Integrated Attendant Console

IAC Console
Enhance your company’s professional image and level of service.

Overview

The IAC is a PC based switchboard operator console that will improve the productivity of your operators, allowing them to handle calls in a more efficient and professional manner. Screen layout has been designed and optimised around extensive customer feedback.

The IAC is a feature rich and highly customisable console designed to enhance your company’s professional image and level of service by:

- Providing a sophisticated and professional PC attendant console for NEC switchboard operations, including:
  - True PBX switchboard control of calls;
  - Scalable to 64 consoles;
  - Handle up to 6 calls at once (proficiently);
  - Handles calls in networked PBX environments;
  - Superior database and directory integration capabilities including AD and LDAP;
  - Powerful directory search on multiple fields including phonetic ‘sounds-like’ name searches;
  - Field labels and purpose are customisable;
  - Standard reporting package included for monitoring performance of switchboard operations and on-screen stats for operators.

- Configurations to suit business, hospitality, serviced office and blind operators for the NEC SV8500, SV8300, IPX and IPS systems.

Benefits

- Calls are answered with a screen pop that includes:
  - Customised greeting banner;
  - Staff profile information from directory database;
  - Alternate contacts in the same ‘department’
  - Reason the call came to the switchboard.

- Simple operation makes training operators easier.

- One touch transfer to voicemail, mobile/cell phone, internal extensions and other external phone numbers helps improve operator efficiency.

- Integration to e-mail and paging systems.

- No single point of failure that will bring down all of the consoles in a multiple console environment.

Options for large PBX systems

- Call recording option - record malicious calls

- Advanced reporting option - includes:
  - Abandoned calls and average time to answer reports and service levels;
  - Web based real-time monitor for supervisors to watch switchboard activity.
### Features

#### Call control
- Call handling via mouse or keyboard
- NEC customised keyboard included
- One touch direct transfer to extensions, mobiles, external numbers and local or remote voice mail systems
- One touch access to messaging functions (Email and Paging)
- Speed dials - up to 256 one-touch user defined speed dials
- Speed dials - up to 256 one-touch site defined speed dials
- Six loops (handle up to 6 calls at once)
- One-touch toggle between source, destination or 3-way conf
- Calls waiting display including type of call (LDN, CFN, CFB, Guest etc)
- Calls can be answered according to call type (LDN, CFN, Guest etc)
- Last number redial (supports up to last 20 numbers)
- Night switching and attended control
- Manual trunk selection
- Serial calls
- Busy verification
- Call parking
- Malicious call trace
- Interposition transfer
- Auto-dial and auto-answer capabilities
- Most features work over a CCIS No 7 or Fusion network
- Call recording option for malicious calls (Large PBX systems only)
- Busy lamp field (requires CTI dial-it derver)

#### Screen pop
- Shows called party
- Shows calling party (either internal extension or CLI if available)
- CLI can include number, name and company
- Notes can be saved by operators against each directory record
- Alternate contacts in same department shown for internal calls
- Shows LDN and LDN specific message
- Shows reason the call came to switchboard (CFN, CFB, recall, etc)
- Shows route/trunk or restrictions
- Up to 17 database fields populated by screen pop

#### Directory searching
- Search on any combination of up to 17 database fields
- Search using wildcard characters
- Search for names using phonetic (“Sounds Like”)
- Full-text searching (search all fields including Notepad)
- Fields can include drop down lists (configurable)
- On any single match, all others in the same department are listed

#### Directory integration
- Uses the Microsoft ODBC interface for all database access
- Supplied with a Windows COM library for database access
- Full documentation of database schema and access methods
- Includes powerful tools for importing data from a range of sources including: LDAP, Active Directory (AD) and GAL

#### Serviced office
- Client/Company name based screen pops
- Account Code dialing (Large PBX systems only)
Accessibility
- Fully integrates with industry standard JAWS screen reading software
- Vision impaired users can perform over 90% of the standard business system functionality

Reporting
- Standard reporting package included with licence
- Reports can be exported to PDF or Excel
- On-screen stats for operators
- Call log per operator for calls answered and calls dialled
- Optional advanced reporting package with real-time monitor

Messaging
- Delivers normal messages through SMTP email using either in-built e-mail window or system default (e.g. Outlook)
- Delivers paging messages via integration to commercial paging systems (may be additional cost for integration)

Hotel/Motel (large PBX systems only)
- Manual trunk selection
- House phone (incoming call type)
- Guest phone (incoming call type)
- Supervisory call set
- Serial call set
- Split hold set
- Audit (where supported by PBX)
- Direct Station Select (DSS)
- Trunk busy keys
- Malicious call trace (MCT)
- Do Not Disturb Set / Reset / Override
- Wake Up Set / Reset
- Room Cutoff Set / Reset / Override
- Message Wait Set / Reset
- Check In / Out and Room Status

System
- Desktop: Windows 7/8, Windows XP Pro
- DB Server: Windows Server 2008 (or 2003), SQL Server 2008 Express (or 2005)
- Simple installation: no need for OAI or TAPI hardware
- Dterm phone not required
- Enterprise maintenance using a simple configuration utility
- Scalable from 1 to 64 consoles (dependent on PBX type)
- Supports PBX’s networked over CCIS No 7 or Fusion®
- Transfer to local or remote Voice Mail systems
- High level of redundancy:
  - Directory database is backed up to the local hard disk
  - System configuration is shared and backed up to the local hard disk
  - No single point of failure in multiple console environment
  - Can start up, handle calls and provide directory lookup even after total LAN failure
- Open Standards: SQL, ODBC, SMTP, LD

Management
- Simple management tool for all console configuration
- System config is automatically backed up to local hard drive
- Variety of performance reports are available
- Dterm Name display updates (requires CTI Dial-It Server and OAI)
- Visual major and minor alarms

Configurability
- Configurable keyboard shortcuts
- Configurable screen layouts
- Configurable screen labels and captions
- Configurable ring tones

Integration with standard NEC PMS link (type 90 or 60)
Direct integration with Fidelio/Opera PMS (FIA interface)
Emergency calls

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