



# innovaphone Operator (V8) Switchboard

## innovaphone Operator (V8) – a modern switchboard

innovaphone Operator is a computer based switchboard for the innovaphone PBX. The innovaphone Operator can access the PBX's queue and forward calls at will. Switching is possible both with and without consultation (blind-transfer). The innovaphone Operator is currently available in German, English and Italian (other languages on request).

## Easy call management

The main fields on the innovaphone Operator enable you to gain a fast overview of incoming, outgoing, parked and transferred (forwarded) calls, as well as calls currently in the waiting queue.

All incoming calls and (dependent on PBX configuration) the call at the top of the waiting queue are listed under 'incoming calls'. The waiting queue only transfers one call - the first call on the list - to a free operator. All current pending calls are listed in the "waiting" segment which can be configured separately. This can be monitored: The operator can thus see all calls in the waiting queue as well as the call at the top of the list.

All out-going calls are listed in the segment on the right-hand side, next to incoming calls. Parked calls are shown

in another separate segment; forwarded calls are collected in the "transferred calls" segment.

## Significant search results

PBX subscribers across all locations can be found via the search field. The pre-defined search covers the PBX directory and can be extended to the LDAP directory. Search results are shown with current calls, live indication of the current Busy Status (on the telephone, not busy etc.) and by the PBX presence status defined by the subscriber using Presence Note (e.g. on holiday, back on Monday).

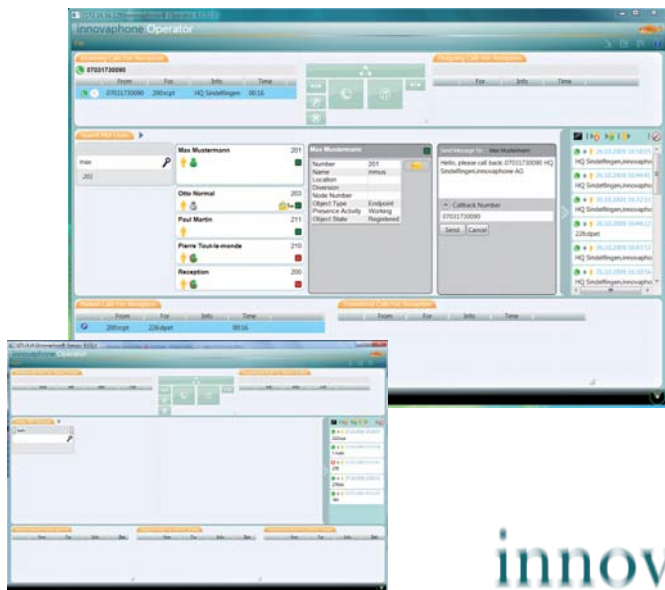
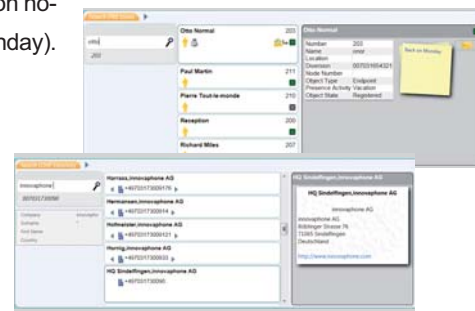
The search results can show the desired PBX subscriber's permanent call diversion if one is activated. This enables the operator to be well informed about the current status of the requested subscriber.

Reverse search enables incoming external telephone numbers to be assigned to names, and forward search enables the next call destination for out-going calls to be searched for (office, mobile, home and fax numbers).

## New functionalities (V8)

The innovaphone PBX Version 8 has a new user interface and a number of new functions. The newly revised user interface has a modern and intuitive design; operation is simple and comfortable using either the mouse or the keyboard. The Drag & Drop functionality has been improved in Version 8.

Comfortable LDAP forward and reverse searches have been introduced. Subscriber presence status can also be





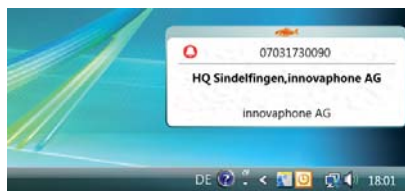
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## Switchboard

displayed. Quick and easy text messages can now be sent directly to PBX subscribers by the innovaphone Operator. Other new features include the possibility to retrieve a call which has been transferred blindly, and displaying subscriber calls – enabling the operator to see who is talking to whom at a glance. The innovaphone Operator is multiple location capable and thus works across locations. It also supports the innovaphone location concept (also individually managed PBXs in open numbering plans).

### Windows Application: No server needed

The innovaphone Operator is a Windows .NET application and works on Windows XP, Windows Vista and Windows



innovaphone Operator minimized: The window automatically opens if someone calls.

7 operating systems. A server is not needed to run the innovaphone Operator. The Operator connects directly with the innovaphone PBX over SOAP.

### Optimum team work

The innovaphone Operator is ideal for use in a team enabling more efficient collaboration. Several operators in a group can share call management – e.g. within a support or sales team.

### innovaphone Operator – Features at a glance:

- No server needed
- Multiple location capability
- Support master/slave scenarios
- Call transfer with consultation
- Call transfer without consultation (blind transfer)
- LDAP functionalities: Forward and reverse searches
- Short key operability
- Drag & Drop
- Call journal; can be filtered according to outgoing or incoming calls
- Waiting queue monitoring
- Monitoring of blind transfer calls: Calls can be retrieved if a call has been transferred wrongly
- Parking and unparking calls
- Inline help (integrated help)
- Searching via LDAP directory
- Automatic search in several PBXs
- Sending instant messages to PBX subscribers
- User search (search field):
  - :: Live search results: Live display of busy signal
  - :: Current calls shown for any subscriber
  - :: Presence status displayed
  - :: Presence note displayed
  - :: Permanent diversion displayed
- Set/change presence status for all PBX subscribers
- Set/change call diversion for all PBX subscribers
- Call recording (also for 3rd party products)
- Night service connection
- Supports the innovaphone SOAP programming interface/API in Version 8
- Current languages: German, English, Italian (other languages on request)