

# Console

## White Paper

NEC's UC for Business (UCB) Console empowers your phone attendant with superior call handling abilities so they can recognize incoming calls, monitor extensions and manage every call professionally. The way your telephone attendants respond to callers is like your "shop front window". They have the ability to leave a lasting and significant impression. By giving your phone attendants more information about the caller, you offer them the power and confidence to provide customers and business partners with the service they deserve.



### Introduction

UCB's Console is a highly functional call management software application designed to allow phone attendants and receptionists to manage incoming calls professionally and efficiently. With Console, the phone attendant can treat callers as the important people they are. Phone attendants can view caller details before answering the call and the status of all extensions is displayed on the phone attendant's PC, allowing them to take an individual approach to each call.

## Table of Contents

|  |           |
|--|-----------|
| <b>Overview</b> .....  | <b>1</b>  |
| Business Drivers .....   | 1         |
| Key Features and Benefits .....  | 1         |
| Other Features and Benefits .....                                      | 1         |
| <b>Managing Incoming calls</b> .....                                   | <b>3</b>  |
| Key Call Management Features .....                                     | 3         |
| Example.....   | 3         |
| <b>In-dial Numbers</b> .....   | <b>4</b>  |
| Key In-dial Features.....  | 4         |
| Example.....   | 4         |
| Processing an Incoming Call.....                                       | 4         |
| Call types.....  | 5         |
| Key In-dial Benefits.....  | 5         |
| <b>Answering Calls</b> .....   | <b>6</b>  |
| Key Call Answering Features .....                                      | 6         |
| Active Call – the call the phone attendant is currently handling ..... | 6         |
| Phone Status Icons.....  | 6         |
| Active Call Example .....  | 7         |
| <b>Transferring Calls</b> .....  | <b>8</b>  |
| Using the Destination Field .....                                      | 9         |
| Using a One-Touch Button.....  | 9         |
| Transferring to Voice Messaging .....                                  | 9         |
| <b>Parked Calls</b> .....  | <b>10</b> |
| Park “for” Calls – Calls parked for an Extension.....                  | 10        |
| <b>Phonebook</b> .....   | <b>11</b> |
| Key Features of the Phonebook.....                                     | 11        |
| <b>Presence</b> .....  | <b>12</b> |
| Example – Presence Status Indicators .....                             | 13        |
| Managing Calls with Presence Buttons.....                              | 14        |
| User Availability Information .....                                    | 14        |
| Example – Presence Information.....                                    | 14        |
| Example – Presence Notification.....                                   | 15        |
| <b>Messages</b> .....  | <b>16</b> |
| Messages Features.....   | 16        |
| Examples.....  | 16        |
| Viewing Messages .....   | 17        |
| Managing the Mailbox .....   | 17        |
| Managing Messages.....   | 18        |
| Drag and Drop.....   | 18        |
| Faxes .....  | 19        |
| <b>Additional Console Features</b> .....                               | <b>20</b> |
| Make a Call Using Console .....  | 20        |

|                                |    |
|--------------------------------|----|
| Recording a Conversation.....  | 20 |
| Multiple Company Support ..... | 20 |
| Text Messaging.....            | 20 |
| Desk-to-Desk Chat .....        | 20 |
| Recent Calls Screen .....      | 20 |
| Web Browser.....               | 21 |

## Overview

### Business Drivers

UC for Business Console will change the way your customers feel about your business.

- Your phone attendant is the front window to your company. Show your customers how efficiently you handle their inquiries from the very beginning of each relationship, and they will have confidence in your company right from the start.
- Anticipating a caller's request, based on the information provided for the phone attendant, enables efficient and effective call handling, maximizing resources and increasing your customers' satisfaction with their calling experience.
- Giving your phone attendant the tools to handle calls easily and effectively increases their own job satisfaction, helping you to retain your premium staff in a mobile job market.
- Anyone with a PC can run Console, so without any additional hardware, you can setup backup phone attendants among any of your administrative staff.
- Console is an appealing, intuitive application that new phone attendants pick up easily. If your office needs to hire a temp to cover your front-desk receptionist and/or phone attendant, you can keep the transition time to a minimum.

### Key Features and Benefits

Full incoming call visibility allows phone attendants to see how many calls are waiting at any time, and who the calls are, so they can adjust their call processing pace as required. While talking to one caller, the phone attendant may continue processing other calls.

- **Prioritization** – using caller ID and a database lookup, phone attendants receive the caller's name and any relevant notes, as the call arrives. Based on this information, they can make decisions on how to answer calls and in what order; for example they can prioritize top customer

calls, so that those customers are never kept waiting.

- **Monitoring internal extensions** – the status of all extensions is displayed on the phone attendant's PC, enabling an individual approach to each call. Phone attendants can see which staff members are on the phone, in a meeting or out of the office, and view the expected time of return. Then the phone attendant can redirect the call – to another extension, to the user's mailbox or else to a cell phone – all from a single phone attendant screen.
- **Multiple-person functionality** – allows individualized call delivery options. Calls can be distributed evenly, or on a primary/backup basis, to more than one Console phone attendant. Access to Console from PCs around the office means there are no setup hassles if someone needs to assist with incoming calls. There is no need to relocate to another desk – the changeover process is just one mouse-click.
- **Simplified interface** – simple graphical call management functions provide confident call control even for new phone attendants or temporary workers. Phone attendants can manage calls professionally with simple point and click functionality to answer, transfer, hold, or make calls. One-touch call handling reduces call processing times and associated labor costs.
- **Incoming call management options** – all of the organizations in-dial numbers can be configured individually, enabling administrators to set different options for call priority and delivery; Console is ideal for multi-company sites or serviced offices.
- **Progress announcements** – on a per-phone-attendant-queue basis. This means that if a caller has to wait to speak with the phone attendant then they can be played a range of announcements while in queue.

### Other Features and Benefits

As well as the key, standard phone attendant functionality, Console offers additional functionality

specifically developed by NEC to enhance the application for phone attendant use.

- **Varied operational modes** – allow the phone attendant to quickly (with one mouse click) adjust the delivery and destination of calls as required, ensuring the incoming call flow remains even and uninterrupted.
- **Phonebook database access** – for a complete list of all internal staff members and important external numbers. Because the [Global] Phonebook can be maintained centrally, each user automatically has the latest contact details on hand.
- **Call history** – The recent calls view displays inbound and outbound calls, including missed calls, allowing the phone attendant to respond to important missed calls. Phone numbers are included when Caller ID (CLI) is available as well as contact details if the contact is stored in the UCB Phonebook database.
- **Record conversation capability**<sup>1</sup> – phone attendants can save processing time and avoid potential inaccuracy by recording the caller as they are speaking. The message is saved directly into the user's mailbox so no extra paperwork or message relay is required.
- **Park and Page**<sup>1</sup> – allows the phone attendant to park a call for any extension and select the automatic page function. This reduces a six-or-more-step process to two clicks of the mouse, and allows the phone attendant to proceed with other waiting calls.
- **Advanced Park** – on parking the call, the phone attendant can enter notes against it, to inform whoever retrieves the call from Park of any particulars they should know.
- **Desk-to-Desk chat facility** – allows the phone attendant to easily communicate with users even when they are on the phone. For example, they can advise the user that a caller is waiting, who it is, and that it is very urgent or they have someone waiting at reception.
- **Ability to operate as a standalone application** or integrate with unified messaging, contact center and multimedia if required.
- **Hot key and short-cut call processing** – gives keyboard access to all Console functionality, minimizing occupational strain injuries.
- **Console is licensed on a per-concurrent user basis** – allowing organizations to set up primary and back up phone attendant scenarios to cover a variety of office environments
- **Inbuilt web browser** – Console remains the active window even when the Phone attendant is browsing the internet.
- **Tool tip information** dynamically describes available functions.
- **Fax management** – Console phone attendants can send and receive faxes, as well as view and distribute faxes for other mailbox owners, allowing them to centrally manage your enterprise's fax communications without leaving their desk or requiring extra equipment.

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<sup>1</sup> With UCB Voice Messaging integration; PBX dependent

## Managing Incoming calls

Calls to an organization's main phone number are delivered to a phone attendant queue. In order to take these calls, the Console phone attendant(s) must first log into a class (pre-configured in UCB's Administrator application).

### Key Call Management Features

Depending on the configuration of the phone attendant's login class, one of the following two delivery methods is used:

- **Automatic** – Calls are automatically delivered (in order of priority and/or wait time) as soon as the phone attendant's phone is idle.
- **Demand** – The onus is on the phone attendant; they simply click Answer (or press <Enter>) to take delivery of the oldest or highest priority call. Alternatively they can double-click on any call that they wish to answer first.

A variety of different call types can be directed to the phone attendant queue(s), these include:

- External calls to any numbers to be answered by the phone attendant queue
- Calls from internal extensions
- Transferred or forwarded calls to the phone attendant

To provide additional call handling flexibility, each phone attendant queue can be configured differently according to specific requirements; key parameters that can be changed on a per queue basis include:

- **Progress announcements** – calls can be played a pre-recorded sequence of greetings as they wait for the phone attendant's availability. Callers are greeted with an initial (welcome) announcement, and then played subsequent greetings as they wait for an answer.
- **Modes** – these enable the business to set up a variety of operating conditions that can be applied with just a click of the mouse; these include scenarios for call handling during normal business hours, after-hours calls, emergency building evacuations, and situations where the primary phone attendant is absent from the Console.
- **Schedule** – Modes can be scheduled automatically by time of day and day of week, and for holidays. Situations where "someone forgot to change over to Night Service" (and calls ring unanswered all night) are eliminated!

### Example

Typically many different call types are directed to the phone attendant. The Console phone attendant can easily identify each type of call and process accordingly.

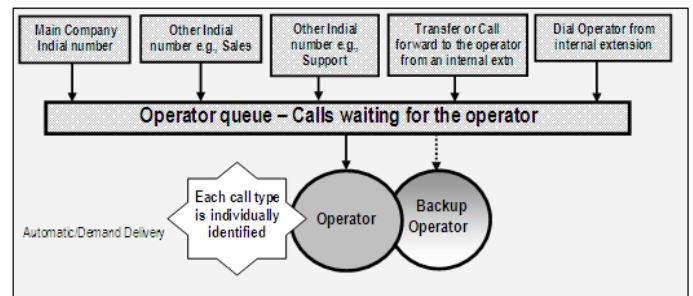


Figure 1. Calls to phone attendant Queue

## In-dial Numbers

In-dial numbers are the digits passed from the telecommunications provider to the PBX when a call is made. Usually three or four digits, the in-dial number allows the PBX to distinguish which phone number a caller has dialed, either for direct in-dials to staff members, or for individual companies in a multi-company environment.

### Key In-dial Features

Based on the in-dial information:

- Console phone attendants can identify phone calls for different companies or departments such as sales or support – this feature is perfect for a multiple company or a serviced office environment.
- Calls to specific in-dial numbers can be automatically prioritized in the phone attendant queue so that they are delivered first.
- Different progress announcements can be played for each in-dial number, with specific greetings for each company, or department.

### Example

In the example that follows, the three phone numbers for ABC Air Conditioning are identified at a PBX level and by Console using the in-dial numbers 551, 550 and 552.

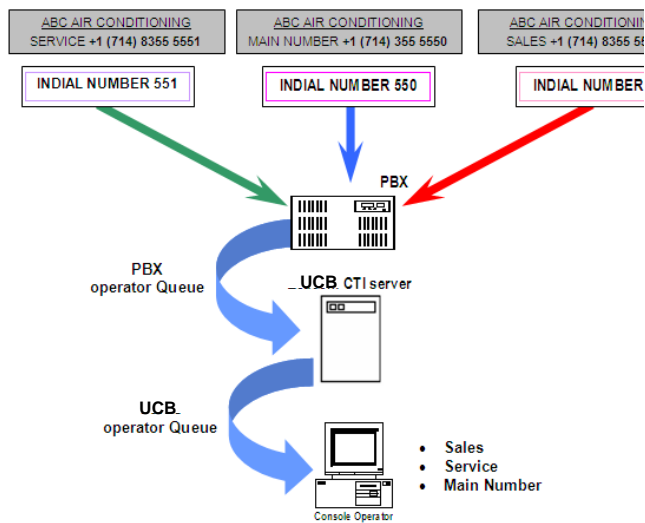


Figure 2. In-dials to Console

### Processing an Incoming Call

The Calls Waiting section of Console displays information on any call waiting for the phone attendant's attention. This provides the Console phone attendant with information about the caller and call reason (i.e., why the call has been directed to the phone attendant) before they answer the call. If the caller ID can be matched to a record in the Phonebook database then the caller's name or company is also shown – as in the example that follows.

| Deliver Call  |                              |             |                    |
|---------------|------------------------------|-------------|--------------------|
| Calls Waiting |                              | Calls: 3    | Longest Wait: 0:04 |
| In-dial       | Caller                       | Type/Reason | Special Info       |
| • NEC         | Pamela Brown [+64 (9) 356... | Direct      |                    |
| • Accounts    | Jo Caller [+1 (949) 555...   | VM Transfer | Alex W             |
| • Sales       | Matt Smith [+1 (949) 555...  | Direct      |                    |

Figure 3. Click Deliver to move the call to the front of the queue

At a glance, Console phone attendants can assess the current level of call traffic. The total number of calls waiting is clearly displayed along with the time that the oldest call has waited. The following call information is available in the Calls Waiting field (depending on the nature of the call).

- **Calls** – this field displays the total number of calls waiting.
- **Longest wait time** – the time that the call has been waiting for an answer.
- **In-dial** – the in-dial name is usually the queue name e.g. Phone attendant, Sales, Service etc.
- **Caller** – the caller ID is displayed (when available). If this number has a name stored against it in the Phonebook, the name is also displayed.
- **Type** – illustrates to the phone attendant what type of call this is, allowing them to make informed decisions about handling calls before answer.

## Call types

The call types offered to the Console phone attendant include the following examples:

|              |   |           |  |
|--------------|---|-----------|--|
| Direct       | The caller has dialed the phone attendant extension directly.   | No Answer | (With Type Forward) Calls that have rung at an unanswered extension.   |
| Queue        | The caller has dialed the phone attendant queue number. Calls can be internal OR external.  | Busy      | (With Type Forward) Calls that have been forwarded from a busy extension.  |
| Forward      | Calls forwarded from unanswered, unavailable or busy extensions.  | All       | (With Type Forward) Calls that have come from an extension forwarded directly to the phone attendant.            |
| Recalled     | Unanswered calls (i.e., from an extension) or parked calls recalled to the phone attendant.   | Redirect  | Calls that are in the process of being transferred (i.e., the transferring party has not yet released the call). |
| Consultation | Calls in the process of being transferred internally to the phone attendant; i.e., the transferring extension has not yet completed the transfer. | Transfer  | The call has been transferred and the transferring party has released the call.                                  |
| Transferred  | Calls that have been transferred internally to the phone attendant, including recovered calls and calls transferred from Voice Messaging.         | Recall    | Unanswered calls (i.e., from an extension) or parked calls recalled to the phone attendant.                      |
| Outbound     | Call out dialed by the phone attendant.   |           |  |

- **Reason** – information on the progress of the call, usually relating to Type (above), for example, a forwarded call might give one of the following reasons:

## Key In-dial Benefits

Console provides many benefits for phone attendants who are processing incoming calls:

- **Special Info** – this field displays any special info/notes from the Phonebook relating to the caller or further information relating to the type (e.g., type Transfer displays the name of the person transferring the call).
- Armed with knowledge of the call's type and prior activity (reason + special info), the Console phone attendant can deal with callers in a much more efficient manner. For example, if a call was unanswered at the extension, and therefore diverted to the phone attendant, the phone attendant can

immediately offer to page the extension owner for the caller. Because the phone attendant knows the caller has already rung with no reply at the original extension they will know not to try the extension again.

- Using the call history information, the phone attendant can make informed judgments on which call to answer first (i.e., the caller who has rung several times today already), rather than always being forced to take the oldest call waiting.
- The ability to recognize VIP callers and answer them first, means the company can ensure the highest level of service for their most valued clients.
- If a frequent caller is observed in the calls waiting pane and the phone attendant is on another call, they can simply "drag and drop" the call to the extension which is known to be the caller's usual destination. This results in a major savings in call handling times.

## Answering Calls

Console's call handling options are quick and easy, reducing processing time. Ease of use also means the interruption caused by an incoming call is minimized and the Console phone attendant can quickly continue with whatever they were doing before the call arrived.

### Key Call Answering Features

Once a call in the Calls Waiting section has been selected, it can be answered by one of the following:

- Pressing a function key at the top of the keyboard
- A mouse click on the call
- Clicking the default action bar
- Clicking a button in the "Speed-bar" at the bottom of the Console screen

### Active Call – the call the phone attendant is currently handling

Once a call has been delivered and answered in Console, it becomes the Active Call. As soon as a




call becomes active, certain features become available.







The following data relating to the Active Call is displayed on screen:

- **Type of call and reason** – this information allows the phone attendant to make informed decisions about handling calls before they answer. The various Types and Reasons are detailed on previous pages **Error! Bookmark not defined.** and 5
- **Caller name and number** – details of the incoming call, the caller ID (CLI) and any name(s) stored with this number in the Phonebook (the Console database). If the phone number is stored against more than one name entry in the Phonebook, all the possible people calling from that number will appear in the Active Call drop down box.
- **Special info** – any special information/notes that have been stored against this CLI in the Phonebook are displayed. Examples of this might include "Account on Stop Credit, please transfer to the Accounts department without further assistance" or "VIP customer – transfer to Sales manager for any queries".
- **Phone status icon** – The icon indicates the status of the phone attendant phone.

### Phone Status Icons

The phone status icons displayed in Console include the following examples:

|   |                             |   |
|---|-----------------------------|---|
|  | <b>Plain phone</b>          | No call – the phone is currently idle.  |
|  | <b>Yellow ringing phone</b> | A phone attendant queue delivered call is currently ringing at the phone attendant phone. |
|  | <b>Green ringing phone</b>  | A non-queue call is currently ringing at the phone attendant phone.                       |

|   |                              |   |
|---|------------------------------|---|
|  | <b>Pink ringing phone</b>    | The phone attendant has dialed a number and is waiting for answer.          |
|  | <b>Yellow off-hook phone</b> | The phone attendant has a call in progress that was delivered by the queue. |
|  | <b>Green off-hook phone</b>  | The phone attendant has a non-queue call in progress.                       |
|  | <b>Pink off-hook phone</b>   | The phone attendant has an outbound call in progress.                       |
|  | <b>Parked by me</b>          | This phone attendant has parked this call.                                  |
|  | <b>Parked by another</b>     | Another phone attendant has parked this call.                               |

- 1 Phone status icon
- 2 Type of call
- 3 Duration of call
- 4 Additional call information
- 5 Special information in Phonebook
- 6 Caller or called name and company, generated from the Phonebook
- 7 Caller ID (inbound) or called number (for outbound)

### Active Call Example

The Active Call information available to the phone attendant is invaluable in assisting the phone attendant process a call. With the full complement of caller information, the phone attendant can be more responsive and generally provide a higher standard of service to callers.

The screen shows a call recalling from a Park position. The caller/CLI information is still attached, as well as the updated call type (now recalled) and its previous state (Parked).

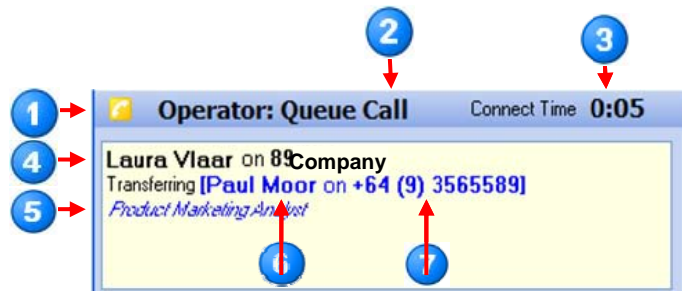


Figure 4. CLI based Active Call information

## Transferring Calls

For a phone attendant, transfer is the most common action they will take with an incoming call. This operation consumes the most time in a traditional reception environment. With this in mind, UCB has the fastest, most accurate tools for call transfer execution.

There are two main ways to transfer calls; the phone attendant can use either the Destination field or a Presence button:

- 1 Transfer Paul to David
- 2 Type the name or number in the Destination field,
- 3 or click the Presence button

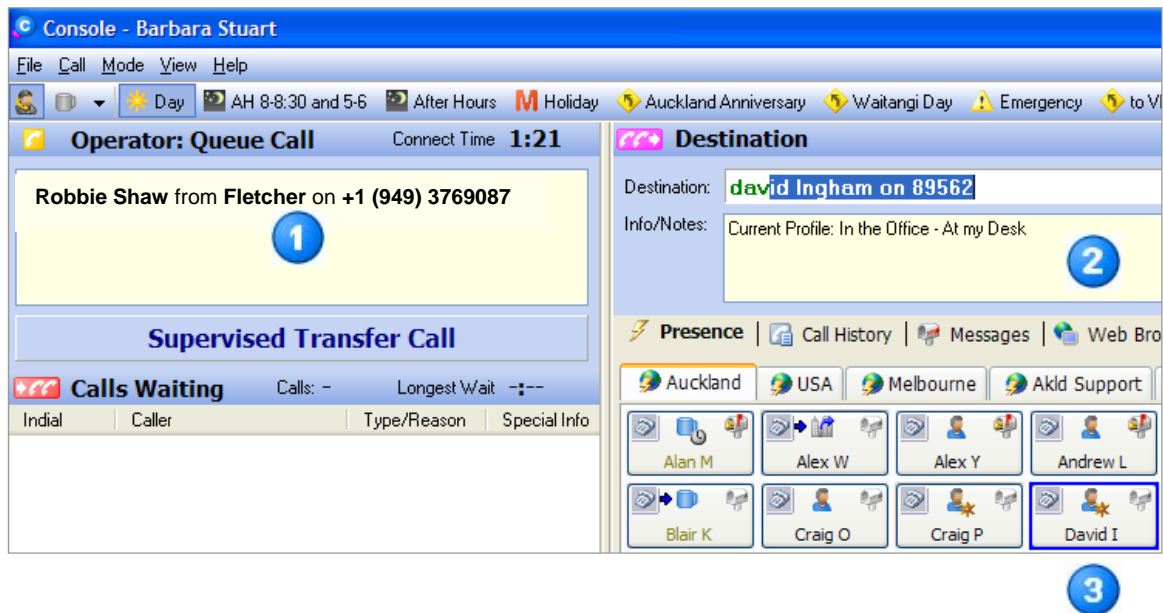


Figure 5. Transferring Calls

### Using the Destination Field

The Destination field acts as a search interface for UCB's Phonebook as well as a place where the phone attendant can manually enter internal or external numbers or names (for dialing or transfer) using the keyboard.

As soon as the phone attendant answers a call, the keyboard cursor is automatically positioned in the Destination Field. As you enter a contact into the Destination Field, the Presence page with this contact on it is instantly displayed, with the button highlighted in blue. This gives the phone attendant immediate visibility of the user's extension status.

Once the number is displayed, the phone attendant simply presses <Enter> or clicks Transfer to begin the transfer.

### Using a One-Touch Button

Click a Presence button to transfer to a contact's default number.

- Internal Presence buttons represent extensions, providing one-touch access and full status visibility. The phone attendant can transfer the call to the extension – or with a second mouse-click they can choose another number from all the numbers associated with that user.
- External Presence buttons represent individual phone numbers, providing one-touch access without visibility.

### Transferring to Voice Messaging

The phone attendant may wish to transfer a caller directly through to a user's voice mailbox, even though the user has not forwarded their phone to voice messaging. The caller can then perform their own required actions, e.g., it might be a staff member calling in to clear their own messages.

- 1 A right-click on Lee-Ann's Presence button pops this menu. The context-sensitive menu displays options relating to the active call, e.g., **Supervised Transfer to Lee-Ann; Park for Lee-Ann**
- 2 To transfer the call, select either **Supervised** or **Blind Transfer to Lee-Ann...**
- 3 To transfer the call directly to Angela's mailbox, so the caller can leave their own message, the phone attendant simply selects **Transfer to Mailbox**
- 4 When the caller says "Please just ask them to call X on XXX", the phone attendant can select **Record into this Mailbox** and the caller's message is recorded as they speak with no extra admin required.

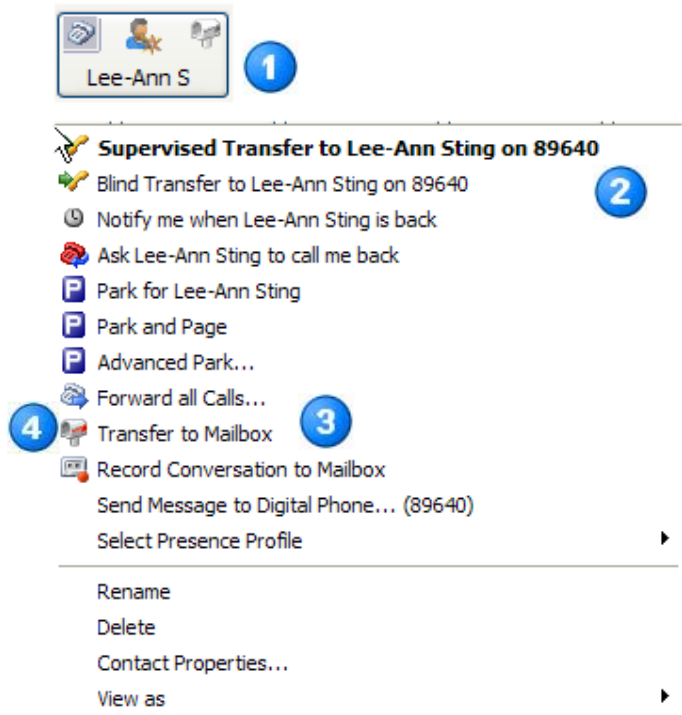


Figure 6. Transferring via the Presence button's right mouse click menu

## Parked Calls

You can park a call for an extension user who is on the phone, or away from their desk. All Parked Calls are displayed in Console in the Parked Calls pane.

### Park “for” Calls – Calls parked for an Extension

“Park for” allows the caller to wait for the extension user to come free. As soon as the phone is idle, the call will automatically ring through to the extension.

At any stage, the Console phone attendant can intervene by right clicking on the Presence button and selecting Recover Call or by double-clicking on the call in the Parked Calls pane.

There are 3 types of Park available, specifically designed to facilitate phone attendant call handling:

- 1 To park the call for Angela, so that she gets it as soon as her phone is idle, the phone attendant simply clicks on Angela’s Presence button and selects **Park for Lee-Ann...**
- 2 **Park and Page** allows the phone attendant to park the call for a specific user and have the system automatically page them to let them know they have a call waiting
- 3 **Advanced Park** presents a text box to the phone attendant to enter notes about the call that will display when the call is recalled or retrieved. The notes last for the duration of the current call

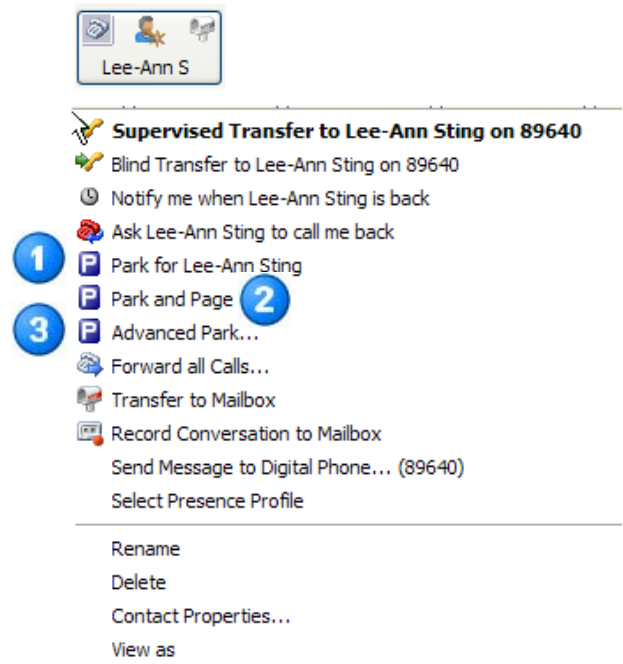


Figure 7. Parking via the Presence right mouse click menu

## Phonebook

Phonebook is the name for UCB's on-line contact database. Phonebook is divided into global and personal contacts. Typically, the global part of Phonebook consists of all staff members and any external contacts relevant to the entire company. Entries are accessible by all users and maintained only by the system administrator. The personal Phonebook contains entries added by each individual user.

### Key Features of the Phonebook

The directories offer a fast and effective dialing mechanism for phone attendants so they don't have to manually dial numbers. There are 8000 global contacts (per system) and 500 personal contacts (i.e., per user) available.

Phonebook allows phone attendants instant, online access to the company's address book.

- Editing of the Phonebook is simple. Providing the phone attendant with Administrator permission to edit the global Phonebook entries ensures that all the correct contact numbers are in the database.
- Each contact can have multiple numbers. Numbers can be entered for different types, e.g., internal extension number, office / business number, fax number, cell phone number, mobile pager number, home number.
- Once a contact name is entered, the phone attendant can add associated numbers to it at any time (e.g., the initial entry is the office number, while at a later stage a cell phone number is added).
- The Phonebook is used to both make calls and identify calls. Phonebook identifies incoming and outgoing calls, by name and number.
- Where there are multiple numbers for one name entry, the phone attendant is able to specify a default number. This is the number that is used for One-Touch Presence button calls. Note that the phone attendant can choose to drop down a full list of the available contact numbers from the Phonebook in both the Destination Field and the Presence button.
- Having a default number means Console and Desktop users will always know which number to try first when getting in touch with an external contact.
- Use the Special Notes field in the Phonebook to add comments about callers to help Console phone attendants make the best decisions about which call to answer first. For example, the notes field can be used for "Account overdue" notification, "VIP Customer" alerts and to identify customers with repetitive queries.

## Presence

Presence buttons are used to monitor the status of internal extensions, providing a wealth of information to the Console phone attendant such as:

- **Extension Phone status** – Idle / Ringing / Off-hook; Inbound / Outbound call
- **Presence Profile status** – In the Office / Out of the Office / On Vacation / In a Meeting
- **Mailbox status** – No messages / New messages / Urgent messages

Armed with this comprehensive information, users can quickly inform callers on the availability of the person they wish to speak to.

- 1 Simply click on the appropriate tab to select another Presence Page
- 2 The mailbox icon indicates there are one or more waiting messages for Alan. At a glance you can tell that Alex W is out of the office, and Alex Y is in a meeting
- 3 Andrew is on an outbound call, Angela is logged into the queues and Antony is at his desk
- 4 You can have Console automatically arrange your Presence buttons, or choose exactly where on the Presence page you wish to have the buttons located. For example, you may choose to have common external contacts at the bottom of the same page.

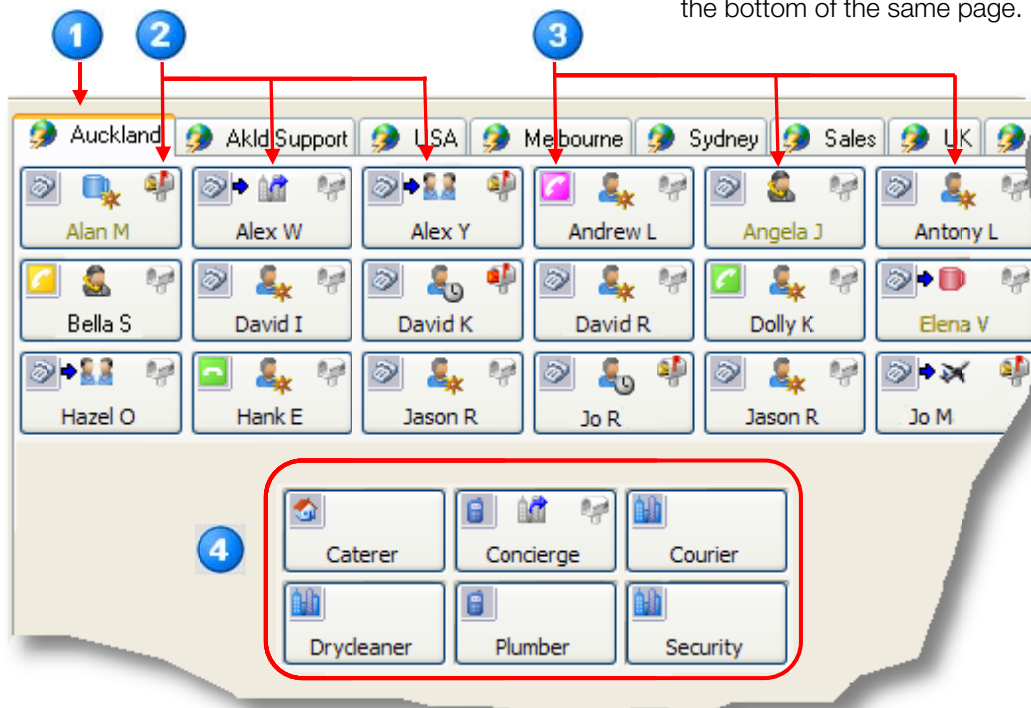














Figure 8. Presence buttons

### Example – Presence Status Indicators

At a glance, you can determine the following details from the above screen:

-  Alex is out of the office
-  Alex's phone is forwarded to her mailbox
-  David K has an urgent voice message
-  Jason is in the office and at his desk
-  Jo R is in the office, but away from her desk
-  Hazel's phone is currently idle
-  Hank has no messages
-  Angela is logged in to take queue calls
-  Jo is in a Meeting
-  David has at least one message in his mailbox
-  [Green phone] Dolly is on an inbound non-queue call
-  [Pink phone] Andrew is on an outbound non-queue call

More detailed extension status information is available by moving your mouse over a contact's Presence button. This tooltip information, as shown below, can include this user information:

- Extension 'forward' setting (e.g., Forwarded to Mailbox)
- Current Presence Profile (e.g., In Meeting)
- The number and type of new messages (e.g., Urgent, New, Fax)
- The user's ETR (Estimated time of return) status – for unavailable Presence Profiles
- Name of the Calendar appointment (this can be suppressed)

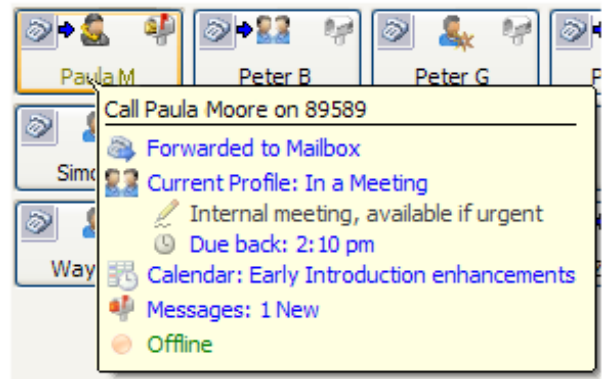


Figure 9. Presence Tooltip

Console helps your Phone attendant to answer all the questions callers have about members of your business when they can't be located:

|   |  |
|---|--|
| <b>“Where is he?”</b>                             | [Presence button shows:]<br>‘At a conference.’   |
| <b>‘When will he be back?’</b>                    | [Presence button Time of Return tooltip shows:]<br>‘Monday 14 <sup>th</sup> Nov at 9am.’ |
| <b>‘Can I leave him a message?’</b>               | ‘Yes! I can record it now.’  |
| <b>‘Did he get my last message, do you know?’</b> | [Presence button shows no new messages:]<br>‘Yes, he’s cleared all his messages.’        |

## Managing Calls with Presence Buttons

With Presence buttons, the Console phone attendant can also execute the following operations on the associated extension:

- Transfer the active call
- Park the active call on the extension and/or page the user
- Record the current conversation into the user's mailbox
- Send a text message to a digital proprietary LCD phone
- Transfer the active call to the voice mailbox associated with the button
- Call the person by simply clicking on the button
- Change the person's presence profile through the right mouse-click menu
- Forward the person's extension to another internal or external number, cancel a forward and view the current forwarding destination (PBX specific)
- Change the person's ETR via the right mouse-click menu

- 1 Left-click the Phone icon on Barbara's Presence button to access all Barbara's contact numbers

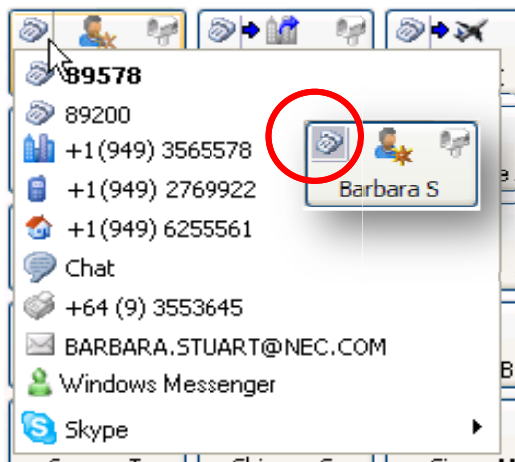


Figure 10. Drop down access to all available numbers

## User Availability Information

"Presence" is detected from mouse, keyboard or phone activity for other users. Presence detection is only available for users that have voice messaging.

- View the availability or Presence of Desktop users
- View at a glance presence icon information – At My Desk / Away from My Desk
- Tooltip information - Current Presence profile with presence information
- Presence Notification to notify you when other internal contacts become available
- Microsoft Outlook Calendar information displays on Presence button<sup>2</sup>
- Toaster pop-ups to remind you to change your profile when you get back to your desk

### Example – Presence Information

After a pre-defined period, e.g., 10 minutes, if the user is absent, or does not use equipment, the icon and tooltip automatically change. Presence is designed to be internal only, i.e., the forwarding and greeting do not change.

- 1 Whichever icon is used for the Profile is automatically overlaid by either the star (present) or clock (absent)
- 2 When a Presence Profile is active, users are... "At my desk" / "Away from my desk" OR not operating Presence or their Desktop is closed

<sup>2</sup> A Unified Messaging license is required for this feature

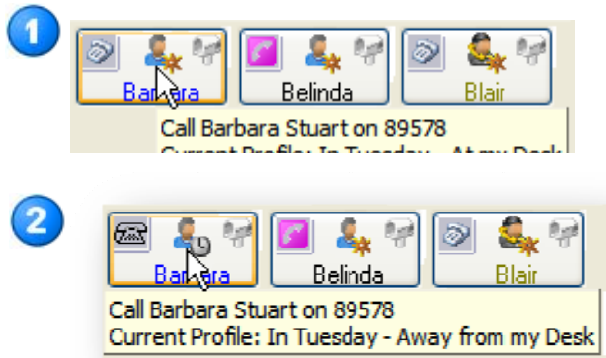


Figure 11. Presence information

**Example – Presence Notification**

Use Presence buttons to notify you as soon as internal contacts who are 'Away' or 'On the phone' become available.

Your notification requests are canceled when you close Console.

1 You can set callback notification from Presence buttons to notify you when a busy extension becomes available or the person is back

2 As soon as the contact is "Present", you get a toaster pop option to call the extension. If you set multiple notifications, you will get multiple toaster pops in succession as you close each one

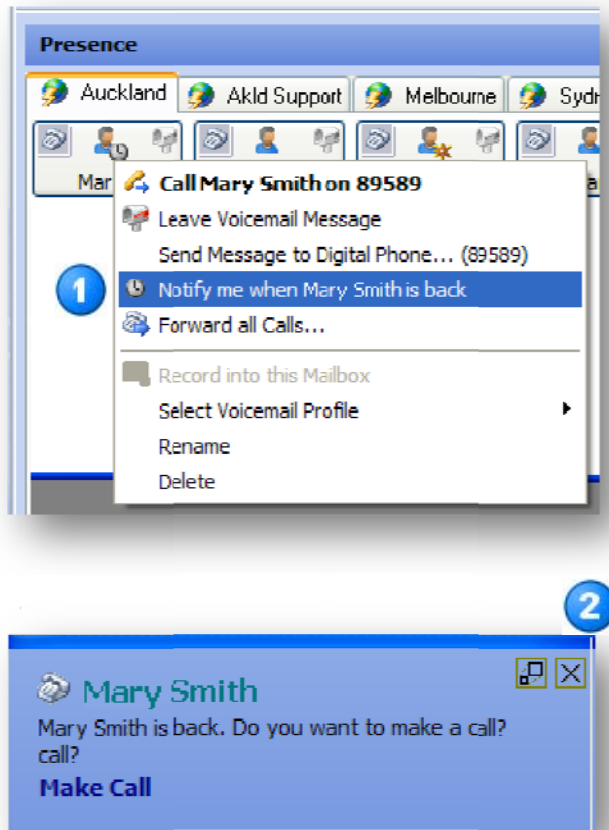


Figure 12. Request notification of Presence

## Messages

### Messages Features

The Messages pane allows the phone attendant to centrally distribute faxes and voice messages where users do not have personal fax or DID numbers and to manage both their personal and system mailbox settings (subject to security allowances).

- The phone attendant can manage company mailbox messages and their own personal mailbox messages within the Console application, eliminating the need to switch between applications when dealing with messages.
- Administrators can allow phone attendants to view and manage selected subscriber mailboxes in your company, on a temporary or permanent basis so that messages for absent or departed – or just busy - personnel can still be handled professionally.
- The drop selection enables the phone attendant to view any additional company mailboxes plus their own personal mailbox.
- All messages associated with the selected mailbox can be viewed. These messages can be voice or fax messages.

- Phone attendants can print faxes to a local printer, or just distribute them to other mailboxes.
- The Messages pane provides a list of all user mailboxes, allowing the phone attendant to drag and drop messages from the currently viewed mailbox (e.g., the company after-hours mailbox) directly to appropriate destination mailbox.
- Phone attendants can send faxes directly from their own PC, and view transmission status and details from within Console Messages pane.

### Examples

- 1 The mailbox currently in view. The menu enables the phone attendant to view any additional company mailboxes as well as their own personal mailbox.
- 2 List of messages for the currently viewed mailbox. These messages could be voice or fax messages.
- 3 List of all user mailboxes available (restricted by security permissions). Messages can be dragged and dropped from the currently viewed mailbox into any of these mailboxes.

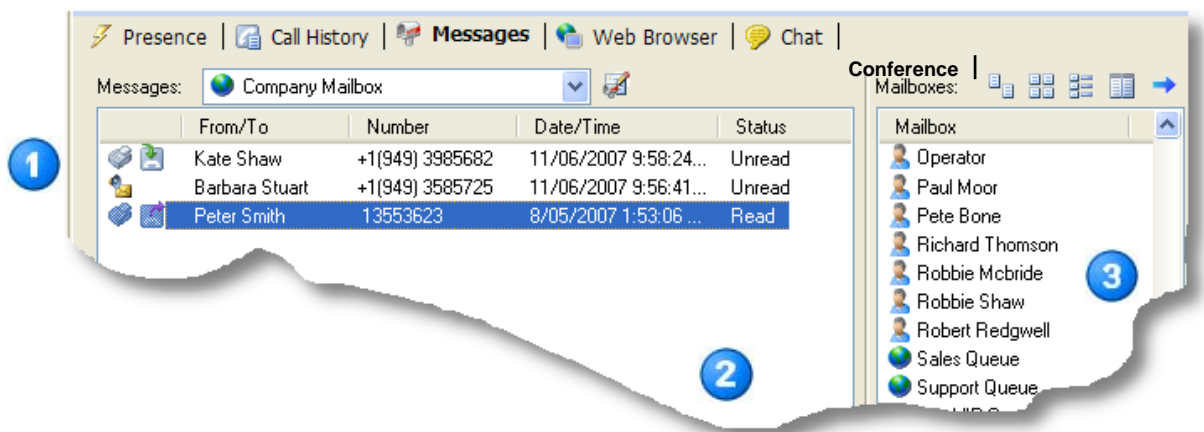


Figure 13. Messages View

### Viewing Messages

The phone attendant can view and manage messages for their own personal mailbox as well as messages for selected company mailboxes. To select the mailbox they wish to view, the phone attendant drops down the list of available mailboxes; availability is dependent on security permissions pre-configured by the system administrator.

The types of mailboxes are distinguished as below:

- 1 Company or Global icon – Company mailbox
- 2 Faxes can be sent, received, viewed, printed and distributed from Messages pane
- 3 Voice messages can be likewise managed from this pane
- 4 'Personal' icon indicates personal mailboxes that faxes and messages can distributed to

### Managing the Mailbox

The phone attendant can manage the currently selected mailbox, based on Security permissions.

They can perform functions such as configuring user profiles, changing the mailbox schedule, and updating any other mailbox settings.

- 1 Select the active mailbox to view messages or edit mailbox settings
- 2 Edit mailbox settings to change/add parameters to the mailbox

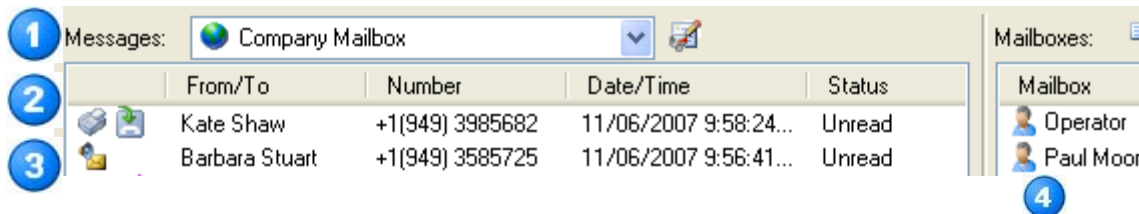


Figure 14. Types of Message and mailbox

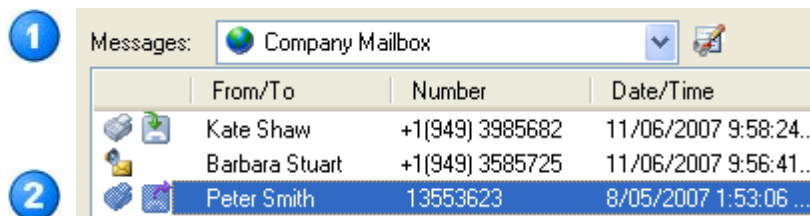


Figure 15. Mailbox Administration

### Managing Messages

The phone attendant can right click on a message within the currently viewed mailbox and manage the message as desired. Generally phone attendants will play the message, determine who the message is for and forward it to the appropriate person.

### Drag and Drop

If a message needs to be forwarded to a user the phone attendant simply drags the message from the company mailbox and drops it onto any user mailbox that is listed in the mailbox pane.

To perform the drag and drop function, left click the message, drag message to mailbox and release.

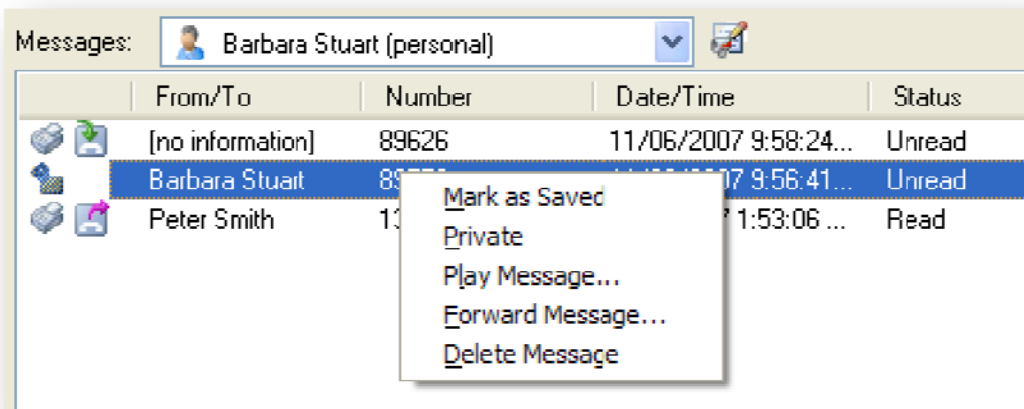


Figure 16. Managing messages and faxes

Phone attendants can also receive, send and distribute faxes from this pane

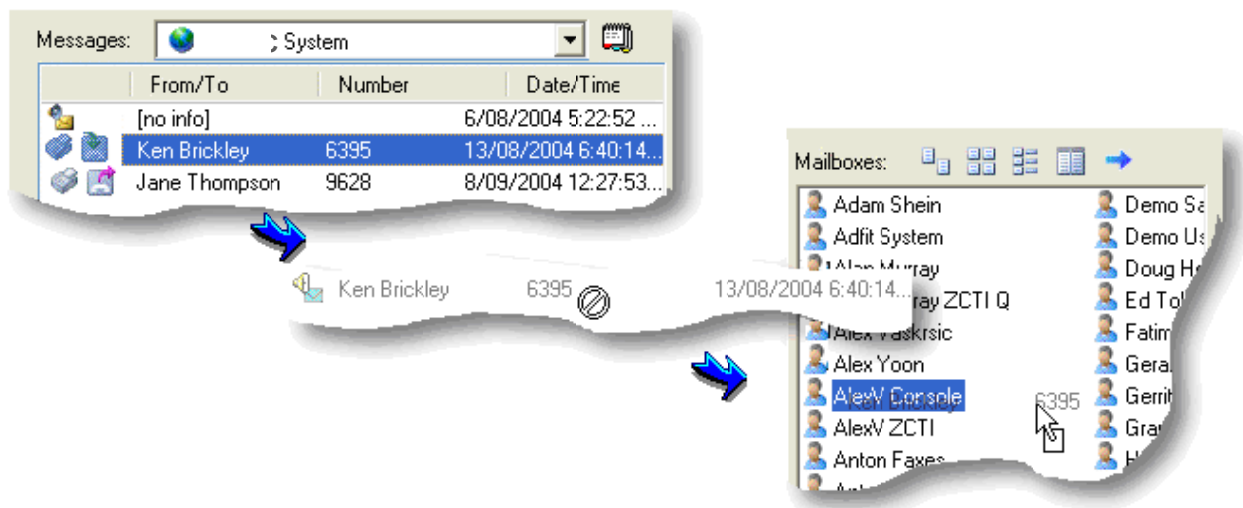


Figure 17. Drag and Drop

## Faxes

Console phone attendants can send and receive faxes, as well as viewing and distributing faxes for other mailbox owners, allowing them to centrally manage your enterprise's fax communications without leaving their desk or requiring extra equipment.

- 1 Inbound faxes display with a green arrow
- 2 Outbound faxes display with a pink arrow
- 3 Standard fax management options are available

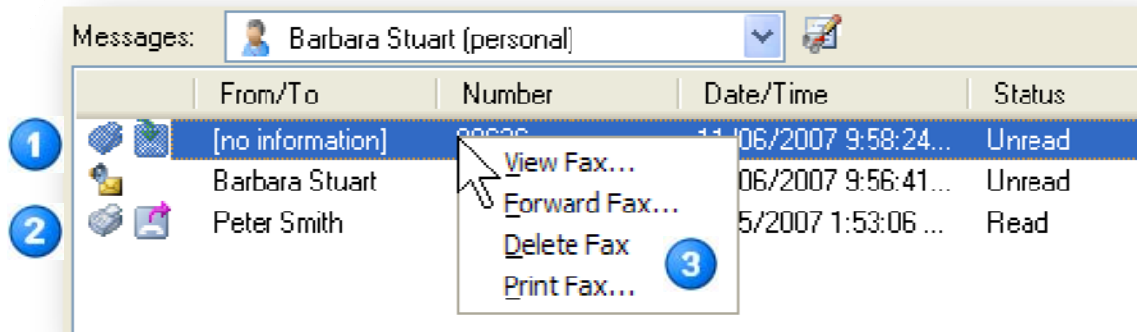


Figure 18. Faxes in Messages Pane

## Additional Console Features

### Make a Call Using Console

Console provides many quick and easy ways to make an outbound phone call, such as:

- Type the phone number into the Destination Field using the keyboard and press <Enter> to establish the call.
- Type the first few letters of the contact's name into the Destination Field. Phonebook automatically attempts to identify the contact, and populates the field with the full contact details.
- Use the mouse or type ". ." (two dots) to open and select a name from the Phonebook.
- Use a Presence button to call a contact

The Console Info/Notes field automatically populates with the contact's Special Info/Notes from the Phonebook if any have been entered against this contact.

### Recording a Conversation

Using Console, the phone attendant can record any telephone conversation with another party. This conversation appears as a voice message in whichever voice messaging mailbox on the system that the phone attendant specifies.

A feature specific to Console is the ability to record such a message to someone else's mailbox, not just the phone attendant's own mailbox, greatly increasing the accuracy of messages left with receptionists and other assistants.

### Multiple Company Support

Console is perfect for a serviced office or multiple company environments. By defining the incoming call sources (in-dials), calls can be identified for different companies, re-prioritized based on the importance of the call and answered with the appropriate greeting.

Calls in different phone attendant queues or to different phone attendants can be configured with different delivery delays and the phone attendant

can configure their Console preferences to display the relevant Presence page as a call from a specified in-dial number is presented.

### Text Messaging

It is possible to text message a digital phone user. The phone attendant right-clicks on the Presence button of the user they want to message and clicks on 'Send Message to Digital Phone'. This returns a window allowing them to type the message. The phone attendant can, for instance, text someone who is already on another call to alert them that they have a visitor at reception.

### Desk-to-Desk Chat

Phone attendants can send chat or instant messages to internal desktops or other Console users via Console. These can be one way, i.e., the phone attendant can simply send a text message even when the destination user does not answer. Or, if they answer, a conversation can take place.

This feature is invaluable at sites where the phone attendant wishes to quickly contact a user who is on the phone, or has their phone forwarded to voice messaging. Chat is better suited to the quick conversation required in this situation than sending a flurry of emails back and forth.

### Recent Calls Screen

The Recent Calls screen captures the entire phone attendant's call activity and creates an easy-to-view activity log.

The following details are provided:

- Outbound calls with the number dialed and the name of the person called if in Phonebook
- Inbound calls with CLI plus the name of the caller if in Phonebook
- Call time and the duration of talk time
- Missed calls with the caller's phone number and name if it has been registered in Phonebook

Features of the Recent Calls screen include the following:

- The missed call feature ensures that important calls aren't overlooked. The phone

attendant can see when someone has hung up while waiting, and can assess the need to take action. For important callers the phone attendant may choose to call the client back straight away or alert someone to the fact that they called.

- Phone attendants can simply double-click a missed call or a recent call in order to immediately call the person back.
- Calls can be sorted by caller, date/time, Duration.

### **Web Browser**

The Web Browser view in Console brings the ability for phone attendants to access websites without forcing the Console screen into background mode. Many phone attendants find this reassuring, and are happy to research web information while still keeping an eye on their calls waiting. Basic browser functionality is available, as well as the ability to disconnect when the application is still open.

### **Reporting**

Reports help phone attendants and their managers to improve performance and customer service response. The following reports are available:

- Console Performance
- Console Traffic Analysis
- Console Service Level
- Console X Seconds
- Console Call Type Analysis
- Phone Attendant Performance
- Phone Attendant Summary

Statistics are also available for every call, including calls that have abandoned (hung up while waiting):

- Time of call
- Length of wait in the phone attendant queue
- Length of phone attendant talk time
- The caller's CLI

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