White Paper

TeamView® Application Suite

Business area and competencies

Scantalk develop and markets a range of functional and service oriented standard applications under the common name TeamView® application Suite. In addition, activities around consultancy and development of advanced customized CTI solutions.

Evolution takes place in a strategic cooperation with international market leading platform partners where focus is concentrated on the integration of telecommunications -and data technologies/services, a discipline in which Scantalk maintain specialized, unique skills - demanded far beyond the boundaries of Denmark.

TeamView® application Suite is designed to provide extensive support to employees who have daily contact with customers and partners. The suite is composed of dedicated client applications for switchboard, client applications for other customer facing staff (e.g. contact centers), client applications which can be usefully applied by all employees and finally a group of service applications that integrate client applications with other systems, applications, databases and communication services.

The TeamView® applications' many layers, modules and interfaces require each of its specialists and there are often several developers involved in the same application. Applications' complexity and the many cooks may bid on a risk that the "victims", end users, is left behind with inaccessible applications.

Therefore, accessibility definitely is Scantalk's main focus area. Many donors are involved in the ongoing development process, because there is constant need for - and demands on, objective, non disciplinary proposals and views, not least from the active and future end users. Consequently, all application development takes place in an open and interactive environment.

Our ambitions are to develop an application which in any situation goes a little beyond the ordinary, and our collective abilities are constantly challenged, especially on issues such as business insight and understanding, creativity, quality and vision.

A Strategic Choice

Many factors affect a company's success and momentum. One of these is necessarily the issue of how customers experience the company when they make contact with this - where the entrance in 2013 is rarely covered with construction materials, but with a varying amount of electronic equipment.

The choice of communication platform is therefore of great strategic importance and should not be made from a short term economic perspective. The aim is to provide optimal working conditions for employees serving customers and partners every day.

However, it is not the platform itself, which alone can ensure good customer service and optimal working conditions. The applications developed for the platform, in different varieties available to company employees, contribute greatly to this purpose since they can secure and maintain the right mix of motivation and efficiency of the user.

Interaction – Unified Communication

During the daily communication customeroriented staff uses a variety of media, front office applications and services, while they also serve themselves of back office applications and systems related to the daily work.

TeamView® application Suite is designed to bring this complex of media, applications, systems and services to interact, so that all operation of, and approach to these, are made available to the user in a unified application environment.

 The environment provides the employee with a great overview and a nearly complete palette of functionality. Needlessly time consuming program switching and subsequent data reentry is avoided, and above all, customers will experience a serviceoriented and efficient organization. Users will discover that all customer service is controlled and documented here, and that information about colleagues' availability is presented here.

Accessibility

Throughout the development process, from first sketch to the finished product to all subsequent versions, we have, as mentioned above - extreme focus on the applications' availability. This awareness means that the actual training activities are largely superfluous. Equally boring traditional manuals are replaced by legible introductions, which, after a short study, enable the user to use the applications.

Operation

If an application has to be operated via mouse and/or keyboard partly depends on the target group and partly with what speed and intensity of application used. Therefore, each application is built and designed individually, in relation to the target group.

Reliability

When it comes to TeamView® applications' reliability, so this is heavily based on our experience with the complex and convergent integration environment we work in. There are so many possible sources of interference when the IP- and mobile telephony, front- and back office systems, applications, services, and databases are linked through interfaces, and more or less standardized protocols, over the network.

Therefore, some service applications only aim to oversee and ensure operational stability. These applications are constantly checking on connections, services and databases, etc., and in case of irregularities, they shall have to ensure that the other TeamView® applications operates despite of the current conditions, as well as bug tracking and documentation.

Finally, it is also crucial that we through our platform authorizations enjoy the attention and cooperation derived from platform manufacturers, which is assumed when creating stable, usable and prospective applications, which are marketed internationally.

Design

In our efforts to ensure the user an intuitive approach and a good overview, we invest significant resources in visualizing information using icons, images, shapes, colors and graphics, rather than text, without talking about color leave. Many specific values are signaled clear, quickly and efficiently with this technique.

Maintenance

In almost all companies data about employees' contact-related and organizational matters are registered and maintained in the central database, Active Directory - an integral part of the company's office system. TeamView® applications operate with a background in data from Active Directory, meaning that, in principle, there is no data maintenance is associated with TeamView® applications.

Total Cost of Ownership (TCO)

As with all other solutions, the total cost of ownership of communication solutions includes the purchase price and the subsequent costs associated with daily operations, training and maintenance. Not rarely the purchase price is the smallest part. Specifically to counteract this trend, Scantalk invests a lot of resources in the above qualities.
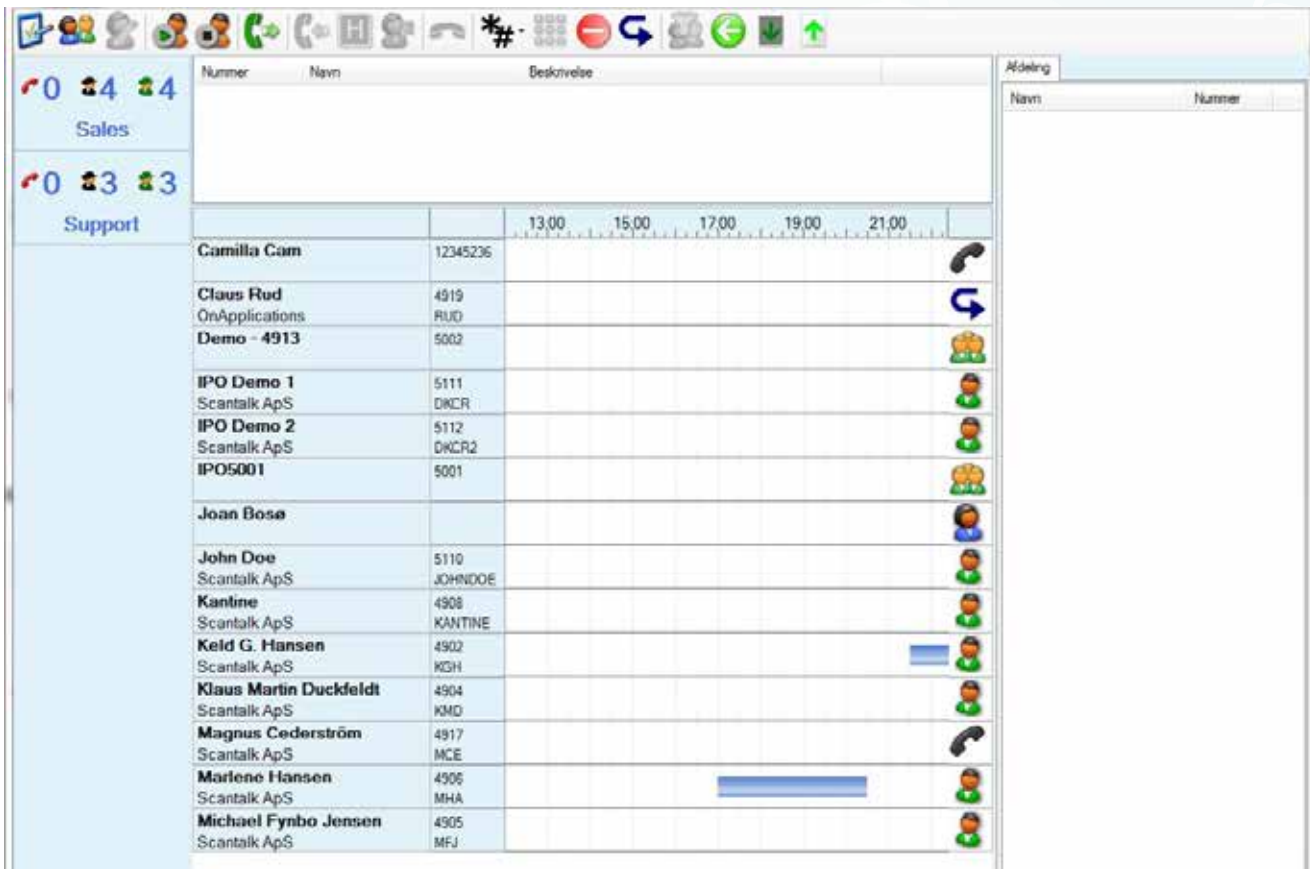
Overview

Client applications

Application	#	Target group/Function
Unified Operator	1	Reception/switchboard Attendant console
Office Manager	2	Customer related employees Call Center Agent
Sidebar	3	All employees Favorite Busy Lamp Filed/Click to dial (not for Avaya CM)
Presence Manager	4	All employees Presence & Call forward (integrated with calendar system)
Directory Lookup	5	All employees WEB based e-phonebook

Service applications

Application	Function/Purpose
AD Lookup	Data import from Active Directory Prerequisite for all client applications if Active Directory=source
Calendar Lookup	Calendar integration (Exchange/Notes) Prerequisite for client applications #1, 2, 4, 5
Wallboard	Graduated call- and status information/statistics Dedicated for use with client applications #2 (Call Center)
Visitor	Registration of visitors and label printing Dedicated for use with client applications #1, 4
Timestamp	In/out system (employees physical presence) Dedicated for use with client applications #1, 2, 5
Mobile Status	Employee mobile phone status Dedicated for use with client applications #1, 2, 3, 5
OCS/Lync Mobile Status	Employee mobile phone status in MS OCS/Lync Dedicated for use with MS OCS/Lync users
Business SMS	Integrated text messaging Dedicated for use with client application #1

Client applications

TeamView® Unified Operator

TeamView® Unified Operator is a dedicated application for employees in the company's reception/switchboard function, where it is used to manage all communications through this channel, and thereby increasing the company's service standard and efficiency. Customers, partners and colleagues will notice a difference that will, without doubt, influence the company's revenues positively.
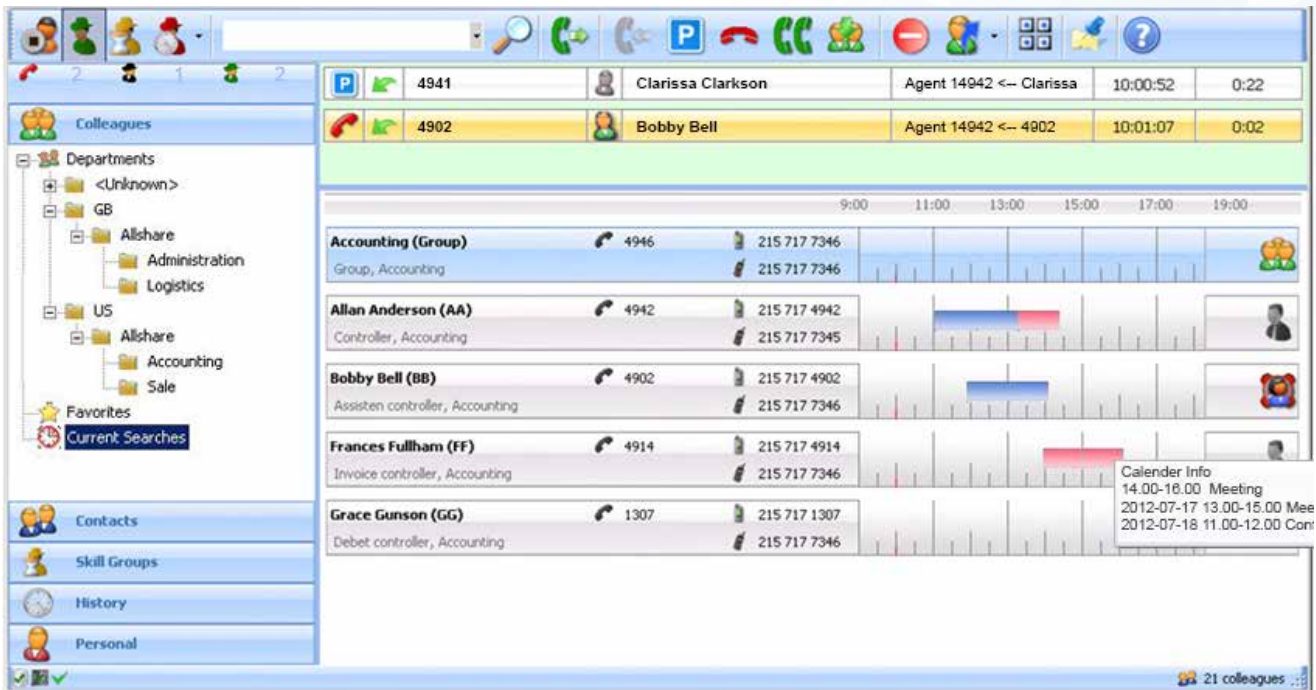
The application provides the user with a complete organizational overview, advanced search functions, together with the current status of colleagues' availability. Finally, it takes care of relevant telephone functions and integrated information services so that customers see the organization as serviceoriented, efficient and professional.

The many features can be categorized within the following 3 subprocesses:

- Identify an employee by means of comprehensive advanced search function with phonetic search, free text search and partial search in many flavors.

- Observe the employee's availability with information such as status for fixed and mobile phone, PC status (login/out and
  screensaver), physical presence (from in/out system), calendar appointments and cause of absence.

- Serve the caller in this context, including directly or announced transfer to landline or mobile phone, call waiting on busy station, call on hold, or transfer call to vacant department colleague (all dept. colleagues can readily be observed when an employee is identified - incl. their current phone status). Alternatively, send message to staff via e-mail or SMS, or paste text message on employees for the information of colleagues.

Client applications

TeamView® Office Manager

Designed for use by staff in formal/informal Call Centers and internal service functions, where employees are coupled to common hunt-groups (working as Agents), which is constantly monitored.

 The application leads to radically improved working conditions for the employees involved, and as a direct consequence also creating a motivating work environment, and stronger relationships with customers, colleagues and associates.

All telephony functions can be activated with a mouse click (answer call, draw call, call on hold, transfer to colleague, call forwarding and, of course, dial and hang up).

In addition, offered a complete organizational overview and status of all employees, queuing information, integration with other applications and systems to automatically pop up and finally a complete call log.

A colleague's current status may include telephone status, absence status, PC status, status in the mobile phone and presence from in/out system.

In TeamView® Office Manager you can record both common and private external contacts in a folder structure that the user is responsible for. You can also import contacts from e.g. MS Outlook which immediately are recorded in the private folder from which selected contacts can be moved to the shared folder by drag & drop.
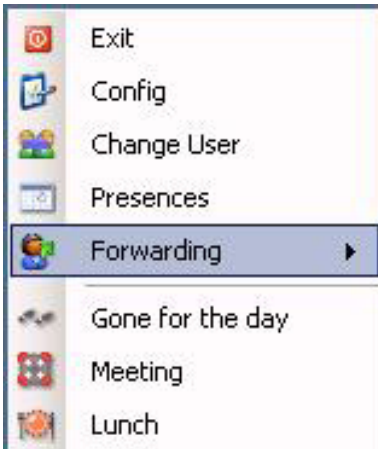
TeamView® Sidebar

TeamView® Sidebar is designed for use by all employees in the organization with a PC on his desk. The application functions as a combined Busy Lamp Field (BLF) and Quick Dialer, which supports both local- and mobile phones.

You can assign up to 30 colleagues. The application presents local phone status, and to call a colleague just double click on local- or mobile phone number. Alternatively you can call any number by entering this.

Client applications
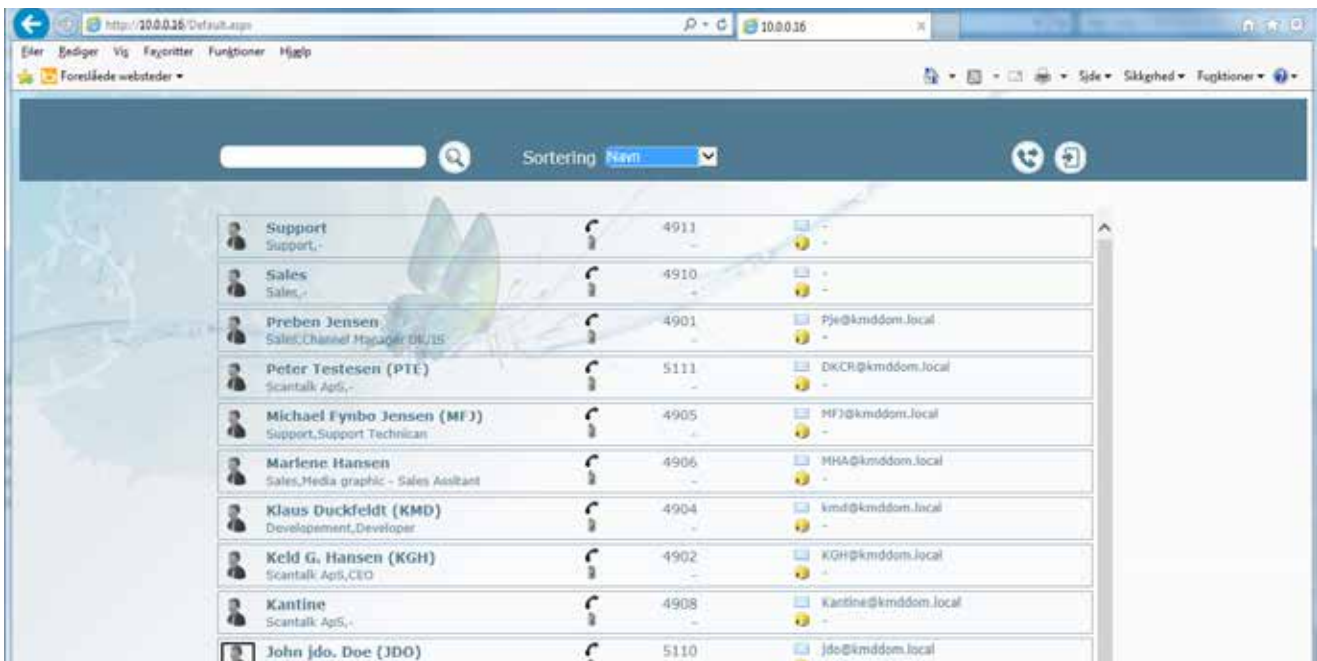
TeamView® Presence Manager

When an employee leaves his desktop the local phone has to be diverted, and equally important it is to report on the cause of absence.

Instead of using the physical telephone device to divert, without any opportunity to obtain information about the cause and duration, both can be done with a single mouse click. Combined with the automatic update from the company calendar system Presence Manager ensures that everyone in the organization (using TeamView® clients) at any time can inform themselves about these issues.

TeamView® Presence Manager is equipped with a standard set of absence icons that will be linked to transfer numbers. Moreover, the application also offers the opportunity to manual registration of planned absences.

TeamView® Unified Directory

A complete web directory providing effective support when a colleague has to be identified in order to obtain information in form of contact related and organizational information, calendar appointments and cause of absence.

Colleagues can be searched by name, initials, local- and mobile number, department, job title and skills.

TeamView® Unified Directory supports phonetic search and sending e-mail directly from the application.

Service applications
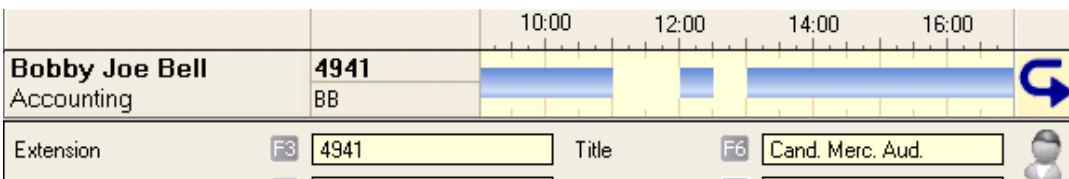
TeamView® AD Lookup

All contact information and organizational affinities concerning the organization's staff are recorded and maintained in the central database, Active Directory, which is part of the company's office system.
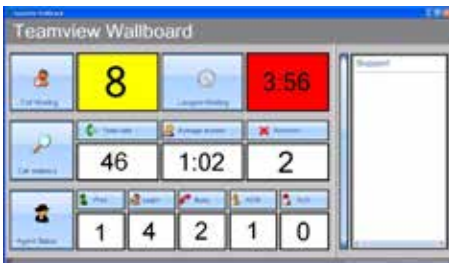
In order to maintain the central unique maintenance of employee data, TeamView® applications receives data from this source.

TeamView® Calendar Lookup

Provide relevant TeamView® applications with calendar data from the company postserver(s). Calendar data is loaded into predefined intervals, and cover only for employees who have given rights to do so. Support for Exchange and Notes.

TeamView® Wallboard

Wallboard Client for Avaya Aura

Wallboard Web Client for Avaya Aura

Wallboard Client for Avaya IPO

Presents a snapshot of how the amount of tasks matching the current available resources, and indicates as such constantly when adopted limits for service level is exceeded. The application presents both current and statistical information.

Only for Avaya Aura

A statistical module offers half-hourly statistics per. contact number, with Queue/waiting time divided into 6 service levels (15 sec. per. level):

- Number of calls
- Number of lost calls
- Average waiting time for lost calls
- Average waiting time before calls answered
- Max. waiting time before calls answered

- Average queue length
- Max. queue length
- Prepaid
- Agent group

Service applications

TeamView® Visitor

Used for registration of visitors, as well as printing plates and visit lists.
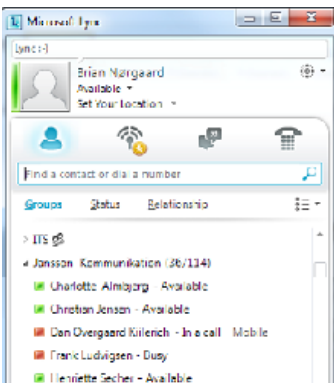

TeamView® Timestamp

Targeting organizations that use in/out systems, for which the application is integrated. As such intended to inform the target group about colleagues' physical presence and availability.
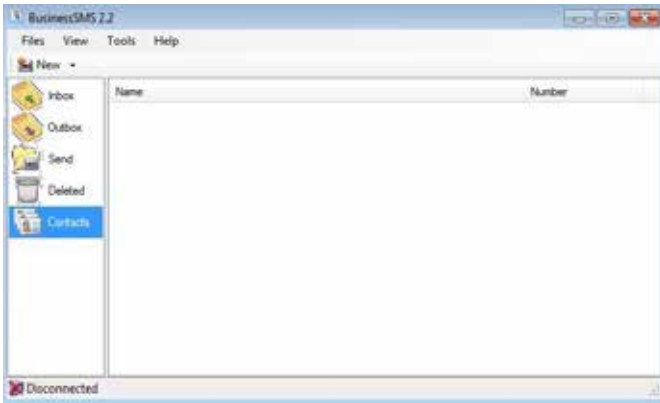
TeamView® Mobile Status

	Free		Busy		Logged out		Unconnected

Provide the target group with the status of employee mobile phones. The possible static are: free, busy, logged out and unconnected.

TeamView® Lync Mobile Status

TeamView® Lync Mobile Status integrates mobile phone status from selected operators with Microsoft Lync. With this functionality, employees who use Microsoft Communicator immediately can observe if a colleague is free or busy on the mobile phone.

TeamView® BusinessSMS

Serves as an integrated part of TeamView® Unified Operator, where it is used to send text messages to colleagues with mobile phones.
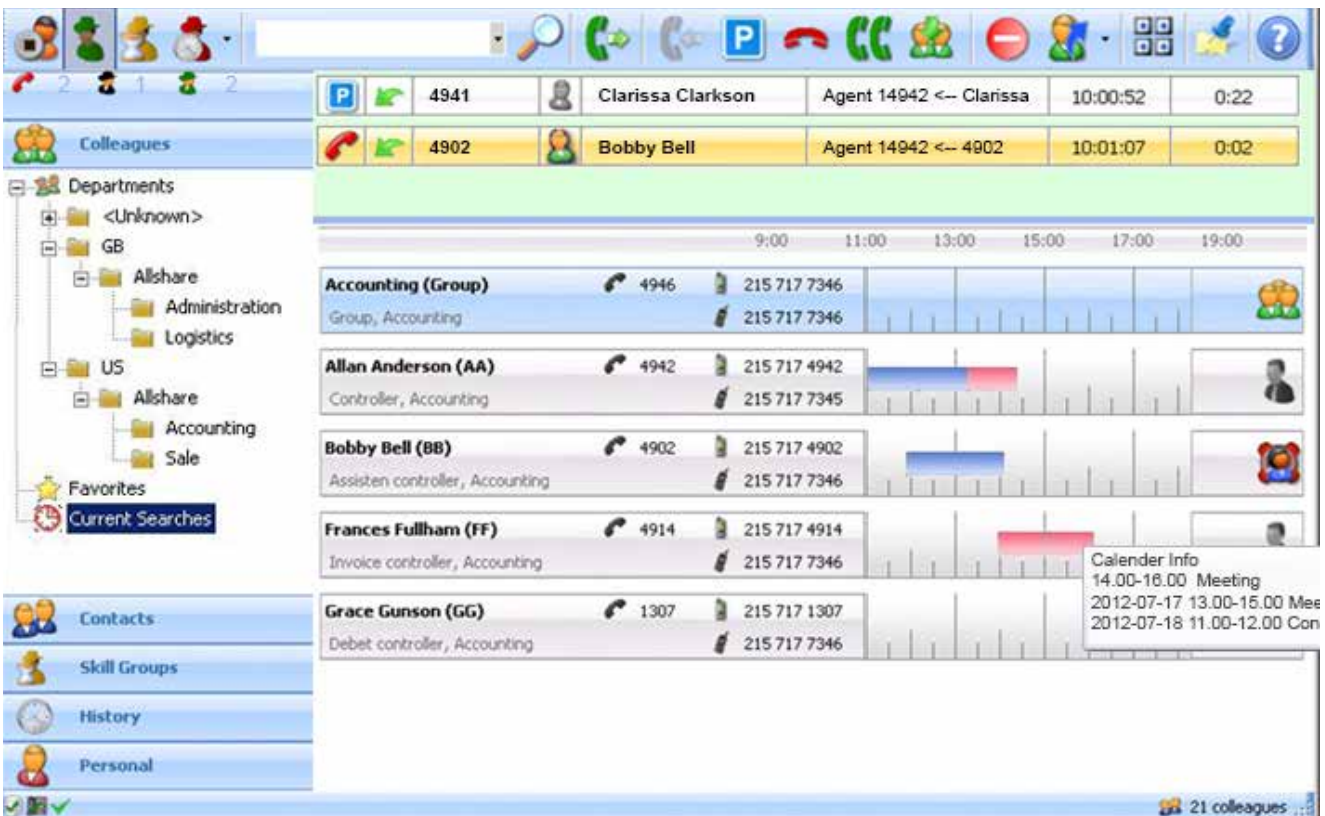
When TeamView® BusinessSMS is activated from the application (with a function key), the client pops filled with colleague's mobile phone, ready for enrollment by text message and subsequent transmission. It is possible to record a standard text that is automatically inserted.

TeamView® Call Center

Improved collaboration, increased productivity and reduced costs. As a homogenous entity TeamView® Contact Center consists of two embeddable applications that make a significant contribution to maintaining an ideal working environment where motivated employees serving and ensure satisfied customers.

Each employee is provided with TeamView® Office Manager, which supports the purely technical operation and integration, and with functionality to ensure the necessary collaboration and visibility across the team.

TeamView® Wallboard offers a comprehensive overview of all team activities, presented on a centrally located LCD panel.

Technical Requirements

Supported Platforms	
Avaya	Avaya Aura Communication Manager with Avaya Aura AES Server. Avaya IP Office with CTI Link.
Alcatel- Lucent	Alcatel-Lucent OmniPCX 2.x or higher.
Cisco	Cisco Unified Communication Manager 6.x or higher.
Innovaphone	Innovaphone PBX 7.x or higher.
Microsoft	OCS R2, Lync (Available Q3FY2011)
General Requirements	
Active Directory and Calendar Integration	1 Domain user with Mailbox and rights to read appointments.
MS SQL Server	Microsoft SQL Server 200x and Microsoft SQL Server 200x Express (configuration Preferred operate in mixed mode).
Windows Server	Windows Server 2008 R2 or higher, Standard or Enterprise, x86 or x64. Must be part of the domain and there must be at least 10Gb free space for database and log files.
Physical Server	Dual Core Intel Xeon E3120, 3.16Hhz, 6Mb cache. 1333Mhz FSB, 2Gb memory, DDR2 667MHz, 80Gb HDD. E.g. Dell PowerEdge R200.
Virtual Server	2Gb memory, 20Gb HDD, Windows Server 2008 R2 or higher Standard or Enterprise Edition.