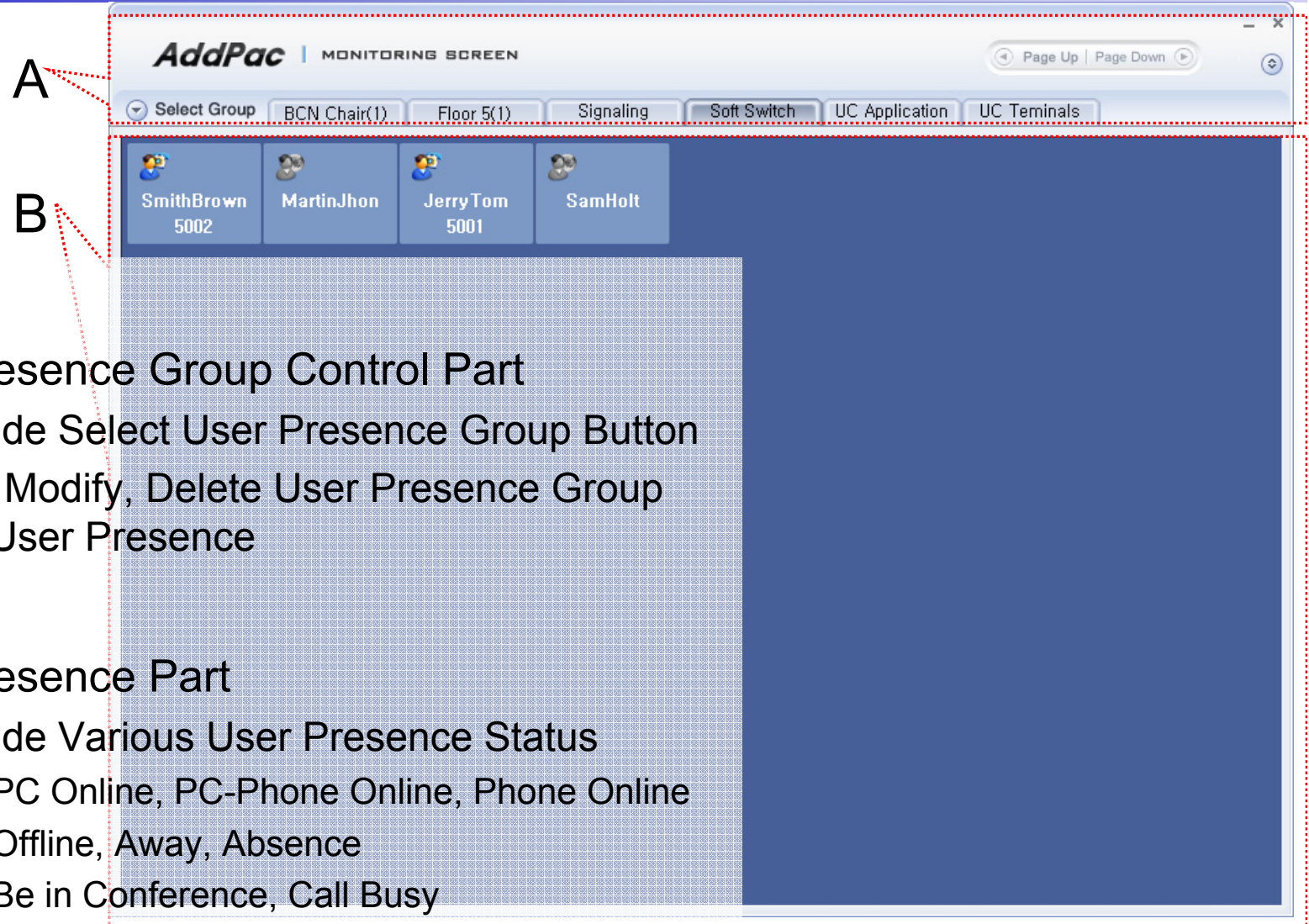
- E Part
 - Park Group Management Part
 - Show Park Group Call Status
 - Show Detailed Park Group Call List
 - Support Group Park, Group Park Call Pickup

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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