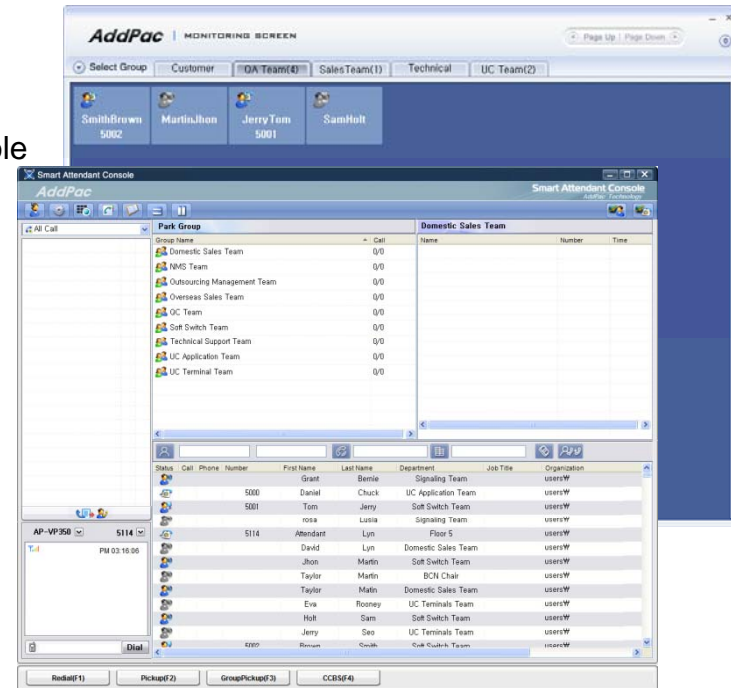


Smart Attendant Console (version 1.0)

Without notice, Design and Function of AddPac Smart Attendant Console can be changed for the better performance and additional customer requirement.



AddPac

AddPac Technology

2012, Sales and Marketing

Contents

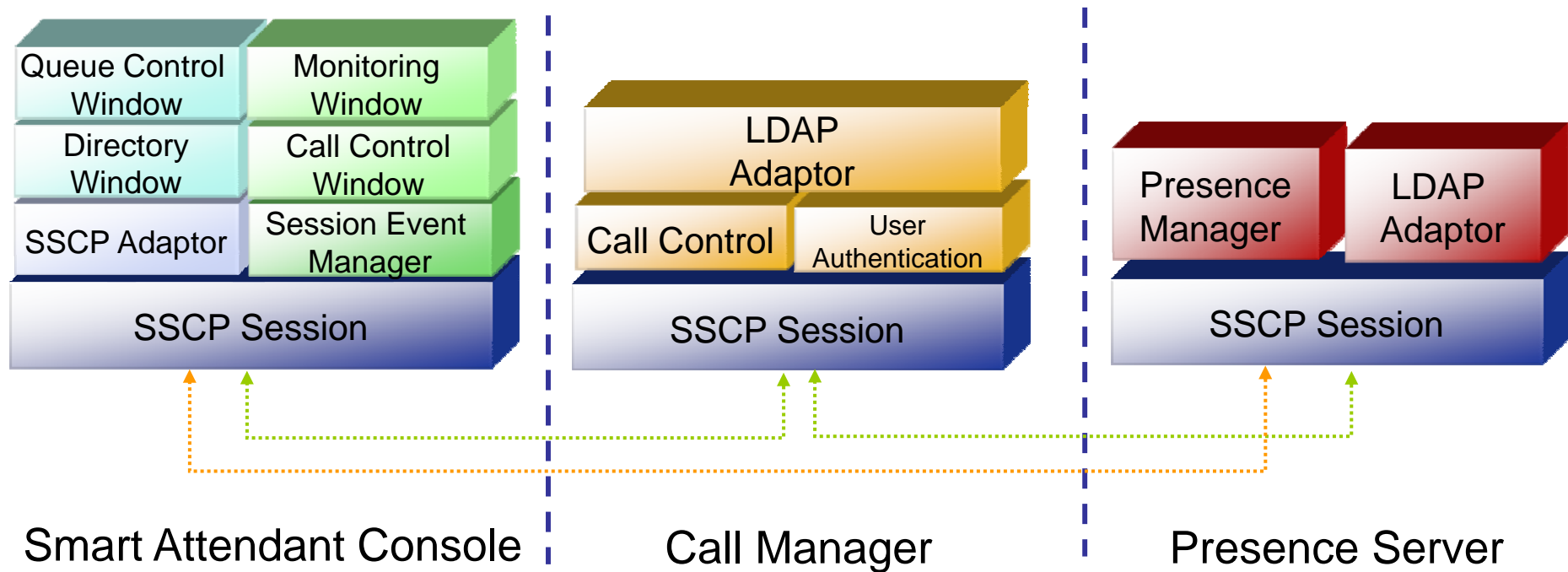
- Overview
- Smart Attendant Console Structure
- Smart Attendant Console System Diagram
- Smart Attendant Console Feature
- Smart Attendant Console UI
 - Main Screen Feature
 - Monitoring Screen and Feature
 - Broadcasting Screen and Feature
 - Fire Alerting Screen And Feature

Overview

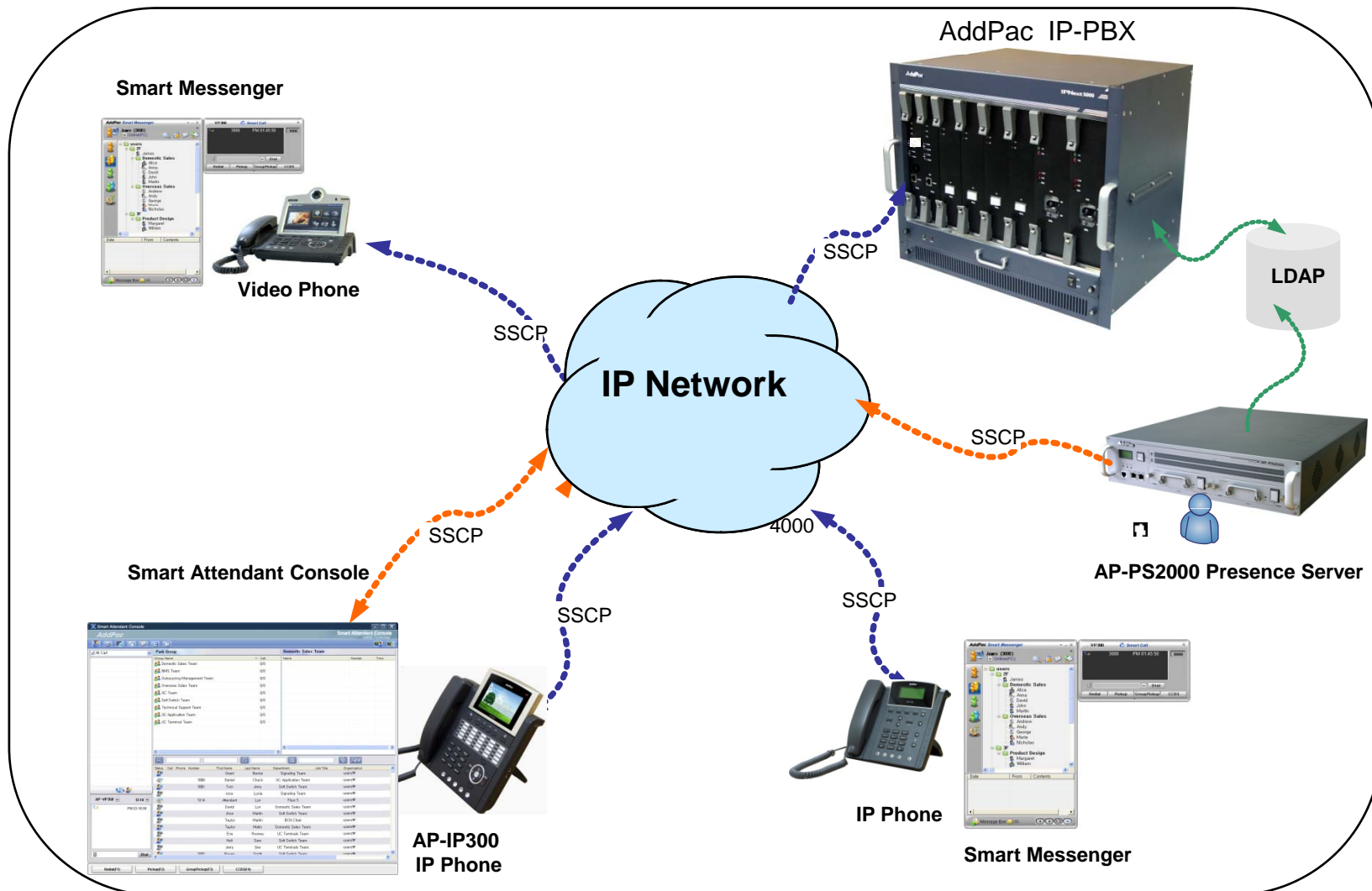
Support Efficiently Call Routing and Smart Presence Service

- Smart Attendant Console Function
 - Support Call Routing Service
 - Support Directory Search
 - Support User Presence Information
 - Support Phone Number Presence Information
 - Interoperation with Directory and Smart Attendant Console
 - Support Smart Call Control and Additional Service Control
 - Support Longest Wait Time based Incoming Call Process
 - Support Private Phone Book
 - Support Drag and Drop Call Control Service
 - Support Remote Broadcasting Control Feature

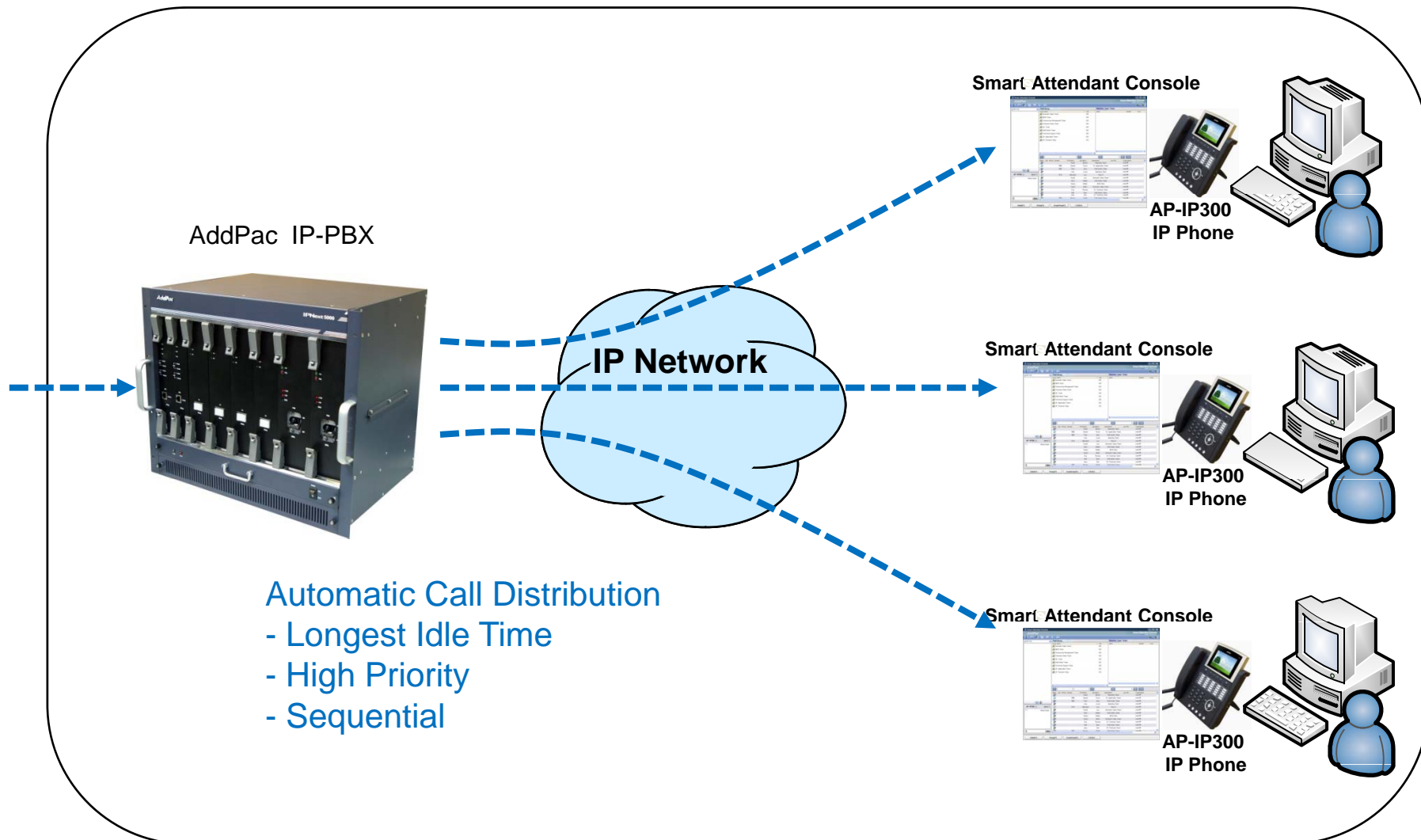
Smart Attendant Console Structure



Smart Attendant Console System Diagram



Smart Attendant Console Automatic Call Distribution



Smart Attendant Console Feature

- Smart Login Service
 - User Login and Logout Feature
- Automatic Call Distribution Feature
 - No Call Distribution Mode
 - An Available Attendant Manually Answer a Call in the Queue
 - Longest Idle Time Mode
 - Call Manager Automatically Send a Call to Longest Idle Attendant
 - Preference Mode
 - Call Manager Automatically Send a Call to High Priority Attendant
 - Sequential Mode
 - Call Manager Automatically Send a Call to an Attendant Sequentially

Smart Attendant Console Feature (cont.)

- Queue Call Control Feature
 - Wait Time Based Call Answer
 - Longest Wait Call Answer
 - Show Incoming Call by Call Type
 - Internal Call Show
 - External Call Show
 - Show All Call
 - Display Call Status Icon for Waiting Time
 - Call Busy, Call Wait Alerting, Call Wait Warning
 - User Configure the Wait Status Time

Smart Attendant Console Feature (cont.)

- Additional Call Service
 - Park Group Monitoring
 - Show Park Group Call Status for All Park Group
 - Show Detail Park Group Call List for Specify Park Group
 - Call Group Park, Park Group Call Pickup
 - Display Call Status Icon for Waiting Time
 - Call Busy, Call Wait Alerting, Call Wait Warning
 - User Configure the Wait Status Time

Smart Attendant Console Feature (cont.)

- **Additional Call Service**
 - Phone Book Feature
 - Group Create, Modify, Delete
 - Contact Add, Delete, Modify
 - Common Feature
 - Dial
 - View Detail Contact Information
 - Send e-mail
 - Dial, Send e-mail Using Phone Book
 - Private Contacts Managing Feature
 - Detail Contact Information View
 - Support Emergency / Night Mode (ToDo)
 - Configure Emergency Voice Content and Enable/Disable Emergency Mode
 - Enable/Disable Night Mode

Smart Attendant Console Feature (cont.)

- Directory Search Service
 - User Search Feature
 - Various Search Options
 - First Name, Last Name, Department, Phone Number
 - Search User Presence Status View
 - PC Online, Phone Online, PC-Phone Online
 - Working, Away, Absence
 - Be In Conference, Call Busy
 - Interoperate with Directory Search User Information
 - Double Click Call Dial and Manual Call Dial
 - Drag and Drop Call Transfer and Manual Call Transfer
 - Dynamic Conference

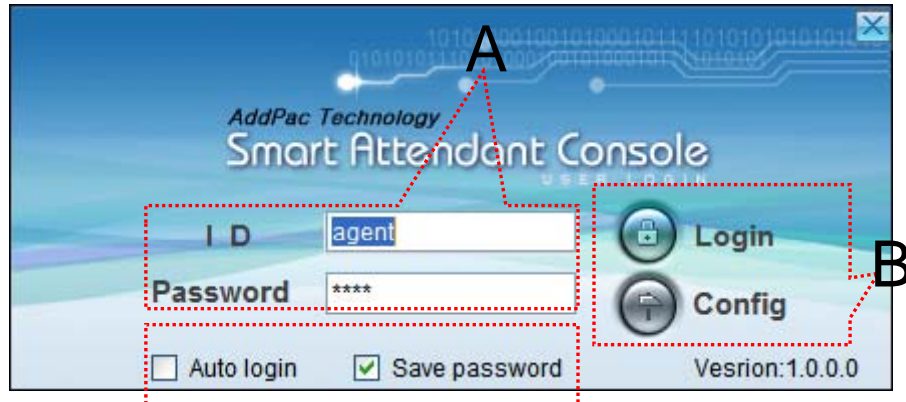
Smart Attendant Console Feature (cont.)

- **Monitoring Presence Service**
 - Support Monitoring Group
 - Add, Modify, Delete Monitoring Group and User
 - Add Group from Public Contacts
 - Phone Presence Status
 - Online, Working, Away, Absence
 - Be In Conference, Call Busy
 - Display Call Information
 - Caller Name, Phone Number
 - Phone Type (Phone, Mobile), Call Type (In/Out-Bound Call)
 - Display Call Status Icon for Waiting Time
 - Call Idle, Call Busy, Call Wait Alerting, Call Wait Warning
 - User Configure the Wait Status Time

Smart Attendant Console Feature (cont.)

- **Broadcasting Service**
 - Support Broadcasting Control Feature
 - Easy to Start/Stop Broadcasting
 - Show Broadcasting Group Status
 - Set Broadcasting Volume
 - Support User Friendly Design
- **Fire Alerting Service**
 - Automatic Fire Alerting Broadcasting
 - Show Fire Alerting Status

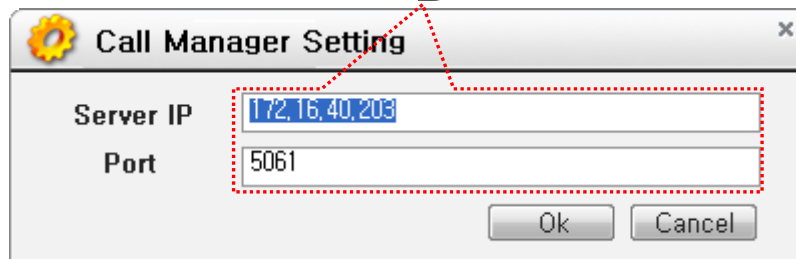
Smart Attendant Console Login



[Figure 1]

C

D



[Figure 2]



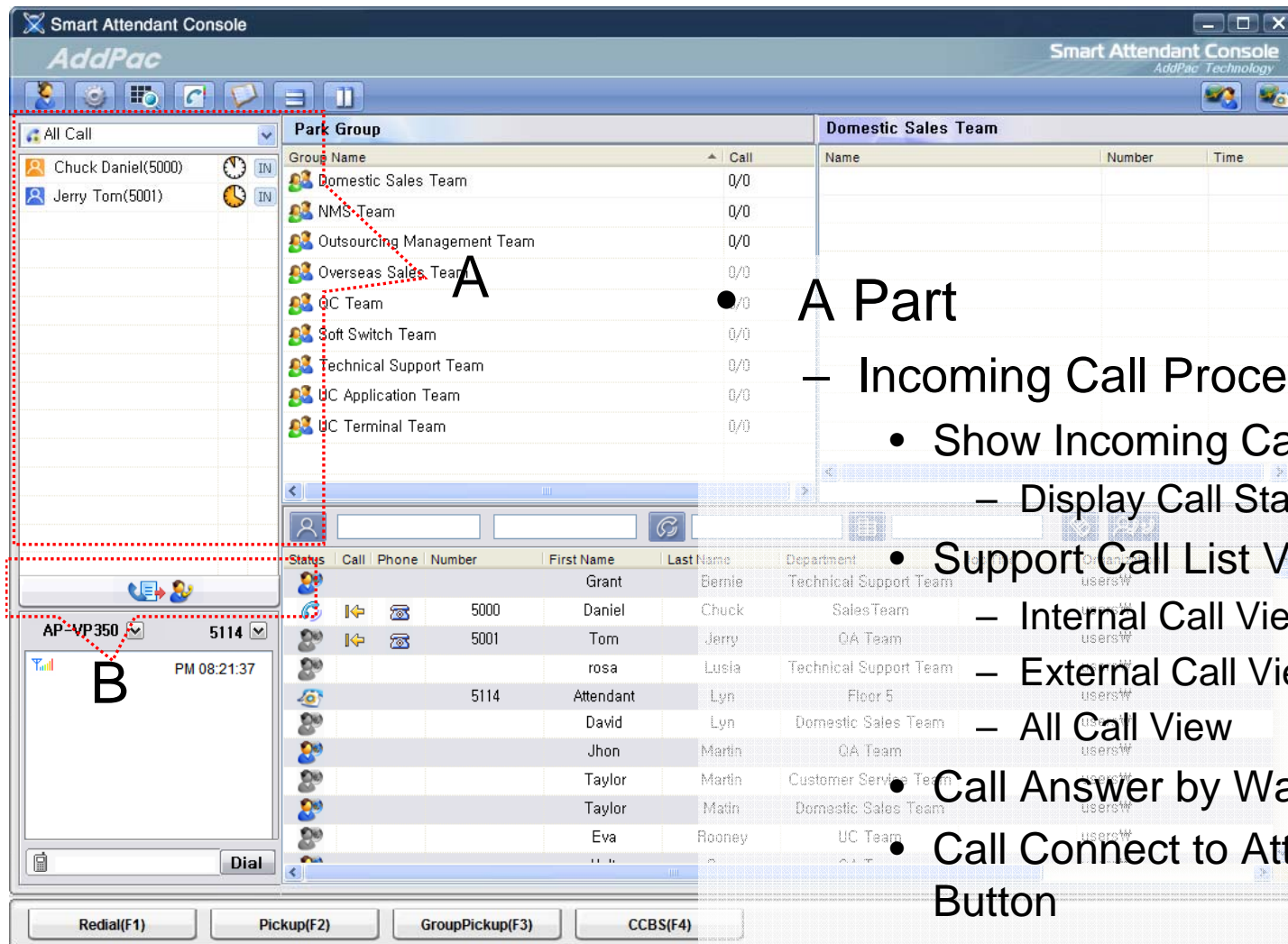
[Figure 3]

- Attendant Console Login

- [Figure 1] shows the login picture of smart attendant Console program. "E" of [Figure3] is ICON of Smart Attendant Console Program.
- When program is started initially, user should set the network configuration parameter such as IP address, Port number of Presence Server.[Figure2]
- After inputting ID and Password, press the login button

Smart Attendant Console

Main Screen Feature



A Part

– Incoming Call Process Part

- Show Incoming Call Status

– Display Call Status by Wait Time Icon

- Support Call List View Option

– Internal Call View

– External Call View

– All Call View

- Call Answer by Wait Time

- Call Connect to Attendant Using “B” Button

Smart Attendant Console

Main Screen Feature (cont.)

- B Part

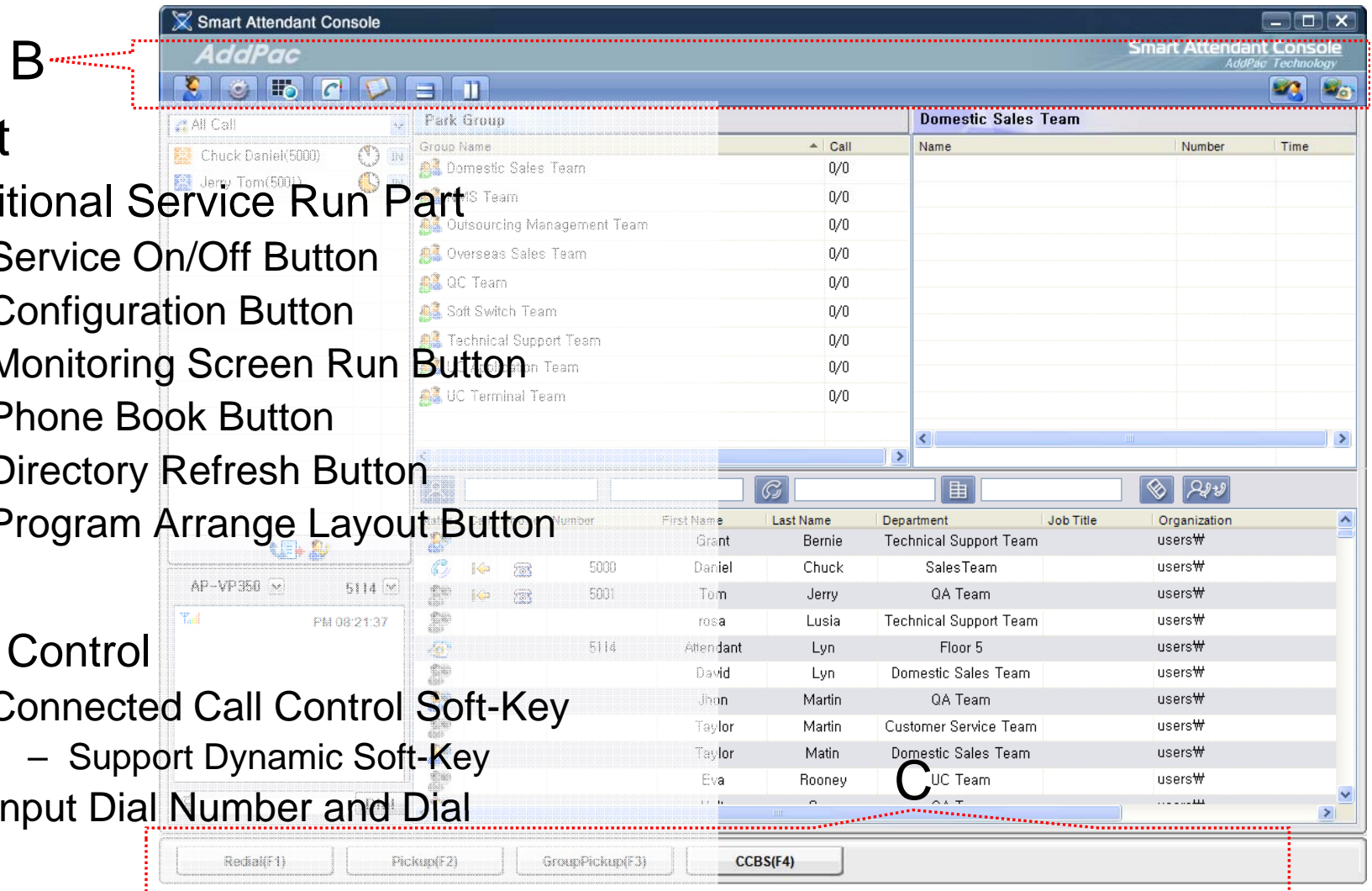
- Additional Service Run Part

- Service On/Off Button
 - Configuration Button
 - Monitoring Screen Run Button
 - Phone Book Button
 - Directory Refresh Button
 - Program Arrange Layout Button

- C Part

- Call Control

- Connected Call Control Soft-Key
 - Support Dynamic Soft-Key
 - Input Dial Number and Dial



Smart Attendant Console Main Screen Feature (cont.)

- D Part
 - Directory Search Part
 - Provide Various Search Options
 - First Name, Second Name
 - Department
 - Phone Number
 - Support User Presence Service
 - Interoperation with Directory Search User

The screenshot displays the Smart Attendant Console interface. A window titled 'Smart Attendant Console' is open, showing a 'Park Group' dropdown menu with a list of teams including Domestic Sales Team, Outourcing Management Team, Overseas Sales Team, QC Team, Soft Switch Team, Technical Support Team, and UC Application Team. Below this, a table shows call statistics for the 'Domestic Sales Team' with columns for Name, Number, and Time, all currently showing 0/0. A red dotted line highlights a search bar area with a large 'D' above it. Below the search bar is a table with columns: Status, Call, Phone, Number, First Name, Last Name, Department, Job Title, and Organization. The table contains several rows of user data. At the bottom of the console, there are buttons for 'Redial(F1)', 'Pickup(F2)', 'GroupPickup(F3)', and 'CCBS(F4)'. A green dotted circle highlights the 'CCBS(F4)' button and the user presence icons below it.

Status	Call	Phone	Number	First Name	Last Name	Department	Job Title	Organization
				Grant	Bernie	Technical Support Team		usersW
			5000	Daniel	Chuck	Sales Team		usersW
			5001	Tom	Jerry	QA Team		usersW
				rosa	Lusia	Technical Support Team		usersW
			5114	Attendant	Lyn	Floor 5		usersW
				David	Lyn	Domestic Sales Team		usersW
				Jhon	Martin	QA Team		usersW
				Taylor	Martin	Customer Service Team		usersW
				Taylor	Matin	Domestic Sales Team		usersW
				Eva	Rooney	UC Team		usersW

Smart Attendant Console Main Screen Feature (cont.)

The screenshot displays the Smart Attendant Console interface. At the top, the title bar reads "Smart Attendant Console" and "AddPac". Below the title bar is a toolbar with various icons. The main area is divided into several sections:

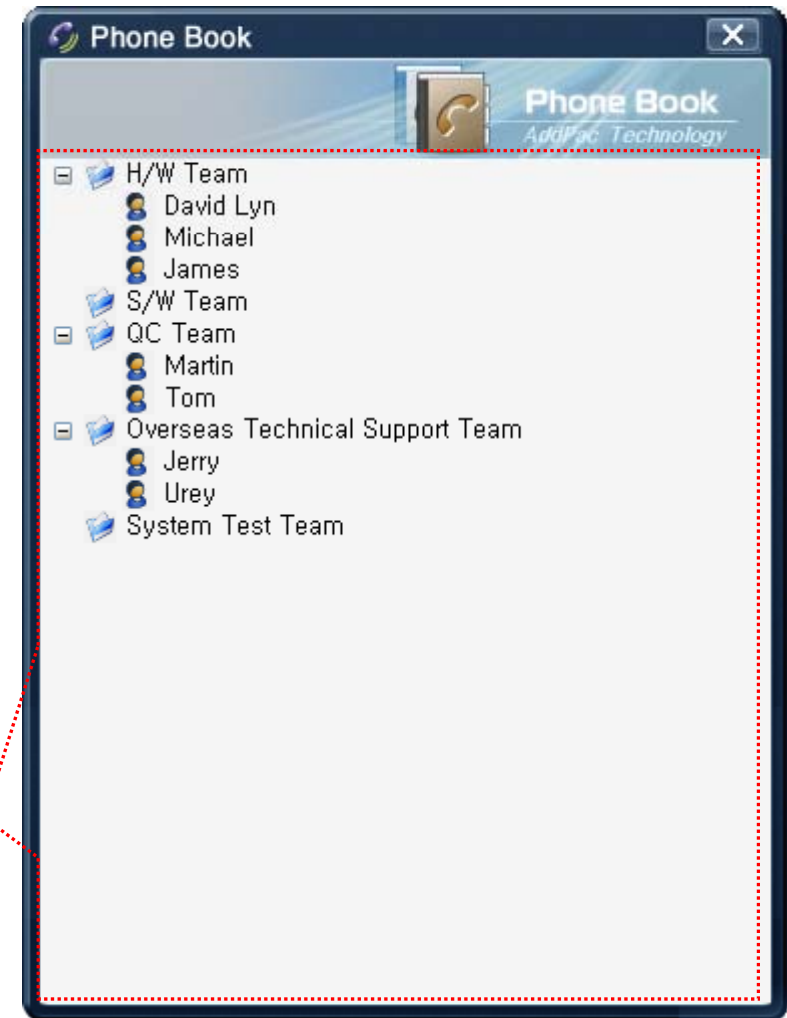
- Left Panel:** A dropdown menu labeled "All Call" and a large empty area with a red "E" and a red dotted line pointing to the "Park Group" table.
- Park Group Table:** A table with columns "Group Name" and "Call". It lists various teams and their call counts. The "Technical Support Team" is highlighted in blue.
- Technical Support Team Detail Table:** A table with columns "Name", "Number", and "Time". It shows details for DanielChuck (5000, 62) and TomJerry (5001, 38).
- Call List Table:** A table with columns "Status", "Call", "Phone", "Number", "First Name", "Last Name", "Department", "Job Title", and "Organization". It lists various call records.
- Bottom Panel:** A row of buttons: "Redial(F1)", "Pickup(F2)", "GroupPickup(F3)", and "CCBS(F4)".

- E Part
 - Park Group Management Part
 - Show Park Group Call Status
 - Show Detail Park Group Call List
 - Support Group Park, Group Park Call Pickup

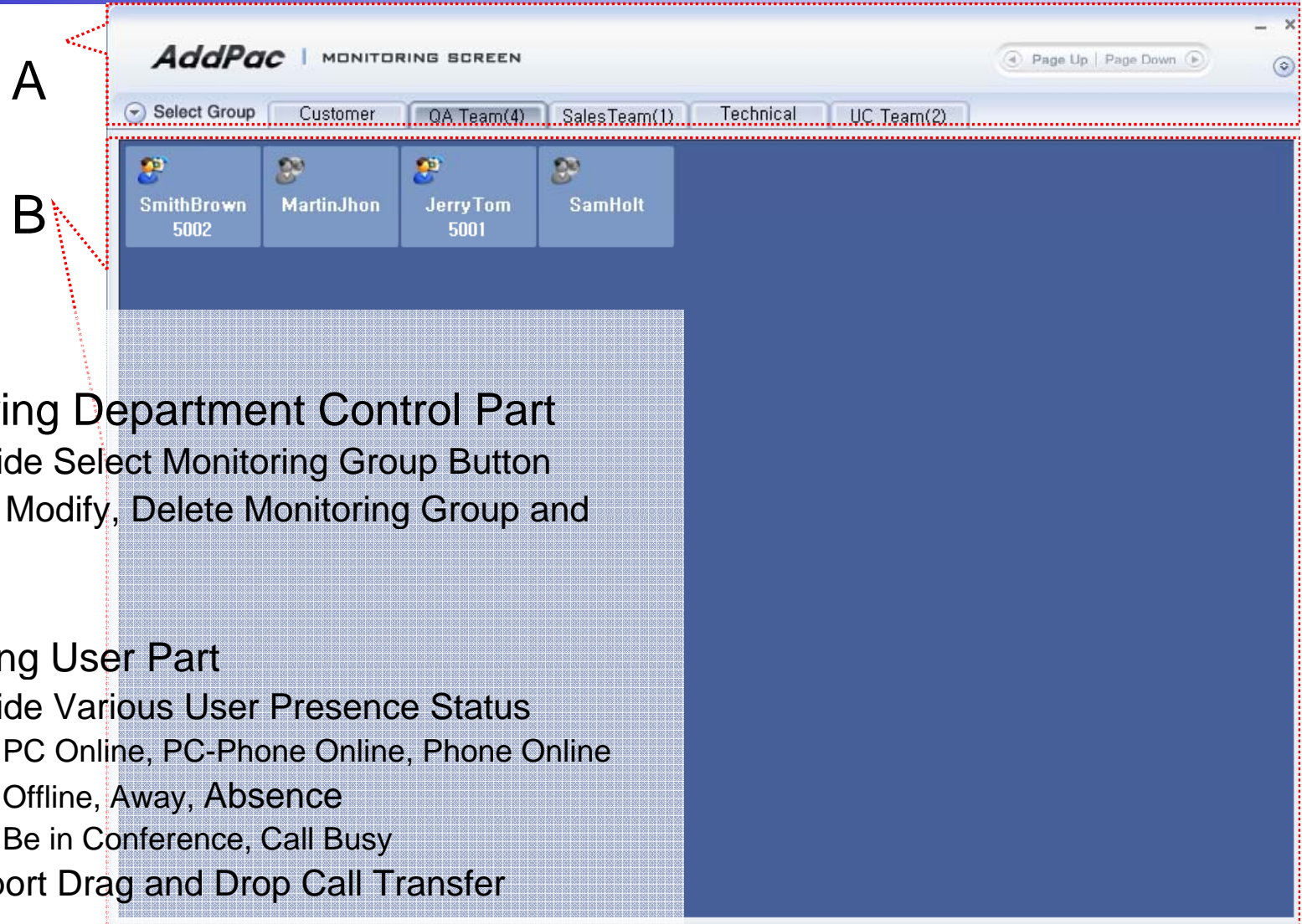
Smart Attendant Console

Main Screen Feature (cont.)

- F Part
 - Phone Book Management Part
 - Group Create, Modify, Delete
 - Contact Add, Delete, Modify
 - Common Feature
 - Dial
 - View Detail Contact Information
 - Send e-mail
 - Dial, Send e-mail Using Phone Book
 - Private Contacts Managing Feature
 - Detail Contact Information View



Smart Attendant Console Monitoring Screen Feature



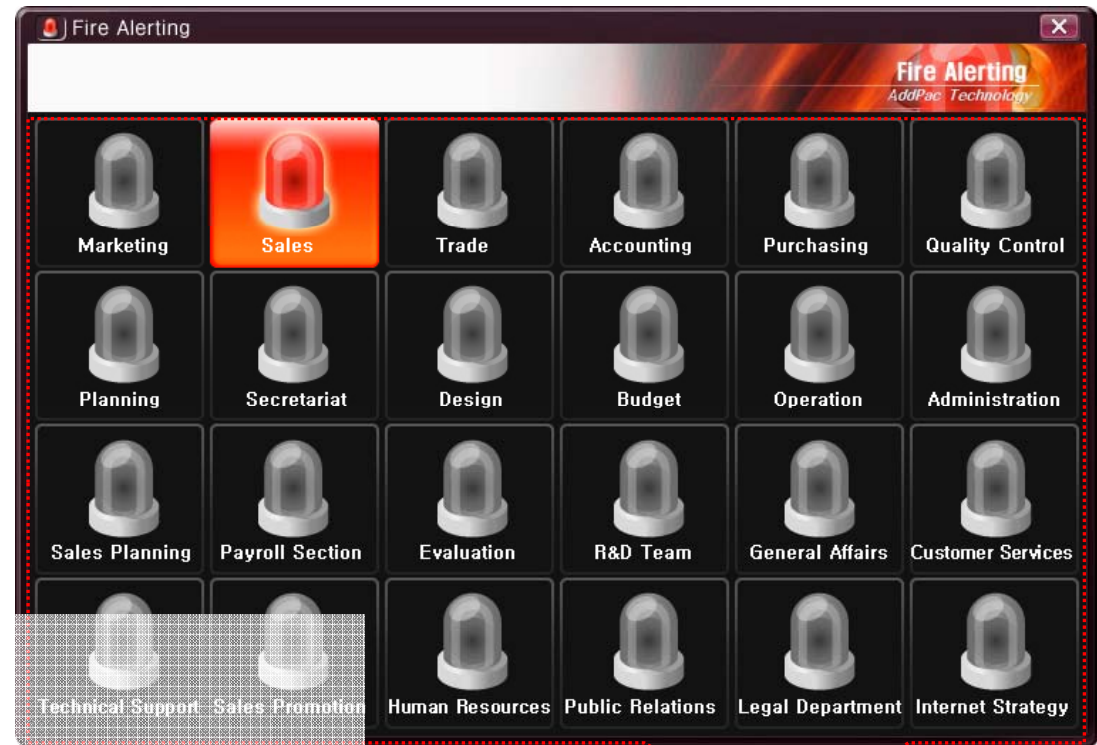
Smart Attendant Console Broadcasting Screen Feature

- A Part
 - Broadcasting Status Part
 - Show Group Broadcasting Status
 - Broadcasting, Idle, Other Service
- B Part
 - Broadcasting Control Part
 - Broadcasting Start/Stop Button
 - Chime Bell Play Button
 - Volume Control Button



Smart Attendant Console

Fire Alerting Screen Feature



- A Part
 - Fire Alerting Part
 - Automatic Fire Alerting Broadcasting
 - Show Fire Alerting Status



Thank you!

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