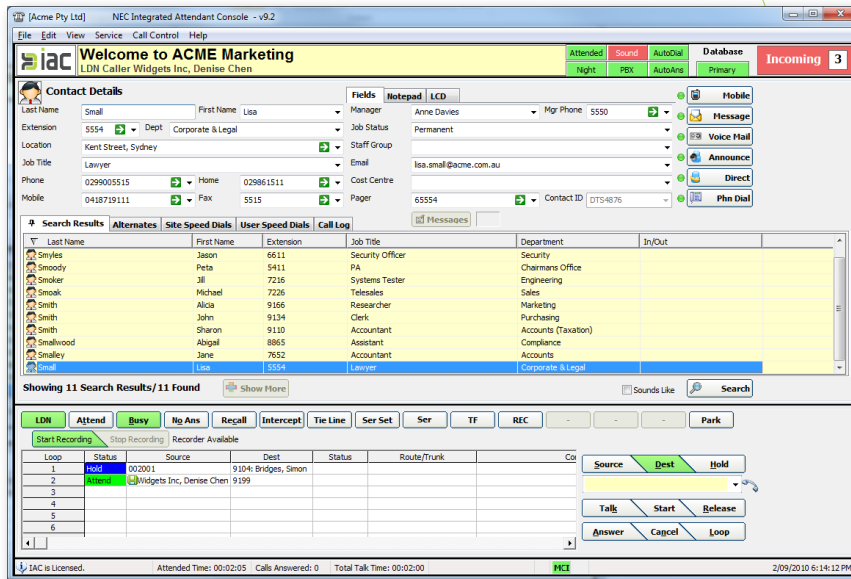


IAC – Integrated Attendant Console



The IAC is a PC based switchboard operator console that will improve the productivity of your operators, allowing them to handle calls in a more efficient and professional manner.

Screen layout has been designed and optimised around extensive customer feedback.

The IAC screen provides all the right information in one window allowing operators to handle calls in a prompt and efficient manner.

(* Call recording and busy status as shown in above diagram are optional features)

The IAC is a feature rich and highly customisable console designed to enhance your company's professional image and level of service by:

- » Providing a sophisticated and professional PC attendant console for NEC switchboard operations, including:
 - » True PBX switchboard control of calls;
 - » Scalable to 64 consoles;
 - » Handle up to 6 calls at once (proficiently);
 - » Handles calls in networked PBX environments;
 - » Superior database and directory integration capabilities including AD and LDAP;
 - » Powerful directory search on multiple fields including phonetic 'sounds-like' name searches;
 - » Field labels and purpose are customisable;
 - » Standard reporting package included for monitoring performance of switchboard operations and on-screen stats for operators.
- » Configurations to suit business, hospitality, serviced office and blind operators for the NEC SV8500, SV8300, IPX and IPS systems.

Benefits of the IAC Console include:

- » Calls are answered with a screen pop that includes:
 - » Customised greeting banner;
 - » Staff profile information from directory database;
 - » Alternate contacts in the same 'department';
 - » Reason the call came to the switchboard.
- » Simple operation makes training operators easier.
- » One touch transfer to voicemail, mobile/cell phone, internal extensions and other external phone numbers helps improve operator efficiency.
- » Integration to e-mail and paging systems.
- » No single point of failure that will bring down all of the consoles in a multiple console environment.

New Options for Large PBX systems:

- » Call Recording Option – record malicious calls
- » Advanced Reporting Option – includes:
 - » Abandoned calls and Average time to Answer reports and service levels;
 - » Web based Real-time Monitor for supervisors to watch switchboard activity.

IAC Specifications

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CALL CONTROL

- » Call handling via mouse or keyboard
- » NEC customised keyboard included
- » One touch direct transfer to extensions, mobiles, external numbers and local or remote voice mail systems
- » One touch access to messaging functions (Email and Paging)
- » Speed dials – up to 256 one-touch user defined speed dials
- » Speed dials – up to 256 one-touch site defined speed dials
- » Six loops (handle up to 6 calls at once)
- » One-touch toggle between source, destination or 3-way conf
- » Calls waiting display including type of call (LDN, CFN, CFB, Guest etc)
- » Calls can be answered according to call type (LDN, CFN, Guest etc)
- » Last Number Redial (supports up to last 20 numbers)
- » Night Switching and Attended control
- » Manual trunk selection
- » Serial Calls
- » Busy Verification
- » Call Parking
- » Malicious Call Trace
- » Interposition transfer
- » Auto-dial and Auto-answer capabilities
- » Most features work over a CCIS No 7 or Fusion network
- » Call Recording option for malicious calls (Large PBX systems only)
- » Busy Lamp Field (requires CTI Dial-It Server)

SCREEN POP

- » Shows called party
- » Shows calling party (either internal extension or CLI if available)
- » CLI can include number, name and company
- » Notes can be saved by operators against each directory record
- » Alternate contacts in same Department shown for internal calls
- » Shows LDN and LDN specific message
- » Shows reason the call came to switchboard (CFN, CFB, Recall, etc)
- » Shows Route/Trunk or Restrictions
- » Up to 17 Database fields populated by screen pop

DIRECTORY SEARCHING

- » Search on any combination of up to 17 database fields
- » Search using wildcard characters
- » Search for names using phonetic ("Sounds Like")
- » Full-text searching (search all fields including Notepad)
- » Fields can include drop down lists (configurable)
- » On any single match, all others in the same department are listed

DIRECTORY INTEGRATION

- » Uses the Microsoft ODBC interface for all database access
- » Supplied with a Windows COM library for database access
- » Full documentation of database schema and access methods
- » Includes powerful tools for importing data from a range of sources including: LDAP, Active Directory (AD) and GAL

SERVICED OFFICE

- » Client/Company name based screen pops
- » Account Code dialing (Large PBX systems only)

ACCESSIBILITY

- » Fully integrates with industry standard JAWS screen reading software
- » Vision impaired users can perform over 90% of the standard business system functionality

REPORTING

- » Standard reporting package included with licence
- » Reports can be exported to PDF or Excel
- » On-screen stats for operators
- » Call log per operator for Calls answered and Calls dialled
- » Optional Advanced Reporting package with Real-time Monitor

MESSAGING

- » Delivers normal messages through SMTP email using either in-built e-mail window or system default (eg. Outlook)
- » Delivers paging messages via integration to commercial paging systems (may be additional cost for integration)

HOTEL/MOTEL (Large PBX systems only)

- » Manual trunk selection
- » House Phone (incoming call type)
- » Guest Phone (incoming call type)
- » Supervisory Call Set
- » Serial Call Set
- » Split Hold Set
- » Audit (where supported by PBX)
- » Direct Station Select (DSS)
- » Trunk Busy Keys
- » Malicious call trace (MCT)
- » Do Not Disturb Set / Reset / Override
- » Wake Up Set / Reset
- » Room Cutoff Set / Reset / Override
- » Message Wait Set / Reset
- » Check In / Out and Room Status
- » Integration with standard NEC PMS link (type 90 or 60)
- » Direct integration with Fidelio/Opera PMS (FIA interface)
- » Emergency calls

SYSTEM

- » Desktop: Windows 7, Windows XP Pro
- » DB Server: Windows Server 2008 (or 2003), SQL Server 2008 Express (or 2005)
- » Simple installation: no need for OAI or TAPI Hardware
- » Dterm phone not required
- » Enterprise maintenance using a simple configuration utility
- » Scalable from 1 to 64 consoles (dependent on PBX type)
- » Supports PBX's networked over CCIS No 7 or Fusion®
- » Transfer to local or remote Voice Mail systems
- » High level of Redundancy :
 - » Directory database is backed up to the local hard disk
 - » System configuration is shared and backed up to the local hard disk
 - » No single point of failure in multiple console environment
 - » Can start up, handle calls and provide directory lookup even after total LAN failure
- » Open Standards: SQL, ODBC, SMTP, LDAP

MANAGEMENT

- » Simple management tool for all console configuration
- » System config is automatically backed up to local hard drive
- » Variety of performance reports are available
- » Dterm Name display updates (requires CTI Dial-It Server and OAI)
- » Visual Major and Minor alarms

CONFIGURABILITY

- » Configurable keyboard shortcuts
- » Configurable screen layouts
- » Configurable screen labels and captions
- » Configurable ring tones