

innovaphone Operator

the state-of-the-art switchboard

innovaphone Operator is a computer based software switchboard for the innovaphone PBX. The innovaphone Operator can access the PBX's waiting queue and forward calls at will. Switching is possible both with and without consultation (blind transfer). The innovaphone Operator is currently available in German, English and Italian (other languages on request).

Easy call management

The main fields on the innovaphone Operator enable you to gain a fast overview of incoming, outgoing, parked and transferred (forwarded) calls, as well as calls currently in the waiting queue.

Incoming calls are either routed to a queue or directly to the operator. If a call is placed in the waiting queue, it is displayed in the "queue" field in the bottom left corner. The operator can now drag and drop the call into the "incoming calls" field in the top left corner. This method

has the advantage that the operator can see all of the pending calls in the queue and is able to process them selectively.

As an alternative, the PBX switchboard can also be configured in such a way that the top call, which came in first, will automatically be passed on to a free operator. This means that the operator does not have to manually take the calls from the queue.

The design of the innovaphone Operator places particular emphasis on usability. As such, incoming calls direct the action focus automatically to the "incoming calls" field and merely the ENTER key is needed to accept the call (or double-click the left mouse button). The operator is then connected to the caller and can establish the desired connection.

The screenshot displays the innovaphone Operator software interface. The top section shows 'Eingehende Rufe Für: MainOperator' with a table of incoming calls. The middle section features a search bar for 'Suche, PBX Benutzer' and a user profile for 'Otto Klein' (Nummer 277, Name Otto Klein, Lokation MainLocation). The bottom section shows 'Warteschlange: MainQueue' and 'Geparkte Rufe Für: MainOperator' with tables of parked and transferred calls. A central menu contains actions like 'Auflegen/Transferieren', 'Annehmen', 'Trennen, Eingehend', 'Trennen, Ausgehend', 'Parken', 'Entparken', 'Halten/Holen', and 'Mute'.

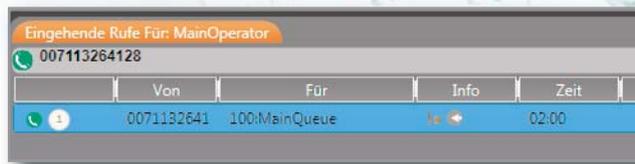
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Meaningful search results

After the call has been accepted, the switchboard's action focus automatically turns to the search field to enable the search for the target extension. The switchboard provides three different search options:

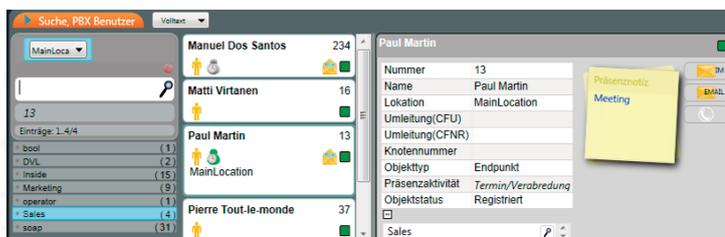


- All subscribers registered with the PBX can be searched for according to their short or long name, or via full text search.
- After its integration via LDAP, a central telephone register can also be accessed from the switchboard.
- All PBX subscribers are graphically displayed in the busy lamp field. This enables a quick and easy overview of their current status.

The search results are displayed by current calls, a live display of the current busy status (busy, available, ...) as well as the PBX Presence Status as defined by the subscriber in the PBX (e.g. on vacation, back on Monday). If the target PBX subscriber has placed a permanent call diversion, this is also displayed in the result field. The operator is thus always up-to-date on the current status of the desired extension.

The operator can also change the presence and call diversion status – if he has been granted the relevant rights by the administrator.

The reverse search service allows incoming external numbers to be matched to names and the forward



search function helps to identify the next call target for outgoing calls.

Call switching made easy

The simplified usability concept of the innovaphone Operator becomes obvious again when looking at how to switch calls. Generally, this can be processed following either of two methods:

- Switch after enquiry / consultation: The target extension is called using the ENTER button. The call is displayed in the "outgoing calls" field in the top right corner. The original caller remains connected to the operator and hears music on hold, his wait status is displayed graphically. If the desired call recipient agrees to take the call, the operator merely presses "+" and the waiting call is transferred.
- Blind transfer: In this case, there is no consultation of the required recipient, but the pending call is directly transferred to the target extension. The transfer attempt is listed in "transferred calls" in the bottom right corner. As soon as the recipient accepts the call, it disappears from the list. If the call is not taken and the PBX is configured accordingly, the call can be transferred back to the operator. It will be graphically marked and offered for retrieval and further processing.

The switchboard user can obviously choose between using the buttons or the drag-and-drop function with the mouse.

An additional major call management feature of the innovaphone Operator is the call journal. This records all calls and their history – up to the successful transfer or until the call is dropped. Every call displayed in one of the action fields which is to be processed contains an information symbol with which the operator can pull up detailed usage data.

The operator is able to interrupt an active call diversion setting (e.g. useful in case of an emergency call to a doctor).



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Busy lamp field – always having everything in view

The busy lamp field displays graphically the different extensions of an organisation. The operator can see at one glance whether a subscriber is free or busy, or if a call diversion has been set up. The Presence status stored in the PBX is also displayed graphically (e.g. busy, absent, in meeting, at lunch etc.).

It is also possible to define subgroups in the busy lamp field. These are either named via a free text field or according to existing groups. Extensions can be added to the corresponding sub-station busy lamp field depending on the relevant group. So-called labels can be defined to optimise the order of the busy lamp field.

Additional features of the innovaphone Operator

- Callers can be parked. A graphic display (flashing frame) indicates parked calls and the number of parked calls.
- The operator can place outgoing calls while incoming calls are received.
- Call type recognition (Symbol for external calls) – useful if incoming callers are always matched to name via LDAP (independently of whether they are external or internal).
- E-mail integration: depending on the PBX configuration, the operator can send an e-mail to any PBX subscriber via the detailed subscriber overview. Depending on the action status, either free text or – if the transfer was not successful – a call back note is entered into the text field.
- Night answer service activated via the user interface.
- Application moves into the foreground as soon as an incoming call is received.
- Secure access to PBX via HTTPS.
- The innovaphone Operator can be operated and integrated across several systems.

Optimum team work

The innovaphone Operator is ideal for use in a team enabling more efficient collaboration. Several operators in a group can share call management – e.g. within a support or sales team.



Windows Application: No server needed

The innovaphone Operator is a Windows .NET application and works on Windows XP, Windows Vista and Windows 7 operating systems. A server is not needed to run the innovaphone Operator. The Operator connects directly with the innovaphone PBX over SOAP.



innovaphone Operator – Features at a glance:

- Multiple location capability
- Support master/slave scenarios
- Call transfer with consultation
- Call transfer without consultation (blind transfer)
- LDAP functionalities: forward and reverse searches
- Short key operability
- Drag & Drop
- Call journal; can be filtered according to outgoing or incoming calls
- Waiting queue monitoring
- Monitoring of blind transfer calls: Retrieving calls that have been transferred incorrectly
- Parking and unparking calls
- Integrated help (Inline Help) can be pressed
- Automatic search in several PBXs
- Sending instant messages to PBX subscribers
- Sending e-mails to PBX subscribers
- User search (search field):
 - :: Live search results: Live display of busy signal after search
 - :: Active calls shown for any PBX subscriber
 - :: Presence status displayed
 - :: Presence note displayed
 - :: Permanent diversion displayed
- Set/change presence status for all PBX subscribers
- Set/change call diversion for all PBX subscribers
- Call recording (also for 3rd party products)
- Night service connection
- Supports the innovaphone SOAP programming interface/API in Version 8
- Current languages: German, English, Italian (other languages on request)

