



Solutions Portfolio

Enhancing Teams Collaboration Experience

Presented by
Scantalk ApS
+45 70 22 20 80
sales@scantalk.com



Agenda

- About Scantalk
- TeamView® Application Suite
- Partner Program
- Summary of Benefits
- Q & A



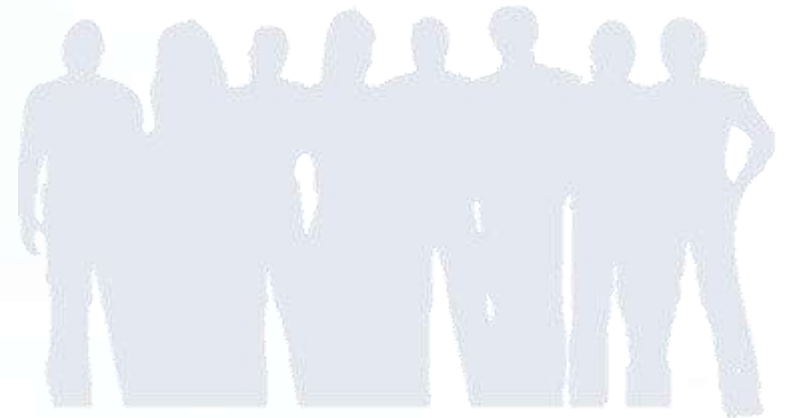
About Scantalk

- Established as a system integrator in 2000
- Specialized in:
 - Unified Communications
 - Contact Center
 - CTI Integrations
- Avaya DevConnect Gold member, Cisco Developer, Microsoft Developer



Customers

- Enterprises has significant investments in critical communication technologies like E-Mailing, Calendar, IP Telephony, Call Center, Mobility, Directory, Presence, IM, etc.
- Each application offers great value to the company but the complexity to integrate and manage those services increased.
- Poor service levels as a direct consequence of the extensive Network usage mainly by Real-time applications.
- This complexity has affected the user who has to deal with slow response times, generating confusion and miss use.



Resellers

- Customer demands more focus on enhancing user productivity but with limited budgets.
- Implementing new solutions on not audit and mapped networks result in dissatisfied customers.
- To upgrade or not to upgrade the Enterprise Network?
- Adding new technologies to the portfolio requires huge investments in training and certifications.
- Competition is stronger than before.
- Challenging to sell new applications and systems.



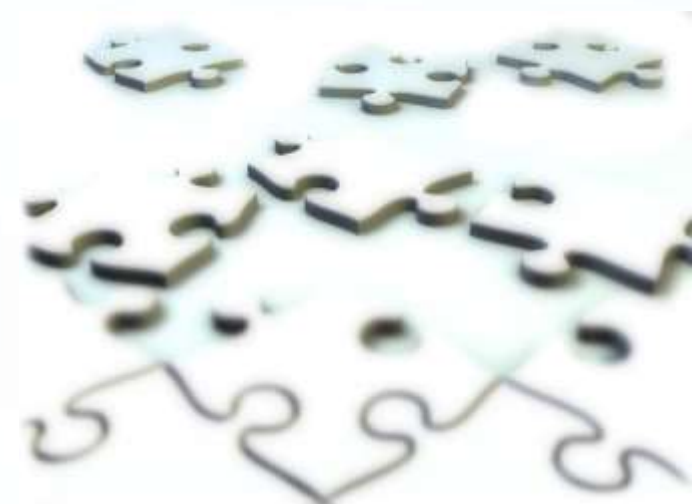


So, Why Scantalk?



Our Solution

- Scantalk has the knowledge and ability to ensure that the new solution will work on new or existing network.
- Scantalk has the capability to integrate different market leading applications into one unique and easy-to-use Unified Communication client enhancing employees' collaboration and customer satisfaction.
- Scantalk solutions are able to communicate to each enterprise application in their own protocols therefore new investments in integration products or services are no longer required.



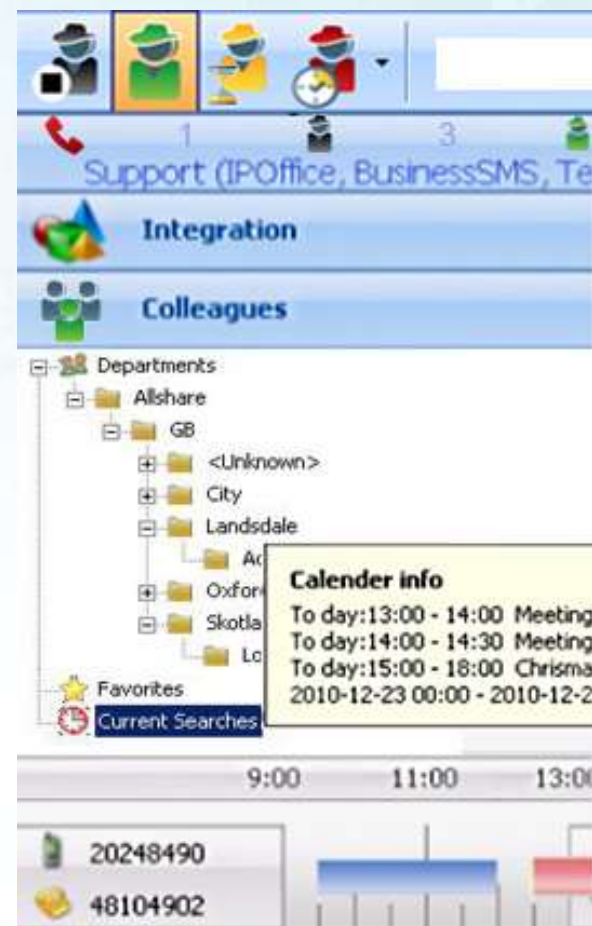


TeamView® Application Suite

Solutions Portfolio

TeamView® Application Suite

- Unified Communication solution aimed to enhance teams collaboration experience integrating Telephony platforms with services like:
 - Active Directory, with phonetic and skill based search
 - 2-Way OCS/Lync Presence synchronization
 - Exchange/Notes Calendar mining
 - Absence management
 - 3rd Party application Pop-up like CRM, ERP, etc.
 - Embedded internet browsing
 - Remote Control software integration
 - Call Center Agent functionality with complete queue information
- Exceptional intuitive and user friendly
- Convincing reliability and performance
- Centralized configuration



TeamView® Components

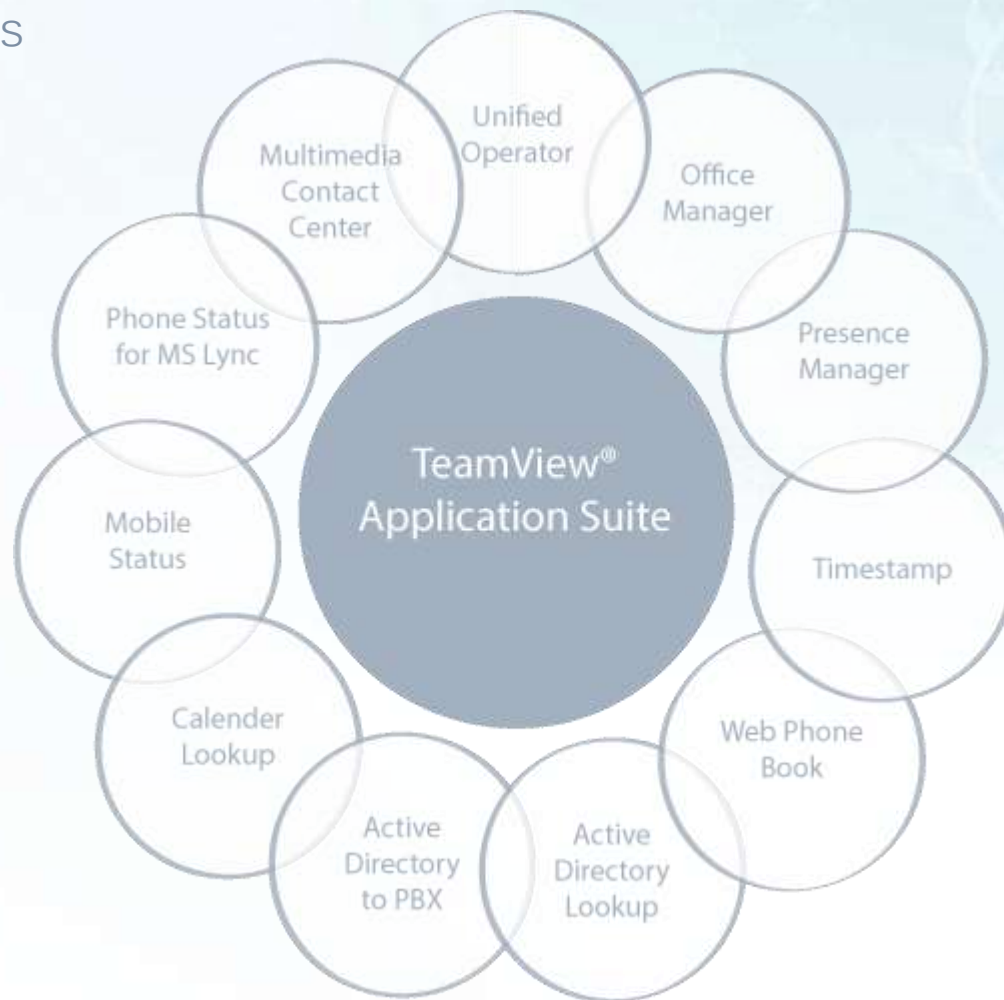
- Unified Communication Clients

- Unified Operator
- Office Manager
- Multimedia Contact Center
- Presence Manager
- BusinessSMS
- Web Phone Book

- Add-On Modules

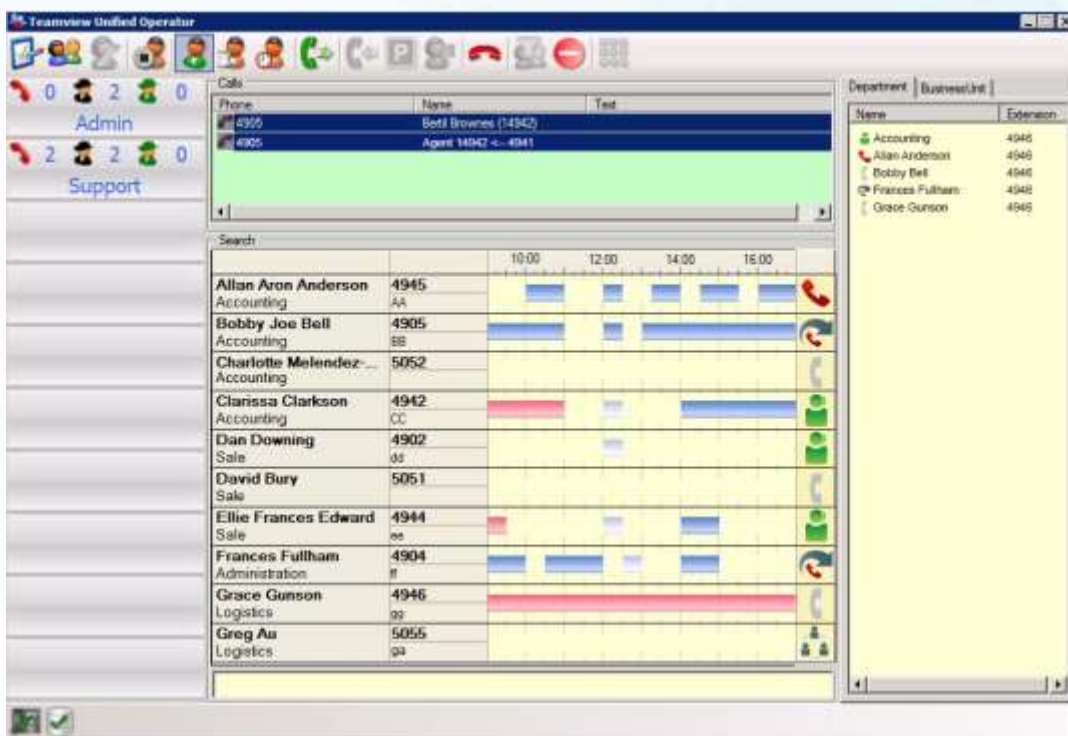
- Active Directory Lookup
- Active Directory to PBX
- Calendar Lookup
- Mobile Status
- Phone Status for MS Lync
- Timestamp

- Centralized configuration



TeamView® Unified Operator

- Provides Receptionist with a complete overview of the entire organization and tools for handling all telephony communications.
- All telephony functions can be operated with mouse and/or keyboard shortcuts
- Advanced search function with support for phonetics
- Phone status, OCS/Lync status, Absence status, PC status screen saver and login/logout)
- Calendar appointments display
- Change status to colleagues
- Call Center Agent functionality with complete queue information
- Text Messaging (SMS)



TeamView® Unified Operator

Teamview Unified Operator

Calls

Phone	Name	Text
4905	Bertil Brownes (14942)	
4942	Camilla Cam	Scantalk: internal call--Camilla Cam

Search

		10:00	12:00	14:00	16:00	
Allan Aron Anderson	4945					📞
Accounting	AA					
Bobby Joe Bell	4905					📞
Accounting	BB					
Charlotte Melendez...	5052					📞
Accounting						
Clarissa Clarkson	4942					👤
Accounting	CC					
Dan Downing	4902					👤
Sale	dd					
David Bury	5051					📞
Sale						
Ellie Frances Edward	4944					👤
Sale	ee					
Frances Fullham	4904					📞
Administration	ff					
Grace Gunson	4946					📞
Logistics	gg					
Greg Au	5055					👤
Logistics	ga					

Department | BusinessUnit

Name	Extension
Accounting	4946
Allan Anderson	4946
Bobby Bell	4946
Frances Fullham	4946
Grace Gunson	4946

TeamView® Unified Operator

- All Employee details in one screenshot including organizational information, list of colleagues, calendar, phone status, absence/presence, etc.

Phone status

The 3 variants

The other parts no./name

Receiver

The screenshot displays the Teamview Unified Operator interface. On the left, there's a sidebar with icons for phone status (a yellow phone, a red phone, and a blue 'P' in a square) and a list of variants (Admin and Support). The main area shows a list of calls with columns for Phone, Name, and Text. The first call is from 4905 to Bertil Brownes (14942). Below this, there's a search bar and a calendar view for Clarissa Clarkson (Accounting, CC) showing appointments for 04-05-2011. The bottom section contains a form for employee details, including Address, Zipcode / City, State / Country, Office, Direct, Home, and Boss. The right sidebar shows a list of colleagues under the Department Business.

Phone	Name	Text
4905	Bertil Brownes (14942)	
4905	Agent 14942 <-- 4941	

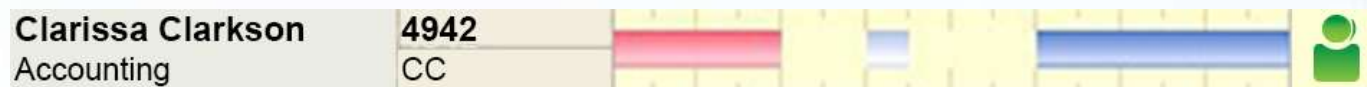
Date	Topic
04-05-2011 09.00 - 11.00	Meeting
04-05-2011 12.00 - 12.30	Conference
04-05-2011 14.00 - 17.00	Customer Meeting

Field	Value
Address	Pine View 2954
Zipcode / City	
State / Country	California USA
Office	Room 4
Direct	0867-555-4944
Home	0866-597-5611
Boss	Accounting

TeamView® Unified Operator

- Employees/contacts are listed in alphabetical order.
- On input the search starts, and the number of employees/contacts are reduced to match is found or to the desired employee/contact is shown in the list, then just click on it.

Today's calendar appointment(s). Reflects colors from Exchange/Notes

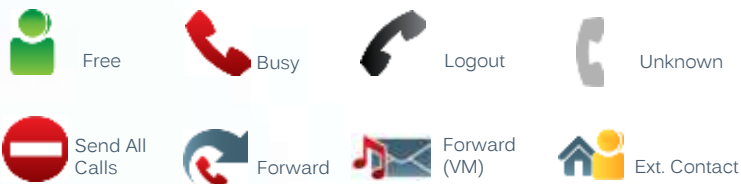


Department

Local number and initials

Additional information about an employee is presented when he/she is selected.

Telephone status



TeamView® Unified Operator

- All organizational data is imported from Active Directory (AD). The search routine supports phonetics search and free text search.

Organizational data

- Searchable field
- Searchable field + filter

Company

Office/location

● Department

Business Unit

Function

Office address

● Title

● Skills

Chief

Secretary

Contact related data

- Searchable field

● Name

● Initials

● Local number

Home number

● Mobile number

Pager number

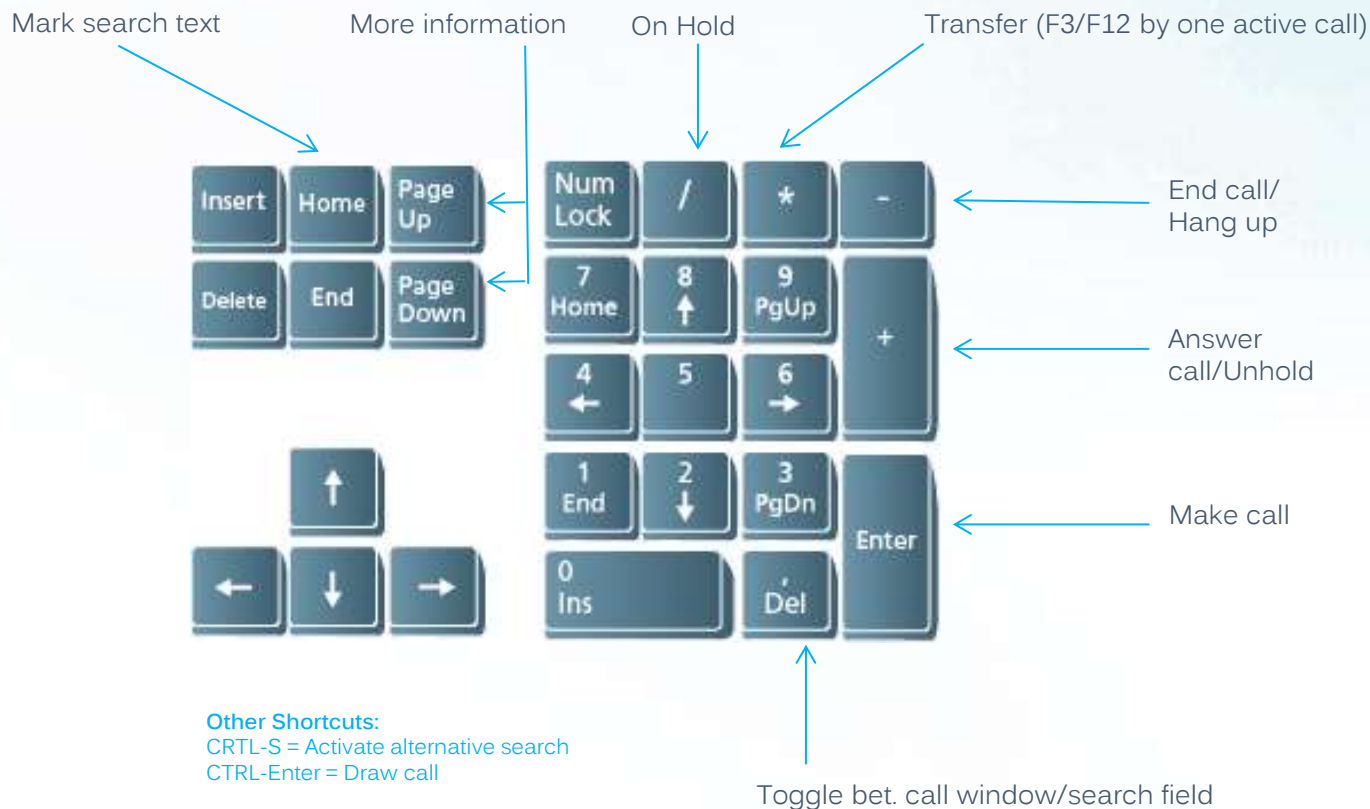
Fax number

E-mail

Company address

TeamView® Unified Operator

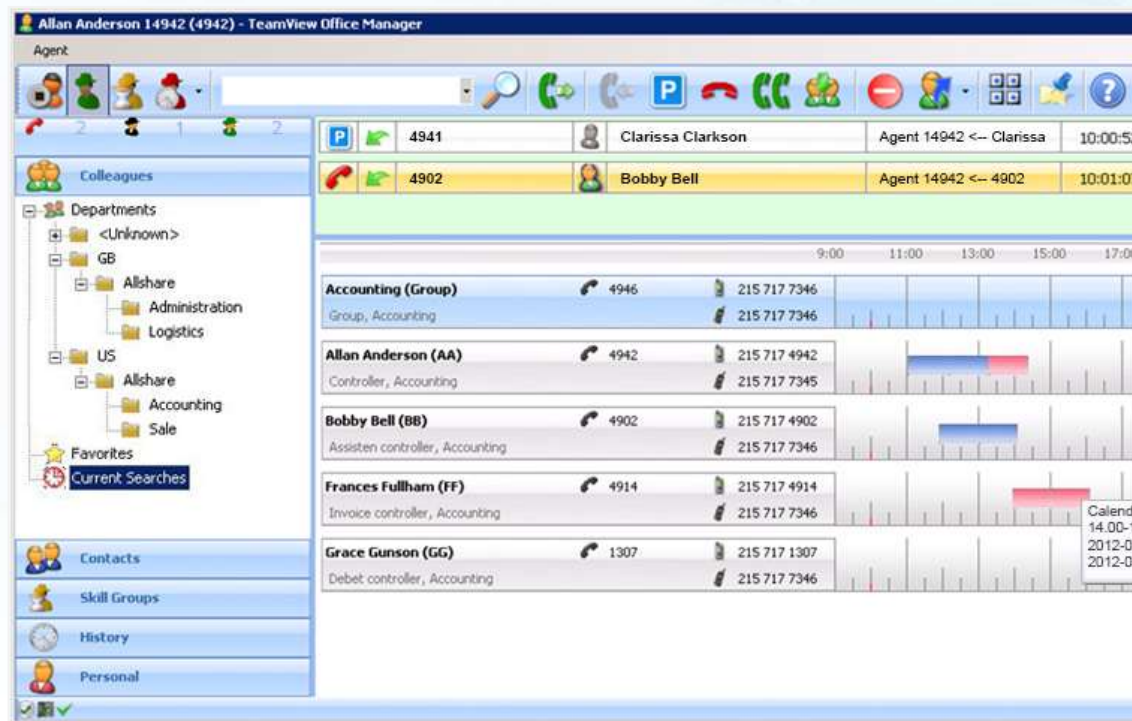
- All telephony functions can be operated with keyboard shortcuts. All telephony functions can be operated with keyboard shortcuts.



TeamView® Office Manager

- Radically improves working conditions for employees who daily serve customers and partners.

- Support for all relevant telephony functions
- Complete overview of the entire organization
- Advanced search function with support for phonetics
- Email integration
- Individual and total call log
- Call Center Agent functionality with complete queue information
- Remote Control software integration
- 3rd party Pop-up integration



TeamView® Office Manager

Allan Anderson 14942 (4942) - TeamView Office Manager

Agent

2 1 2

Colleagues

Departments

- <Unknown>
- GB
 - Allshare
 - Administration
 - Logistics
- US
 - Allshare
 - Accounting
 - Sale

Favorites

Current Searches

Contacts

Skill Groups

History

Personal

Icon	ID	Name	Agent	Time	Duration
	4941	Clarissa Clarkson	Agent 14942 <-- Clarissa	10:00:52	0:22
	4902	Bobby Bell	Agent 14942 <-- 4902	10:01:07	0:02

9:00 11:00 13:00 15:00 17:00 19:00

Name	ID	Phone	Calendar
Accounting (Group)	4946	215 717 7346	Group, Accounting
Allan Anderson (AA)	4942	215 717 4942	Controller, Accounting
Bobby Bell (BB)	4902	215 717 4902	Assisten controller, Accounting
Frances Fullham (FF)	4914	215 717 4914	Invoice controller, Accounting
Grace Gunson (GG)	1307	215 717 1307	Debet controller, Accounting

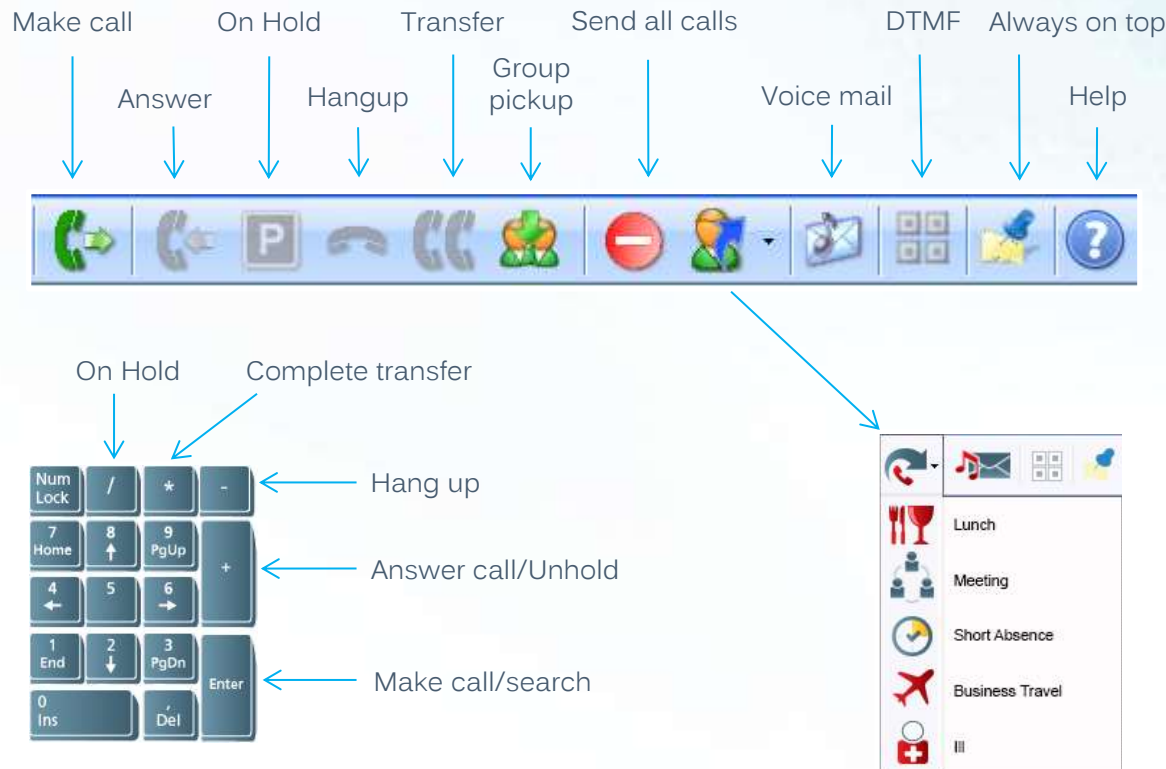
Calendar Info

- 14.00-16.00 Meeting
- 2012-07-17 13.00-15.00 Mee
- 2012-07-18 11.00-12.00 Con

21 colleagues

TeamView® Office Manager

- All functions are accessible via mouse or keyboard. Only icons which are currently usable are highlighted. The voice mail icon is only highlighted if a voice message is recorded.












TeamView® Office Manager

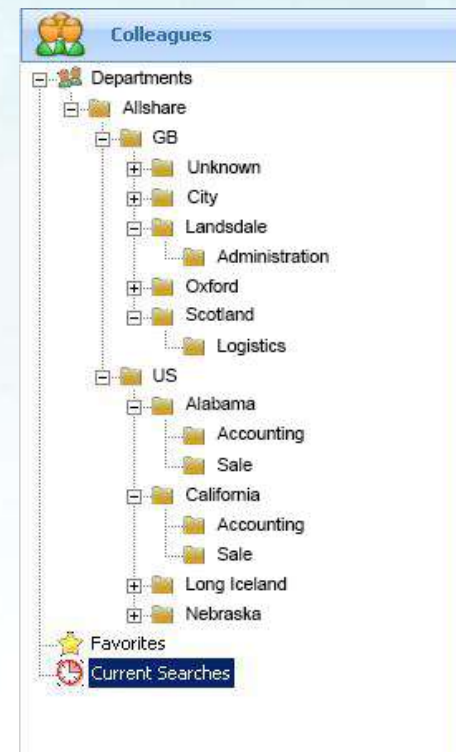
- Entire organization visibility and colleagues management.
- Most used actions with just one click.
- Remote Control software integration.

Colleagues can be identified through the tab *Colleagues*, which contains the organizational structure that is uploaded from AD.

Transfer to (local number) identified colleague is done by double click.
Transfer to mobile – se below.

Accounting (Group)	4946	215 717 7346
Group, Accounting		215 717 7346
Allan Anderson (AA)	4942	215 717 4942
Controller, Accounting		215 717 7345
Bobby Bell (BB)	4902	215 717 4902
Assisten controller, Accounting		215 717 7346
Frances Fullham (FF)	4914	215 717 4914
Invoice controller, Accounting		215 717 7346
Grace Gunson (GG)	1307	215 717 1307
Debet controller, Accounting		215 717 7346

 4902
 215 717 4902
 215 717 7346
 Pickup
 bb@E2K10DOM.local
 Assisten controller
 Accounting
 Remote Desktop Connection
 Properties

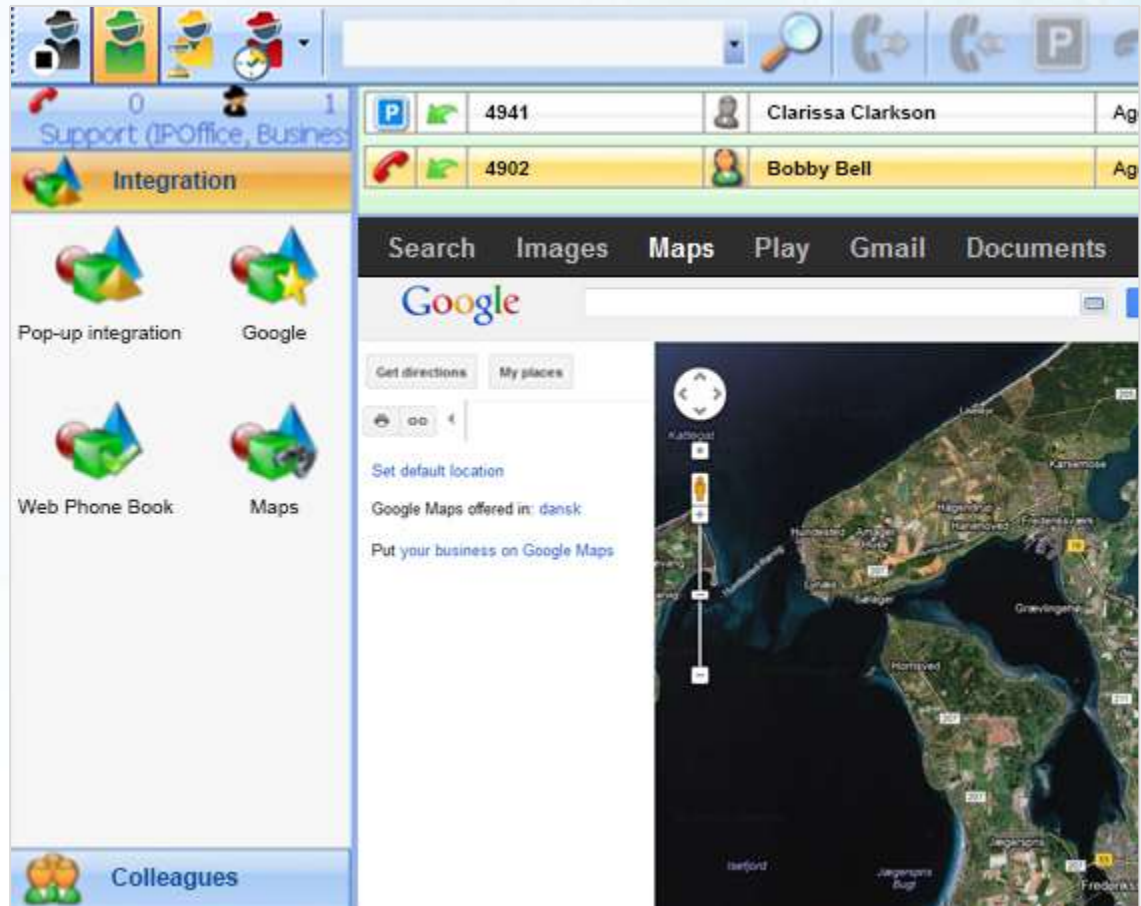


An overview of contact and organizational information is displayed by right-click on colleague.

TeamView® Office Manager

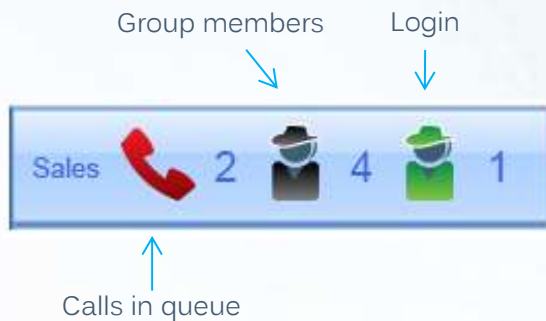
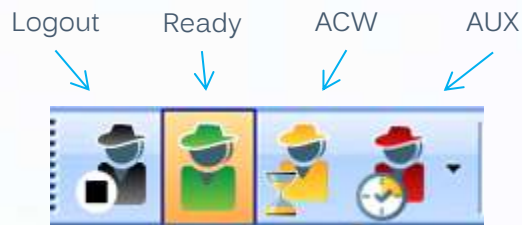
- Embedded Internet - browsing and 3rd party Pop-up integration.

- Automatic Pop-up of internet/intranet pages
- Automatic Pop-up of Windows applications
- Activate internet/intranet pages (from favorite list)
- Activate Windows applications (from favorite list)
- Make calls from Windows applications



TeamView® Office Manager

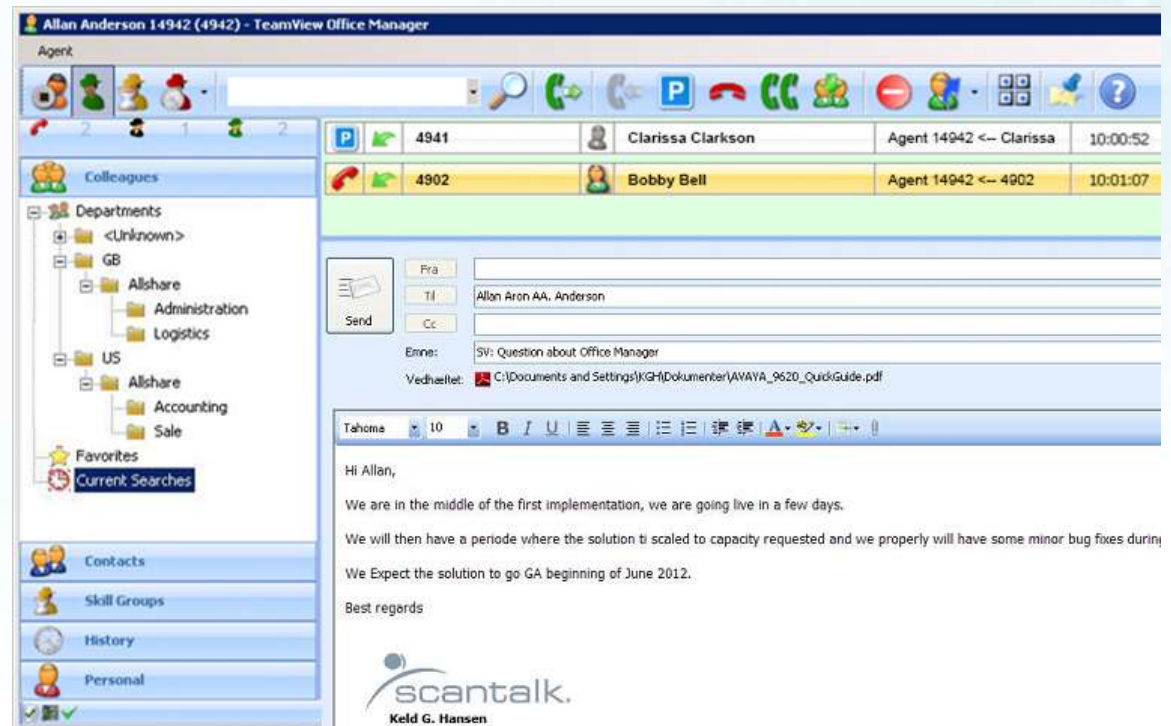
- Call Center Agent capabilities



Skill Groups			My Skills		
My Skills					
Sales					
Customer Service					
Sales	1001	Avaya	Queue	Logged In	Free
Customer Service	1002	IP Office, BusinessSMS	1	3	2

TeamView® Multimedia Contact Center Client

- Relays on Avaya Call Center adding support for eMail, Fax, SMS and Chat; treating them as calls in an Avaya Queue.
- Based on TeamView® Office Manager
- Native Avaya Call Center Agent functionality with complete queue information
- Multimedia Services as Calls
- Leading Edge Web Service Integration
- Supports Avaya Aura CM 4.x or higher
- Planned support for Avaya IP Office 4.x or higher



TeamView® Multimedia Contact Center Client

The screenshot displays the TeamView Office Manager interface for agent Allan Anderson (ID 14942). The interface is divided into several sections:

- Agent Bar:** Shows the agent's name, ID, and a row of icons for various functions like search, call, and status.
- Colleagues:** A list of other agents, including Clarissa Clarkson (Agent 14941) and Bobby Bell (Agent 4902), with their current status and active time.
- Departments:** A tree view showing the organizational structure, including GB, US, and various departments like Administration, Logistics, Accounting, and Sales.
- Send:** A section for composing and sending messages, including fields for To, From, Cc, and a subject line.
- Message Body:** The main area for composing or viewing messages, showing a message from Bobby Bell to Allan Anderson.

The message body contains the following text:

Hi Allan,

We are in the middle of the first implementation, we are going live in a few days.

We will then have a periode where the solution ti scaled to capacity requested and we properly will have some minor bug fixes during that time.

We Expect the solution to go GA beginning of June 2012.

Best regards

The interface also includes a footer with the Scantalk logo and the name Keld G. Hansen.

TeamView® Presence Manager

- Provides all TeamView® users with accurate data regarding accessibility on all colleagues in the organization and can perform call forwarding, absence cause and duration with a mouse click.

- Automatic update of meeting appointments from the calendar system
- Registration of other activities (directly into the application)
- An employee can set the absence of a colleague (if allowed)
- Call forward, absence cause and duration with a mouse click
- Blacklist of numbers (e.g. external/mobile numbers)
- PC status by login/disable screensaver
- Conflicting agreements to be notified



Presence Planning

Time	Absence	Destination
24-07-2012 09:00:01	Start at Customer Meeting	1
24-07-2012 10:00:00	End at	-
24-07-2012 10:00:01	Start at Meeting	1
24-07-2012 10:00:01	Start at Meeting	1
24-07-2012 11:00:00	End at	-
24-07-2012 11:00:00	End at	-
24-07-2012 11:00:00	End at	-
24-07-2012 12:00:01	Start at Lunch	1
24-07-2012 12:00:01	Start at Lunch	1
24-07-2012 12:30:00	End at	-
24-07-2012 12:30:00	End at	-
24-07-2012 13:15:01	Start at Customer Meeting	1
24-07-2012 14:00:00	End at	-



Absence:



Maternity



Vacation



Ill



Meeting



Gone for today



Lunch



Short absence



TeamView® Application Suite

Add-On Modules

TeamView® Mobile Status

- A service application that provides TeamView® Unified Operator or TeamView® Office Manager with the status of mobile telephones either through Avaya EC500 (OneNumber) or from a Mobile Carrier**
- Mobile only users (no deskphone) can be set to be displayed as solely mobile in the form of a mobile telephone that can either be Engaged (red), Available (green) or Switched Off (black).

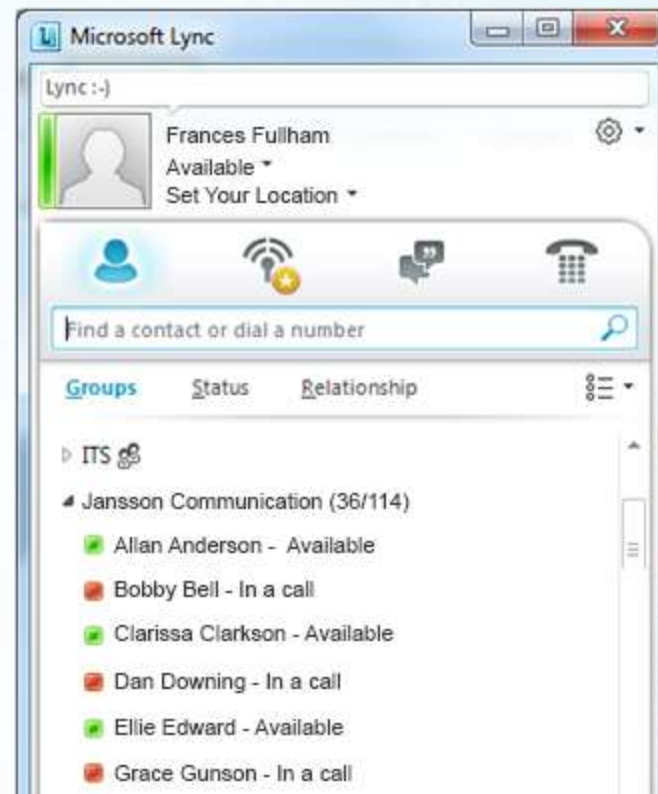
Allan Aron Anderson (AA)	 4945	 20248490
Spot pricer, Accounting		
Bobby Joe Bell (BB)	 4905	 20248483
Cand. Merc. Aud., Accounting		

Accounting	1001					
Allan Aron Anderson	4945					
Accounting	AA					

** Service needs to be supported by the Carrier

TeamView® Phone Status for Lync

- Integrates Deskphone status with Microsoft Lync, Integrates Deskphone status with Microsoft Lync
- Ability to see Lync status in TeamView® Application clients.
- Ability to see Deskphone status in Lync Available: Q2 FY2011
- **FUTURE:** Control your Deskphone from.



Software Assurance

- Enhancements and new functionality
- New design, new interfaces and new architecture
- Optimization and improvements
- Support for new operating systems and versions
- Support for new firmware versions
- It is mandatory



Who use our Application?





Scantalk Partner Program

- We will work closely with you providing:
 - Fully functional Licenses for your in-house use for free.
 - Training and support to get you comfortable with the products and take you through our Partner Certification Program.
 - Demo facility for you to use as these are not applications to evaluate at the prospect site.
 - Co-hosted Online Presentations/Webinar
 - Marketing Support for Lead Generation activities.
 - Access to Partner Portal for updated marketing materials like datasheets, brochures, Whitepapers, Case Studies, Demonstration material, etc.
- Contact us:
 - Email sales@scantalk.com



Summary of Benefits

- Fully integrated modules for IT and VoIP Networks Management
- Intuitive and easy-to-use Unified Communication clients
- Focus on enhancing teams collaboration experience integrating different services and almost any 3rd party application.
- Entire organization visibility and colleague management.
- Leverages Call Center capabilities.
- Convincing reliability and performance.
- Easy to install and maintain.





Q & A



Solutions Portfolio

Enhancing Teams Collaboration Experience

Presented by
Scantalk ApS
+45 70 22 20 80
sales@scantalk.com