

Business ConneCT



Main Operator Tasks

Assisting callers to find the right person in your organization:

Called party not available

- Busy, not answering, do-not-disturb
- Number does not exist/wrong number

General (non-DDI) directory number

- General enquiries
- Specific topics

Internal enquiries

- Search persons or topics
- Connect to outside extension

First contact is remembered best!



Common Operator Issues

Operators are not well informed:

- Who is calling and how long is caller waiting
- Why did a caller end-up at the operator
- What are the alternatives
- Whereabouts of colleagues



The response to customers takes too long:

- Operators cannot give priority to certain callers
- Operators have difficulties finding detailed contact data
- Callers are put on hold too often or are transferred too many times

Operators have no other means of communication:

- No way to send an Instant Message or Text Message

Operators are well trained specialists and are difficult to replace:

- Operator consoles are complex and difficult to operate
- Operator consoles are bound to a specific location

Main requirements

Clear overview of why the caller needs Operator assistance

Who is calling

- Name
- Number
- Location
- Requested service

Who the caller is trying to reach

- Find the right person
- Current call and presence status

Tools available to the Operator:

- Call pick-up from queue
- Automatic name display
- Busy lamp field / Group Display
- Instant Messaging
- DECT and SMS messages
- Presence state
- Directory search
- Park and retrieve call
- Queue announcements

Queue (3)		Fallback (0)		External (1)		Internal (2)		Park (0/0)	
Calling	Company	for...			Type	Site			
00:37  Orlando Olivera (+31102708205)	Benson Hospitality				External	London			
00:29  Ursula Ushi (1701)	Active Leisure	 Barbara Fizer (1013)			Internal	Amsterdam			
00:18  Isabelle Ivanovic (1005)	Active Leisure	 Benett Davis (1015)			Internal	Amsterdam			

Main functionality

Any authorized Employee can become Operator



- Log-on / log-off (free seating)
- Selective call pickup of any call from any queue
- Call info while in queue
 - Who, for whom, waiting time, internal/external, etc
- Extensive call handling functions
 - Make, retrieve, park, shuttle, connect, etc
- Full keyboard support
 - Shortcut keys, Tab key, Numeric keypad
- Call alert buzzer
 - Once or continuous, Personal ring tone
- Busy lamp field / Group Display
- Extensive directory support
- 'Coffee' button
- Longest idle call distribution possible (forced feed)

User Presence status



















PC states:

- Offline: the user has not started the Desktop Client
- Online: the user has started his Desktop Client
- Away: the user has started his Desktop Client and has not used his PC for over 15 minutes

Phone states:

- Idle
- In a call
- Ringing
- Forwarded
- Forwarded to Voicemail
- DND

States are visible for every contact in the Client.

		User Presence on PC		
User Phone		Online	Away from computer	Offline
Idle				
In a call				
Ringing				
Forwarded				
Forwarded to voicemail				
Do not disturb				

Queue (3) Fallback (0) External (1) Internal (2) Park (0/0)

	Calling	Company	for...	Type	Site
00:37	Orlando Olivera (+31102708205)	Benson Hospitality		External	London
00:29	Ursula Ushi (1701)	Active Leisure	Barbara Fizer (1013)	Internal	Amsterdam
00:18	Isabelle Ivanovic (1005)	Active Leisure	Benett Davis (1015)	Internal	Amsterdam

See who is calling,

- from where,
- for whom
- with presence and
- call state of the destination

Talk

Connected to...

Fred Forrest (6105)

Active Leisures Holiday, General

For

Alice Andrews (1000)

Active Leisures Holiday, Arrangements

Alice.Andrews@aholidays.com

No.



Hold/transfer
Progress
Information
display

Call handling

- Shortcut keys
- Drag & Drop
- Point & Click

Directory

a

Name	Number	Calendar	Mobile Nr
Alice Andrews	1000		+31601034626
Arron Blo...			78282
Airline Re...			
Barbara F...			1037
Benett Da...			4848
Bethany B...			8237
Björn Bær...			72743
Bonnie Gray	1014	Working Remote	+31609388866
Cindy Charlton	1002		+31604885286

Extensive Directory

- company directory
- personal directory
- external directory
- web directory
- rich presence state
- phone state

Group Display - BLF

- Presence state (including reason)
- Call state of all users

Cindy Charlton	
Office Hours until: 15:00	
I have a dentist appointment at three	
Madeline Macdonald	
General	
Björn Bærum	
Ethan Edwards	
Fred Forrest	
Isabelle Ivanovic	
Latin America Sales	
Benett Davis	
Pedro Ponzó	
Ramon Rodriguez	

International Marketing

Jadyn Jones	
Nancy Nickolson	
Werner Wohlfart	
Zenith Zenoni	

- Individual park queue
- Indication of 'your parkings'
- Selective call pickup

Queue (3)	Fallback (0)	External (1)	Internal (2)	Park (0/0)
Calling	Company	for...		
00:37	Orlando Oliveira (+31102700203)	Benson Hospitality	External	London
00:29	Ursula Ushi (1701)	Active Leisure	Internal	Amsterdam
00:18	Isabelle Ivanovic (1005)	Active Leisure	Internal	Amsterdam

Talk

Connected to... 00:06

Fred Forrest (6105)

Active Leisures Holiday, General

For

Alice Andrews (1000)

Active Leisures Holiday, Arrangements

Alice.Andrews@aholidays.com

Assist - Internal

Additional info

Fred has an hearing aid, consider to use IM

On Thursdays Alice is in Class Room 4

Hold / Transfer

Additional info

- Break in, Call Recording
- Indication that Operator is called on 'own' number

Directory

a

Name	Number	Calendar	Mobile Nr	Department
Alice Andrews	1000		+31601034626	Arrangements
Arron Block	1010	Absent until: 6/5/2011	+31605578282	Emea
Airline Reservation Heathrow	+44209929702302			
Barbara Fizer	1013	Lunch until: 12:30	+31609871037	Emea
Benett Davis	1015	Meeting until: 18:00	+31602704848	US
Bethany Baker	1001		+31609388237	Arrangements
Bjørn Bærum	1008	Out of the Office until: 07:00	+31603772743	General
Bonnie Gray	1014	Working Remote	+31609388866	US
Cindy Charlton	1002		+31604885286	Ticket Booking

- Calendar Presence
- Alternative numbers
- Department / Location

Arrangements

Andrews

Bethany Baker

Gavin Gayle

Victor Västerås

Ticket Booking

Cindy Charlton

Office Hours until: 15:00

I have a dentist appointment at three

Madeline Macdonald

General

Bjørn Bærum

Ethan Edwards

Fred Forrest

Isabelle Ivanovic

Latin America Sales

Benett Davis

Pedro Ponzio

Ramon Rodriguez



Access to other functions

- Coffee Break
- Settings
- Call Log
- BLF
- Voice Mail
- Call Recordings
- Operator Group
- Dynamic BLF

Queue (3)	Fallback (0)	External (1)	Internal (2)	P
Calling				
00:37		Orlando Olivera (+31102708205)	Benson Hospitality	
00:29		Ursula Ushi (1701)	Active Leisure	
00:18		Isabelle Ivanovic (1005)	Active Leisure	

Talk

Connected to...

00:06



Fred Forrest (6105)

Active Leisures Holiday, General

For

Alice Andrews (1000)

Active Leisures Holiday, Arrangements

Alice.Andrews@aholidays.com

On Thursdays Alice is in
Class Room 4

Hannah Henson
[Meeting]

No.



Directory

Name	Number	Calendar	Mobile Nr	Department
Alice Andrews	1000		+31601034626	Arrangements
Arron Block	1010	Absent until: 6/5/2011	+31605578282	Emea
Airline Reservation Heathrow	+44209929702302			
Barbara Fizer	1013	Lunch until: 12:30	+31609871037	Emea
Benett Davis	1015	Meeting until: 18:00	+31602704848	US
Bethany Baker	1001		+31609388237	Arrangements
Bjørn Bærum	1008	Out of the Office until: 07:00	+31603772743	General
Bonnie Gray	1014	Working Remote	+31609388866	US
Cindy Charlton	1002		+31604885286	Ticket Booking

Arrangements

- Alice Andrews
- Bethany Baker
- Gavin Gayle
- Victor Västerås

Ticket Booking

- Cindy Charlton
- Office Hours until: 15:00
- I have a dentist appointment at three
- Madeline Macdonald

General

- Bjørn Bærum
- Ethan Edwards
- Fred Forrest
- Isabelle Ivanovic

Latin America Sales

- Benett Davis
- Pedro Ponzio
- Ramon Rodriguez

Asia Sales

- Karen King
- Lea Livingston
- Terry Tanaka
- Ursula Ushi

International Marketing

- Jady Jones
- Nancy Nickolson
- Werner Wohlfart
- Zenith Zenoni

Wide View: Shows more Queue and Directory fields

NEC Bethany Baker Operator

Queue (3) Fallback (0) External (1) Internal (2) Park (0/0)

Calling	Company	for...	Company	Calendar	Type	Site
00:37 Orlando Olivera (+31102708205)	Benson Hospitality				External	London
00:29 Ursula Ushi (1701)	Active Leisure	Barbara Fizer (1013)	Active Leisure	Lunch until: 12:30	Internal	Amsterdam
00:18 Isabelle Ivanovic (1005)	Active Leisure	Benett Davis (1015)	Active Leisure	Meeting until: 18:00	Internal	Amsterdam

Talk Assist - Internal

Connected to... 00:06 Fred Forrest (6105)
Active Leisure Holidays, General

For Alice Andrews (1000)
Active Leisure Holidays, Arrangements
Alice.Andrews@aholidays.com

No.

Hold / Transfer

On hold... 00:18 Cindy Charlton (1002)
For Hannah Henson [Meeting]

Directory

Name	Number	Calendar	Mobile Nr	Building	Department	Alternative number	Additional info	Company
Alice Andrews	1000		+31601034626	Building 3, Room 4	Arrangements		On Thursdays Al	Active Leisure
Arron Block	1010	Absent until: 6/5/2011	+31605578282	Building 3, Room 34	Emea	+31203124588	On Thursdays Alice is in Class Room 4	
Airline Reservation Heathrow	+44209929702302					+44209929702322		Heathrow
Barbara Fizer	1013	Lunch until: 12:30	+31609871037	Building 3, Room 87	Emea	+31208839283		Active Leisure
Benett Davis	1015	Meeting until: 18:00	+31602704848	Building 3, Room 48	Latin America Sales			Active Leisure
Bethany Baker	1001		+31609388237	Building 3, Room 4	Arrangements	+31209832374		Active Leisure
Bjørn Bærum	1008	Out of the Office until: 07:00	+31603772743	Building 3, Room 221	General	+31203399234		Active Leisure
Bonnie Gray	1014	Working Remote	+31609388866	Building 3, Room 64	US	+31203399388		Active Leisure
Cindy Charlton	1002	Meeting until: 18:00	+31604885286	Building 3, Room 4	Ticket Booking			Active Leisure

Arrangements

- Alice Andrews
- Bethany Baker
- Gavin Gayle
- Victor Våsterås

Ticket Booking

- Cindy Charlton
- Office Hours until: 15:00
- I have a dentist appointment at three
- Madeline Macdonald

General

- Bjørn Bærum
- Ethan Edwards
- Fred Forrest
- Isabelle Ivanovic

Latin America Sales

- Benett Davis
- Pedro Ponzio
- Ramon Rodriguez

Asia Sales

- Karen King
- Lea Livingston
- Terry Tanaka
- Ursula Ushi

International Marketing

- Jady Jones
- Nancy Nickolson
- Werner Wohlfart
- Zenith Zenoni

Wide View: Large Busy Lamp Field

NEC Bethany Baker Operator

Queue (3) | Fallback (0) | External (1) | Internal (2) | Park (0/0)

Calling

	Company	for...	Type	Site
00:37	Orlando Olivera (+31102708205)	Benson Hospitality	External	London
00:29	Ursula Ushi (1701)	Active Leisure	Internal	Amsterdam
00:18	Isabelle Ivanovic (1005)	Active Leisure	Internal	Amsterdam

Talk

Connected to... **Fred Forrest (6105)** 00:06
 Active Leisures Holiday, General

Assist - Internal

Additional info
 Fred has an hearing aid, consider to use IM

Hold / Transfer

On hold... **Cindy Charlton (1002)** 00:18
 For **Hannah Henson [Meeting]**

For

Alice Andrews (1000)
 Active Leisures Holiday, Arrangements
Alice.Andrews@aholidays.com

On Thursdays Alice is in Class Room 4

No. []

Directory

usl

Name	Number	Calendar	Mobile Nr	Department
Eize Slange	1000		+31601034626	US
Gerard Hoogland	1010	Absent until: 6/5/2011	+31605678282	US
Henk Hennuin	1055			US
Henk van der Vaart	1013	Lunch until: 12:30	+31609871037	US
Jan Jansen	1015	Meeting until: 18:00	+31602704848	US
Jan Schoonderwoerd	1001		+31609388237	US
Johan Baas	1008	Out of the Office until: 07:00	+31603772743	US
Maarten Woudboer	1014	Working Remote	+31609388866	US
Magda van Veen	1002		+31604886286	US
Mario Groothuizen	1013	Lunch until: 12:30	+31609871037	US
Marvin Walstra	1015	Meeting until: 18:00	+31602704848	US
Nico van Barneveld	1013	Lunch until: 12:30	+31609871037	US
Paul van de Wijngaard	1015	Meeting until: 18:00	+31602704848	US
Peet Doddema	1001		+31609388237	US
Peter Grothauzen	1008	Out of the Office until: 07:00	+31603772743	US
Peter van Noppen	1014	Working Remote	+31609388866	US
Rachid Makrani	1002		+31604886286	US
Rob Dinnissen	1001		+31609388237	US

US

- Arie van Dam
- Arjan Burggraaf
- Bert Boonstra
- Cees van der Does
- Chris Kraan
- Chunkit Lam
- Cristina Tanasescu
- Eize Slange
- Gerard Hoogland
- Henk Hennuin
- Henk van der Vaart
- Jan Jansen
- Jan Schoonderwoerd
- Johan Baas
- Maarten Woudboer
- Magda van Veen
- Mario Groothuizen
- Marvin Walstra
- Nico van Barneveld
- Paul van de Wijngaard
- Peet Doddema
- Peter Grothauzen
- Peter van Noppen
- Rachid Makrani
- Rob Dinnissen
- Robin Rijnbeek
- Roeland De Snaijer
- Roelof Molenaar
- Roger Timmerman
- Willem van Raaij

Contact Center Solutions

- Bas van Daalen
- Bert Boonstra
- Cees van der Does
- Eric van Dam
- Frank Huijmans
- Frederik Moquette
- Geert van Werde
- Henk Mittendorff
- Jaap Verhoek
- Jeroen Langeberg
- Michel van Eck
- Piet Rullens
- Raymond van der Wel
- Tanvir Hossain
- Ton Koenders
- Ton van Bedijk
- Wim Pullens
- Bethany Baker
- Cindy Charlton
- David Denson
- Ethan Edwards
- Fred Forrest
- Gavin Gayle
- Hannah Henson

Benelux

- Jan Bolink
- Jeroen Bastiaan
- Marcel Kopinsky
- Patrick Bleau
- Rene Ammerlaan
- Tonko Wedda

CaSS

- Adrie Somers
- Bart Andriessen
- Carel Muller
- Cyriel Spruijt
- Dennis Weerdenburg
- Hans Donatz
- Wim Boom

Technical Support

- Andre Blokland
- Ben Ridder
- Carla Harris
- Evert Stark
- Frank de Boer
- Gerard Bollebakker
- Gerard van Giessen
- Hans Admiraal
- Hans Hörter
- Henk Pfeiffer
- Ivan Zelic
- Jan van Loenen
- Jon Brooke
- Joop Bruinekoel
- Kees Baar
- Lukas Tabingh Suermondt
- Nebojsa Stankovic
- Remko van Dijk
- Rocus Driehuisen
- Teus Valster
- Theo Rijnbeek
- Ton Koning
- Ton van Wijk
- Wilfred Bassie
- Wim Hoebee
- Wim van der Horst

Enterprise

- Arie Velthoen
- Benne van der Lugt
- Coen van Geerestein
- Cor Smit
- Enno Douma
- Geert van den Berg
- Gerben Wennink
- Germen Krikke
- Hans van Os
- Henk Horst
- Herman Hakeboom
- Marco Koenen
- Marco van Butelaar
- Ronald Rubens
- Ruud Klaui
- Sietse van der Velde
- Stanislava Jovanovic
- Toine Moerdijk
- Tuan Doan
- Wilco van Schaik
- Wim Henzen

Supply Chain

- Almas Franken
- Anton van Wijk
- Barry Bliedendaal
- Bob van Disseldorp
- Eli Beekes
- Ewa Mazowiecka
- Henk Thomassen
- Klaas Schouten
- Nobukazu Kurihara
- Olaf Molenaar
- Peter Bedijn
- Peter van de Water
- Phu To
- Rene Passchier
- Rolf Gerrits
- Willem Dekker

Benelux

- Bauke van der Vlies
- Bert van Koelen
- Dick van t Zand
- Dirk Blok
- Jaap Keuter
- Jan van Kleef
- Karin van Dam
- Marcel Varkevisser
- Perry Blokland
- Rene Nijhuis

Mobility Dect

Incoming Queues

All in one queue

Queue (3) Fallback (0) External (1) Internal (2) Park (0/0)					
⌚	Calling	Company	for...		Type Site
00:37	Orlando Olivera (+31102708205)	Benson Hospitality			External London
00:29	Ursula Ushi (1701)	Active Leisure	Barbara Fizer (1013)		Internal Amsterdam
00:18	Isabelle Ivanovic (1005)	Active Leisure	Benett Davis (1015)		Internal Amsterdam

Individual queues

Queue (3) Fallback (0) External (1) Internal (2) Park (0/0)					
⌚	Calling	Company	for...		Type Site
00:37	Orlando Olivera (+31102708205)	Benson Hospitality			External London

Detailed Operator Queue info (1)

- Whether call has been in queue before; the caller can be addressed accordingly
- Whether you handled the call or another Operator; Recognition gives a more personal touch
- Why the call is in queue; e.g. called party was busy
- Current status of caller party, e.g. now off the phone
- Company info of 'Calling' and 'for...' party, Site Info (multitenancy)
- Calendar info

Queue (3) Fallback (0) External (1) Internal (2) Park (0/0)						
🕒	Calling		Company	for...	Type	Site
00:37	📞	Orlando Olivera (+31102708205)	Benson Hospitality		External	London
📞 00:29	📞	Ursula Ushi (1701)	Active Leisure	🟢 Barbara Fizer (1013)	📞 Internal	Amsterdam
📞 00:18	📞	Isabelle Ivanovic (1005)	Active Leisure	🟡 Benett Davis (1015)	📞 Internal	Amsterdam

Detailed Operator Queue info (2)

Example:

Queue (3)	Fallback (0)	External (1)	Internal (2)	Park (0/0)	
🕒	Calling	Company	for...	Type	Site
00:37	📞 Orlando Olivera (+31102708205)	Benson Hospitality		External	London
00:29	📞 Ursula Ushi (1701)	Active Leisure	🟢 Barbara Fizer (1013)	Internal	Amsterdam
00:18	📞 Isabelle Ivanovic (1005)	Active Leisure	🟡 Benett Davis (1015)	Internal	Amsterdam

1. This call has not been handled by an Operator before

2a Call has been in the queue before
Call in queue was handled by another Operator



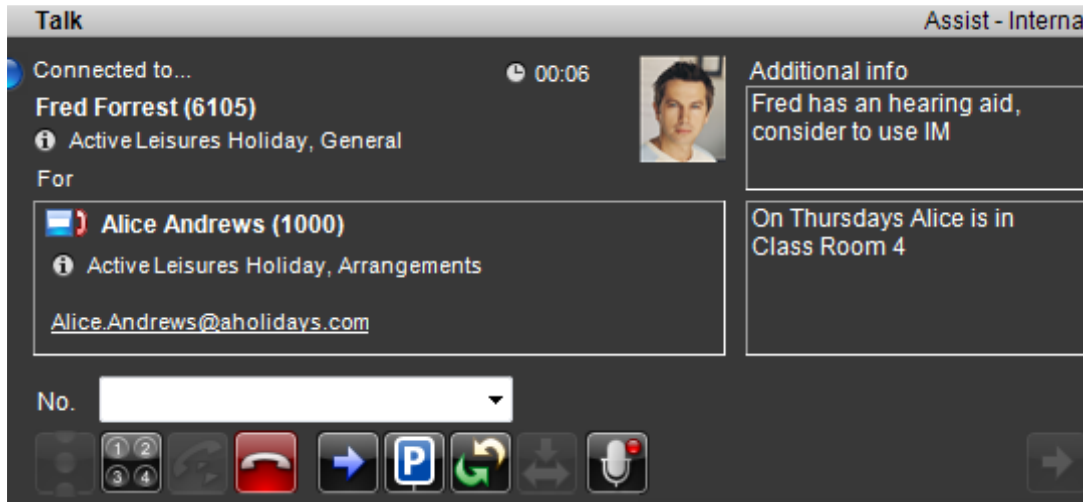
2b Call entered the queue because Barbara was busy

2c Barbara is currently available again (real-time info)

3. Call has been in the queue before
Call in queue was handled by you



The Talk Zone



Buttons to:



Get call from queue



Keypad post dialing



Start/Answer call



End call



Transfer



Park call



Shuttle



Break-In



Record Call



Put call on hold

The name or number of the connected party

The name or number of the originally dialled party with presence and call state

Retry button


Last number redial

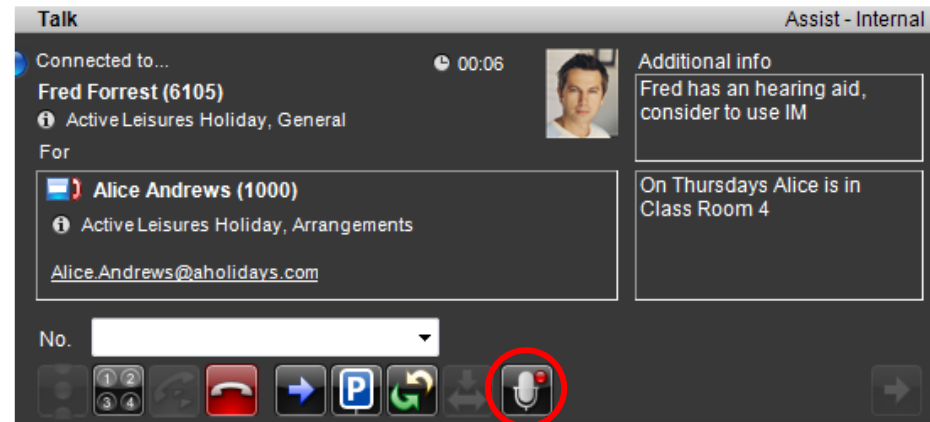
Additional info

Name of the Router

Ad-hoc Call Recording

Start/Stop recording an active call via the record button 

Recordings are accessible via the recordings TAB  in the Desktop Client



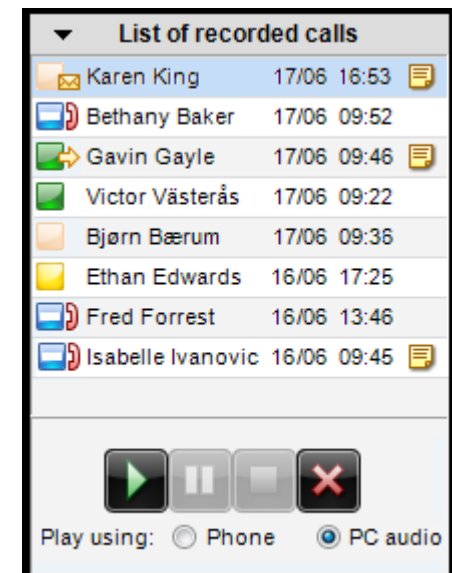
Recording is done via a Voice Servers' 3-party conference call

Playback via Phone and PC



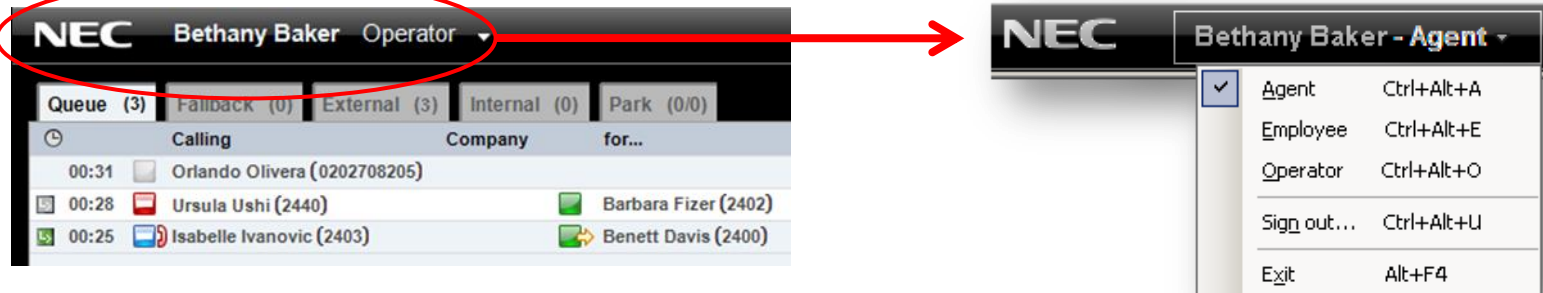
Applications:

- Recording Operator threats
- Logging order confirmations

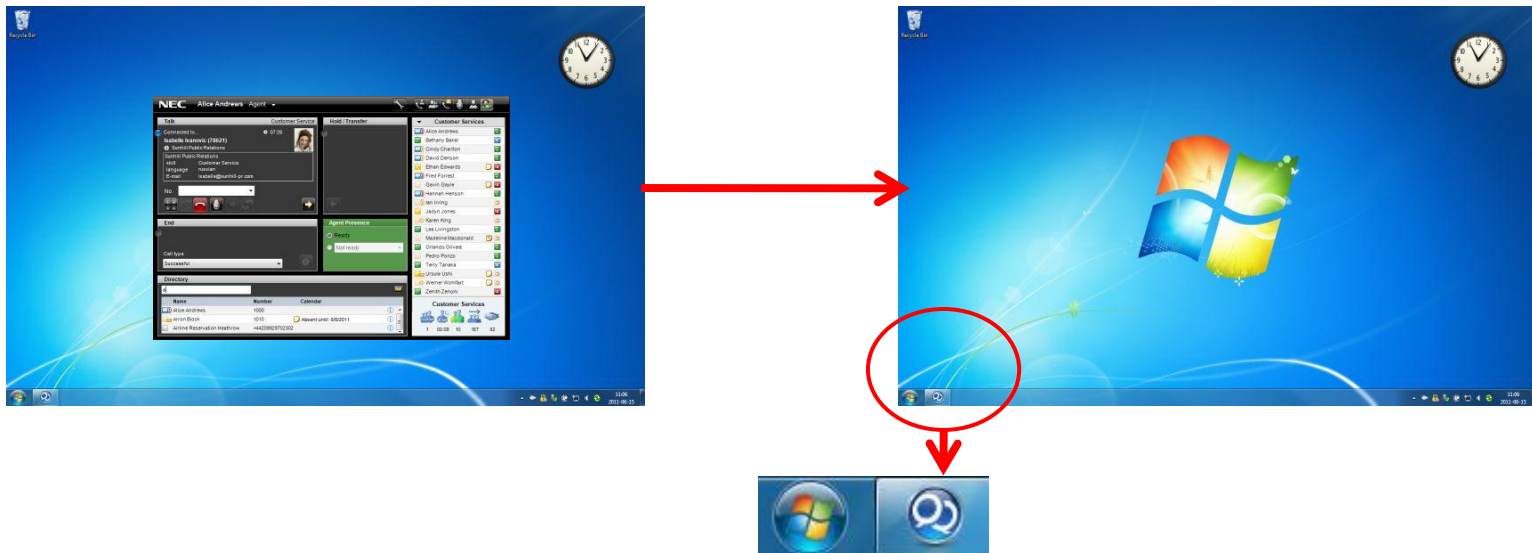


Login, Switch roles & settings

Pull down menu for easy role-switching

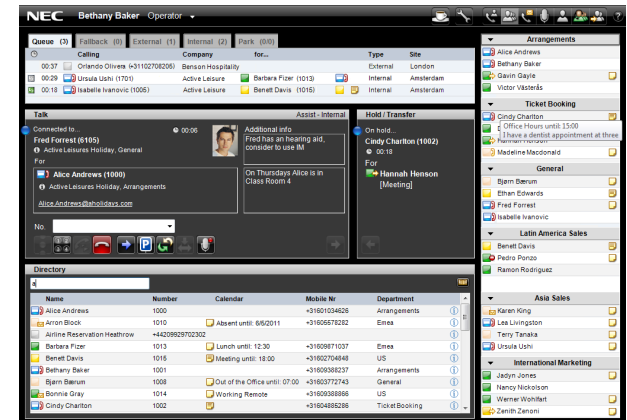


Desktop Client can run in the background minimized to the taskbar



Directories

- Company, External and Personal Directory
- Name and number search
- Search while you type
- Accent insensitive search
e.g. ä à å ç ë è é ï ü æ
- Rich presence info
- Several ways to start a call, incl. Hotkey Dialer



Directory

a

Name	Number	Calendar
Alice Andrews	1000	
Arron Block	1010	Absent until: 6/5/2011
Airline Reservation Heathrow	+44209929702302	
Barbara Fizer	1013	Lunch until: 12:30
Benett Davis	1015	Meeting until: 18:00
Bethany Baker	1001	

User Presence and Telephone state

Calendar State

Presence Note

Access to search the Full Directory
(See also the next slide)

Retrieve all info about person

Full Directory including Photos

Directory Browser

Company Directory External Directory Personal Directory Web Directory

Last Name















Primary number  

Photo	Full name	Primary number	Email	Company	Department	Building	Mobile phone
	Alice Andrews	1000	Alice.Andrews@alolidays.com	Active Leisure Holidays	Arrangements	Building 3, Room 131	+31601034626
	Bethany Baker	1001	Bethany.Baker@alolidays.com	Active Leisure Holidays	Arrangements	Building 3, Room 143	+31609388237
	Cindy Charlton	1002	Cindy.Charlton@alolidays.com	Active Leisure Holidays	Ticket Booking	Building 3, Room 221	+31604885286
	David Denson	1003	David.Denson@alolidays.com	Active Leisure Holidays	Ticket Booking	Building 3, Room 34	+31698882838
	Ethan Edwards	1004	Ethan.Edwards@alolidays.com	Active Leisure Holidays	General	Building 3, Room 64	
	Fred Forrest	1005	Fred.Forrest@alolidays.com	Active Leisure Holidays	General	Building 3, Room 155	+31691232132
	Gavin Gayle	1006	Gavin.Gayle@alolidays.com	Active Leisure Holidays	Arrangements	Building 3, Room 87	+31691232135
	Hannah Henson	1007	Hannay.Henson@alolidays.com	Active Leisure Holidays	Ticket Booking	Building 3, Room 48	



NEC

- Free choice of search fields
- Free choice to display fields

Directory: Profile Privacy and Company Privacy

Profile Privacy:

If checked, the contact details of this user will not be visible to any users (except to admin and users with “allow to configure rights”).

Company Privacy:

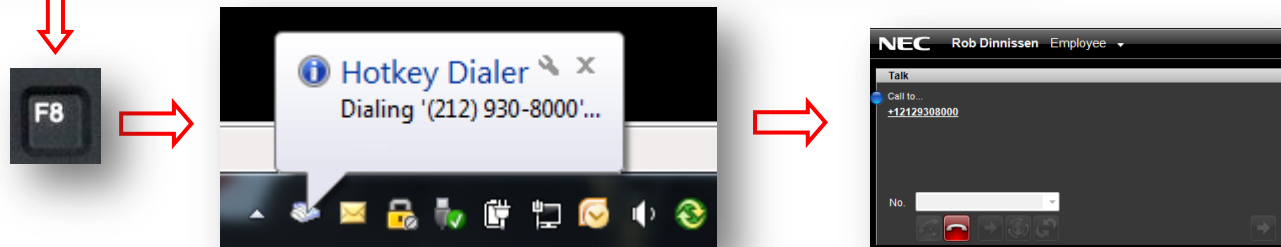
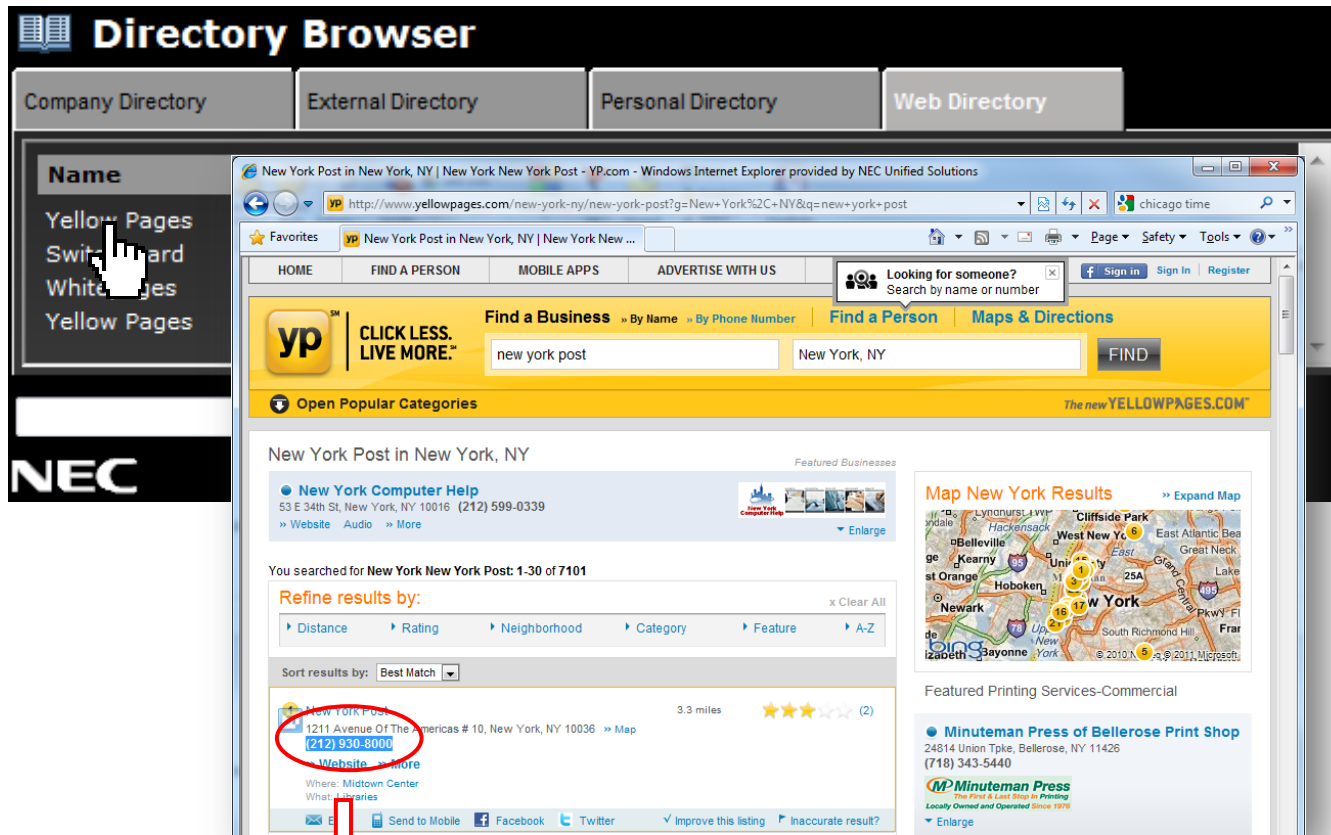
- When activated users can only see contact data (such as name, number, presence) of other users that belong to the same company.
- External Contacts can be related to an internal company

Company Privacy Override:

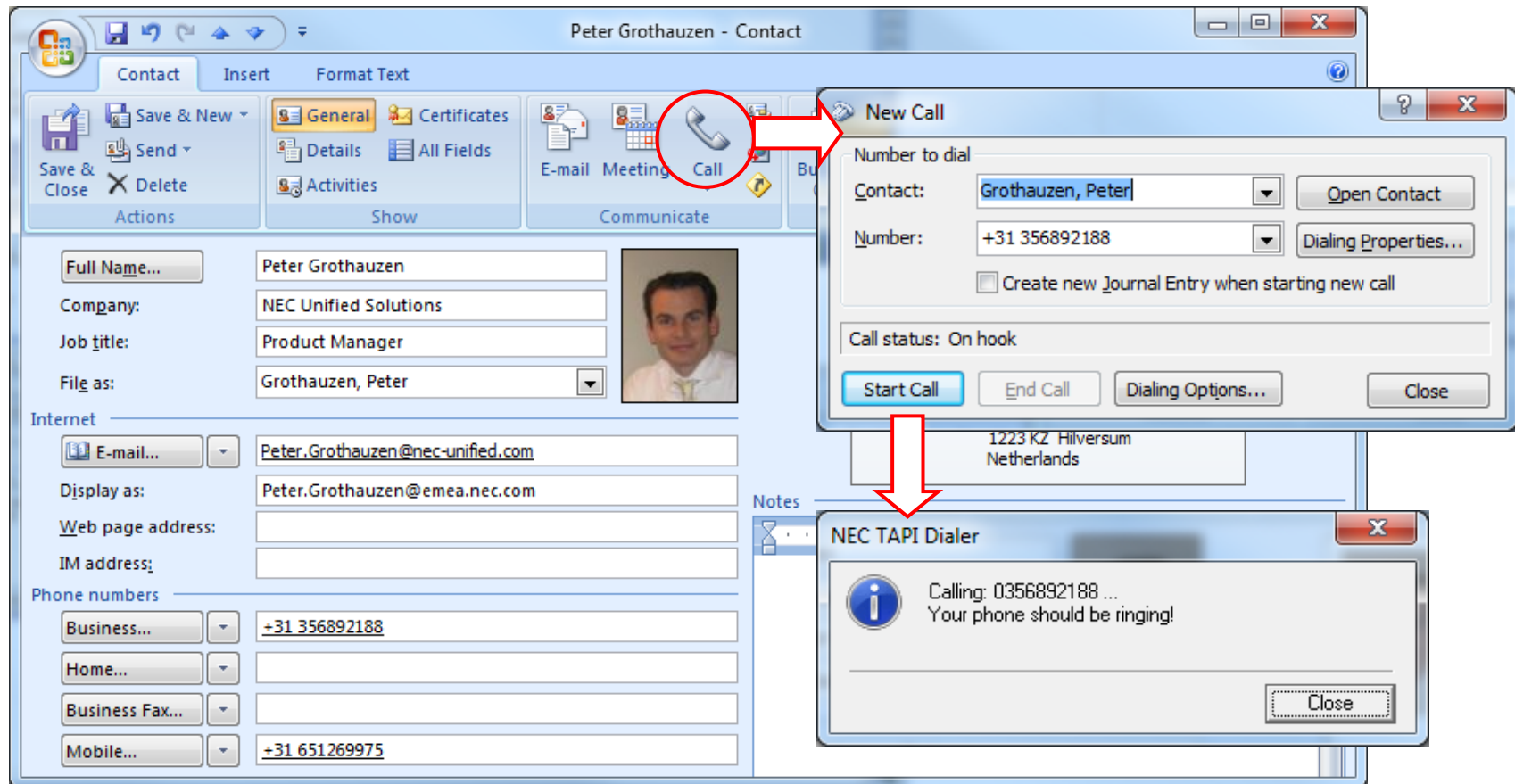
Overrides “Company Privacy” to allow specific users to see entries of all companies. For instance for Operators.

Note: DECT CDA users can see everyone (they are anonymous)

Hotkey Dialer: dial from any application



Outlook Integration: Dial from Outlook Contacts



Or any other TAPI enabled application

Outlook Contact Pop-up

Pop-up options:

- Desktop Client
- MS Outlook contacts

This screenshot shows a contact form for Peter Grothauzen. The form includes fields for Full Name, Company, Job title, File as, Internet (E-mail, Display as, Web page address, IM address), and Phone numbers (Business, Home, Business Fax, Mobile). A small photo of Peter Grothauzen is visible on the right side of the form.

Full Name... Peter Grothauzen

Company: NEC Unified Solutions

Job title: Product Manager

File as: Grothauzen, Peter

Internet

E-mail... Peter.Grothauzen@nec-unified.com

Display as: Peter.Grothauzen@emea.nec.com

Web page address:

IM address:

Phone numbers

Business... +31 356892188

Home...

Business Fax...

Mobile... +31 651269975

This screenshot shows the Outlook Settings window, General tab. The 'Email & Calendar integration' section is highlighted with a red box. It includes options for 'When a call comes in, pop up contacts info from:' (Lotus Notes, Outlook) and 'Enable Outlook calendar synchronization'.

Settings

Voicemail Presence Delegation Groups General

View

☐ Disable Presence Settings from employee view

Email & Calendar integration

☒ When a call comes in, pop up contacts info from:

☐ Lotus Notes

☒ Outlook

☒ Enable Outlook calendar synchronization

Set personal details

This screenshot shows the IBM Lotus Notes contact form for Daniel Burn. The form includes fields for First, Middle, Last, Title, Suffix, Email, Business, Personal, Briefcase, and Advanced. It also includes a section for Contact information (Office phone, Office fax, Cell phone, Pager, Other email 1, Other email 2, Other email 3) and a section for Business address (Street, City, State/Province, Zip/Postal, Country/Region).

Contact: Daniel Burn - IBM Lotus Notes

File Edit View Create Actions Text Help

Address

Welcome Contact: Daniel Burn

1 Save & Close 2 Select Address Format 3 Chat with Contact

Daniel Burn Architect Director

First Daniel

Middle H

Last Burn

Title Mr. Suffix -None-

Email d.burn@burn.com

Business Personal Briefcase Advanced

Business

Company D.H.Burn Refresh Business Address

Job Title Architect Director

Business address

Street 21 Salle Blvd.

City Chicago State/Province I

Zip/Postal 610 Country/Region US

Additional business information

Contact information

Office phone (31) 555-437

Office fax (31) 555-887

Cell phone (31) 569-887

Pager (31) 555-469

Other email 1 d_burn@aia.com

Other email 2 dh.burn@burn.com

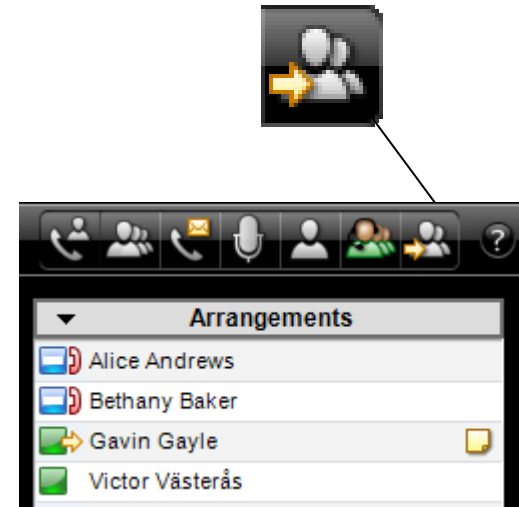
Other email 3 burn@yahoo.com

Cellular phone number.

Dynamic Group field

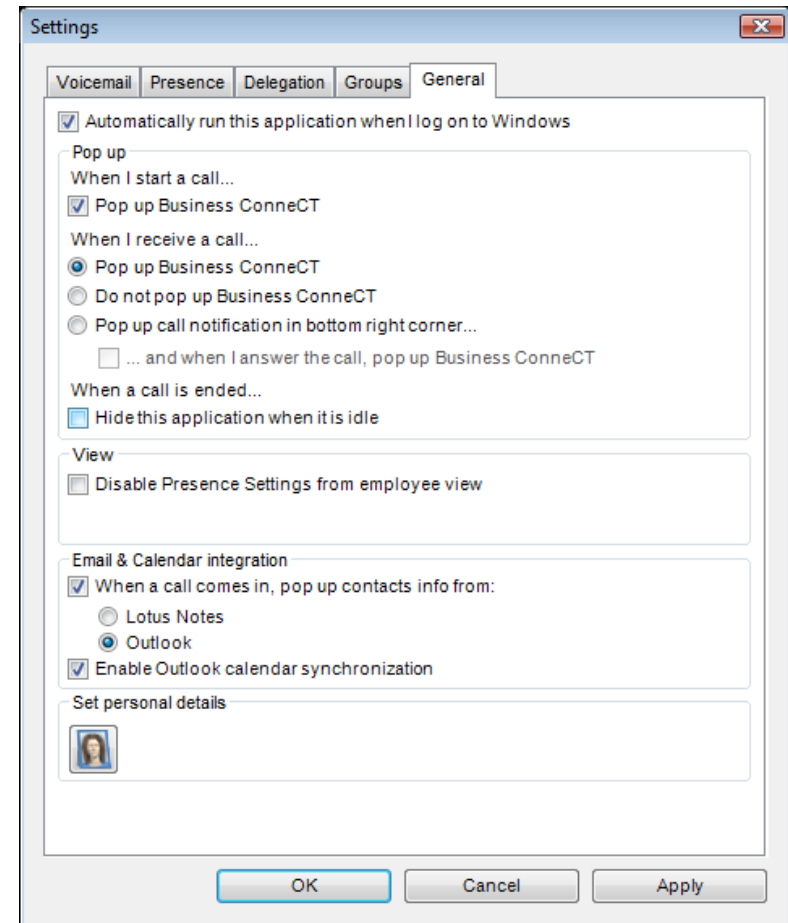
Whenever the Operator answers a 'Fall-Back'-call and the originally dialed party is present in a group, the related group-list is revealed automatically in the Dynamic Group field list.

This allows the Operator to see immediately all alternative people for this originally dialed party.



Operator Settings

- Automatically answer a call when retrieved from the queue
- Auto pop up when a call comes in the queue
- Select ring tone (wav file)
- Ring once or continuously
- Suppress ring tone when in a call



Coffee break

NEC Bethany Baker Operator ▾

Queue (3) Fallback (0) External (1) Internal (2) Park (0/0)

Calling	Company	for...	Type	Site
00:37 Orlando Olivera (+31102708205)	Benson Hospitality		External	London
00:29 Ursula Ushi (1701)	Active Leisure	Barbara Fizer (1013)	Internal	Amsterdam
00:18 Isabelle Ivanovic (1005)	Active Leisure	Benett Davis (1015)	Internal	Amsterdam

Arrangements

- Alice Andrews
- Bethany Baker
- Gavin Gayle
- Victor Västerås

NEC Bethany Baker Operator ▾

Queue (0) Fallback (0) External (0) Internal (0) Park (0)

Talk **Assist - Internal** **Hold / Transfer**

Additional info

No.

Directory

Name	Number	Calendar	Mobile Nr	Department
Alice Andrews	1000		+31601034626	Arrangements
Aaron Block	1010	Absent until: 6/5/2011	+31605676282	Enea
Airline Reservation Heathrow	+44209929702302			
Barbara Fizer	1013	Lunch until: 12:30	+31609671037	Enea
Benett Davis	1015	Meeting until: 18:00	+31602704646	US
Bethany Baker	1001		+31603938237	Arrangements
Bjørn Bærum	1008	Out of the Office until: 07:00	+31603772743	General
Bonnie Gray	1014	Working Remote	+31609388066	US
Cindy Charlton	1002		+31604886286	Ticket Booking

Arrangements

- Alice Andrews
- Bethany Baker
- Gavin Gayle
- Victor Västerås

Ticket Booking

- Cindy Charlton
- Office Hours until: 15:00
- I have a dentist appointment at three
- Madeline Macdonald

General

- Bjørn Bærum
- Ethan Edwards
- Fred Forrest
- Isabelle Ivanovic

Latin America Sales

- Benett Davis
- Pedro Ponzio
- Ramon Rodriguez

Asia Sales

- Karen King
- Lea Livingston
- Terry Tanaka
- Ursula Ushi

International Marketing

- Jaden Jones
- Nancy Nickolson
- Werner Wohlfart
- Zenith Zenoni



Night extension, GSM,

...



Voicemail

Warning when last
Operator

Business Connect

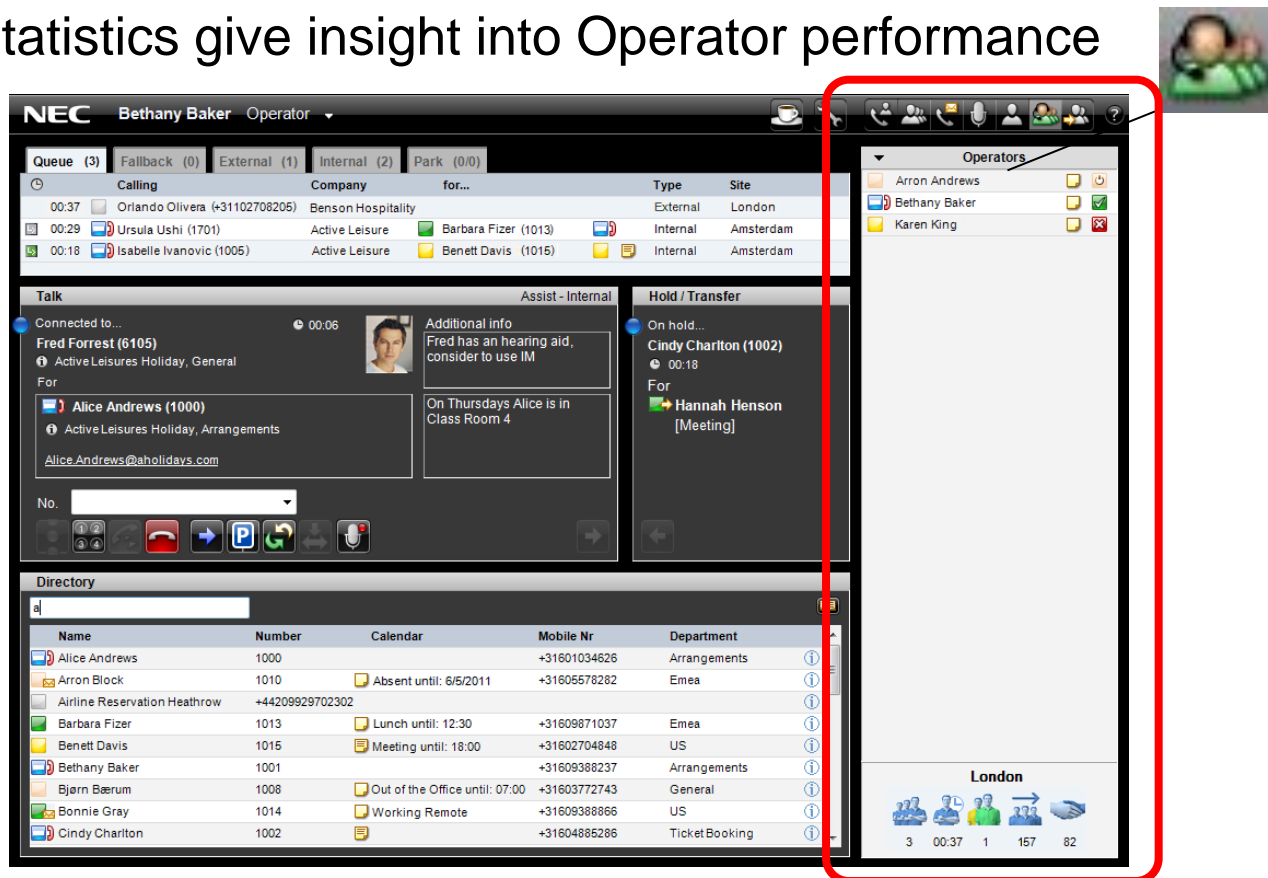
You are the last active operator.
All new incoming calls will be diverted as configured within Business Connect

OK Cancel

Operator Group information

Operators can see the status of the other Operators via a Tab on the Operator screen

- Operators can coordinate their lunch and coffee breaks
- Real-time statistics give insight into Operator performance



The screenshot displays the NEC Operator interface. At the top, the user is identified as 'Bethany Baker' with the role 'Operator'. Below this, there are tabs for 'Queue (3)', 'Fallback (0)', 'External (1)', 'Internal (2)', and 'Park (0/0)'. The main area shows a list of calls with columns for 'Calling', 'Company', 'for...', 'Type', and 'Site'. A 'Talk' section on the left shows a call with 'Fred Forrest (6105)' and 'Alice Andrews (1000)'. A 'Hold / Transfer' section on the right shows a call with 'Cindy Charlton (1002)'. A 'Directory' section at the bottom lists operators with their names, numbers, calendars, mobile numbers, and departments. A red box highlights the 'Operators' tab on the right side of the interface, which shows a list of operators: 'Arron Andrews', 'Bethany Baker', and 'Karen King'. A small inset image of a person wearing a headset is visible in the top right corner.

Calling	Company	for...	Type	Site
00:37	Orlando Olivera (+31102708205)	Benson Hospitality	External	London
00:29	Ursula Ushi (1701)	Active Leisure	Internal	Amsterdam
00:18	Isabelle Ivanovic (1005)	Active Leisure	Internal	Amsterdam

Name	Number	Calendar	Mobile Nr	Department
Alice Andrews	1000		+31601034626	Arrangements
Arron Block	1010	Absent until: 6/5/2011	+31605578282	Eemea
Airline Reservation Heathrow		+44209929702302		
Barbara Fizer	1013	Lunch until: 12:30	+31609871037	Eemea
Benett Davis	1015	Meeting until: 18:00	+31602704848	US
Bethany Baker	1001		+31609388237	Arrangements
Bjorn Baerum	1008	Out of the Office until: 07:00	+31603772743	General
Bonnie Gray	1014	Working Remote	+31609388866	US
Cindy Charlton	1002		+31604885286	Ticket Booking

Operators

- Arron Andrews
- Bethany Baker
- Karen King

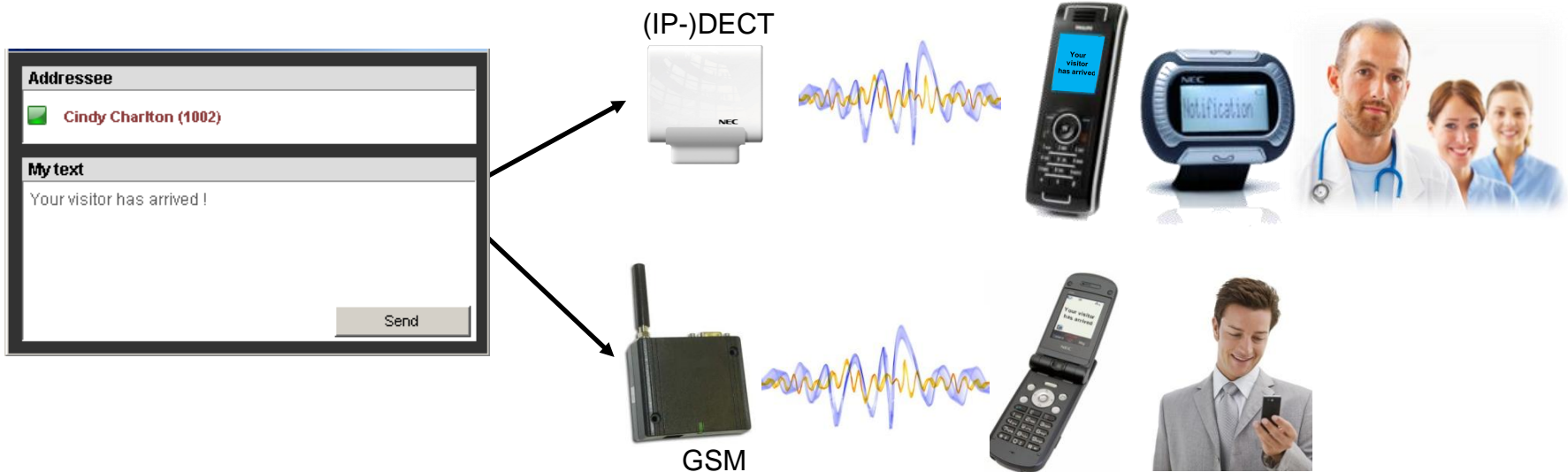
London

3 00:37 1 157 82

Messaging – To Phones

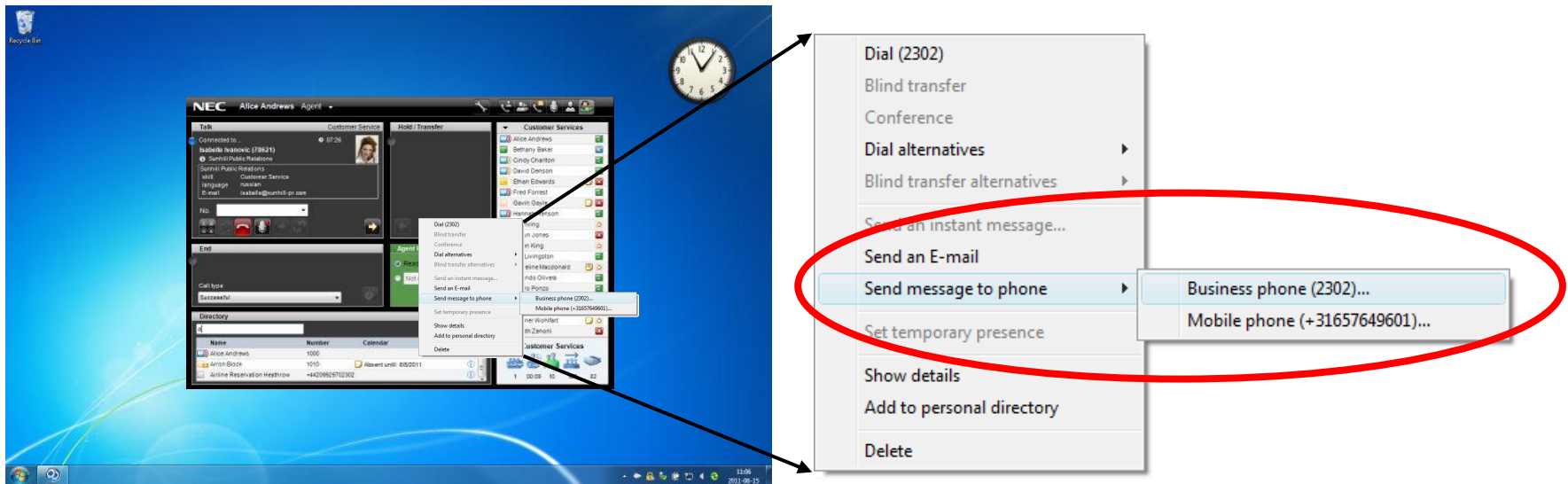
From PC to (IP-)DECT and Mobile Phones (SMS)

- Guaranteed message delivery
- Emergency Notifications
- Text Messaging costs less than call to mobile
- Less intrusive than calling by phone
- Reach people who are unable to answer the phone



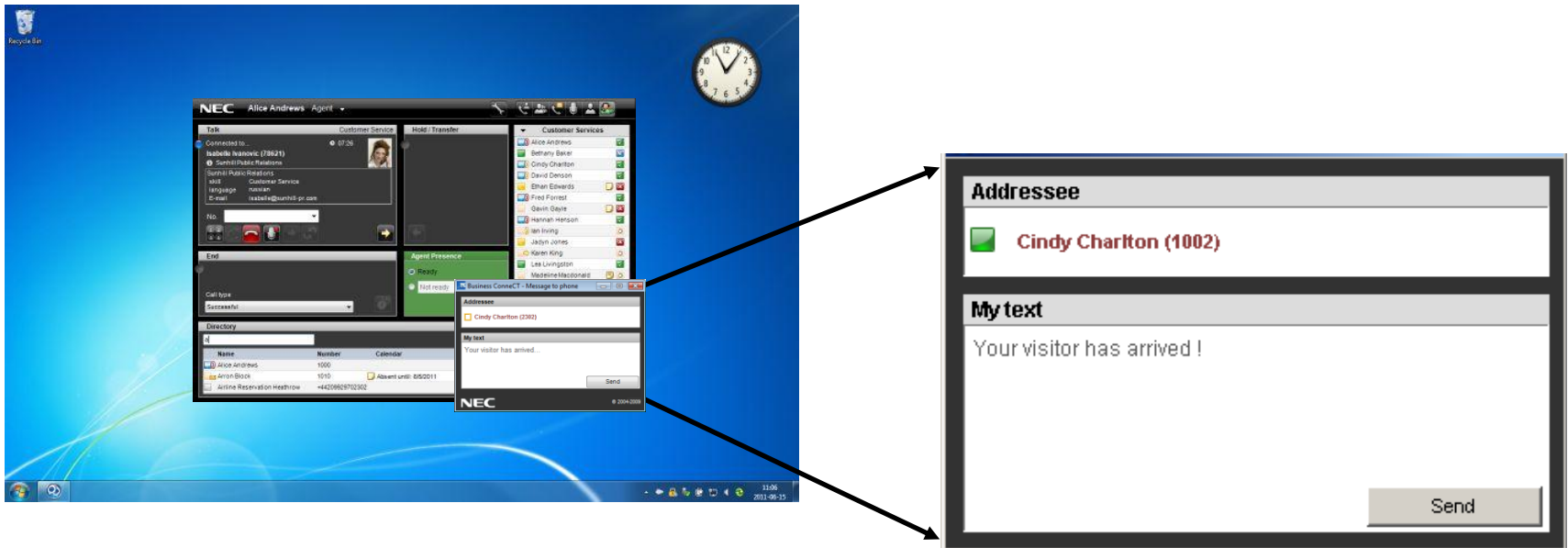
Messaging – To Phones

- Send messages to DECT phones
- Send SMS messages to mobile phones
 - Available to all roles: Operators, Employees and Agents
 - From anywhere in the client: directories, call lists, group lists...



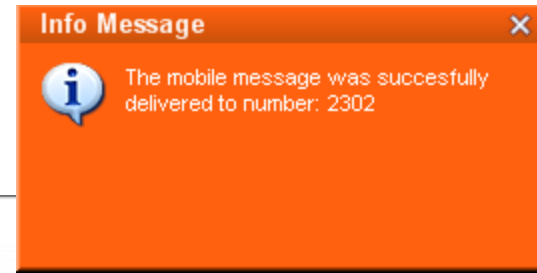
Messaging – To Phones

- Send messages to DECT phones
- Send SMS messages to mobile phones
 - Available to all roles: Operators, Employees and Agents
 - From anywhere in the Desktop Client: directories, call lists, group lists...



Messaging – To Phones

Small popup confirmation of successful delivery



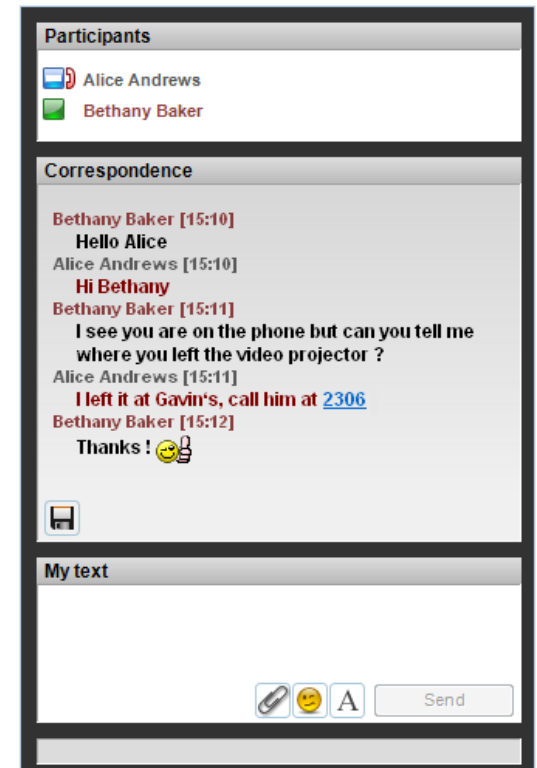
Messaging – IM

Secure Instant Messaging between Desktop Clients

- Less intrusive than calling by phone
- Alternative way to reach someone while person is busy on the phone
- Save telephone costs when communicating with home / remote workers
- Cost effective alternative for Microsoft Lync

Transfer Files between desktops

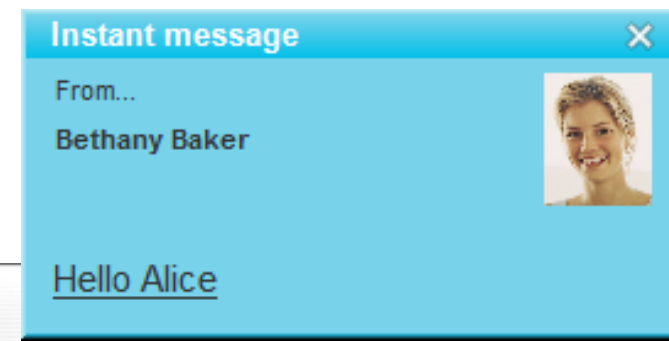
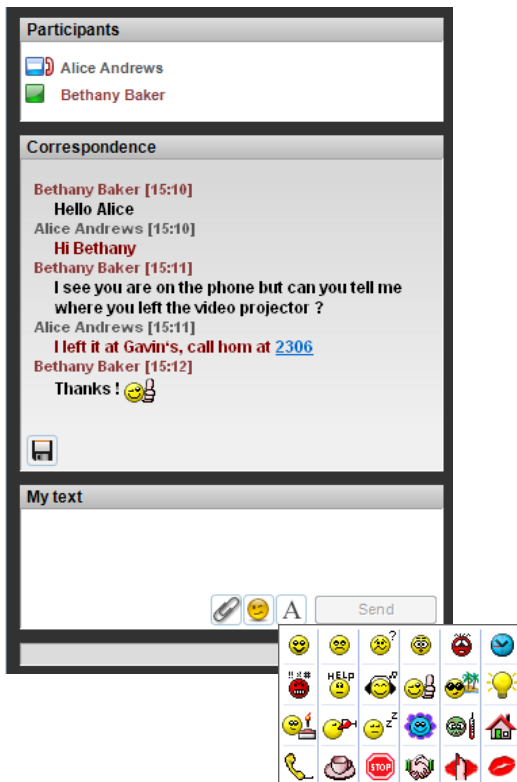
- Instant delivery
- Any type of file
- Instant delivery
- No need to use E-mail
- Well suited for sending Large Files
- Prevent unnecessary storage on the E-mail server



Messaging – IM

Instant Messaging and File Transfer between Desktop Clients

- Make use of emotion icons
- Conversations can be saved
- Small popup on incoming messages



Operator– additional features

- Can use any of the free-seating extensions
- Remote access with (S)MA on iS3000 and ME on SV8100

Hotel Mode

The Operator integrates with your Property Management System (PMS) and ensures up-to-date Guest Information in the Desktop Client

Room + Language

Operator

Queue (2) Fallback (0) External (0) Internal (2) Park (0/0)

Calling	VIP	for...	VIP	Type	Site
01:52 Isabella Concita > R 231 - es <	1			Internal	Opera
01:41 Ursula Ushi > R 157 - en <	9			Internal	Opera

Requested a taxi at 18:00

Talk Operator - Internal

Connected to... Bethany Baker

Additional info
4000
R 203, en, 9, Request for new TV remote control

Hold / Transfer

Tool tip (up to 50 characters free format string)

VIP status (integer value)

Operator can set the language of the Terminal to the language of the guest!

Solution for the visually impaired

- Together with BAUM, a complete set of applications (Braille unit, screen reader and magnification software options) have been developed in order enable visually impaired people to work as Operators.
- See also the presentation:
“Operator and vision impairment solutions - Freedom Scientific (JAWS)”
- These solutions work perfectly in combination with the BCT Operator



More functionality details

Queues

- New call alert (audible and visible, pop-up)
- Number of callers in the queue
- Internal / external caller
- Number and name of caller
- Number and name of requested party
- Time in queue

Call log

- Missed calls
- Last dialed numbers
- Answered calls

Directory with organizational structure

Answer, park, shuttle, enquiry and connect call, break in (*)

Attended and blind call transfer

(*) Exact supported functionality depends on PBX platform

Operator benefits

- Reduce the number of times a caller is transferred
- Reduce the number of fall back calls
- Easy look and feel reduces Operator training
- Normal employees can assist the operators
- Cost reduction by a more efficient use of existing Operator staff
- More incoming calls can be handled per Operator
- Adequate response to incoming calls leads to revenue growth
- Save time and inform the caller instantly with the right information
- Improve customer satisfaction!



Operator

- Logical and intuitive call handling
- Also for part-time employees
- No in-depth training needed
- Fully integrated with company directory and organization
- Fully integrated with other roles, such as Employee and Contact Center

The screenshot displays the NEC BCT Operator interface for Bethany Baker. The top bar shows the user's name and role. Below it, a queue of calls is visible with columns for time, caller, company, and type. The main workspace is divided into several panels: 'Talk' showing the active call with Fred Forrest, 'Additional info' with notes about a hearing aid, 'Hold / Transfer' for Cindy Charlton, and a 'Directory' panel at the bottom listing employees with their contact details. The right sidebar contains organizational charts for Arrangements, Ticket Booking, General, Latin America Sales, and Asia Sales.

Queue (3)	Fallback (0)	External (1)	Internal (2)	Park (0/0)
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00:29	Ursula Ushi (1701)	Active Leisure	Barbara Fizer (1013)	
00:18	Isabelle Ivanovic (1005)	Active Leisure	Benett Davis (1015)	

Name	Number	Calendar	Mobile Nr	Department
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Airline Reservation Heathrow		+44209929702302		
Barbara Fizer	1013	Lunch until: 12:30	+31609871037	Emea
Benett Davis	1015	Meeting until: 18:00	+31602704848	US
Bethany Baker	1001		+31609388237	Arrangements
Björn Bærum	1008	Out of the Office until: 07:00	+31603772743	General
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Cindy Charlton	1002		+31604885286	Ticket Booking

Empowered by Innovation

NEC