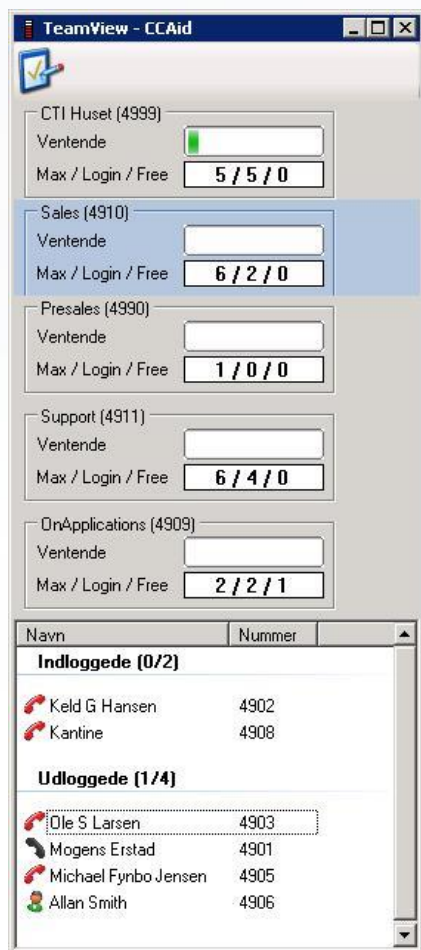




TeamView® CCAid
for AVAYA IPO

TeamView® CC Aid

The application can monitor up to 5 small groups, and provides a snapshot per group, containing the following information.



Waiting Number of calls in queue
Max Number of affiliated employees
Login Current number of active employees
Free Current number of available employees

Clicking on a group displays an overview of the related employees and their status related to the group, and phone status to active.

Technical requirements

Avaya IP Office
Version 5.0 or later

Windows OS

Windows 2003 Server Standard, WEB and Enterprise x86, x64
Windows 2008 Server Standard, WEB and Enterprise x86, x64
Windows XP Pro SP3, Windows 7 Enterprise x86, x64