

Console for Cisco: Business Edition

THE FRONT DOOR TO YOUR BUSINESS

PRODUCT SHEET

Console for Cisco - Business Edition is a powerful and scalable attendant operator console designed especially for Cisco Unified Communications platforms. It delivers a highly effective and easy to manage call handling platform, which can be flexibly extended with advanced functionalities and services. Powerful call queuing, presence and directory features ensure calls are handled quickly and efficiently, and callers are transferred to the right available contact, first time.

An excellent first impression

The attendant operator console is the front door to your business, and the key to making a lasting first impression on your customers and partners. With over 14 years experience in selling voice applications for Cisco Unified Communications Manager platforms and as a Preferred Solution Developer, Enghouse Interactive has worked closely with Cisco to develop advanced communications solutions that are proven to help organisations deliver the best customer experience, boost productivity and efficiency.

Enghouse Interactive's Operator Console for Cisco - Business Edition provides a wealth of advanced features and an intuitive, adaptable interface. It is suitable for small and medium-sized businesses and can scale to highly complex and distributed environments. Operators can manage interactions on their computer, or handle tasks directly on their IP phones for added convenience. Administration of the phone server is completely centralised and uses a web-based frontend which can be extended with additional modules.

Benefits

- Fast, efficient call handling and transfer
- Improved caller experience
- Improved productivity
- Synchronisation with existing directories
- Presence status information improves transfer success and reduces voice mail
- Automatic fallback and callback services ensure fewer calls are lost or abandoned
- Optional call recording for quality, protection or compliance
- Important functions available directly on the IP phone
- Low total cost of ownership
- Easy, centralised administration
- Flexibly extendable with advanced phone applications

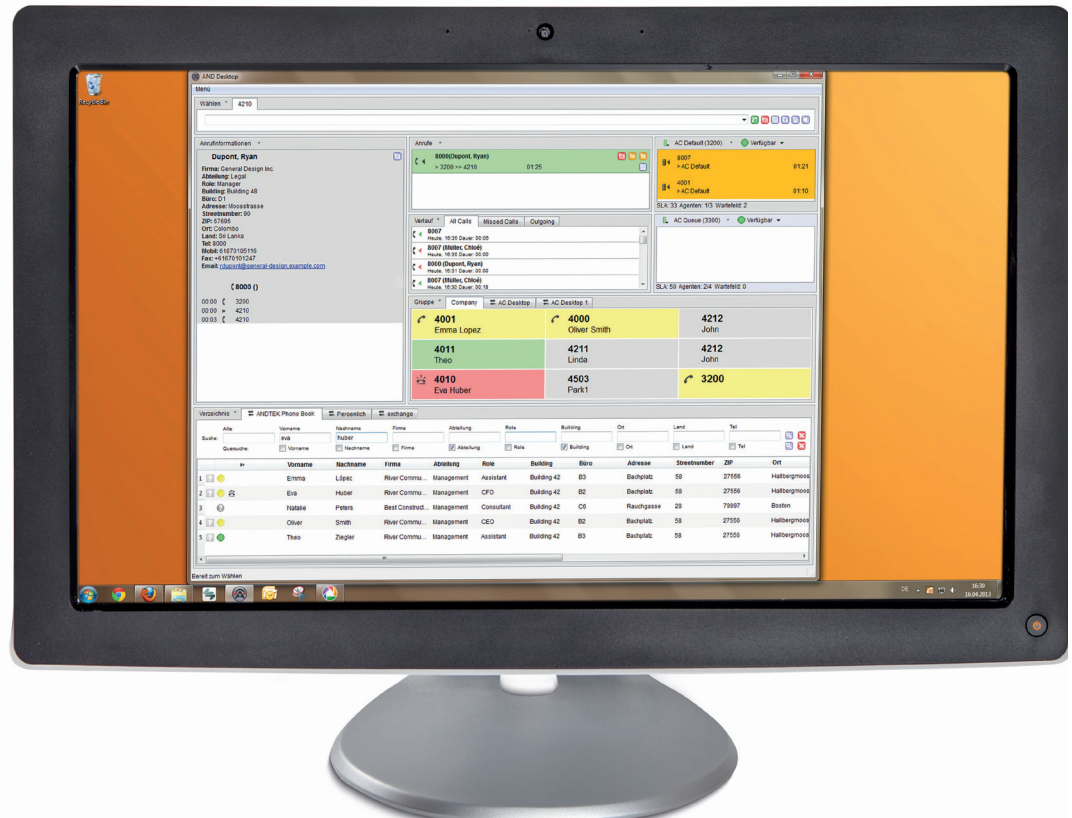
Professional call handling

Console for Cisco - Business Edition delivers the all-important attendant operator console services on a simple to use client. Key tasks can be handled directly from the IP phone, making the console suitable for workplaces where no computer is available.

The queuing service provides an unlimited number of queues per attendant, with caller numbers and waiting times displayed in real time so incoming calls can always be answered in a timely manner. Voice messages and music can be played back to callers waiting in the queue, with time-based scheduling ensuring that callers hear a customised message depending on the time of day or during weekends or holidays.

The flexible integration of existing corporate directories and databases - including Active Directory, LDAP and any type of SQL database - ensures contact information is always accurate and can be easily found through an intuitive search function. In addition, live presence and status information is available through integration with Cisco Unified Presence, Jabber Status, Microsoft Exchange, and Business Line feature (BLF). The availability of internal users is displayed in real time on the attendant console and on the IP phone display, including detailed status information such as whether phones are redirected to other phones or the mailbox, have an active internal or external call.

Calls can be transferred to numbers in the directory easily and quickly by keyboard shortcuts or drag and drop. Automatic fallback of transferred calls to busy destinations ensures callers are immediately connected back to the operator and calls are not lost.



Screen showing call queues and directory with presence status indicators and contact options

Adaptable user interface

Attendant console users have the possibility to adapt the client to their specific needs. By choosing from a large selection of available services, they can enable only the functions they need on their graphical user interface.

Available services include:

- Display all active calls and calls that are on hold
- Detailed caller information
- Busy lamp field with phone status information
- Multiple queues with display of queued calls
- Personal contacts
- Call history with display filter
- Directory with access to corporate databases / directories

Provisioning

Provisioning is the process of preparing the communications network to provide services to users and handle daily tasks like assigning new phone numbers, renaming user names or removing communications services. Enghouse Interactive's provisioning tools greatly simplify the process and speed up daily administration tasks.

- Save costs and improve efficiency
- Consolidated view of users, phones, locations
- Reduce errors and maximise productivity
- Increase the quality of changes in the communications network

Phone applications for Cisco

Enghouse Interactive also offers a range of advanced phone applications for Cisco that provide added functionality.

- Office services with extended functions for office administration
- Broadcast - leveraging the existing communications infrastructure for zone paging, emergency broadcasts and phone conferencing at the touch of a button
- Phone Lock - secure phones to prevent misuse and fraud
- Group MA – Manager – assistant functionality entirely on the phone set, allows assistants to manage calls based on the boss's availability
- Phone ACD – perform the functions of a simple call center agent from your Cisco IP phone screen

Call billing & reporting

The call handling system is one of the most powerful business tools, so it's important that it always performs at optimum efficiency. Enghouse Interactive Call Billing and Reporting provides sophisticated reporting through a standard web interface to help monitor, manage and analyse call data across the entire organisation. With this information at their fingertips, organisations can monitor performance, detect fraud and misuse, identify unnecessary cost factors such as idle lines and unused devices, complete detailed cost analyses or plan new investments.

Are you listening?

Understanding the voice of the customer is a powerful tool. Quality management does not have to be an expensive endeavour. Enghouse Interactive's Quality Management Suite as part of the operator console captures interactions across departments and company sites, and helps organisations optimise their business processes and workforce, achieve regulatory compliance, improve customer service and resolve disputes.

- Secure, seamlessly integrated call recording and monitoring
- Agent evaluation and coaching
- Unobtrusive, efficient and reliable
- Multiple recording options including synchronised voice and video
- Encrypted archiving and easy search
- Highly scalable from single location deployments to multiple sites

Helpdesk and Contact Centre

For organisations that need to extend further and require helpdesk, call centre or multimedia contact centre features with advanced routing capabilities, Enghouse Interactive provides a range of solutions that cover the full range of business requirements - from a cost-effective voice-only call centre solution to our fully multimedia enabled contact centre for the enterprise.

A trusted Cisco Partner

Enghouse Interactive has been a trusted partner for over twenty years, through our original family of solutions - Arc Solutions, Andtek, Telrex and Zeacom. Our solutions are tested to ensure our solutions are interoperable with Cisco Unified Communications by undergoing regular Interoperability Verification Testing (IVT).

- Cisco Preferred Developer Network partner
- Cisco Compatible

Our solutions are also tested alongside other software solutions to ensure compatibility as part of the wider UC solution.

Modular approach

Pilot, prove and migrate your console, helpdesk or contact centre to Cisco UC when the time is right for you, then add functionality as required.



About Enghouse Interactive

Enghouse Interactive develops and supplies the widest range of customer contact solutions on the market through an extensive network of value-added partners. Enghouse Interactive's integrated suite of solutions includes multi-channel contact centre, self service, attendant operator consoles and workforce optimisation. These solutions enable organisations to classify and respond to customers in the way that they want: quickly, efficiently and successfully, with minimal effort.