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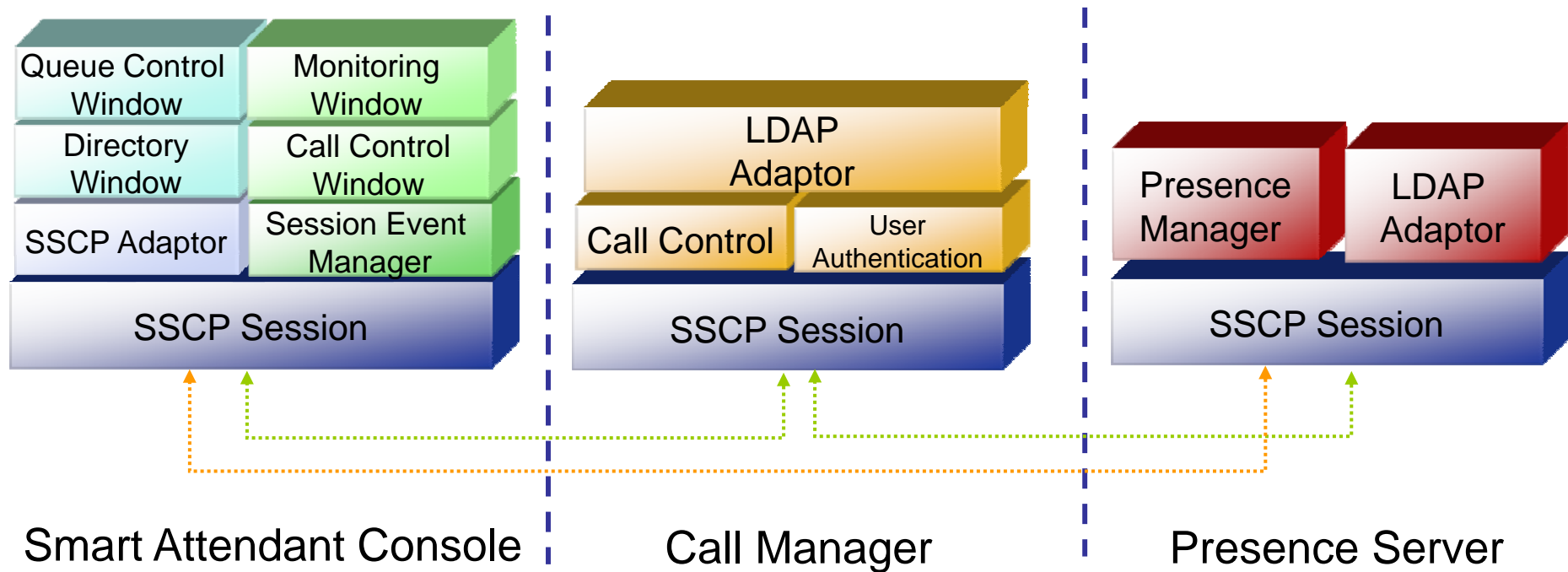
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- Smart Attendant Console Feature
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 - Fire Alerting Screen And Feature

Overview

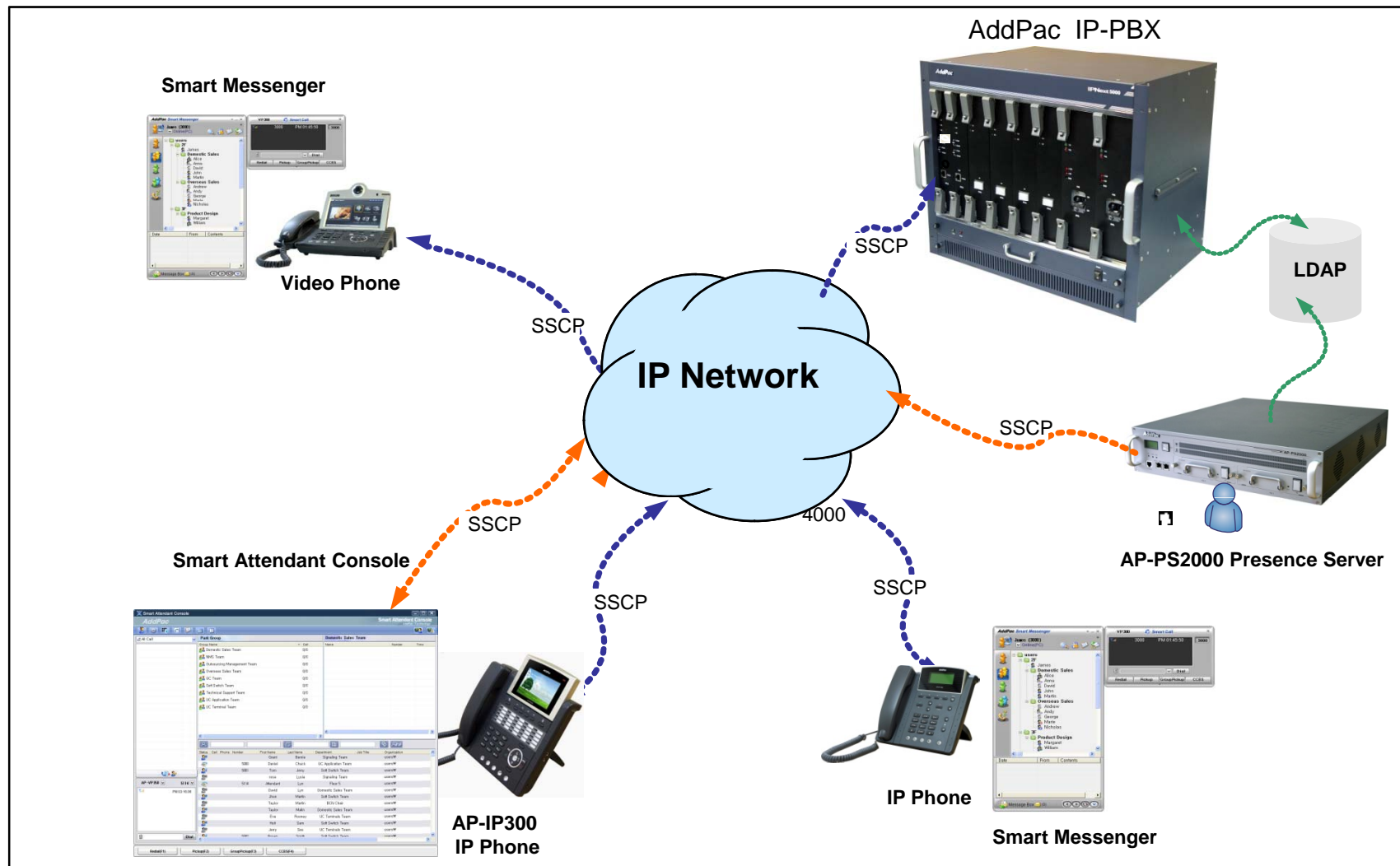
Support Efficiently Call Routing and Smart Presence Service

- 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 System Configuration

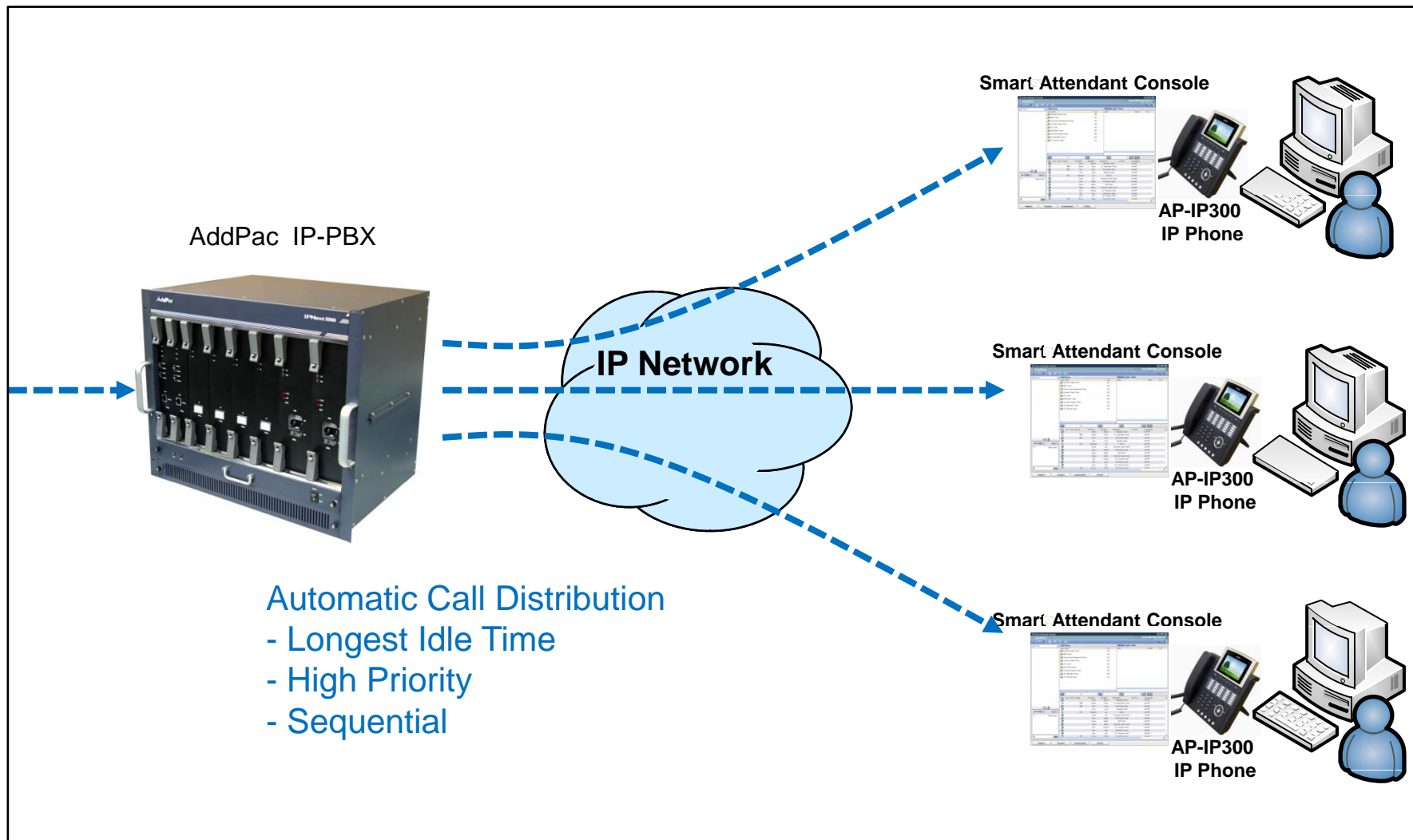


Single Monitor Mode



Dual Monitor Mode

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

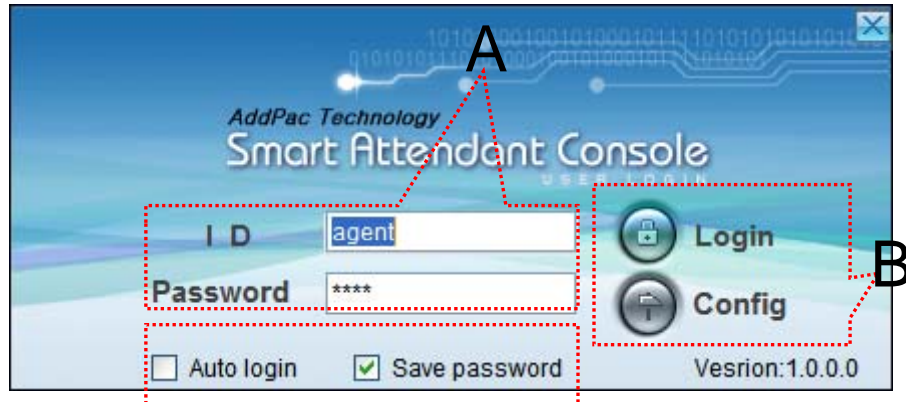
Smart Attendant Console Feature (cont.)

- **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.)

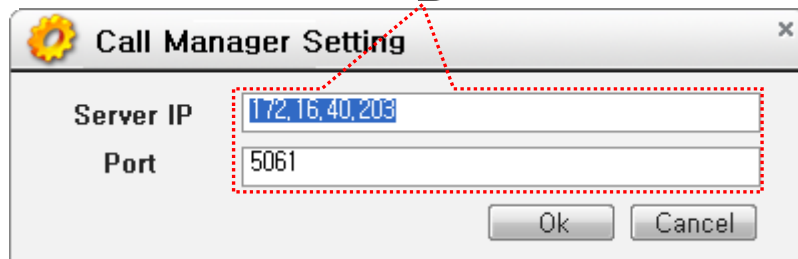
- **Broadcasting Service**
 - Support Broadcasting Control Feature
 - Easy to Start/Stop Broadcasting
 - Show Broadcasting Group Status
 - Set Broadcasting Volume
 - Support User Friendly Design
- **Fire Alerting Service**
 - Automatic Fire Alerting Broadcasting
 - Show Fire Alerting Status

Smart Attendant Console Login



[Figure 1]

C



[Figure 2]

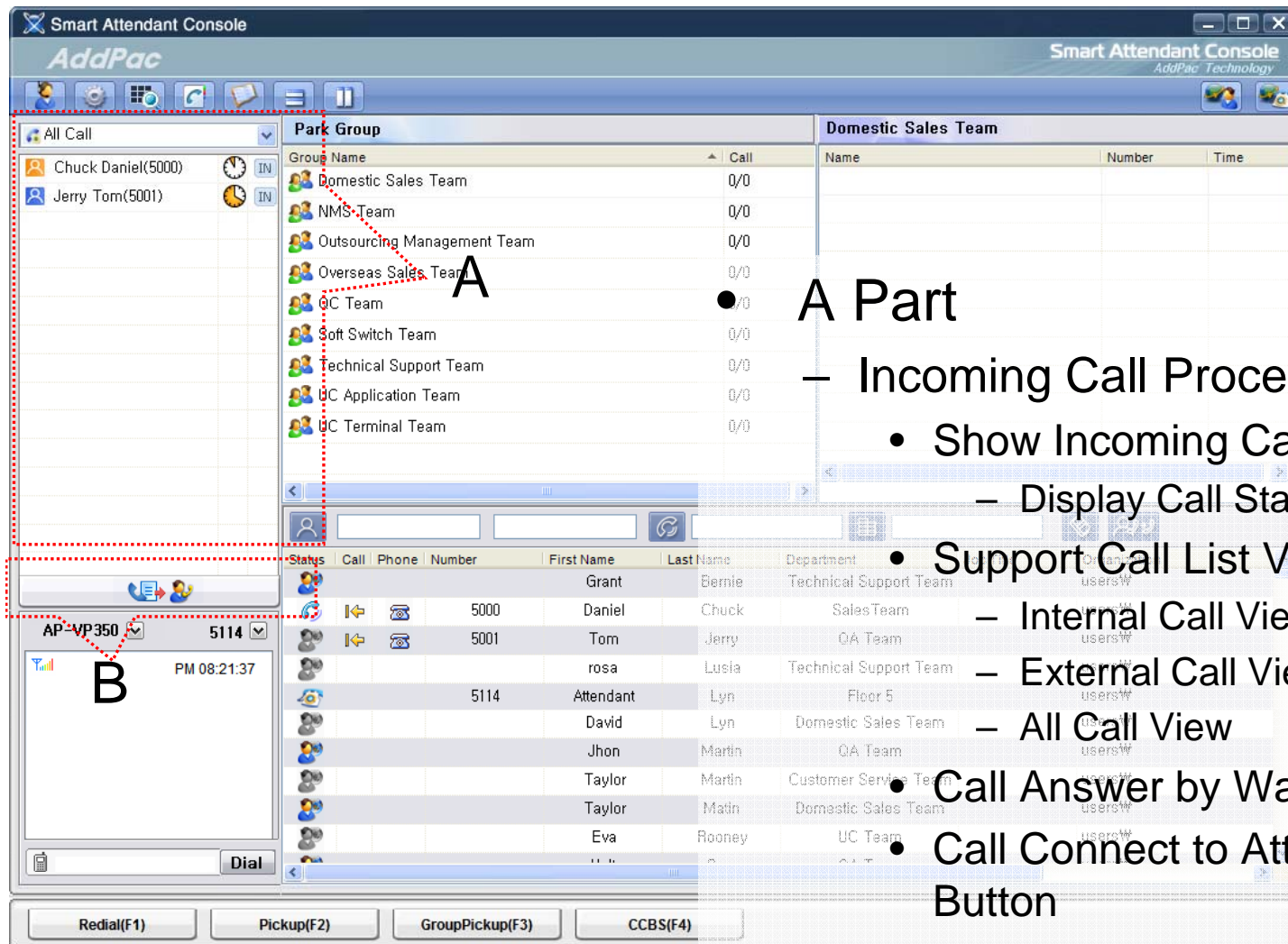


[Figure 3]

- 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.)

- 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 search window is open, showing a list of groups under the 'Park Group' dropdown. The 'Domestic Sales Team' is selected, and a table of call records is visible. Below this, a larger table shows 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, with a red 'D' label pointing to the search area. A green dashed circle highlights the user presence table. At the bottom, there are buttons for Redial (F1), Pickup (F2), Group Pickup (F3), and CCBS (F4), along with several user icons.

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

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

Smart Attendant Console Main Screen Feature (cont.)

The screenshot displays the Smart Attendant Console interface. The top section shows a 'Park Group' list with columns for 'Group Name' and 'Call'. The 'Technical Support Team' is selected, showing a call status of 1/2. Below this, a 'Technical Support Team' detail view shows a list of team members with columns for 'Name', 'Number', and 'Time'. The bottom section shows a call list with columns for 'Status', 'Call', 'Phone', 'Number', 'First Name', 'Last Name', 'Department', 'Job Title', and 'Organization'. A red dashed box labeled 'E' highlights the Park Group Management section.

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

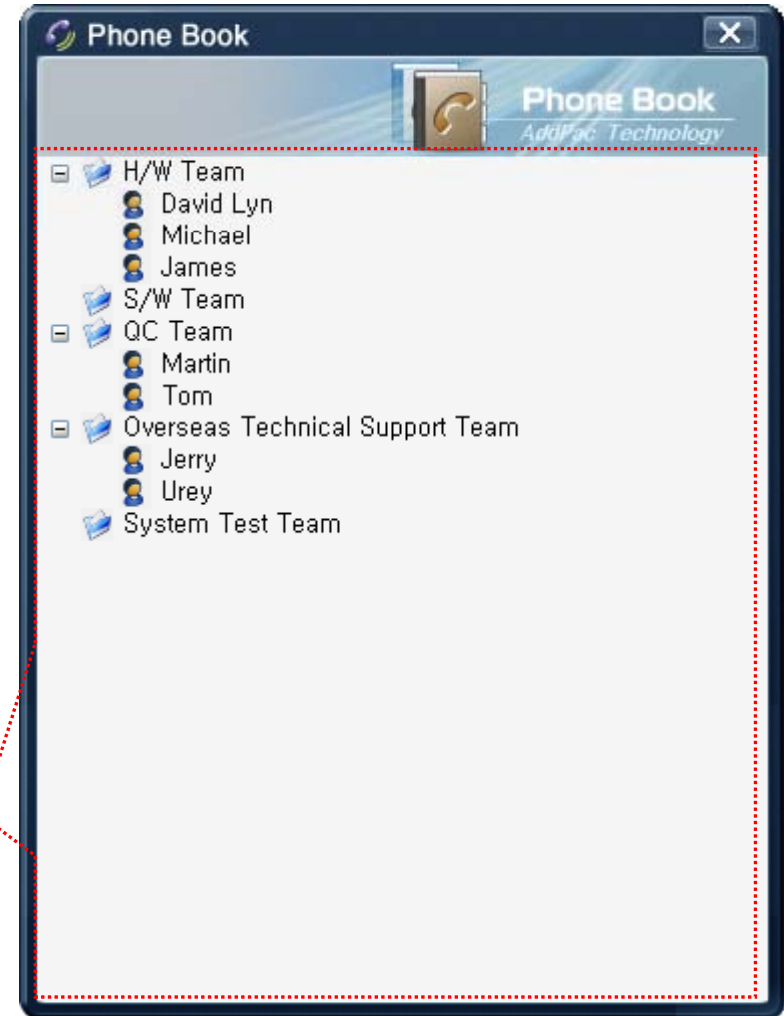
Status	Call	Phone	Number	First Name	Last Name	Department	Job Title	Organization
			5000	Daniel	Chuck	UC Application Team		
			5001	Tom	Jerry	Soft Switch Team		
			5114	rose	Lusia	Signaling Team		
				Attendant	Lyn	Floor 5		
				David	Lyn	Domestic Sales Team		
				Jhon	Martin	Soft Switch Team		
				Taylor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

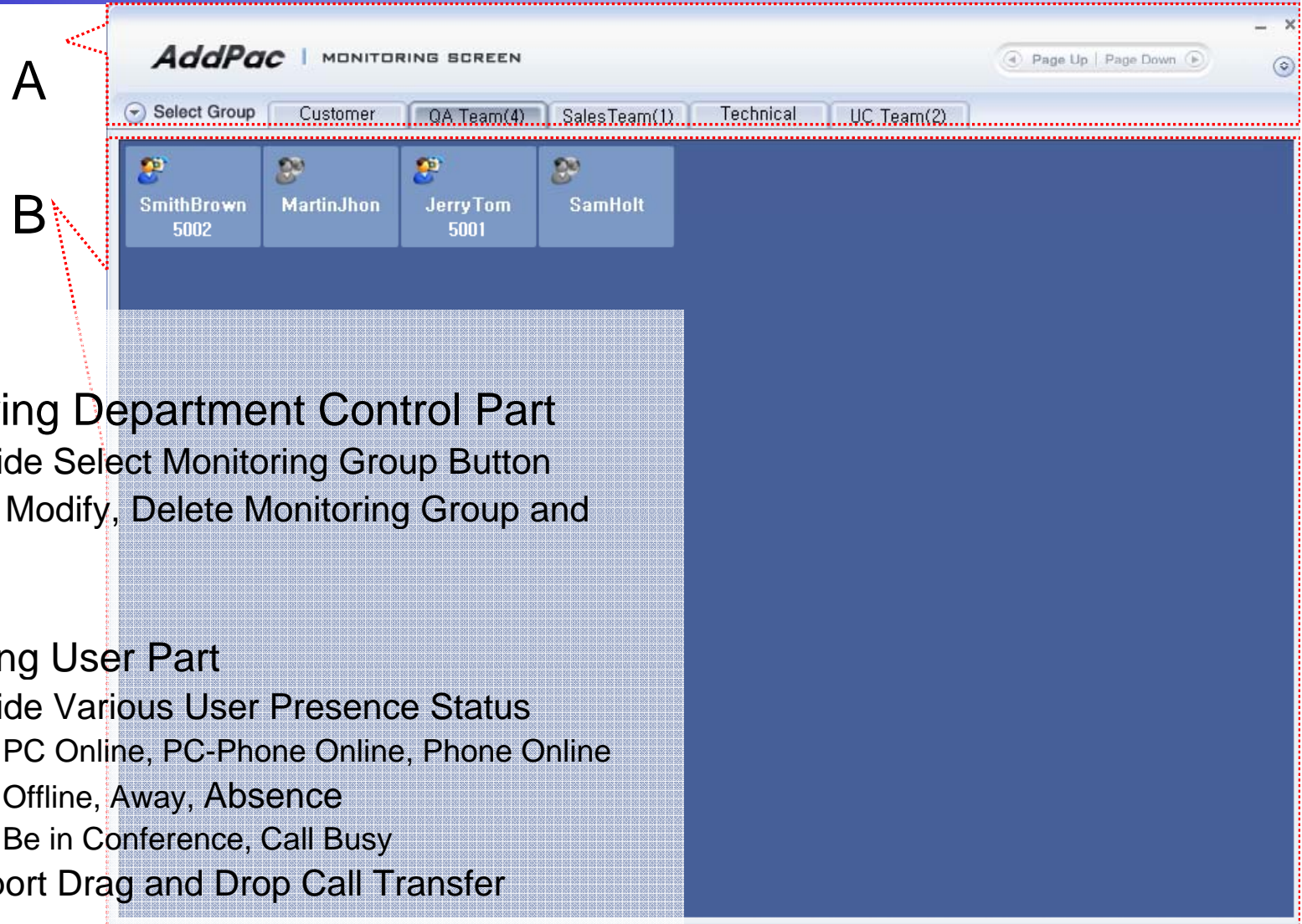
Smart Attendant Console

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

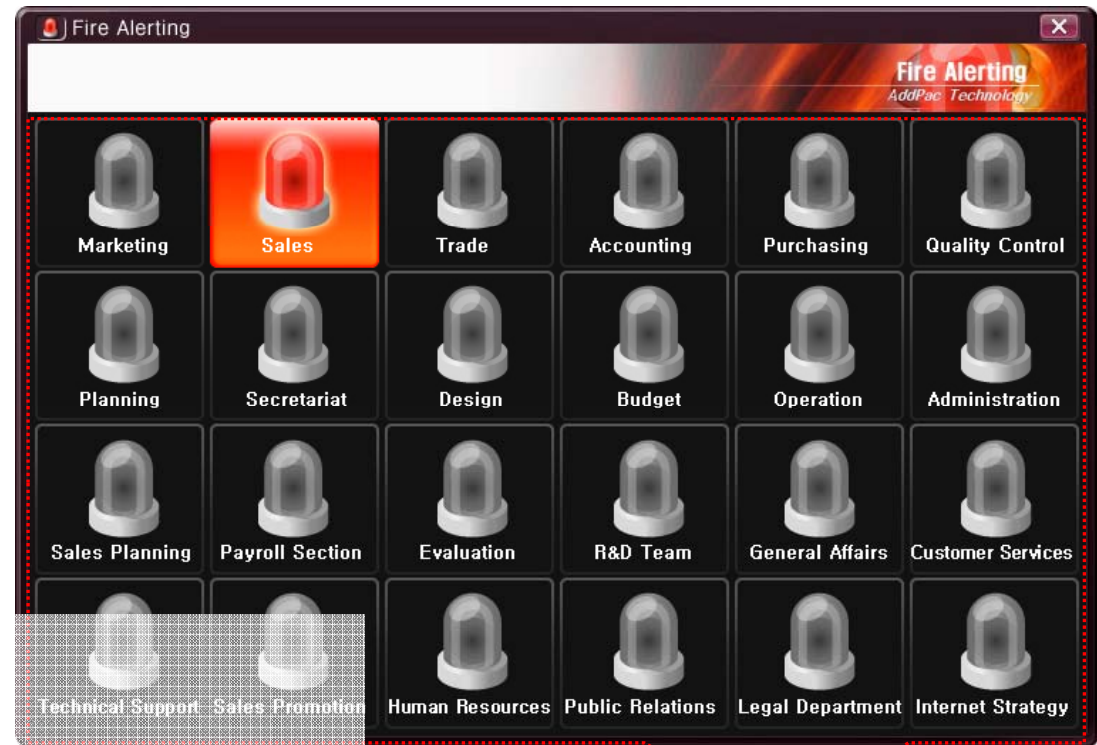
Smart Attendant Console Broadcasting Screen Feature

- 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!

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