

## winConsole™

### Description

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The *winConsole*™ application is an attendant console that provides call routing solutions for small and large organizations. The *winConsole*™ application provides a powerful yet easy-to-use computer-telephony integration (CTI) solution to improve customer service and increase operator productivity.

### Value description

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The *winConsole*™ application is a suite of Windows software applications that are specifically designed to help improve the productivity of main answering positions at your small or large organization. With this application you benefit from:

- Cost-effective digital solutions using standard ISDN sets and Windows PC.
- Improved productivity with faster call handling, integrated applications, and quicker call routing.
- Improved level of service with statistical reporting providing detailed insights into your call center operations.

### Features

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#### **Simplified Custom ISDN Attendant Features**

The *winConsole*™ application makes Simplified Custom ISDN Attendant features easily accessible using Windows Icons and Menus. Features include:

- **Busy Verification**
- **Call Forwarding (other stations)**
- **Control of Facilities/Voice Terminals**
- **Camp-on and Emergency Override**
- **Timed Remainder and Serial Calls**
- **ISAT Queuing (multiple queues, multiple calls)**
- **Station Permissions Display**
- **Trunk Group Select**
- **Night Service**

#### **Performance Reports**

The *winConsole*™ application management information allows you to control Quality of Service, System Performance and Operator Performance. Performance reports allow you to get information on:

- Level of Service provided to your Callers.
- How many calls were Received, Answered or Abandoned.
- Call Volumes by Hour-of-Day.
- How long callers stay on ringing before disconnecting.
- How are calls distributed between your operators.
- Calls handled by each operator.
- How much time operators spend on call handling.
- Total operator reports and on an individual basis

#### **Computerized Call Handling Window**

Provides operators with an easy-to-use graphical interface enabling them to view caller information and

access company data quickly in order to professionally assist callers. This feature includes

- **Switched Loop**—emulates traditional call handling, works as an S-ISAT.
- **Number to Name Lookup**—looks up directory information from user selected database
- **Automatic Answer Transfer**—provides the option of automatically answering the ring call and complete the transfer.
- **Join, Swap, Conference, Transfer, Auto-Hold**—access features from keyboard or from the toolbar with a mouse click.
- **Caller Information**—displays caller information, including caller-id, name and name of the queue.

### **Directory Window for Locating Names and Auto Dialing**

Using the directory, operators can quickly find the right person and accurately auto-dial to transfer the call. Features include:

- **Multiple customizable directories**—enables you to tailor database information to your needs.
- **Tabular and Hierarchical views**—allow you to view directory information in white page style tables or as zoomable hierarchy levels of yellow pages.
- **Images, Documents, Forms**—allow you to view information screens with documents, photographs, maps, and via custom-designed forms.
- **Integrated Dialing and Paging**—improves operator performance and reduces errors. Users can be auto-dialed from the directory.
- **Fast Search Engine**—provides speedy access to people and services.
- **Online Updates**—keeps directory information current and up to date.

### **Call Queuing Options – Switch-Based or *winConsole*™**

There are two basic options for queuing the operator calls—in the Centrex switch and by the *winConsole*™ application.

**The switch-based queuing** use Hunt Groups or I-SAT (ISDN Attendant) Queuing. In this option the calls wait in the switch, they may be given announcements and receive night routing treatment.

**The *winConsole*™ application queuing** is simpler in that it uses shared call appearances. The incoming calls are displayed at all positions. The *winConsole*™ application queuing does not support announcements.

Call Queue features include:

- **Multiple call queues**—Directory Numbers can be assigned to queues for FIFO answering.
- **Queue priority**—Each queue can be assigned its own answering priority level.
- **Queue threshold**—queue can have time-out defined for alerting and recall.
- **Single key answer**—highest priority call delivered and answered by NEXT key.
- **Delay Announcements**—Switch queues can be configured with delay announcements.
- **Inter-position transfers**—specific directory numbers can bypass the queues and directly alert the operator.

### **Status Windows – View Station and Line Status**

Allows operators to view station status in real-time, pick up ringing calls or directly answer incoming lines from the monitor windows. Monitor features include:

- **Status of Lines and Stations**—ringing, busy, connected and idle states of the active lines and monitored Stations.
- **Customizable Display**—select the fields and size the monitor window to show the information you need.
- **Numbers and duration**—displays both the calling and called numbers and the duration of the call.
- **Filters**—selectively view only the idle, ringing or connected call states.
- **Pickup, Dial**—select lines for direct answering or pickup ringing calls from the monitor windows.