# scantalk.

TeamView®

Office Manager

An Intuitive Unified Client
for Customer-Facing Employees

TeamView® Office Manager

Radically Improves Working Conditions

TeamView® Office Manager is a Unified Communication client which provides a complete overview of the entire organization and the tools to enhance collaboration between employees who daily serve customers and partners.

With TeamView® Office Manager you will see instant gains as a result of improved oerational efficiency,
enhanced teams' collaboration and stronger relationships with colleagues, customers and associates.
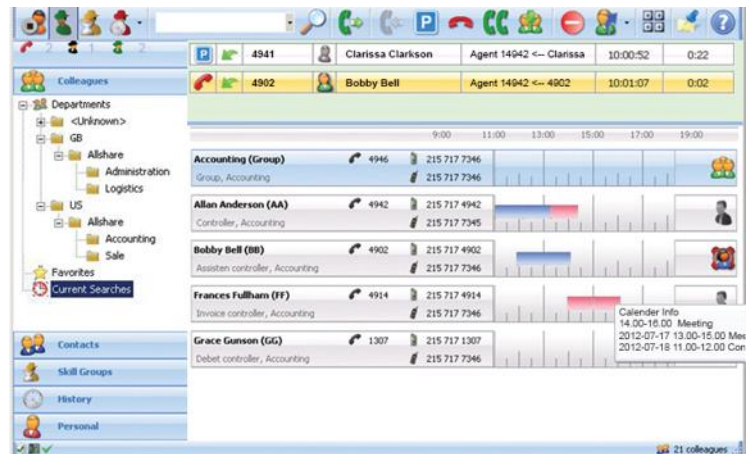
Main Features

Intuitive Interface

Visualized using icons and graphics ensuring a faster overview for busy employees. All telephony functions and most used features can be operated with single mouse clicks.

Active Directory Integration

Contact related data (name, initials, cellphone number, etc.) and organizational information (department, position, skills, etc.) are sourced from Active Directory or LDAP at predefined intervals.

Entire Organization Visibility

Tab Colleagues contains the organizational structure and any employee detail can be displayed with a mouse click.

Contact Management

TeamView® Office Manager provides a user-managed database for both personal and shared contacts which can be imported from any 3rd party application and displayed in a tree structure format.

Powerful Search Engine

Queries can be executed by any contact related data or organizational information. Phonetically search is also supported so Mr. Smith will be located even though he's been searched by Schmidt.

Call Center Agent Capabilities

Supports different Agent status and provides a brief view on its primary Hunt-group with information on queue status like number of calls, amount of available and logged agents.

Calendar Information

All employees' calendar entries are gathered from MS Exchange or Lotus Notes at predefined intervals. Just put the mouse over the entry to see more details about the meeting.

Presence/Absence Management

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

3rd Party and Embedded Browsing Integration

Any application or internet page can be launched/Pop-up from TeamView® Office Manager by user intervention or automatically, based on Caller Information.

Remote Control Software Integration

Critical for Helpdesk departments, TeamView® Office Manager is able to initiate 3rd party Remote Control application session using Active Directory user device information.

Multi-platform Support

TeamView® Office Manager 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.

Benefits

- Extremely short learning curve
- Comprehensive overview of available resources and knowledge in the organization
- Highly user friendly and easy to work with
- Simultaneously multi-platforms support.
- Ensures professional and customeroriented attitude
- Effective solution for modern companies with very low Total Cost of Ownership (TCO).

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.

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.

Contact Scantalk

Ryttermarken 8
DK-3520 Farum
Tel: +45 70 222 080 sales@scantalk.com