scantalk.

TeamView®
Unified Operator

A positive customer experience creates good impressions.

AVAYA
**DevConnect**
TECHNOLOGY PARTNER

Unified Communication Solution for Receptionists

TeamView® Unified Operator provides a complete overview of the entire organization and tools for handling all telephony communication from our Attendant Console or Busy Lamp Field solutions.

TeamView® Unified Operator's intuitive interface combined with its great search engine and simplified use of keyboard ensures optimal working conditions for receptionists and gives your company at the same time the best operator console in the market.

The solution provides receptionists with a powerful solution and an excellent tool for call handling, making it easy to fulfill the customers' expectations and needs a friendly greeting, a very fast call handling that gives great customer experience.
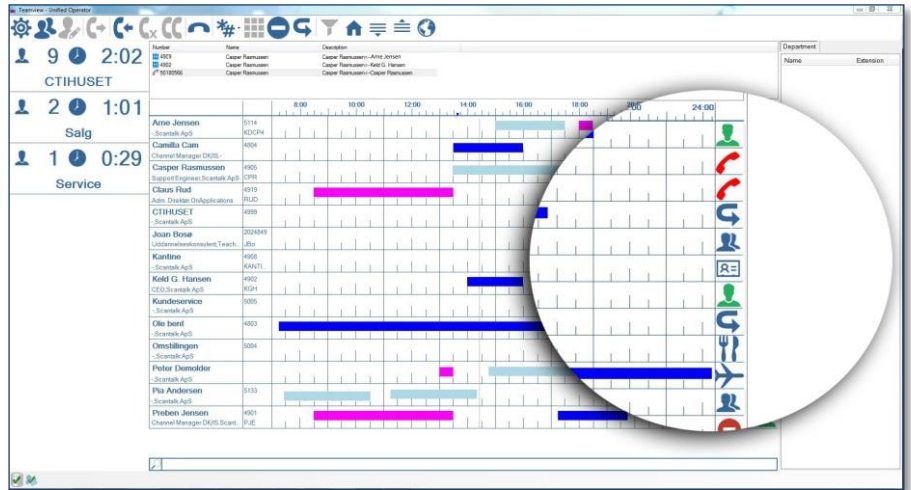
Main Features

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
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 and various filters can be applied to aid searching ensuring a fast and precise result.

Phonetic Search
When this feature is configured Mr. Smith will be located even if searched by Schmidt.

Calendar Information
Provides the receptionist with a great overview of available colleagues based on free/busy/out of office status.

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.

Browser LookUp
Based on Telephone number customer information from WEB based systems like CRM can be presented in the client to improve call handling.

Busy Lamp Field
TeamView® Unified BLF offers the possibility to see the organization from a department view to get a fast and easy possibility to transfer calls based on phone and calendar status.
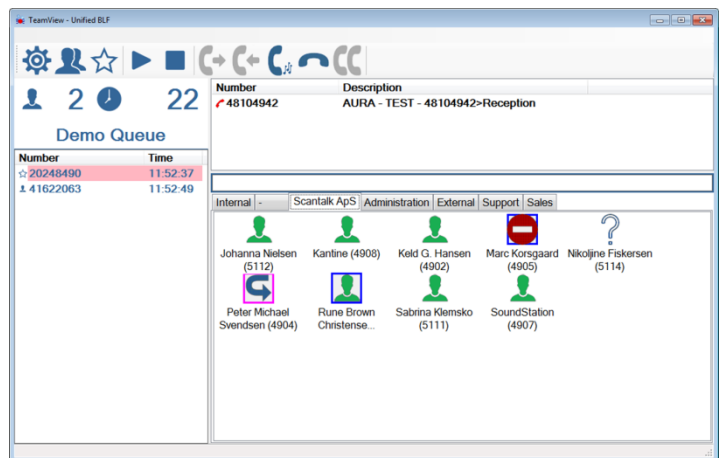
Cherry picking and Drag'n'Drop
It is possible to select the call in the queue you like to answer and drag the call to your phone. You can also drag a call to the desired destination and transfer the call by dropping the call on the icon.

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*, Skype/Lync for business, Presence, PC status (screen saver and login/logout) and Absence cause like In a Meeting, Lunch, Vacation, Maternity, etc.

Supervision of Hunt-Groups
TeamView® Unified Operator can supervise up to 8 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

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

Benefits

- **Extremely short learning curve**

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

- **User-friendly and easy to work with**

- **Simultaneous multi-platforms support.**

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

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

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

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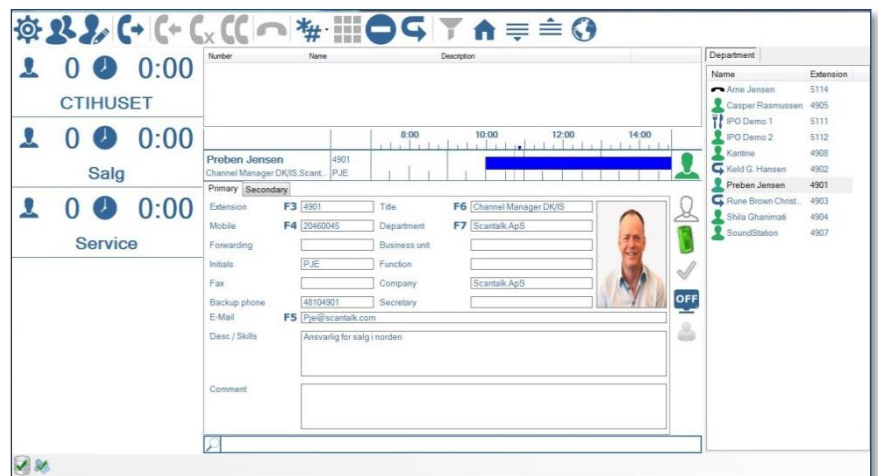
TeamView® Unified Operator

Technical Requirements

Avaya IP Office	
Avaya IP Office	Avaya IPO firmware 9.x or higher Avaya IPO CTI Link

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). PostGreSQL 9.6.
Windows Operation System	Windows Server 2008R2, 2012R2 or 2016. Server must be a part of the domain and 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, 80 Gb HDD.
Client Requirements	2 Core 2GHZ, 500 BB free Memory, 200 MB Free HDD, 1280 x 1024 (SXGA) or better. 100% size.

Avaya DevConnect Compliance Tested		
IP Office	500v2 and Server Edition Release 10.1	February 2018
	500v2 and Server Edition Release 10.0	January 2017
	500v2 and Server Edition Release 9.1	May 2015
	500v2 Release 8.1	May 2013

- No needles single point of failure SIP Server. The IP Office gives high quality and up-time, no need to compromise that.

- More than 12 Years' experience with Operator consoles for AVAYA IP Office.

- Scantalk was the first DevConnect partner to support Server Edition, Centralized WEB Services and Multi Site Support.

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