TeamView®
Unified Operator

A positive Telephone Experience

creates good first Impressions
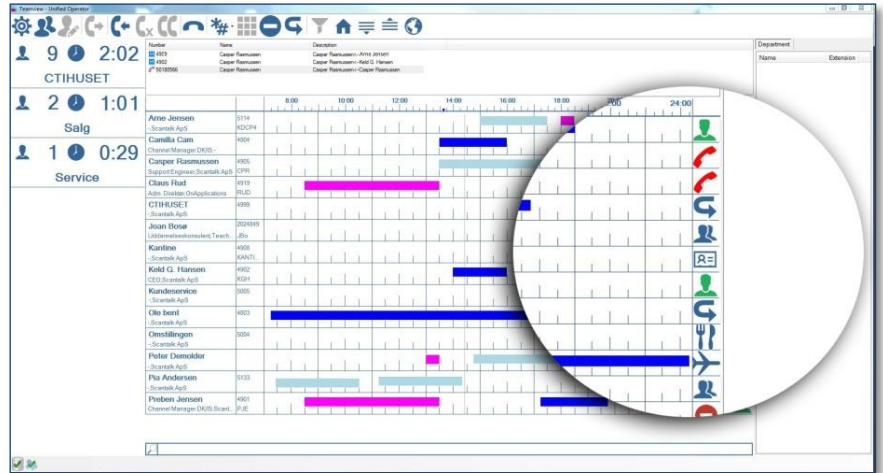
TeamView® Unified Operator

Unified Communication Solution for Receptionists

TeamView® Unified Operator is a Unified Communication client, which provides centrally located staff with a complete overview of the entire organization and tools for handling all telephony communication taking place through the company's Attendant Console function.

TeamView® Unified Operator's intuitive interface combined with a great search engine and a simplified use of keyboard ensures optimal working conditions for receptionists.

The solution provides receptionists with a solid solution and an excellence tool for call handling, making it easy to fulfill, the customers' expectations and needs for a fast call handling, a friendly greeting, and a great contact experience.

Main Features

Intuitive Interface
To ensure a fast overview and ease stress level for busy receptionists, TeamView® Unified Operator has rendered the visibility by using big icons and simplified graphic details. - Making it easy and efficient to work with.

Powerful Search Engine (Phonetic)
Free Text Queries are supported and the returned results are narrowed down progressively as data is entered. Besides from obvious information like name and department, queries can be executed by skills, job functions and any other contact related data or organizational information.
Phonetically search is supported Mr. Smith will be located even if searched by Schmidt.

Calendar Information
Provides the receptionist with a great overview of available colleagues based on how the time of the item is selected in their individual calendars. Showing the timeline for each subject marked in the calendar indicated with a free/busy/out of office status color
All employees' calendar entries are gathered from MS Exchange, Lotus Notes, or Google. The Calendar is shown in colors according to its type and layout and makes it easy to work with and adjust to.

Active Directory Integration
Contact related data (name, initials, directory number, cellphone number, etc.) and organizational information (department, function, position, skills, etc.) are sourced from Active Directory (AD) or LDAP at predefined intervals. Any receptionist can add shared contacts that are not included in AD like customers, partners, suppliers, contractors, etc.

Presence/Absence Management
Availability of employees are displayed with intuitive icons showing Phone and Mobile Status*, Lync/Skype for business, Presence, PC status (screen saver and login/logout) and Absence cause like In a Meeting, Lunch, Vacation, Maternity, etc.

Colleagues Management
If the desired employee is unavailable TeamView® Unified Operator will list all its colleagues (same department) if the caller would like to be transferred to another person. Receptionists can also change employees call forwarding settings on demand.

Supervision of Hunt-Groups
TeamView® Unified Operator can supervise up to 10 hunt-groups providing receptionists with an instant workload overview.

Multi-platform Support
TeamView® Unified Operator has no limit in, the amount of dissimilar systems to connect with. Embedded multi-vendor capabilities allow any company to maintain a Unified view of the entire organization even on multi-site/distributed environments.
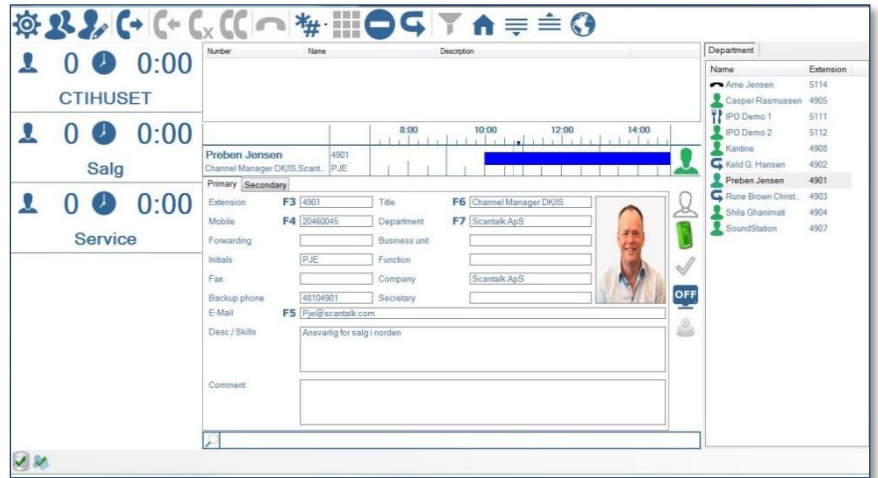
Call Center Agent Capabilities
TeamView® Unified Operator can be Logged-in as an Agent in order to guarantee that incoming calls are, distributed fairly amongst the available receptionists. Available and Logged-in Operators information is displayed

*Mobile Status is only available in DK, SE and NO

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Benefits

- **Extremely short learning time**

- **Comprehensive overview of available resources and knowledge in the organization**

- **Highly user friendly and easy to work with**

- **Simultaneously multi-platforms support.**

- **No limit for the amount of Attendant Consoles.**

- **Ensures professional and customer-oriented attitude.**

- **Effective solution for modern companies with very low Total Cost of Ownership (TCO).**

Technical Requirements

Cisco Unified Communication Manager	
Cisco UCM	Version 8.5

General Requirements	
Active Directory and Calendar Integration	1 Domain user with Mailbox and rights to impersonate.
MS SQL Server	Microsoft SQL Server 20xx and Microsoft SQL Server 20xx Express (configuration Preferred operate in mixed mode).
Windows Operation System	Windows Server 2008R2 or 2012R2. Server must be a part of the domain and there must be at least 500 MB free space for database and log files.
Server Requirements	4 Core 2 GHz, 4 GB memory, 80 Gb HDD.