scantalk.

TeamView®
Unified Directory for IPOCC and AACC

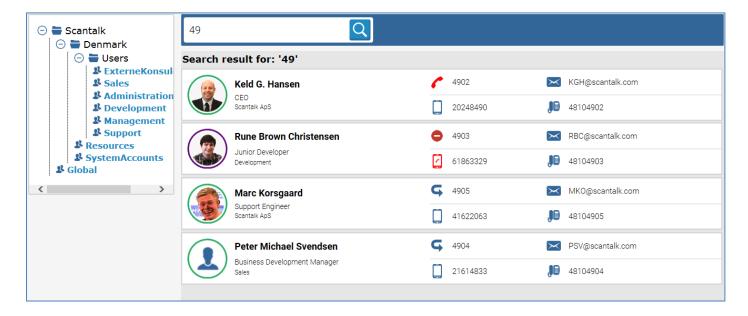## Join the best and the best

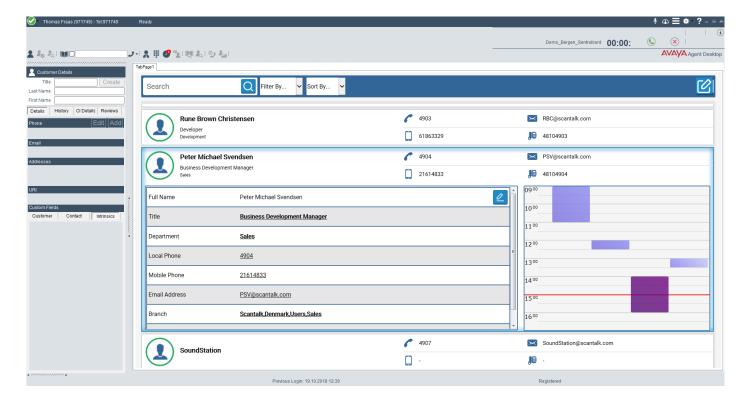## Unified Directory combined with IPOCC or AACC for the perfect solution.

TeamView® Unified Directory is a powerful web-Directory. It takes all the unique search features from TeamView Unified Operator and makes it available for the whole organization.

TeamView® Unified Directory's intuitive interface combined with a great search engine and a simplified use gives optimal working conditions for all employees.

The solution provides employees with a solid solution and an excellence tool for fast finding colleagues that can service a customer or be contacted for a call.

TeamView® Unified Directory can be combined with any Contact center solution that can host a webpage and supports Click2Call. (IPOCC, AACC, AIC)

TeamView® Unified Directory for IPOCC/AACC

Benefits

- **Give all employees the search features of Unified Operator**

- **Reduce handling times for contacting colleagues. Save time.**

- **Combine the best Contact Centers with the best WEB Directory.**

- **Enable Contact Center Agents with Operator Console features.**

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

Technical Requirements

Avaya IP Office	
AVAYA IP Office	Avaya IPO firmware 8.x or higher Avaya IPO CTI Link AVAYA IPOCC
AVAYA CM/AURA	AVAYA AURA 6.X or higher AVAYA AES 6.X or higher AVAYA AACC or AIC

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, 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.
Server Requirements	4 Core 2 GHz, 4 GB memory, 80 Gb HDD.

Contact Scantalk

Ryttermarken 8 1st Floor   Tel: +45 70 222 080
3520 Farum   sales@scantalk.com

AVAYA
DEVCONNECT
TECHNOLOGY PARTNER