



# Telesnap Attendant 2009

The operator switchboard is the central point for communication in your company. The first and very important customer contact is handled mainly at the switchboard. High availability on the phone and no loss of telephone calls are the important steps towards success. It is even better if customers and business-partners experience a friendly, competent and fast transfer to the desired person, and if you can also provide detailed information at short hand the first positive Impression is guaranteed.

**A-Field: Data of the caller**

**B-Field: Transfer target**

**Waiting field with call list**

Queue	Position	Caller	Called	Time

Search: [ ] Department [ ] Company [ ] Information [ ]

Surname	Givenname	Phone	Company
Abrams	Jonathan	954/555-3010	ICU Consulting
Bradley	Matthew	413/555-3102	ByteWare Inc.
Burke	Warren	413/555-3104	ByteWare Inc.
Clark	Larry	954/555-3003	ICU Consulting
Cortez	Eric	954/555-3004	ICU Consulting
Cowles	Gary	413/555-3100	ByteWare Inc.
Diaz	Santiago	954/555-3008	ICU Consulting
Howard	David	954/555-3006	ICU Consulting
<b>Lawrence</b>	<b>Sarah</b>	<b>954/555-3001</b>	<b>ICU Consulting</b>
Lee	Allen	413/555-3101	ByteWare Inc.
Mason	Georgette	954/555-3005	ICU Consulting
McCall	Norman	954/555-3009	ICU Consulting
Shane	Charles	413/555-3103	ByteWare Inc.
Snyder	William	954/555-3002	ICU Consulting
Stratford	Mary	954/555-3007	ICU Consulting

**Search panel. The attendant can make directory search in a configured subscriber directory.**

**Configurable busy lamp field**



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The following version of Telesnap Attendant has been tested for interoperability with the listed product of Cisco Systems, Inc. : Telesnap Attendant 2009 compatible with Cisco CallManager 3.3(2)spA-MCS, 4.1, 4.2, Cisco Unified CallManager 5.x, and 6.x.

## Functions

### Waiting queues and announcements

- Queue configurable per operator
- Descriptions of waiting queues buttons are configurable
- Waiting queues may be configured to hold calls for only one or for more operator workplaces
- Number of entries per queue can be configured separately
- Automatic transfer of all incoming calls into the corresponding waiting queues (internal/external)
- Time for ring tone and announcement can be configured separately
- Service hours can be configured for every queue
- Logon of a Telesnap Attendant can overrule the service times
- An incoming caller hears the announcement for a configurable amount of time until an operator answers the call
- Announcements can be configured for each waiting queue
- Announcements are recorded either with the PM Media Player which is included on the PC or through accumulation of existing sound files
- Drop target for calls when no operator is logged on

### Switching and Telephony

- Dynamic list of all incoming calls
- Pick call from list of calls
- Answer first call in queue
- Transfer of call. Either screened or blind
- Status of internal extension displayed before transfer
- Snapware availability status is displayed
- Park call
- Configurable busy lamp field
- All phone functions can be accessed either by mouse or keyboard
- Supporting subscriber capability (Announcement, screen information, drop target configurable per subscriber)
- Display of address and user data from LDAP, Lotus Notes, MS Outlook, SAP R/3, Novell Groupwise, ODBC or KlickTel

### Messaging

- The attendant can email a telephone note to the target person (locally installed and accordingly configured Microsoft Outlook 98 or higher or Lotus Notes version 5 or higher)
- Telesnap Attendant also provides a SMS messaging function (locally installed and accordingly configured Microsoft Outlook 98 or higher or Lotus Notes version 5 or higher, SMS gateway required)

- Calendar integration: Access to the calendar of users (only for post boxes on basis of Microsoft Exchange Server 2000/2003, Lotus Notes 6.5 or higher and Novell Groupwise 7.0 SP1 or higher)

### Directory search

- Integrated address directory based on LDAP standards and LDAP data source is freely configurable
- Search in different data bases
- Automatic search when the minimum number of characters are typed
- Search for multiple fields: Name and company or name and department
- Search for multiple criteria in one field: name and company or name and department
- Search with different configurable layouts
- Search results contain configurable information from the directory
- If a desired target is busy, the function "Team" finds employees working in the same department or company
- Order of columns for the search list is configurable
- Detail view with additional data for a search entry (e.g. calendar or picture)
- Availability/activity information in form view, list view or graphic view
- Make call directly from search result list
- Display the call forwarding state of a phone
- Changing the call forwarding state of a phone
- Display active PM profiles of Snapware users

### Statistics

- The following statistics are available:
  - Number of incoming calls
  - Waiting time for caller
  - Call duration
- Different statistic periods and intervals are possible
- Output either as CSV- or PDF-File

### Supported languages

- German, English, French
- Language can be changed by the user

### Scalability

#### Supported installation types

- Installation on one server. All Telesnap services on one PC
  - One PC with 2,4 GHz CPU, 2 GB RAM, 10 GB free disk space, 100 Mbit network adapter
  - Maximum number of operators: 15
  - Maximum number of queues: 99

- Maximum number of waiting fields: 30<sup>1</sup>
- Maximum number of monitor points: 1000
- Installation on two servers: Telesnap services distributes over two PC's
  - Two PCs with 2,4 GHz CPU, 2 GB RAM, 10 GB free disk space, 100 Mbit network adapter
  - Maximum number of operators: 30
  - Maximum number of queues: 99
  - Maximum number of waiting fields: 60
  - Maximum number of monitor points: 1000
- Optional for both installation variants: Dynamic monitor mode for monitoring unlimited numbers of phones

## Licensing

- Delivered licenses run for up to seven days, Then, after a registration, which is free of charge, the runtime is limited

## Small Business Edition

- Maximum number of 3 concurrent clients are possible in the Small Business Edition
- Maximum number of 300 monitored extensions
- No upgrade to the standard license

## System requirements

### Client

- Intel based PC, min 500MHz, 128 MB RAM, 100MB free disk space, network adapter
- Microsoft Windows XP, Microsoft Windows Vista

### Server

- Installation on one Server
  - Windows 2000 Server SP4 32 bit English, French, German. Windows 2003 Server SP1 32 bit English, French, German
- Installation on two Servers
  - Snapware server: Windows 2000 Server SP4 32 bit German, English, French. Windows 2003 Server SP1 32 bit English, French, German
  - Media server: Windows 2000 Professional or Server SP4 32 bit English, French, German. Windows 2003 SP1 32 bit English, French, German
- Microsoft Internet Information Services 5.0 or higher, Microsoft Internet Explorer 6.0 SP1
- Hardware

- Installation on one Server: One PC with 2,4 GHz CPU, 2 GB RAM, 10 GB free disk space, 100 Mbit network adapter
- Installation on two Servers: Two PCs with 2,4 GHz CPU, 2 GB RAM, 10 GB free disk space, 100 Mbit network adapter

## Cisco Unified CallManager

- Version 3.3, 4.0, 4.1, 4.2, 5.x, 6.x
- Supported VoIP speech codec: G.711
- All integrated extensions must be capable of being completely controlled using the TAPI interface
- Each Telesnap Attendant workplace requires a hardware IP phone. The phone must not be used by any other application
- Each waiting queue must have assigned a CTI route point with unique extension number. The CTI route point must not be used by any other application
- Each waiting field in a waiting queue must have assigned a CTI route point with unique extension number. The CTI route point must not be used by any other application
- Every operator workplace, where the function to determine the status of a possible transfer target is required, needs to have a monitor point in the CTI interface of the Cisco Unified CallManager
- Shared Line and extension mobility are not supported for the operators device

<sup>1</sup> Maximum number of simultaneous connection to the voice boxes (recording and playing voice messages). If other PM products (Telesnap ACD, PM Operator, Telesnap Attendant or Telesnap VoiceMail) are this the number of simultaneous connections to all used PM products (waiting calls in the ACD groups and waiting calls in the operator queues).