

HiPath DX Attendant Console for Windows

The operator's console is often the first point of contact for customers of your business.

With such a vital role to play, it is essential that the operator's console is efficient, flexible and user friendly to ensure a swift and efficient reply service for your customers.

The HiPath DX Attendant Console for Windows (AC-Win) fulfils all these requirements and more. The graphical user interface provides instant visual information on the state and identity of calls in progress and those held in queues. Operators can select their own screen layout, colour scheme and can choose between keyboard or mouse operation.

The directory package enables dial by name and more sophisticated searches such as all contacts for a particular product. Operators have full control over the fields they wish to view in the directory window and detailed 'hidden' information can be revealed with a single mouse click.

The supervisor application provides password protected administration functions such as; database creation/ modification and import/export of data.

Key features

- Microsoft Access compatible directory
- Backwards compatible with both Realitis DX and iSDX software, no hardware or software changes required, simply plug and play
- Multi tasking – allows an operator to perform other tasks, such as word processing or email on the same PC
- Windows graphical user interface and customisable desktop to allow individual operators to save their preferred screen layout under password control
- Keyboard or mouse operation for all defined features
- On-line, context sensitive help to aid operator training
- External recorder interface with control signal that enables recording to start and stop with each call
- Emergency recording to PC's hard disk

The HiPath DX AC-Win may be connected to either the HiPath DX, Realitis DX or iSDX, and can run in stand alone or networked configurations. It can replace, or operate alongside all existing consoles.

User benefits

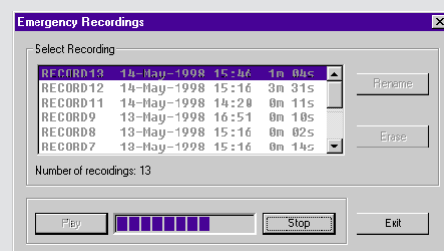
- Improved operator efficiency from using windows graphical interface, personalised for each operator

- Improved operator productivity by enabling additional tasks to be performed at the same PC
- Powerful directory search and cross reference capabilities ensure the most appropriate person can always be identified to take each call
- Improved customer service through a more flexible, efficient and user-friendly application

Emergency recordings window (fig.1)

The emergency recording window is used to play back and manage recordings that have been made.

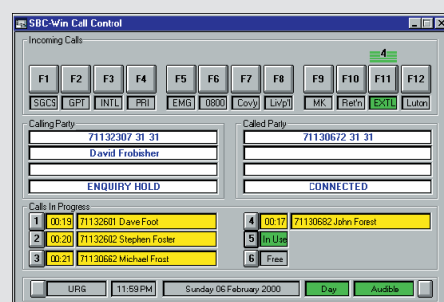
fig.1: Emergency recordings window



Call control window (fig.2)

The main call control window is used to handle both incoming and outgoing calls. An incoming call is presented on one of up to 12 'source' buttons according to the type and priority of the call. A graphical representation of the queue of calls at each button gives the operator instant visual information of all outstanding calls. Calling/called party areas display the name, number and current state of the calling and called parties. The name text is automatically extracted from the directory when a call is made. Up to six calls may be handled concurrently by an operator.

fig.2: Call control window



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Held calls appear in the 'calls in progress' window which shows the identity of the callers and the length of time they have been on hold. Colour changes indicate when calls have been queued up or on hold longer than a predetermined time.

Buttons window (fig.3)

The buttons window allows an operator to invoke features using the mouse as an alternative to using the keyboard. An operator can choose whichever method they prefer.

fig.3: Buttons window



Emergency windows (fig.4&5)

Pressing the EMERG key automatically records the current conversation and pulls up the emergency call window. This gives a menu of user configurable emergency procedures and emergency service numbers. The 'emergency notes' window contains information on how to handle each type of situation.

fig.4: Emergency window

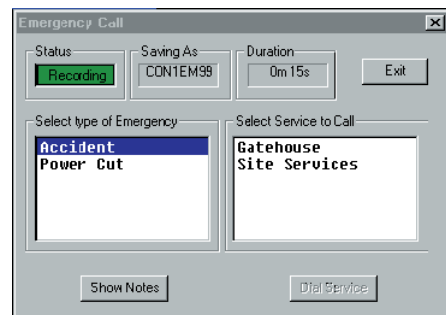
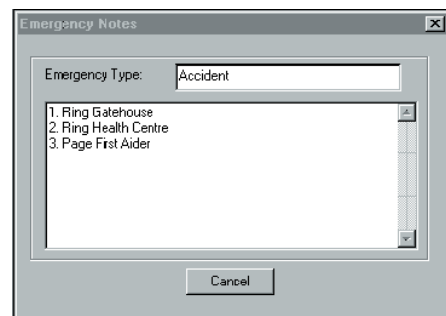


fig.5: Emergency window



Directory window

The 'directory' window automatically moves to the foreground when typing in a name. Pressing the return key immediately dials the selected subscriber and focus returns back to the call control window.

The directory itself has capacity for 200,000 entries and up to 100 fields per entry. Multiple numbers (up to nine) can be defined against a single subscriber and additional information, such as products, secretary etc., can be stored in expandable rows beneath each entry. This allows detailed information to be displayed without having to open another window.

Searches can be made using any field, or combination of fields, and users have complete control over the fields they wish to display. Various password controlled supervisor options are available to allow administration of the database, e.g. creation and modification of directories, import and export of data, and printing of reports.

Name key window

The 'name key' window enables frequently dialled numbers or system features to be assigned to buttons. Simply click on a button to dial the number.

The HiPath DX AC-Win comprises:

- A PCI format console adapter interface card
- Software that will run under Windows operating systems
- Standard PC keyboard overlay to show button definitions
- Handset and rest
- External recorder connector

Redial window

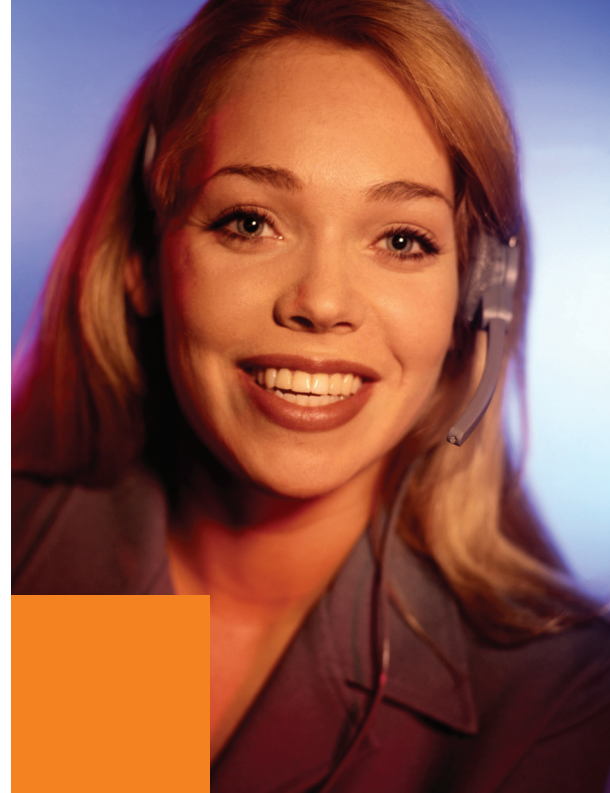
Up to 10 numbers may be saved in the redial window for dialling again at a later time. Name text associated with a saved number is also displayed.

Data base specification

- Format Microsoft Access
- Max. number of data records: 200,000
- Max. text field length: 255 characters
- Max. memo field length: 32,000 characters

Notebook window

The notebook allows you to save the details of unsuccessful or frequent calls and to set up the call at a later time. A text note can be added to each entry by the operator.



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