



TeamView[®] Unified Operator

A positive customer experience
makes good impressions

AVAYA

DEVCONNECT
TECHNOLOGY PARTNER

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aura™

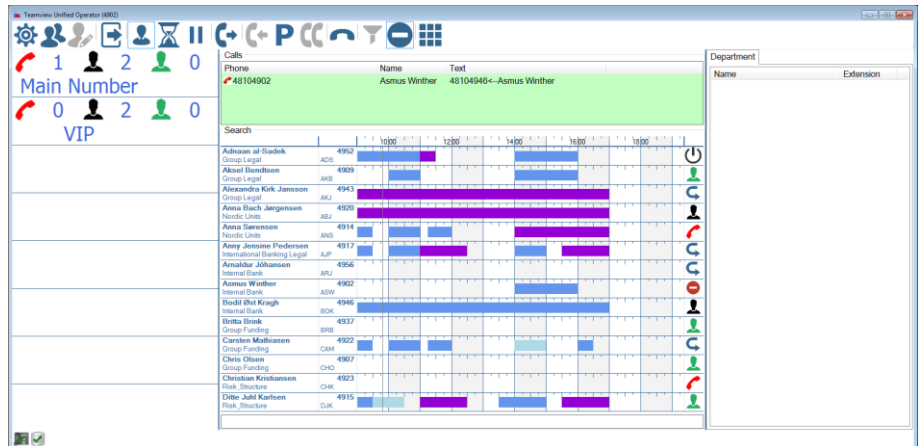
TeamView® Unified Operator

Unified Communication Solution for Receptionists

TeamView® Unified Operator is an attendant console, which provides a complete overview of the entire organization, a fast search tool, enriched presence and gives the ability to handle all telephony communication from one single application.

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 fast operation and ease stress for busy receptionists, TeamView® Unified Operator has big icons, high contrasts and a calming design - Making it easy and efficient to work with.

Powerful Search Engine with Phonetic search

Free Text Queries are supported and the returned results are narrowed down progressively as data is entered. Phonetic search is supported Mr. Smith will be located even if searched by Schmidt.

Besides the obvious information like name and department, queries can be executed on skills, job functions and any other contact related data or organizational information.

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 data (name, initials, extension number, cellphone number, etc.) and organizational information (department, function, position, skills, etc.) are sourced

from Active Directory (AD) or LDAP with predefined intervals. 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, etc.

Colleagues Management

If an employee is unavailable TeamView® Unified Operator will list employees in the same department as an easy alternative. Receptionists can change employees call forwarding's and SAC on demand.

Supervision of ACD-Groups

TeamView® Unified Operator can supervise up to 8 ACD-groups providing receptionists with an instant workload overview.

Multi-platform Support

TeamView® Unified Operator can connect to several systems for support status and transfers. 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

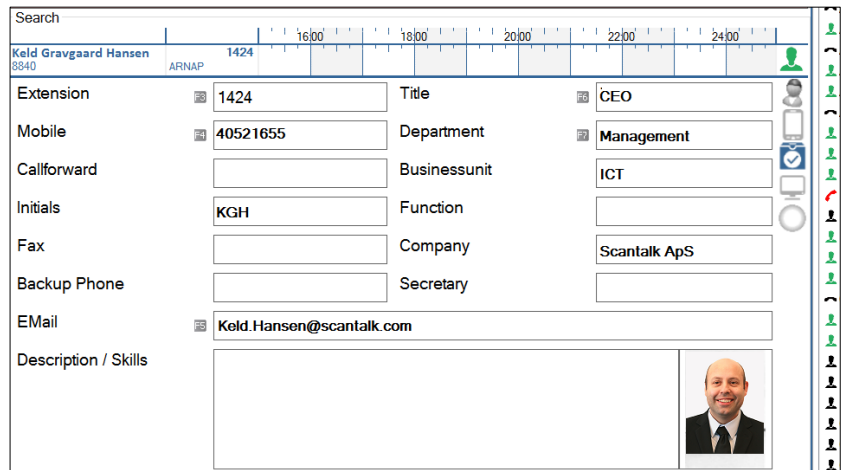
TeamView® Unified Operator can work as an Agent in order to guarantee fairly call distribution among the available receptionists.

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

TeamView® Unified Operator

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

Avaya IP Office

AVAYA AVAYA Aura Communication Manager with AVAYA Aura AES Server

General Requirements

Active Directory and Calendar Integration	1 Domain user with Mailbox and rights to impersonate. Exchange 2010, 2013, 2016, 2019 and O365.
MS SQL Server	Microsoft SQL Server 20xx and Microsoft SQL Server 20xx Express
Windows Operation System	Windows Server 2012R2, 2016, 2019. Server there must be at least 500 MB free space for database and log files. Supported Clients Windows 7, Windows 8.1 and Windows 10
Server Requirements	4 Core 2 GHz, 4 GB memory, 100 Gb HDD.

Avaya DevConnect Compliance Tested

CM / AURA	AVAYA CM 8.0	AVAYA AES 8.0	May	2019
	AVAYA CM 6.1	AVAYA AES 6.1	September	2011
	AVAYA CM 5.0	AVAYA AES 4.1	March	2008



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