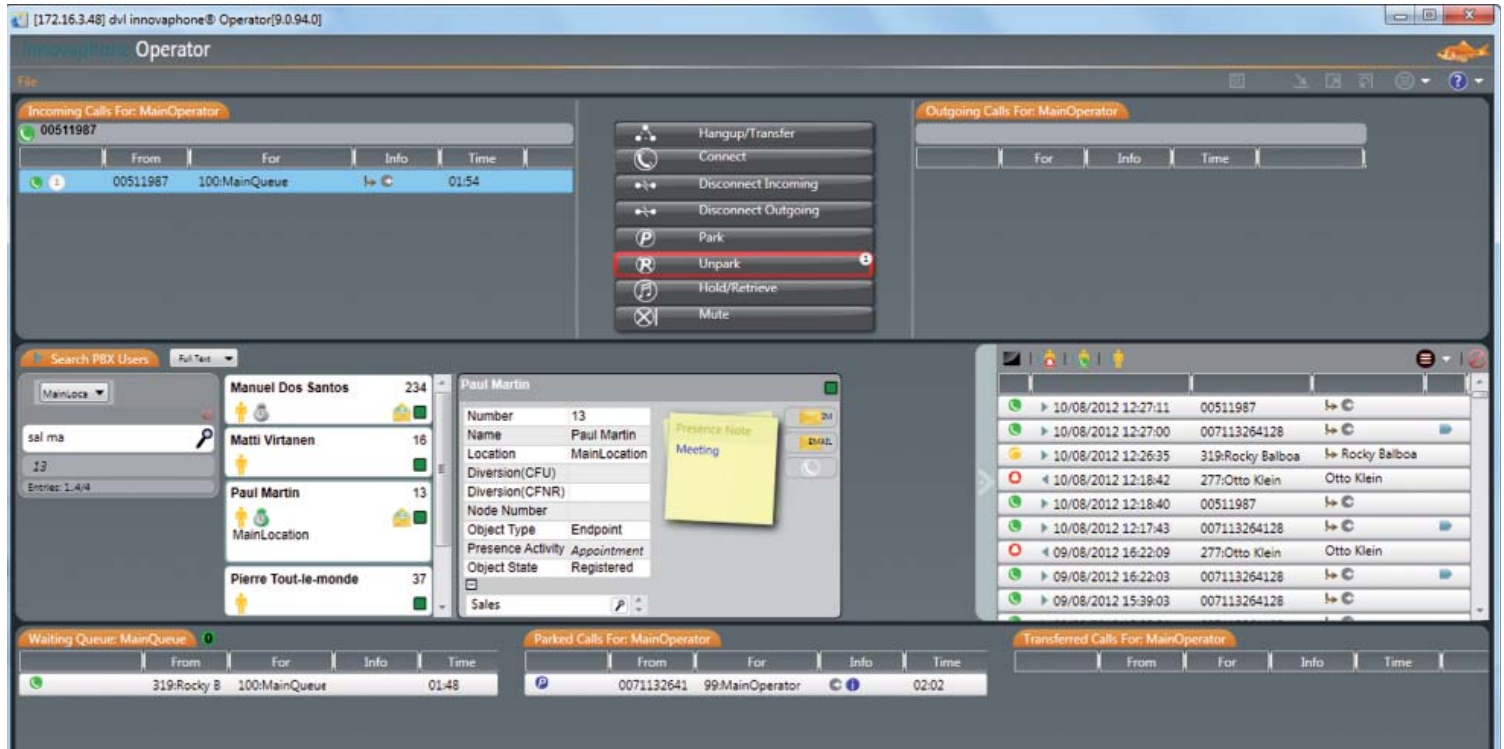


innovaphone Operator:

The state-of-the-art switchboard



The innovaphone Operator is a modern computer-based telephone switchboard for the innovaphone PBX. It can access the innovaphone PBX's waiting queues and it can forward calls. These calls can be switched both with or without consultation across multiple sites (blind transfer).

Convenient call management

The intuitively designed innovaphone Operator user interface enables convenient call management and provides a quick overview of incoming, outgoing, parked and forwarded calls, as well as of calls that are currently in the waiting queue.

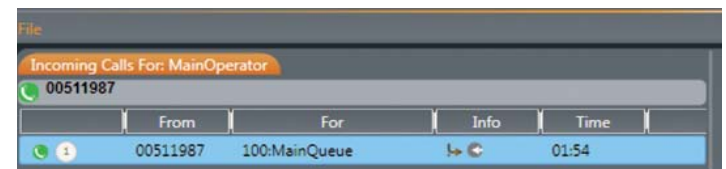
Incoming calls are routed via a waiting queue or directly to the operator. Calls that appear on the waiting queue are displayed graphically in the box „waiting queue“. The operator can drag & drop these calls to the “incoming calls” box. This has the advantage that the operator or switchboard staff knows about all of the calls in the waiting queue, enabling the subsequent call handling to take place selectively.

Alternatively, the configuration of the switchboard on the PBX can allow the top and thus oldest call in the waiting queue to be the call that is automatically assigned to the next free operator. The operator thus no longer needs to pick the next call from the waiting queue himself.

With the innovaphone Operator, particular emphasis has been placed on ease of use. Thus, an incoming call is automatically shown in the „incoming calls“ box where it can be picked up simply by pressing the ENTER key (or alternatively by double clicking the mouse). The operator is then connected to the caller and can deal with the caller's request.

Meaningful search results

Once the call has been accepted, the switchboard's action focus automatically turns to the search field to enable a search for the target extension. The switchboard provides three different search options:



- :: All subscribers registered with the PBX can be searched for according to their short or long name, or via full text search.
- :: After its integration via LDAP, a central telephone register can also be accessed from the switchboard.
- :: All PBX subscribers are graphically displayed in the busy lamp field. This enables a quick and easy overview of their current status.

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The search results are displayed by current calls, a live display of the current busy status (busy, available, ...) as well as the PBX Presence status as defined by the subscriber in the PBX (e.g. on vacation, back on Monday). If the target PBX subscriber has placed a permanent call diversion, this is also displayed in the result field. The operator is thus always up-to-date on the current status of the desired extension.

The operator can also change the presence and call diversion status – if he has been granted the relevant rights by the administrator.

The reverse search service allows incoming external numbers to be matched to names and the forward search function helps to identify the next call target for outgoing calls.



Call switching made easy

The simplicity of the user interface of the innovaphone operator can be appreciated again when switching calls. Basically, a distinction is made here between two types of call transfer:

- :: **Call transfer with consultation:** The Enter key is used to call the person to whom the call is to be transferred. This call is displayed in the „outgoing calls“ box. The original caller who is still connected to the operator automatically hears music-on-hold and the waiting status is displayed graphically. Once the person being called by the operator is ready to take the waiting call, the call can be transferred by pressing “+”.
- :: **Blind transfer:** A blind transfer is when there is no consultation with the person to whom the call is being transferred - the waiting call is directly transferred. This call transfer attempt is displayed in the „transferred calls“ list. As soon as the call is accepted, the call disappears from the list. A call can fall back to the operator if it is not picked up and as long as the PBX settings are set accordingly. The call is then flagged accordingly to be picked up and further processed.

Drag & Drop is also possible as an alternative to operating the keys.

Call history - history of all recorded calls

An additional major call management feature of the innovaphone Operator is the call history . This records all calls and their history – up to the successful transfer or until the call is dropped. Every call displayed in one of the action fields which is to be processed contains an information symbol with which the operator can pull up detailed usage data.

The operator is able to interrupt an active call diversion setting (e.g. useful in case of an emergency call to a doctor).

Busy lamp field – always having everything in view

The busy lamp field displays graphically the different extensions of an organisation. The operator can see at one glance whether a subscriber is free or busy, or if a call diversion has been set up. The Presence status stored in the PBX is also displayed graphically (e.g. present, absent, lunch, vacation, busy, do not disturb).

It is also possible to define subgroups in the busy lamp field. These are either named via a free text field or according to existing groups. Extensions can be added to the corresponding sub-station busy lamp field depending on the relevant group. So-called labels can be defined to optimise the order of the busy lamp field.

Additional features of the innovaphone Operator

- :: Callers can be parked. A graphic display (flashing frame) indicates parked calls and the number of parked calls.
- :: The operator can place outgoing calls while incoming calls are received.
- :: Call type recognition (Symbol for external calls) – useful if incoming callers are always matched to name via LDAP (independently of whether they are external or internal).
- :: E-mail integration: depending on the PBX configuration, the operator can send an e-mail to any PBX subscriber via the detailed subscriber overview. Depending on the action status, either free text or – if the transfer was not successful – a call back note is entered into the text field.
- :: Night answer service activated via the user interface
- :: Application moves into the foreground as soon as an incoming call is received.
- :: Secure access to PBX via HTTPS

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:: The innovaphone Operator can be operated and integrated across several systems.

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.

Windows Application: No server needed

The innovaphone Operator is a Windows.NET application. Requirements for installation are operating system Windows 7 or higher.

Supported languages

The innovaphone operator currently supports the following languages German, English, Italian, Czech, Dutch, French, Norwegian, Polish and Swedish.

Other languages on request.



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

Licensing

To use the innovaphone Operator, one port license and one operator license are required for each running application.

The Floating concept is utilised for the Operator license. The Operator license is activated on the PBX. The application is installed on the foreseen work stations - it is possible to have more work stations than activated licenses! If a user logs in, a free Operator license is debited from the PBX. If a user logs off, the license is available for another user.

The Operator license version must be greater than or the same as the Operator software version being used

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At a glance



innovaphone Operator

Operator:

- Multiple location capability
- Support master/slave scenarios
- Call transfer with and 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
- Monitoring of blind transfer calls: calls can be retrieved if a call has been transferred wrongly
- Parking and unparking calls
- Integrated help (Inline Help) can be pressed
- Automatic search in several PBXs
- Sending instant messages and e-mails to PBX subscribers
- User search (search field)
- Set/change presence status and call diversion for all PBX subscribers
- Call recording (also for 3rd party products)
- Night service connection

Licensing:

- One port license and one operator license for each running application

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