



TeamView[®] Unified Operator

A positive Telephone Experience
creates good first Impressions

AVAYA

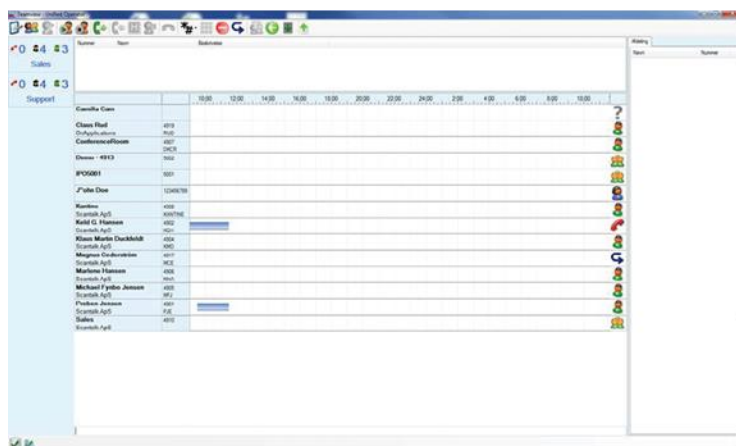
DEVCONNECT
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TeamView® Unified Operator

Unified Communication Solution for Receptionists

TeamView® Unified Operator is a Unified Communication client which provides centrally located staff with a complete overview of the entire organization and tools for handling all telephony communication taking place through the company's Attendant Console function.

TeamView® Unified Operator's intuitive interface combined with a great search engine and simplified use of keyboard ensures the optimal work conditions for receptionists giving what they need to provide customers with a friendly greeting and fast call handling.



Main Features

Intuitive Interface

TeamView® Unified Operator is visualized using icons and graphics ensuring a faster overview for busy receptionists. Additionally, all telephony functions can be operated with keyboard shortcuts and/or single mouse clicks.

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.

Powerful Search Engine (Phonetic)

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. Phonetically search is also supported so Mr. Smith will be located even though he's been searched by Schmidt. It is also useful to support persons with mild dyslexia.

Calendar Information

All employees' calendar entries are gathered from MS Exchange or Lotus Notes and shown in colors according to its type.

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.

Colleagues Management

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

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.

Supervision of Hunt-Groups

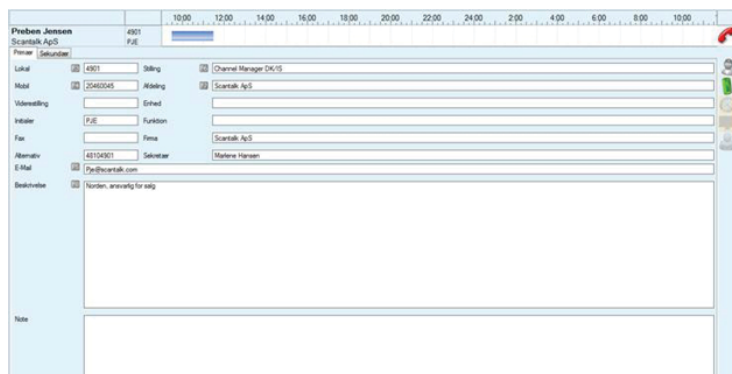
TeamView® Unified Operator can supervise up to 10 hunt-groups providing receptionists with an instant workload overview.

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.

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

Supported Platforms

Avaya AES Server

- Avaya Aura AES 3.x or higher with Basic TSAPI interface.
- 1 TSAPI Monitor license per TeamView© workstation.
- 1 TSAPI Monitor license per estimated amount of simultaneous calls waiting on busy station (recommendation: 5-10% of trunks).
- Avaya TS Client 3.1 or higher.

Avaya Aura CM

- 1 Agent and Station license per TeamView© Unified Operator
- 1 CTI station license per estimated amount of simultaneous calls waiting on busy station (recommendation: 5-10% of trunks).
- 1 VDN/Vector per amount of absence messages.
- EC500 licenses (for Mobile Status operation).

Avaya SME Communications

Avaya IP Office

Avaya IPO firmware 4.x or higher
Avaya IPO CTI Link

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/+2012 Standard or Enterprise Edition. Server must be a part of the domain and there must be at least 100 Mb free spaces for database and log files.

Physical Server

Dual Core Intel Xeon E3120, 3.16Hz, 6Mb cache. 1333Mhz FSB, 2Gb memory, DDR2 667MHz, 80Gb HDD. E.g. Dell PowerEdge R200.

Virtual Server

2Gb memory, 20Gb HDD, Windows Server 2008/+2012 Standard or Enterprise Edition.



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