

TeamView® Unified Operator

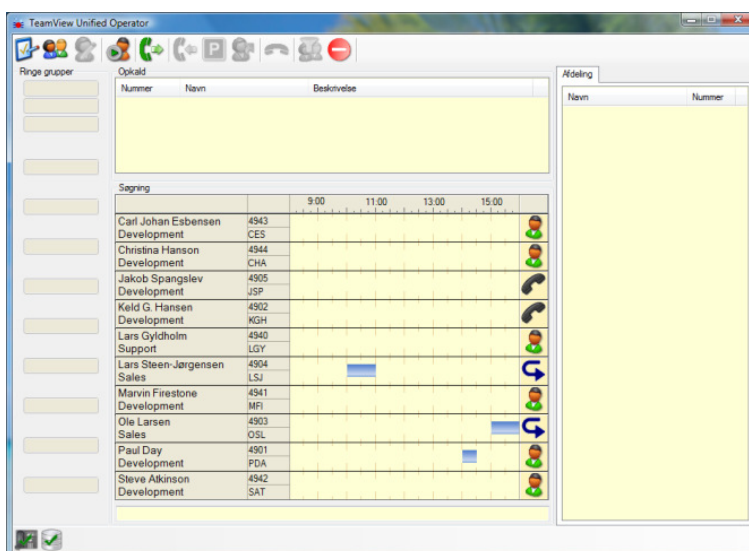
A positive telephone experience creates good first impression.

This unified Operator client adds comprehensive switchboard features to Cisco's Unified Communications Manager and Avaya's Aura Communications Manager.

Unified Operator - Preferred by Switch Operators

Unified Operator is an IP based Unified Communication client which gives switchboard operators and receptionists the features they need to provide a professional greeting and handling of the communications which pass through the central switchboard of an organization.

UO's intuitive interface, combined with a great search engine and optimal use of Keyboard function keys ensures the optimal work conditions that switchboard operators. It gives them what they need to provide customers and business partners with a fast, courteous, friendly greeting and call handling.



How does it work?

A call comes in. A person has called the general number of the organization and is asking to speak with a named person, or a function:

1. Identification of a caller and the person called

The switchboard operator can quickly identify the person who was called using Unified Operator's advanced search tool. Besides from obvious information like name, and department, this tool will let the operator search on skills, work functions, and other contact and organizational data.

The search function support phonetically queries, so Mr. Smith from Accounting will be identified, even though it's spelled Schmidt.

When an associate is identified, a set of additional information is presented to the operator by use of Unified Operators intuitive icons.



The information includes landline and mobile phone, PC status (login/out and screensaver), on-site presence (data captured from employee time clock), calendar information, and Team View^s unique icons indicating other forms of absence (Vacation, leave, lunch and so forth)

The exact information provided depends on which add-on TeamView applications are installed.

1. Availability of the associate

The availability/presence of the person called are presented with intuitive icons showing landline and mobile phone, PC status (login/out and screensaver), on-site presence (data captured from employee time clock), calendar information, and Team View's unique icons indicating other forms of absence (Vacation, leave, lunch and so forth)



2. The transfer

Unified Operator connects directly to the PBX, and support direct as well as assisted transfer to landline and mobile phone.

In case that the caller wants to leave a message, Unified Operator will let the operator send e-mail or text message by a single key stroke – or allow for transfer to the voicemail extension of the person called.



Supervision of Hunt groups

TeamView[®] Unified Operator will supervise up to 10 hunt groups. This provides the operator with an instant overview of the work-load of each of the other operators.



User interface

Hunt Groups



The 10 groups are presented in Unified Operators left side. The upper group is supplied with an indicator of the operators who are logged in and available. This is commonly used to indicate the load towards the operators, as many larger enterprises have many operators on different locations.

Call Section



The call section offers information about the caller. This includes caller ID, and name if known, as well as a supportive text that provide the reason for the call. An example could be that a call is reverted to the operator, and Unified Operator will indicate both the caller and person called. In this case, the employee is automatically presented with absent and presence icons, so the operator can provide an efficient and informative feedback to the caller.

Associate overview



All employees are listed with name, directory number, department and initials. Their agenda for the day, as well as status on their office telephone extension is also displayed – in real-time thanks to the integration with AD and the switch.

Unique Pictograms



A majority of the information in TeamView[®] Unified Operator is visualized using icons and graphics. This ensures a faster overview for the busy operator

Query field



The operator will use a single query field, as Unified Operator address all searchable entries in the databases?

Department Colleagues



With a single keystroke, Unified Operators will present the called persons colleagues (same department). This come in handy if the called associate is unavailable, and the caller would like to be transferred to another person in the department.

Function keys



TeamView[®] Unified Operator can be operated solely by use of keyboard. The functional keyboard lay-out is designed in close cooperation with the demanding Scandinavian switchboard operators.

Associate data



Data sources

All organizational and contact related data for the associates is sourced from MS Active Directory (AD), in predefined intervals.

Organizational data: Company, location, Department, Business unit, Function, Address, position, skills, Manager/assistant relationship (underlined data is searchable in Unified Operator).

Contact related data: Mane, Initials, Directory Number, Home number, Mobile number, Pager number, Fax number, E-mail, and private address. (Underlined data is searchable in Unified Operator).

Any user can add shared contacts, that are not included in AD. This could be conference rooms, and external contacts, such as suppliers and contractors.

Calendar data



All calendar entry's for all associates is copied from MS Exchange or Lotus Notes in pre-defined intervals. All meetings marked as private will be shown as blank.

Mobile phone status



Mobile phone status can be sourced from supported Mobile Carriers. The following data is exchanged: Available, busy and phone off.

Query

Progressive query



When a query is initiated the returned results will be narrowed down progressively as the user enters data. It's only required to enter the minimum data needed to identify the associate. When the queried associate is shown among the 8 available in the associate overview, the query can be aborted, and the preferred associate can be selected.

Filter



The filter function can be applied to the following data: Department, position, and skills. Filtering is used to narrow the amount of searchable associates. This is especially convenient for large organizations.

Alternative query



TeamView® Unified Operator also offers a set of tools to enhance the query. Query can be isolated to first name, sir name, telephone number, and also to access assistant if the manager is unavailable.

User profiles and agent handling

Application properties



The user can personalize TeamView® Unified Operator as preferred. Among other, the user can select auto answer, "pop" by incoming call, If the called associates should be presented on reverted call.

Boilerplate texts can be made for e-mail, and text messages i.e. please call "Caller ID" – The Caller ID is automatically inserted by Unified Operator.

Call Center Agent



It's recommended that the users of Unified Operator are logged in as call Center Agents. This guarantees that incoming calls are distributed fairly amongst the available operators, and it's possible to log in and out as required

The use of Call Center Agents also provides additional functions for both users and management.

All users get's an overview over available and logged-in operators. Comprehensive statistics on accessibility and waiting time will be available for the management.

Technical Requirements

Avaya:

Basic TSAPI interface.

1 TSAPI Monitor license per TeamView workstation.

1 TSAPI Monitor license per estimated amount of simultaneous calls waiting on busy station (recommendation: 10% of trunks).

1 Agent and Station license per TeamView Unified Operator

1 CTI station license per estimated amount of simultaneous calls waiting on busy station (recommendation: 10% of trunks).

1 VDN/Vector per amount of absence messages.

Cisco:

TBD

General Requirements

1 Domain user

Microsoft SQL Server 200X (configuration must operate in mixed mode). Microsoft requirements (no special requirements for install).

Physical server: Dual Core Intel Xeon E3120, 3.16Hz, 6Mb cash. 1333Mhz FSB, 1Gb memory, DDR2 667MHz, 80Gb HDD. E.g. Dell PowerEdge R200, Windows Server 2003/2008 Standard or Enterprise Edition (32 bit). Server must be a part of the domain, and there must be at least 100Mb free space for database and log files.

Virtual server: 1Gb memory, 20Gb HDD., Windows Server 2003/2008 Standard or Enterprise Edition (32bit). Server must be a part of the domain, and there must be at least 100Mb free space for database and log files.

Avaya AES Server

PBX

Active Directory

MS SQL Server

Windows services

scartalk.

