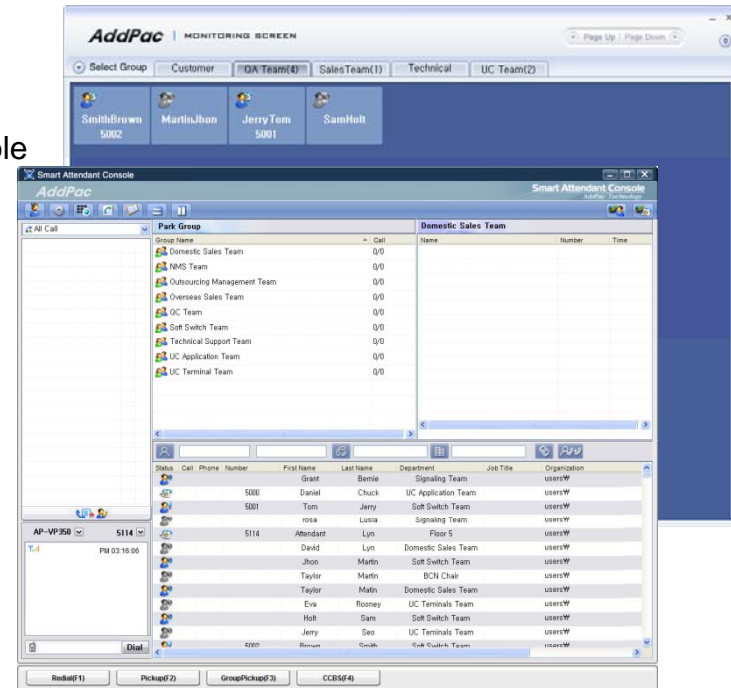


Smart Attendant Console (version 1.0)

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

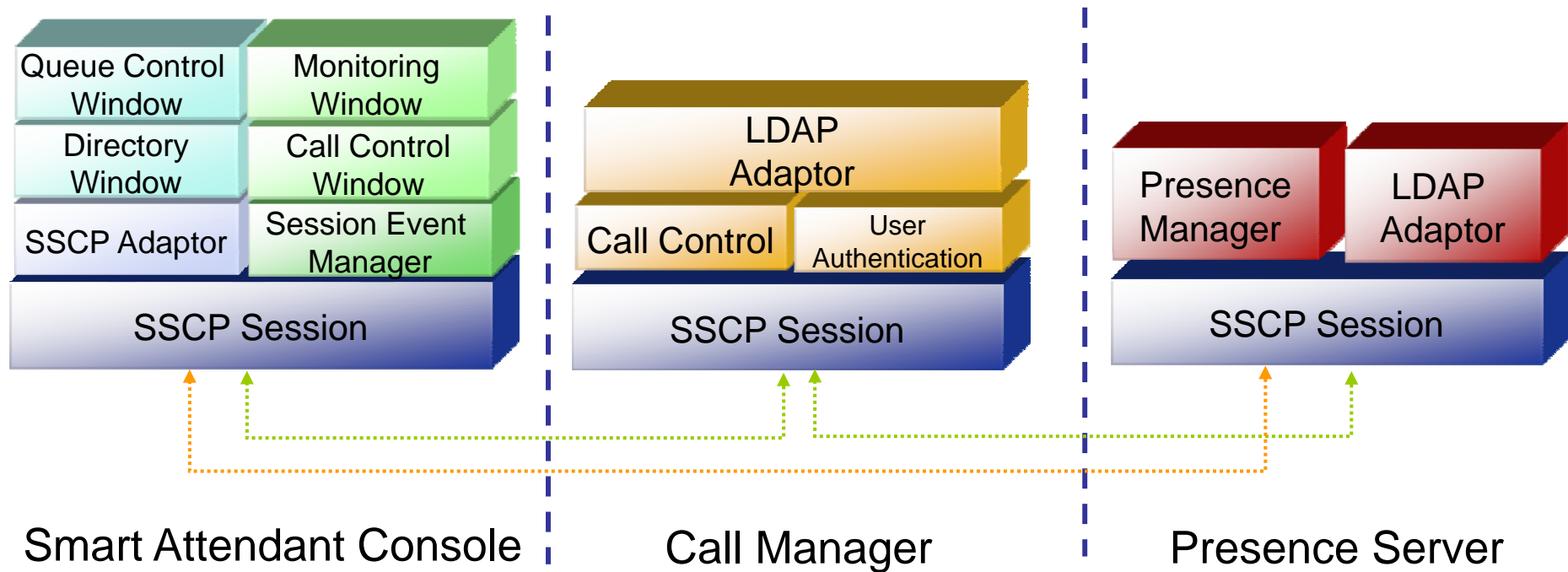
- Overview
- Smart Attendant Console Structure
- Smart Attendant Console System Diagram
- Smart Attendant Console Feature
- Smart Attendant Console UI
 - Main Screen Feature
 - Monitoring Screen and Feature
 - Broadcasting Screen and Feature
 - Fire Alerting Screen And Feature

Overview

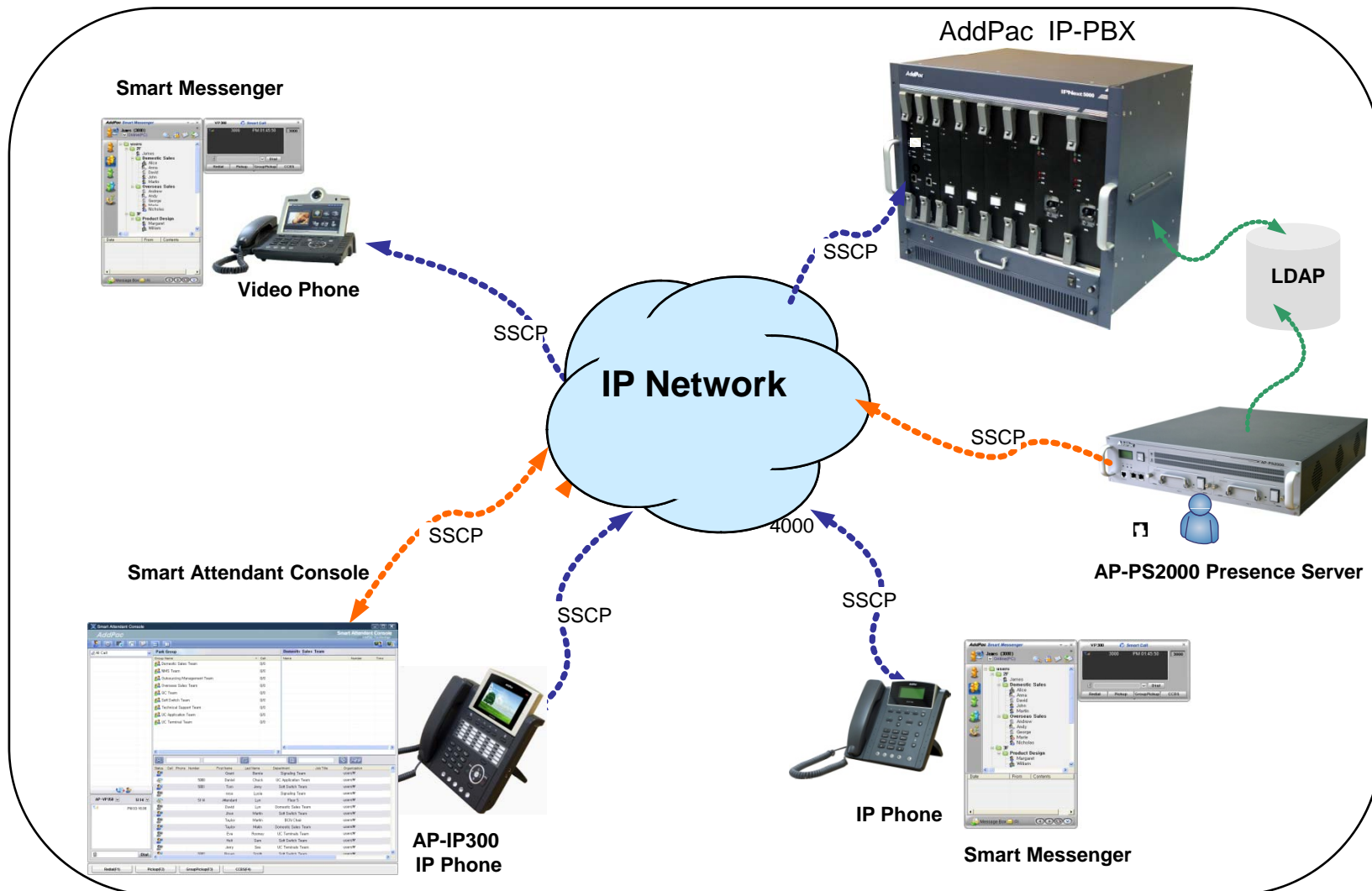
Support Efficiently Call Routing and Smart Presence Service

- 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

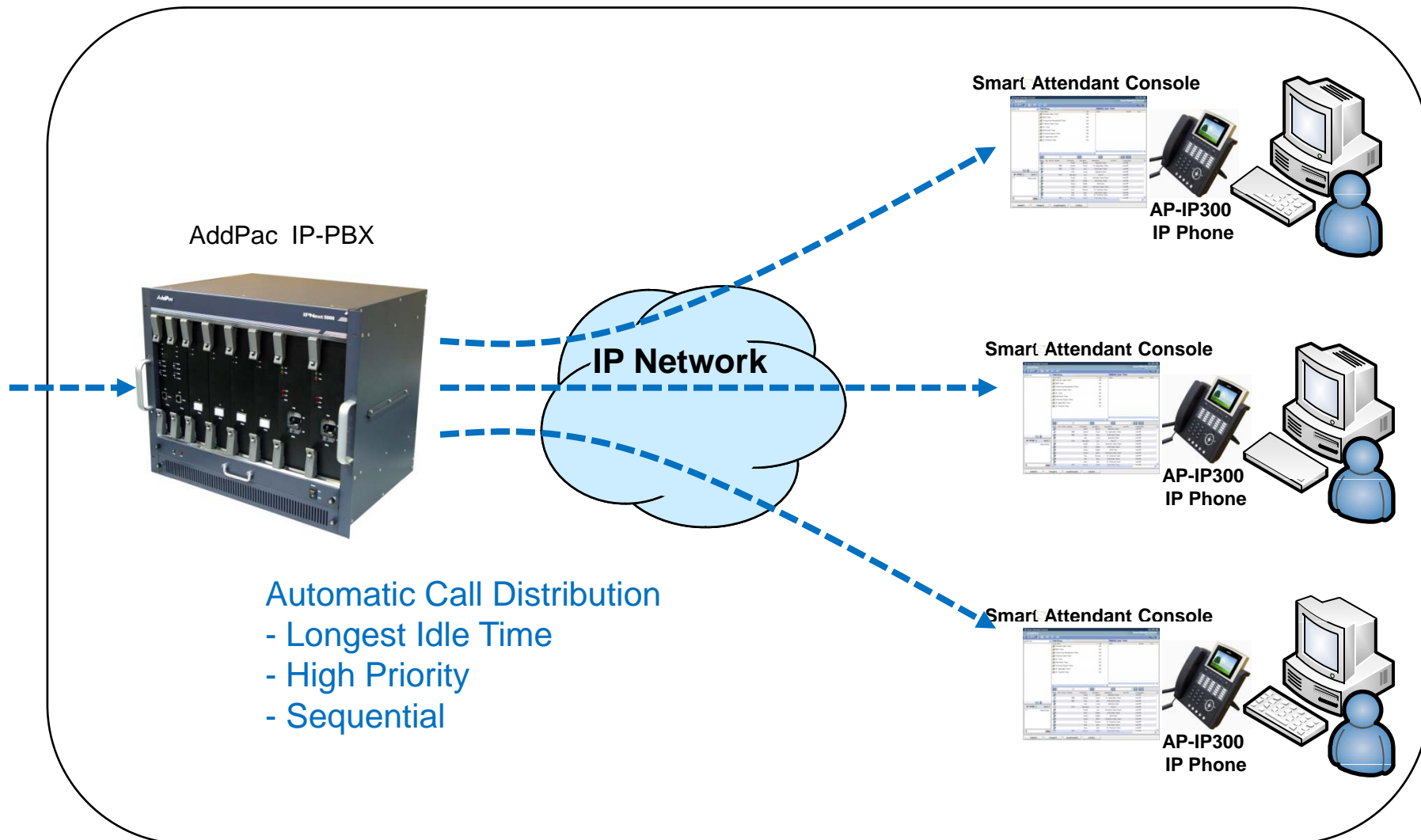
Smart Attendant Console Structure



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

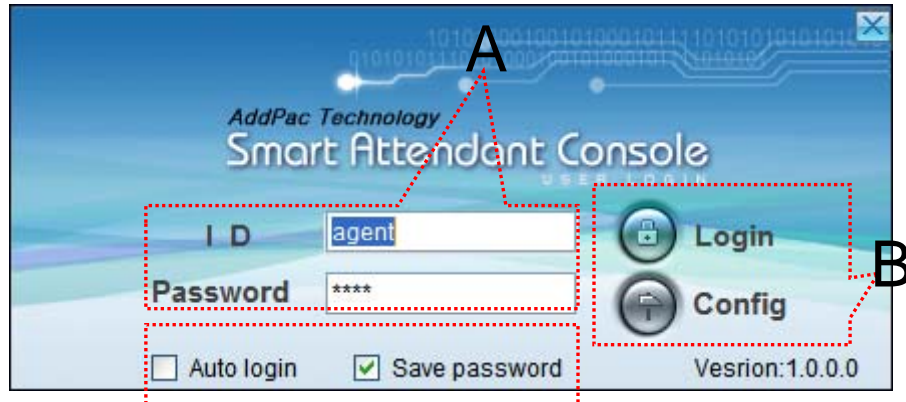
Smart Attendant Console Feature (cont.)

- **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

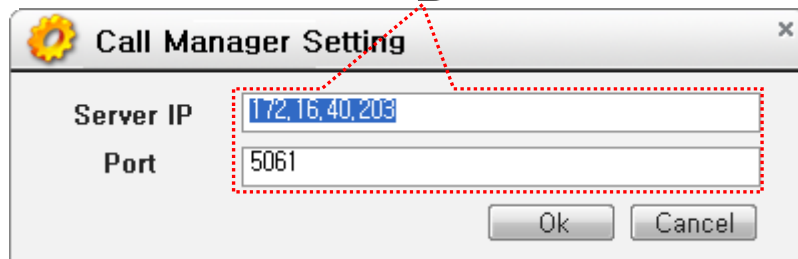
Smart Attendant Console Login



[Figure 1]

C

D



[Figure 2]



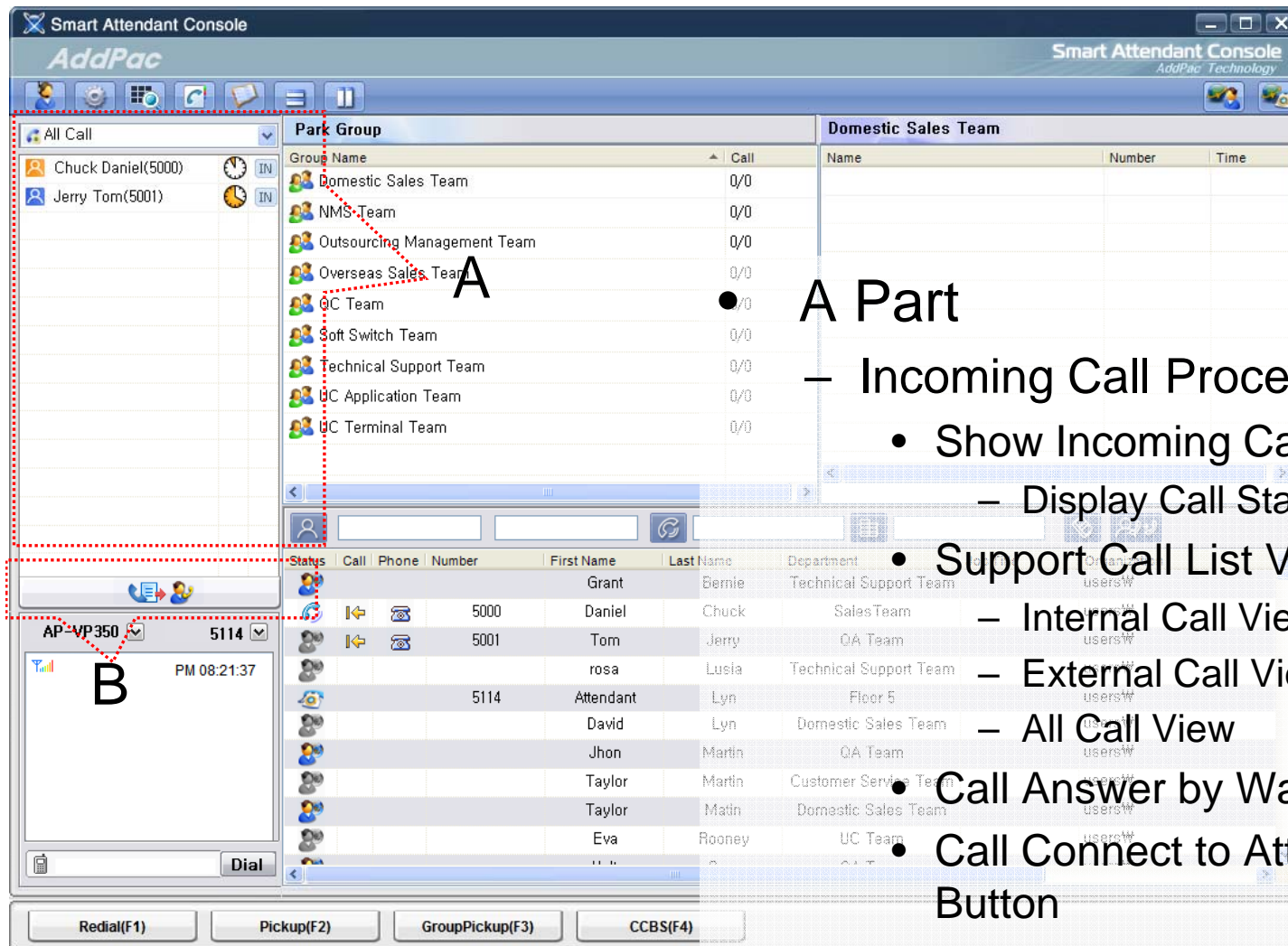
[Figure 3]

- 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**

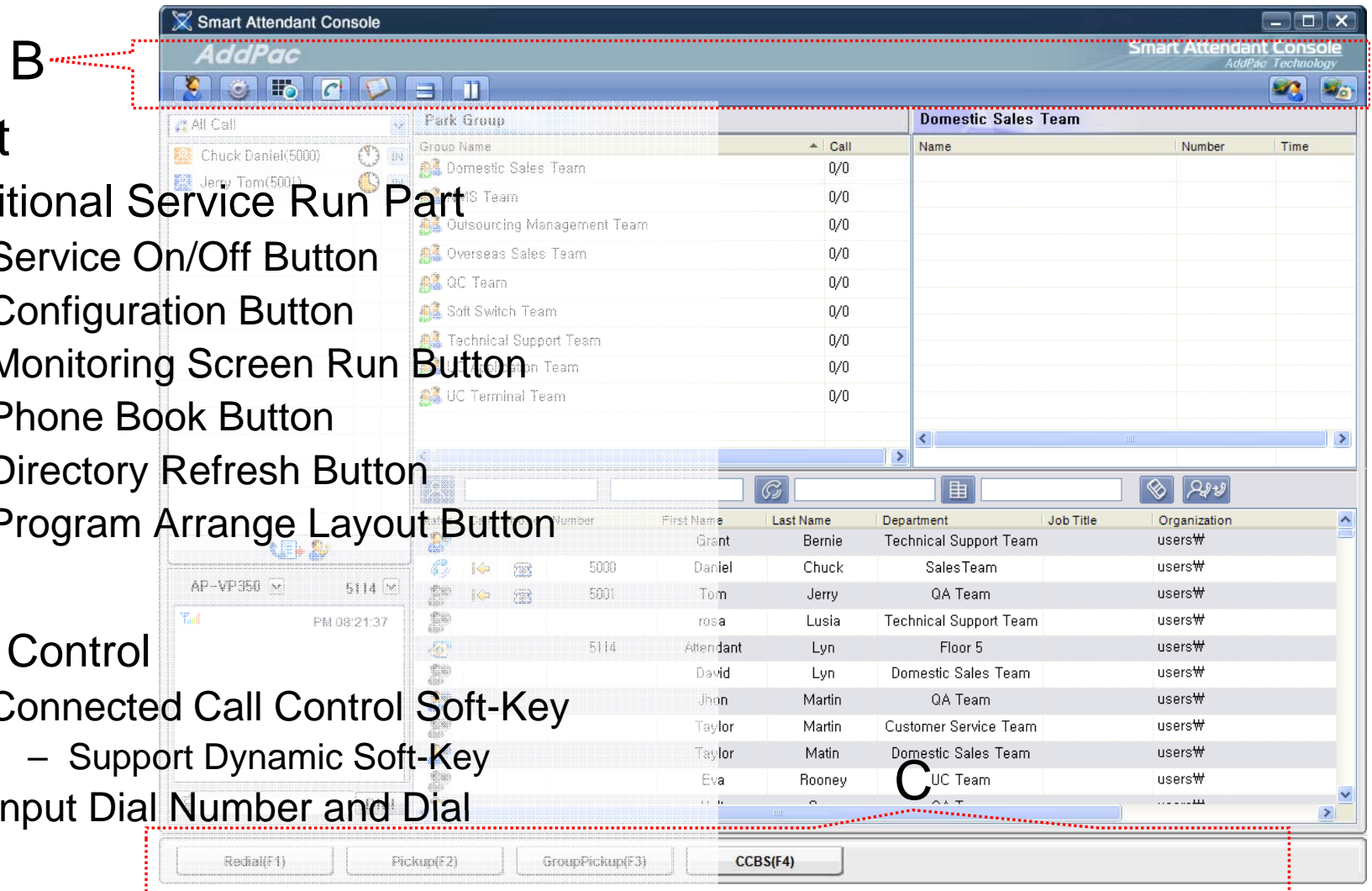
- Additional Service Run Part

- 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 'Park Group' dropdown menu is open, showing 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. A 'Call' column next to these teams shows '0/0'. A large letter 'D' is placed over the search area. Below this, a table lists user presence information with columns for Status, Call, Phone, Number, First Name, Last Name, Department, Job Title, and Organization. A red dashed box highlights the search and user presence sections. At the bottom, a 'Dial' button and a row of function buttons (Redial(F1), Pickup(F2), GroupPickup(F3), CCBS(F4)) are visible. A green dashed circle highlights the CCBS(F4) button and its associated icons.

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. The top bar shows the 'AddPac' logo and 'Smart Attendant Console' text. Below the toolbar, there are two main tables. The left table, titled 'Park Group', lists various teams and their call counts. The right table, titled 'Technical Support Team', shows details for the selected team, including agent names, numbers, and times. A red dashed box highlights these two tables, and a red 'E' is placed over the 'All Call' dropdown menu. Below the tables, there is a list of agents with columns for Status, Call, Phone, Number, First Name, Last Name, Department, Job Title, and Organization. At the bottom, there are four buttons: Redial(F1), Pickup(F2), GroupPickup(F3), and CCBS(F4).

Group Name	Call
Domestic Sales Team	0/0
NMS Team	0/0
Outsourcing Management Team	0/0
Overseas Sales Team	0/0
QC Team	0/0
Soft Switch Team	0/0
Technical Support Team	1/2
UC Application Team	0/0
UC Terminal Team	0/0

Name	Number	Time
DanielChuck	5000	62
TomJerry	5001	38

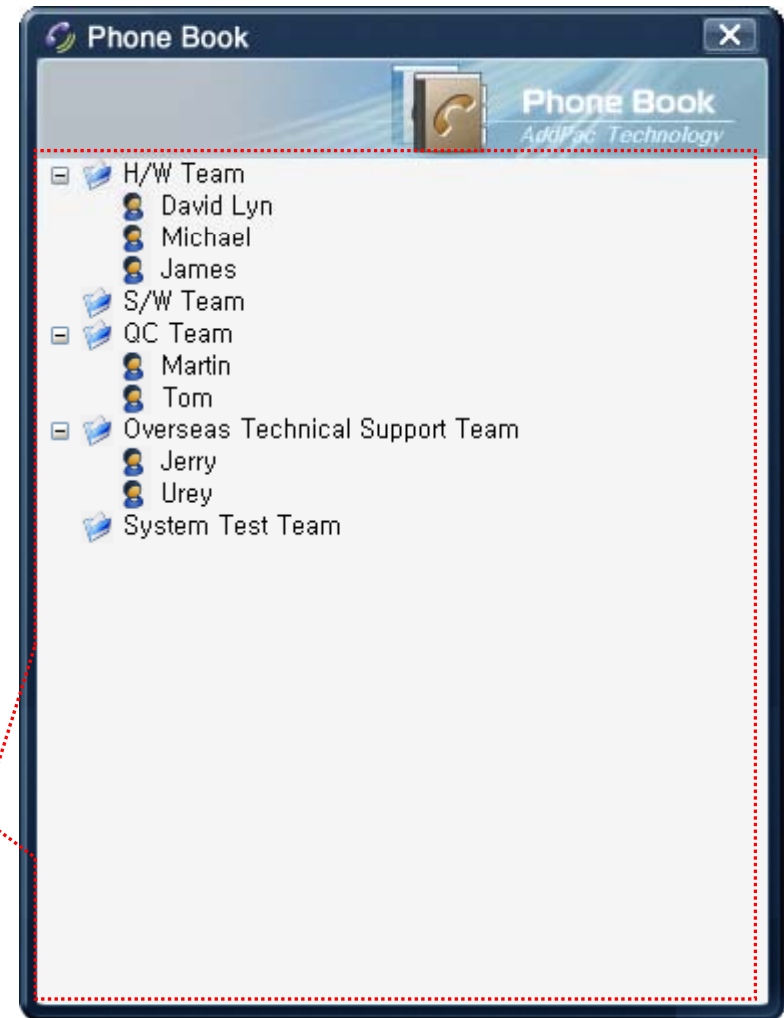
Status	Call	Phone	Number	First Name	Last Name	Department	Job Title	Organization
			5000	Daniel	Chuck	UC Application Team		
			5001	Tom	Jerry	Soft Switch Team		
			5114	rose	Lusia	Signaling Team		
				Attendant	Lyn	Floor 5		
				David	Lyn	Domestic Sales Team		
				Jhon	Martin	Soft Switch Team		
				Taylor	Martin	BCN Chair		
				Taylor	Martin	Domestic Sales Team		
				Rooney		UC Terminals Team		

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

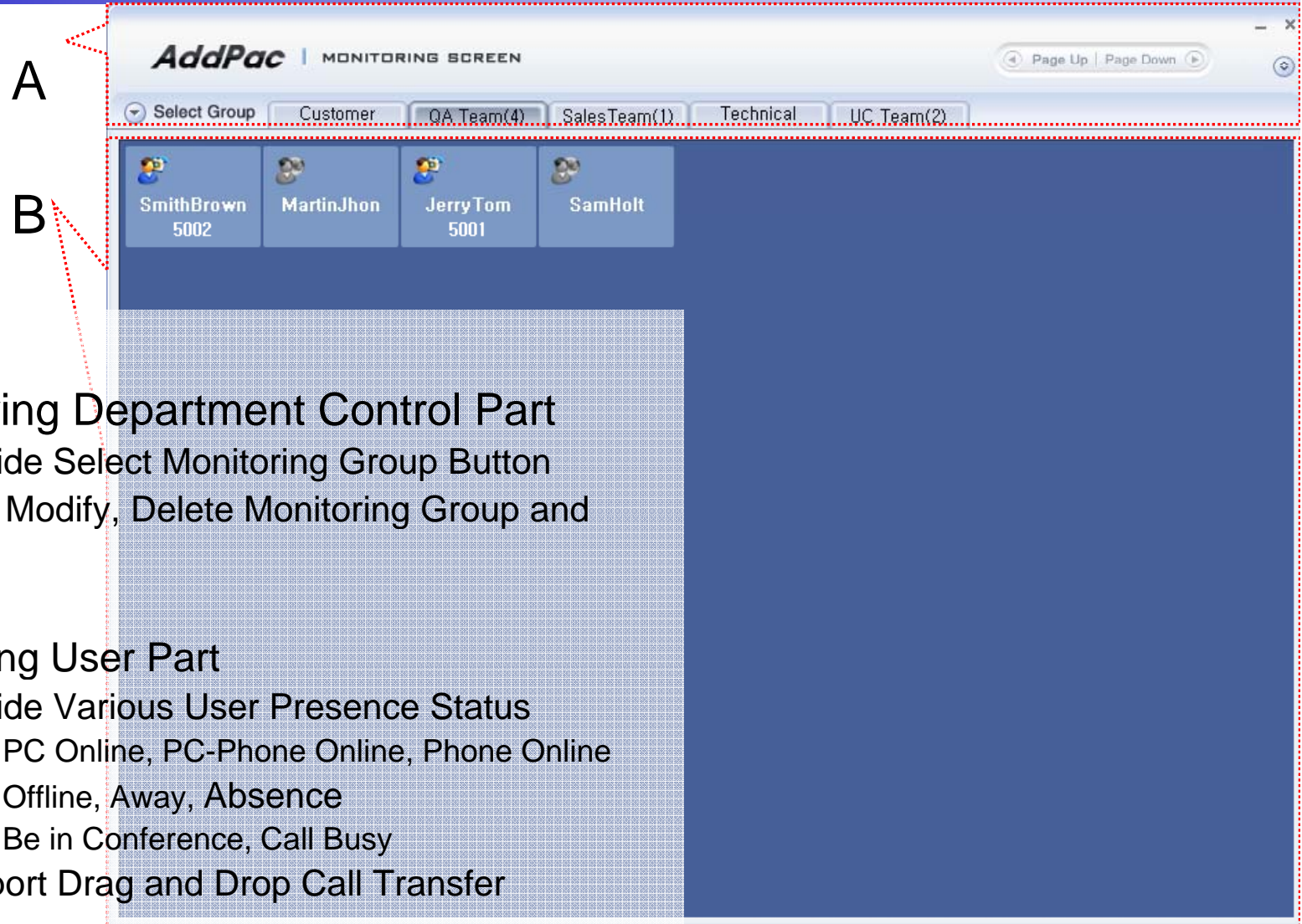
Smart Attendant Console

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



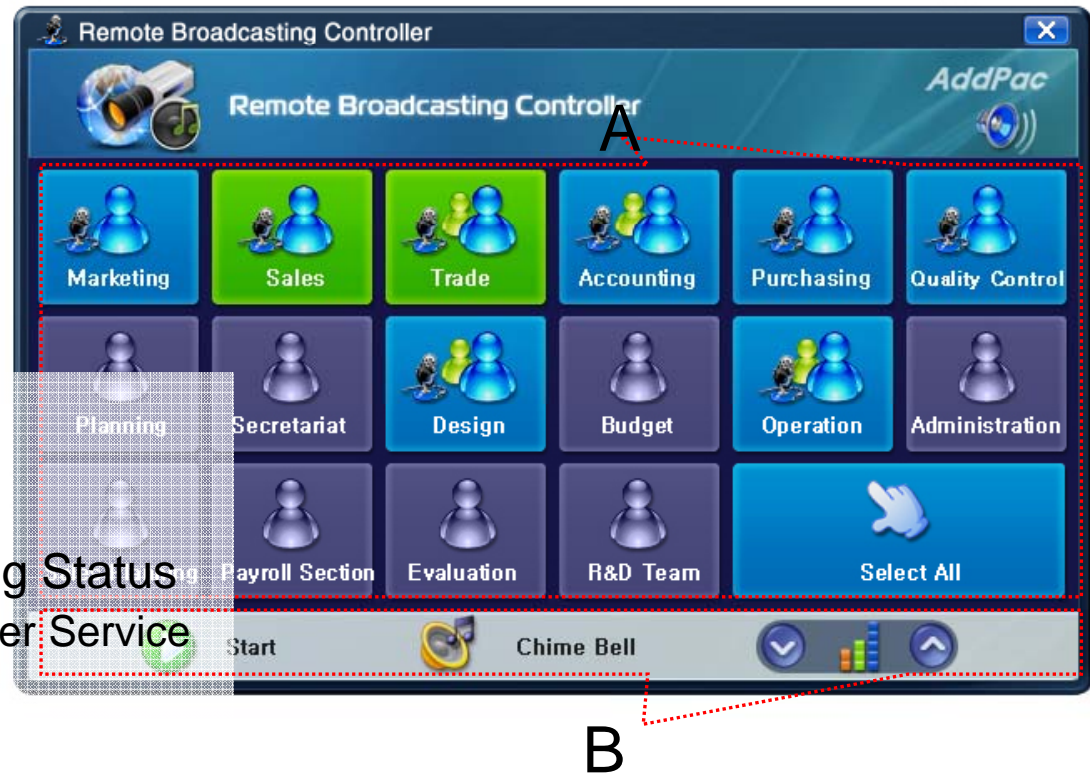
Smart Attendant Console Monitoring Screen Feature



- A Part
 - Monitoring Department Control Part
 - Provide Select Monitoring Group Button
 - Add, Modify, Delete Monitoring Group and User
- B Part
 - Monitoring User Part
 - Provide Various User Presence Status
 - PC Online, PC-Phone Online, Phone Online
 - Offline, Away, Absence
 - Be in Conference, Call Busy
 - Support Drag and Drop Call Transfer

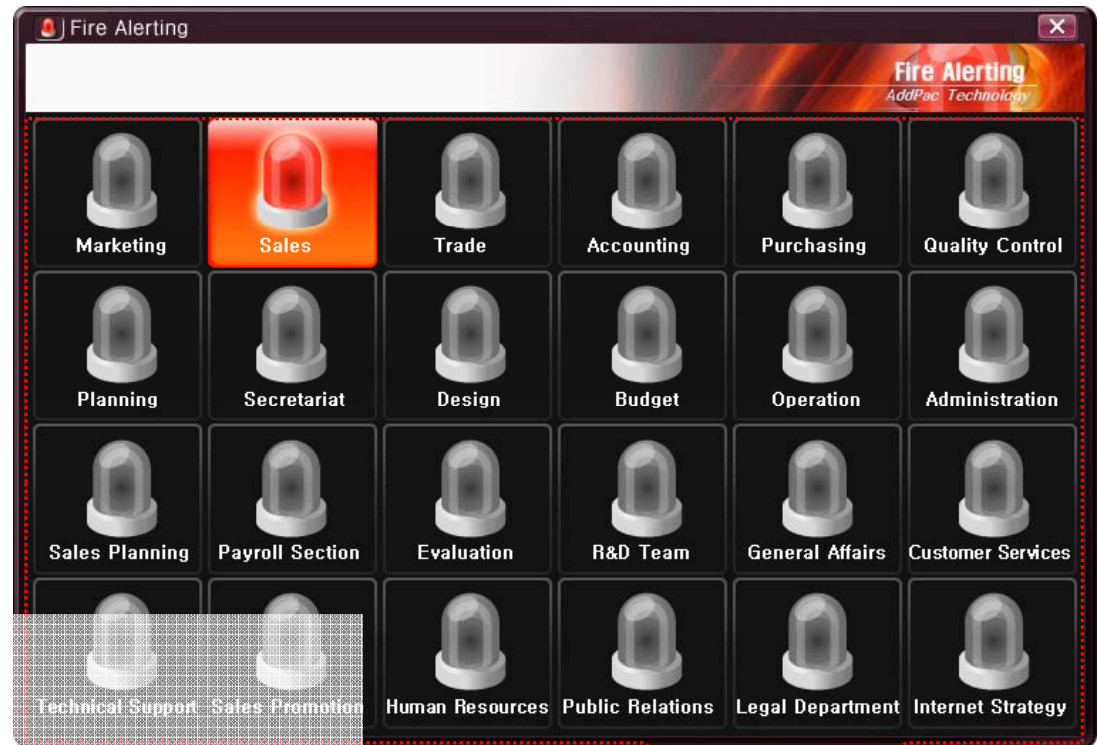
Smart Attendant Console Broadcasting Screen Feature

- 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!

AddPac Technology Co., Ltd.
Sales and Marketing

Phone +82.2.568.3848 (KOREA)

FAX +82.2.568.3847 (KOREA)

E-mail sales@addpac.com