



Featurelist samwin attendant

Standard attendant console functions

- Receive calls and transferring calls
- Non consultation call
- Call always returns to the same operator
- Caller identification by name and number
- Call hold
- 3-Way Conference
- Call park (public/private)
- Directory lookup
- Transfer to external subscribers
- Search in multiple columns
- Identification of call type (internal, external, no answer, busy, call back, etc.)
- Arbitrary selection of calls in the waiting queue by the operator
- Manual night service
- Automatic night service

Professional attendant console functions

- Context-sensitive greeting texts (“telecomsoftware, How can I help you.”)
- Different greeting texts for different skills
- Malicious call recording
- Permanent call recording
- Automatic mail to the supervisor in case of a recorded call
- Operator announcements
- Automatic voice greeting depending on time of day, caller id, trunk, called number, operator, etc.
- Braille support (for visually impaired)
- Multi-user, multi-site and multi-PBX support
- Multi-customer support
- Override call forward
- Set call forward
- Keyword database
- Fulltext search
- Combined search
- Phonetic search
- Alternative extensions
- Directory view restricted by the location of the console
- Interposition calls/transfers
- Graphical Busy Lamp Field (BLF)





Professional attendant console functions (continued)

- BLF's information is configurable (number, name, status, colors, appointments, etc.)
- Supported extension status: idle, busy, dialing, ringing, etc.
- BLF is synchronized with the directory (auto-scroll function)
- Direct calling from BLF to extension by click
- BLF is detached from the main console window and run on a 2nd screen or wall display
- Busy information is shown not only in the BLF but also in the internal lists
- Number in the extensions display shows the # of the external caller, not the # of the operator
- Call history (call forwarded from..., transfer from..., etc.)
- SQL-based directory, up to 20 hierarchy levels, auto synchronization with master database
- One click transfer to alternative targets, like cell phone, mailbox, home number, etc.
- Identification of all callers via samwin database
- Integration of telephone book CD APIs with reverse lookup function (e.g. Swisscom Directory, etc.)
- Supports GSM cell phones and any other external phone for night service
- Configurable waiting time between each call
- Flexible and customer oriented licensing
- Mobile phone states integration
- Possibility to mark subscribers info as private
- Transfer call to samwin voicebox
- License management

Queue Management

- Unlimited number of queues and skill sets.
- Arbitrary assignment of queues and console operators (n:n)
- Operator is able to check in a queue on the fly (depending on his rights) for covering call peaks
- Individual pre-recorded announcements for each queue and each call status (busy, no answer, etc.)
- Different announcements for queue position (1st position, waiting in the queue)
- Queue arbitration can be configured by time of day, day of week and national holidays
- Queue arbitration can be configured by caller id (number or name)
- Queue arbitration can be configured by called number (dialed through)
- Queue arbitration can be configured by redirection id
- Queue arbitration can be configured by redirecting id
- Queue arbitration can be configured by connected id
- Queue arbitration can be configured by a combination of multiple criteria
- Full support of decentralized installation in a multi-site environment (central samwin server)





Queue Management (continued)

- Temporarily pause function (switchboard routes the calls to a spontaneously configured extension)
- Automatic overflow from one queue to another queue or extension by waiting time or # of callers
- Customizable call distribution
- Call transfer to queue
- Agent can log in log out to single ACD queues
- Priority queuing
- Voice box
- Hunt groups
- Full samwin IVR integration

User Interface

- Graphical user interface
- Graphical visualization of the call status on the switchboard (Source and Destination)
- Visualization of calls in the queue, night service, pause, longest waiting time, etc.
- Optimized usability concept.
- Working without using the mouse.
- Complete configurable keyboard mapping
- All fonts, colors, background, foregrounds, icons, font sizes, etc. configurable for each user
- Creation, save and load of user profile with all settings
- Extension Pictures from subscribers can be integrated
- Dynamic configuration, changes will carried out on the fly
- Real-time refresh of all status changes on the operator interface
- Visualization of all other consoles and logged-on users
- Visualization of operators sign-in to the same queues
- Free configurable customer frame for internal or external websites based on the skill of the call





Additional functions (Notifications, Presence Management, Outlook)

- Mail Integration for the notification of extensions
- One-click Email with configurable default text, contains recipient address, caller name and number, timestamp, etc.
- One-Click GSM send text function (SMS) with configurable default text, contains recipient address, caller name and number, timestamp, etc. for urgent notification
- Real time display of Microsoft Outlook calendar data in BLF and directory list
- Real time display of Lotus Notes calendar events
- Display of future calendar events
- Interface to 3rd party presence and time registration systems
- Optional reporting module with statistic functions
- Visual Microsoft OCS™ Presence integration
- Optional realtime monitoring (real time wallboard display)
- Includes softphone
- Mobile operator presence

Integration in IT, PBX and 3rd Party products

- LDAP integration (Microsoft Active Directory)
- Advanced LDAP integration (LDAP write, read, field mapping, index, synchronization)
- PBX directory integration (CPND synchronization with the Nortel CS 1000)
- Integrated solution with samwin call center
- Integrated solution with samwin IVR
- Integrated solution with samwin billing
- Integrated solution with samwin Hotel Accounting Module
- SIP Cluster Functionality
- SIP Presence Information
- Microsoft OCS®/Outlook™ Integration
- Open database interfaces for imports and exports
- Skype presence integration

