CommsOffice Console

Windows Operator Console

CommSoft RMS

CommSoft RMS

CommsOffice Operator Console™

Communications management for **every** business

The new CommsOffice Operator Console™ is available for Panasonic KX-TDA, KX-TDE and NCP systems. This software provides single and multi-site operator call handling from any networked PC.

CommsOffice Operator Console™ Provides:

- Software alternative to traditional PBX consoles

- Feature-rich screen based display that increases operator productivity, visibility and call-handling capabilities

- Scalable with ability to monitor calls and extensions single and multi-site

- Differentiator when competing against other traditional and IP-based PBX platforms

- Allows operators and users to efficiently manage calls rather than simply answer phone calls

- Presence, operator can see and monitor visual status of extensions including telephone system "Absent Message" status

- Runs with or without **CommsOffice™** so once installed additional functionality can be purchased and is enabled online by application of licence upgrade

CommsOffice Operator Console™

Telephone operators are the gateway between customers and your organisation. **CommsOffice Operator Console™** provides the functionality of an operator console that puts all the essential information at your operator's fingertips so that every customer, supplier and business associate receives the most consistent, efficient and professional service possible.
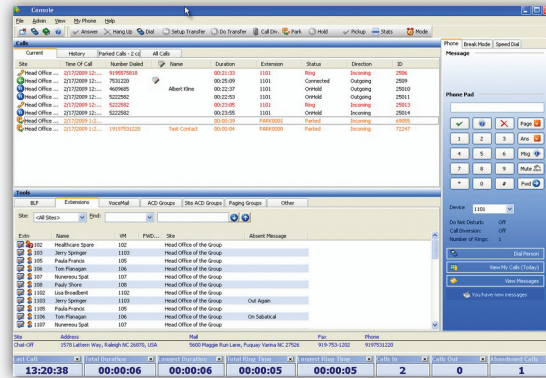
The following functions and status information are available for single sites or across multiple sites, giving single or multiple operators the ability to efficiently monitor and control across any organisation.

The CommsOffice Console™ (Windows Operator Console) can manage calls and call functions as follows:
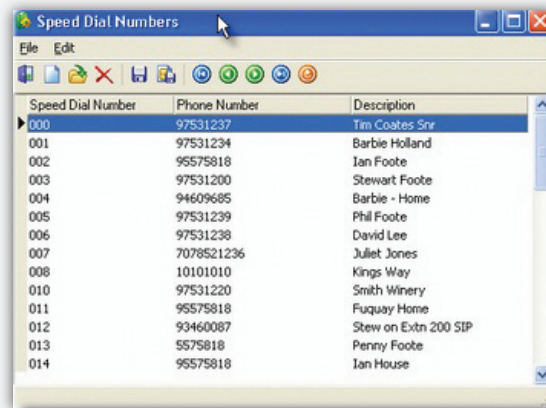
- The user can Answer Calls

- The user can put Calls on Hold/Take them off Hold

- The user can Hang Up Calls

- The user can Park Calls

- The user can Retrieve Calls

The user can Add Calls to Speed Dial by:

- Highlight the current call and select add to Speed Dial

- Highlight the current call and drag and drop over the Speed Dial List

- Open the History tab and add to Speed Dial

- Open the Address Book and Add to Speed Dial

Operator console

Speed dial numbers

The users can Transfer Calls to:

- An Extension

- An ICD or ACD Group

- To a Voice Mail box

- To an External Number

- To a Paging Group

- The User Can Transfer calls:
    - Unannounced (Blind)
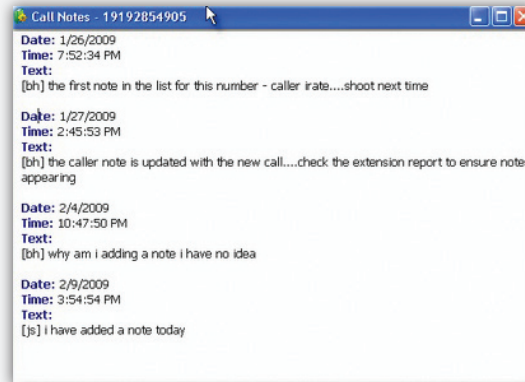   - Announced
    - Hold Pending Transfer

The User can achieve this by:

- Drag and Drop the call over the appropriate extension and/or ACD group and/or Paging Group

- Can press the assigned "F" or other function key

- Can right mouse click, open a menu and utilize the function

- Can highlight an extension in the Extension tab or the BLF tab and then right mouse click and select a menu.

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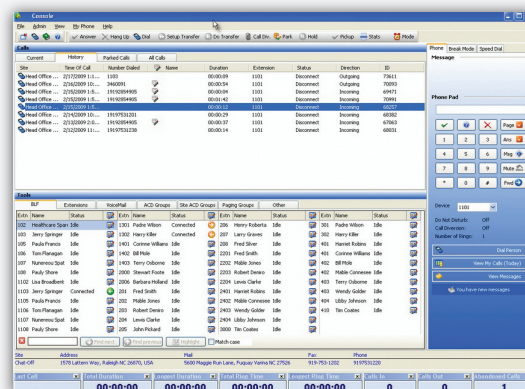
The user can Dial Calls from:

- The numbers on the Dial Pad

- Select an Entry in the Address book

- Double Click on a Speed Dial Entry

- Highlight a phone number ANYWHERE in an application (other applications) and press Windows + F2 (configurable)

- Select Windows + F3 (configurable and type the number into the pop up.

- Press the assigned key to auto dial (say "+")

- The user can Answer ANY calls that are within the system and that are not destined for the Operator (They could say intercept a call ringing to another extension from an outside DDI)

- The user can initiate a Chat session with any other user

- The user can send a Message to any user

- The user can send an e-mail to any user

- The user can set their Absent Message on their extension

- They can set the DND, The Call Diversion and the Call Forwarding properties on their extension

- The user can add notes to a call that has been answered

- The user can read previous notes for a call that has been answered (Icon presented in Calls window tab)

- The User can change the view they see in the Extension tab based on either the call status of the extension (i.e. colour and Icon change depending what the extension is doing such as on a call), based on the status of the person associated with the extension (on lunch, in a meeting etc) or just display the lines in alternating colours

Call log

Menu options

Operator console

- The user can change the number of tabs that are displayed or the order of the tabs

- The user can remove or add items to the menu they use in the Extension tab view

- The user can add separate groups or any combinations of extensions to the view as a separate tab

- The user can view the extensions and their status in real time in either the Extension Tab or the BLF tab (Busy Lamp Field)

- The user can log themselves in and out of one or a number of ACD groups

- The user can set themselves Ready/Not Ready

- The user can set themselves on a Break (definable types of break)

- The user can display third party (external) data from a database against the extension listed in the tab for additional information (e.g. Solicitor's Skill, Person's PA etc)

- The user can display as a separate window or dock into the CTI application a series of small windows with statistics for the nominated groups they are a member of.

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On behalf of ANY extension in the PBX (or PBXs if there are multiple systems in the central database):

- The user can change the extension associated with a person

- The user can add, edit or delete person's logins

- The user can set or change the Absent Message

- The user can set the Call Forwarding properties

- The user can change the person's status

- The user can transfer a call to the person's Voice Mail

- The user can view the person's Forward listing details

- The user can send a message to the display on the handset of any person
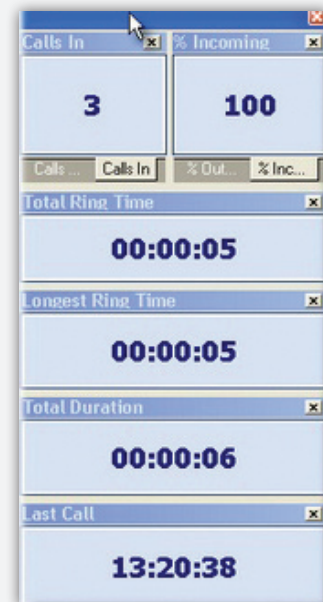
Settings/Variables

In addition, the operator can create up to 10 customisable modes that ANY user (CTI Client) can use. Selecting the mode will then set the name of the mode as the person's absent message on their phone, set them as unavailable for receipt of calls in all of the ACD groups they are a member and record the start and stop time of the specific mode they have chosen.

Depending on the settings, the dial, answer, transfer and hang-up functions are also available from the Pop-up (Desktop Alert) if it is enabled. The system will automatically display the associated extension list that belongs to a specific ACD or DDI/DID when a call is received on that number. On receipt of specific numbers, the system will automatically open a third party application to display a "Script" for the operator (or agent) to read.

The User can decide:

- How calls are presented via screen or screen and popup

- The type of calls that open a popup (ringing or lamping or none)

- Their default status when opening or closing the application

- The functions that are to happen on an inbound or outbound call when using Outlook Contacts

- By default use Outlook or an HTTP based database for lookups

- Set up the Hot Keys (Command Keys) they wish to use with the Telephone functions (e.g. Answer, Hang-up etc)

- The Modes they wish to setup and use for the 10 programmable buttons on the Modes tab. (Note - Reset is a fixed button)

Agent Call duration

- Enable the popup for Call Recordings that do not have notes attached (Note – you will need the CommsOffice Voice module for this to work)

- The colour, font size, and ACD group that the Statistic panels will refer to

- Set the colour scheme for the extension list window (tab) and the basis the colours are associated with (Call Status, Person Status etc).

Minimum System Requirements

- Windows 2000
- Pentium IV
- 2GB free on hard drive
- 1GB RAM
- USB and CD ROM

- Internet connection for product updates and maintenance
- RS232 serial port & cable connected between your PBX and the computer that will be logging calls (if the PBX is not IP addressable)
- Computers will require NIC (Network Interface Cards) if the products are to be used over a network

Speak with us about the
CommSoft RMS products range:

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