

UC & Collaboration Solutions



Business Applications and Solutions for
Unified IP Telephony

Operator Console



CommSouth



Operator Console offers a visual method of phone communication management for attendants, receptionists, contact center agents and to all who frequently uses phones. The solution also supports for **visually impaired operators**.

Operator Console provides simple and efficient management of telephone calls, integration with enterprise directories and support of instant messaging, presence and video communication. Operator Console is available either as a web based or windows application requiring minimum information to interwork with the supported PBX and Presence Servers, thus offering the possibility to run the service also from the cloud. On premises activations are also possible and generally delivered on a preinstalled virtual appliance or as windows installer.

OperatorConsole makes your job easier, improving efficiency thanks to advanced Company Directory Service integration. OperatorConsole is a web based client that runs on any standard Windows or OSX workstation and that allows to control directly the operator IP desk phone or, in case, work in soft phone mode. The product comes in three versions. The Basic version is a “client” only attendant console; Enterprise and Pro versions include also Queue Manager, centralized call distribution system that provides advanced automated attendant features, queuing and open/close service.

The web based approach offers a number of advantages compared to the standard PC client, including the possibility, for users, to access the application from any desktop PC getting the very same configuration, regardless where the operator is sitting (seat-less option).

The solution can be installed on premises or in hosted environments (UCaaS) with support for multi-tenancy

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Main Features

Web application (HTML5):

- **no local PC installations required!**
- centralized management
- reduced cost of deployment and ownership



Seat-less profile

- log in from any PC and get the same profile

Accessible for **visually impaired and blinds**

- supports multiple screen readers and magnifier



Built-in soft-phone or desk-phone mode

Flexible directories

- custom fields, advanced search, grouping...
- share updates between operators

Call queueing and pick up functions

- call parking and camp-on

The screenshot displays the Operator Console interface. At the top, there's a header with 'demo1 (3055)', a search bar, and a 'Clear' button. Below this is a navigation bar with icons for microphone, mute, hold, transfer, park, and other call functions. The main area shows a call log table with columns for Status, Number, Name, Waiting time, and Type. A call from Ronny Tittoto (214) is highlighted. A context menu is open over this call, listing actions like Hangup, Hold, Transfer, Consult, Park, Mute, and Create memo. To the right, a 'Favorites' window shows a list of contacts, with Biondo Giulio selected. In the foreground, a 'Memo alert' window is open, showing details for a memo: Number 214, Contact Kevin Green, and a note 'Anders looking for him, about an offer'. The window also has a 'Snooze' field set to 10 minutes and buttons for Call, Edit, Snooze, and Close. Another window titled 'Options' and 'Shortcuts' is visible in the background, showing various keyboard shortcuts for call management.

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How it works

All attendant console operations can be performed with a simple mouse click or using the configurable keyboard shortcuts. Supported actions are for example make a call, answer, direct call transfer, consult, hold, hang-up, call park, memo, speed dial, call history and directory search.

In case of the Enterprise edition the solution offers also run time and historical statistics, to make it easier to comply to SLA and assure high quality services.

OperatorConsole has been developed also for visually impaired operators, according to the specification of blind associations, and is fully compatible with different braille keyboards and with voice synthesis software from several vendors.

Users accessing the attendant console shall use their web browser and point to a given URL. Valid username and password shall be provided. Once logged in, the user can manage all incoming and outgoing calls and can handle multiple calls at a given time.

System architecture

The suite includes:

- Server platform hosting the web application server, centralized directory import managers and optionally the QueueManager component, offering welcome messages, ACD and operator advanced routing options.
- Web based desktop application that allows operators to control a desk phone or to work in soft phone mode; all operations support mouse controls and keyboard shortcut
- Optionally windows based application Intuitive Drag-n-Drop User Interface.

The operator console offers also full access to internal user's presence status or JTAPI based Busy Lamp Field (BLF) of local PBX extensions.

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Sizing and Packaging

The licensing scheme is based on different parameters, to better match customer needs that may vary depending on size and type of business. Three different versions are available:

- **BASIC:** basic web based client or windows desktop offering all attendant console features and directory access
- **PROFESSIONAL:** on top of the web basic attendant console functionalities, this version includes QueueManager with 2 voice channels for each operator license, unlimited number of queues, selective queue login/logout and multi-line support (one client can handle multiple phone numbers)
- **ENTERPRISE:** same as professional but with 4 voice channels for each operator and advanced features such as camp on (Smart Park) and advanced reporting options; This version supports also redundant configurations for high availability.

The screenshot displays the Operator Console interface for user 'mida (4310)'. The top navigation bar includes a search field, 'Clear' button, and icons for microphone, user profile, settings, and logout. The main area is divided into three sections:

- Call Log:** A table with columns: Status, Number, Name, Conversation time, Type. It shows two incoming calls from number (4310).
- Contact List:** A table with columns: Name, Status, Extension, Business Mobile, Business Email. It lists several contacts, with 'Stone Andrew' selected and a context menu open.
- Favorites:** A list of six favorite contacts with their names and profile icons.

The context menu for 'Stone Andrew' includes options: Transfer to, Consult, Create speed dial for, and Create memo. The contact details for 'Stone Andrew' are: Name: Stone Andrew, Job Title: demo user, Company: Mida Solutions, Business Number: 124123, Department: Sales, Office: HQ-PD, Business Mobile: 340110011000667, Fax Number: 124123, Business Email: info@midasolutions.com, Web Page Address: info@midasolutions.com.

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Technical Features

OperatorConsole is a web based client and can run on:

- Microsoft Windows based PC (Win7 and Win8.1)
- Apple MAC OSX (v.10.6-10.9).

CPU minimum requirement:

- Mobile AMD Sempron Processor 3600+ at 2 GHz
- Intel Core 2 CPU T7400 at 2.16 GHz.

Note:

- For SIP Standard solutions it's required software Oracle Java 1.6.21 or later
- for Cisco Systems environments, it's required Cisco Web Communicator (Jabber SDK browser plugins version 9_MR4 or later)

The solution supports the following IP-PBXs:

- Cisco Unified Communications Manager®
- CUCME 8.x or later
- Polycom, Snom, Grandstream, Huawei
- IP-PBX SIP 2.0

The server hosting the software suite (virtual appliance or windows) must be connected to the local LAN with proper QoS and guaranteed bandwidth. This will then guarantee stable server client connections and high quality of service.

The server and the PC clients must be on the same LAN of the IP phones and of the IP-PBX. The server must be reachable from the remote client PCs.

The application web portal supports the following web browsers:

- Internet Explorer 7 or later
- Chrome 5 or later
- Firefox 3 or later
- Safari 3 or later

(*) Internet Explorer 11 must run in Windows 8 desktop mode when using Jabber SDK.

(**) On this browser the video call might not be supported

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