

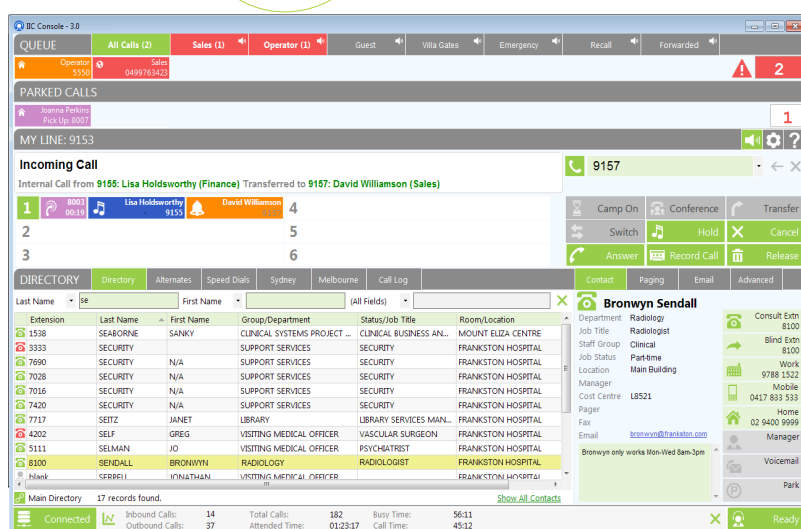
IIC Console for NEC

THE ULTIMATE PROFESSIONAL CONSOLE FOR RECEPTIONISTS, ATTENDANTS AND SWITCHBOARD OPERATORS

Transform your business with a modern feature rich console designed to enhance a company's professional image and the level of service provided by operators who are the front line to your business.

The IIC Console works effortlessly with NEC PBX Systems and your company directory services to help streamline switchboard operations.

Comprehensive business reports are included to allow operator performance to be monitored, help fine tune switchboard rosters and reduce costs.



Simplicity with Scalability

The IIC Console is an IP-based solution that has been developed from the ground up with the latest Microsoft technologies. The console has been designed to be easy to install and easy to use.

Screen layout is clear and logically organised, optimised to improve operator efficiency when handling a high volume of calls.

IIC Console is easily scalable and ideally suited from the smallest business right up to the largest enterprise including hospitals, hotels, universities and government customers with high call volumes.

Integrated Directory Tuned to Your Business

The comprehensive phone directory can be integrated to most company-wide directory services. This will provide accurate, up-to-date staff contact details to the operators and allow a single point of entry for directory updates.

Alternatively, the IIC can connect to existing IAC Databases or integrate to a variety of call accounting directories.

- » Speedy directory searches with predictive (dynamic) results
- » Notepad for operator notes on each person in the directory
- » Extension idle/busy status displayed in real-time
- » Hotel PMS integration allows searching by Guest name or Room

Easy to Train New Operators

The simple, intuitive operation and powerful directory makes training new and relief operators easier. Call Control buttons are large and clearly labelled. Use keyboard or mouse to answer and transfer calls.

A customised USB keyboard is available from NEC with colour-coded labelled keys. Keyboard operation is similar to the IAC Console.

Fast Efficient Operation

- » Operators can view queued calls, answer and hold calls and lookup contact information quickly
- » Calls are answered with a screen pop that can include a customised Greeting banner, Caller CLI and Staff contact details
- » Alternate contacts in same Department are shown in a tab
- » Calls can be handled using either keyboard or mouse operation

Business Reports With Impact

A variety of chart and tabular reports are available on Call, Queue and Operator activity by month, day, hour. Reports can include Abandoned Calls and Average Time to Answer statistics.

The console reports will help managers to monitor peaks and troughs in switchboard call load as well as individual operator activity and performance.

In addition, some basic call statistics are shown on the console to help motivate operators. A call log on each console shows operators a record of calls that have been answered and dialled.

Concurrent Licencing

The Concurrent Licencing scheme allows other staff to have IIC Console installed on their Desktops and to act as relief operators when required as long as their phone is configured for the Console.

Licencing only limits the number of *active* consoles running. The management reporting tool can be installed on any desktop.

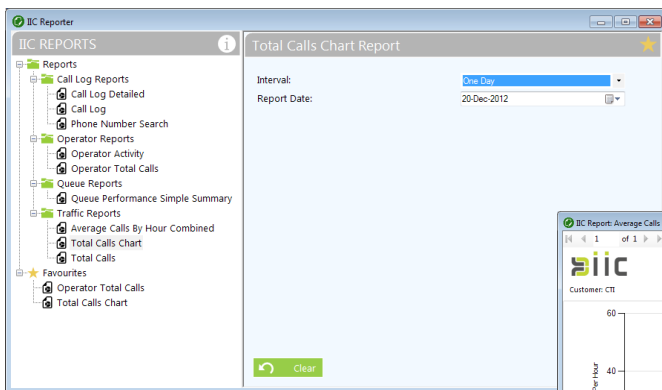
IIC Console for NEC

Computer Telephone Integration Pty Ltd

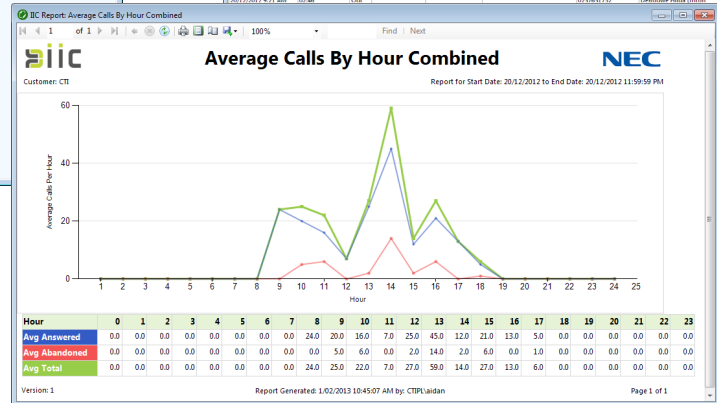
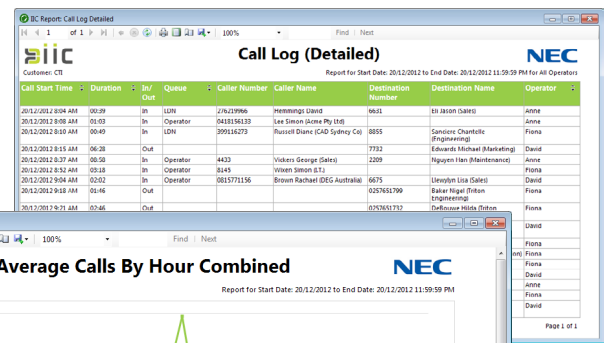
Tel: +61 2 8004 5878

Email: sales@ctipl.com.au

Web: www.ctipl.com.au



A variety of reports are available to help manage switchboard operations. The IIC Reporter tool can be installed on any desktop.



CALL ROUTING

- » Calls are routed to the IIC queue by the NEC PBX system
- » The operator listens to calls via a handset, headset or wireless headset attached to a companion Digital or IP phone
- » Configurable call types such as LDN, Oper, Guest, House, Recall
- » Configurable re-routing of individual call types during Unattended, Busy, Night, Emergency and Shutdown modes
- » Busy, Delay, Overflow queue handling

CALL CONTROL

- » Call handling via mouse or keyboard
- » Customised USB keyboard available from NEC
- » Keyboard operation is similar to the IAC Console
- » One touch transfer to extensions, mobiles and external numbers
- » Six loops to 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)
- » Priority call handling including unique ringtone
- » Last Number Redial (supports up to last 20 numbers)
- » Modes include: Attended, Unattended, Night and Emergency
- » Speed dial buttons:
 - Up to 8 tabs of 128 speed dial buttons per tab
 - Button labels are configurable
 - Changes are automatically updated to all consoles
 - Idle/Busy status for internal extensions (extension presence)

SCREEN POP

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

DIRECTORY SEARCHING

- » Fast, predictive (dynamic) searching 'as you type'
- » Search using wildcard characters
- » Full-text searching (search all fields including Notepad)
- » Alternate contacts in the same department shown in separate tab
- » Presence for internal extensions (BLF idle/busy status)

DIRECTORY INTEGRATION

- » Integrate to Active Directory using LDAP
- » Connect to existing IAC SQL Databases
- » A variety of tools for integration to Call Accounting packages
- » Hotel PMS integration allows searching on Guest name and Room

REPORTING

- » Easy to use management reporting package included with licence
- » Reporting package can be installed on any desktop
- » Calls, Queues and Operator activity reporting
- » Abandoned Calls and Average Time to Answer reports
- » On-screen timers for active calls
- » Call log (per operator) records Calls answered and Calls dialled
- » Reports can be exported to PDF or Excel
- » Real-time Dashboard/Wallboard report for display on wall monitors

MANAGEMENT

- » Concurrent licences based on number of active consoles
- » Simple installation using All-in-one Database installer package
- » Simple management tool for centralised console configuration
- » Dynamic configuration updates to all consoles without restart
- » Variety of statistics and performance reports included
- » Call Recording capability (requires NEC ADA-LA adapter per console)

NEC PBX SYSTEMS

- » Large PBX: SV9500, SV8500
- » Small PBX: SV9300, SV8300
- » PBX requires OAI feature to be enabled
- » Each operator requires a multi-line digital or IP phone
- » No practical limit on maximum number of consoles
- » Supports PBX's networked over CCIS No 7 or Fusion®
- » Supports Paging & Email integration
- » Supports Hotel PMS integration via IP or RS232 Serial
- » Supports PMS integration to Hotel middleware such as FCS, SDD JAZZ, iConnect, JDS, Phonecontrol Affinity

SYSTEM REQUIREMENTS (MINIMUM SPECS)

- » IIC Client: Windows 10 64-bit (8 GB RAM)
(Windows XP not supported)
- » IIC Server: Windows Server 2019 or 2016 (16 GB RAM)
SQL Server Standard or Express 2019 or 2016