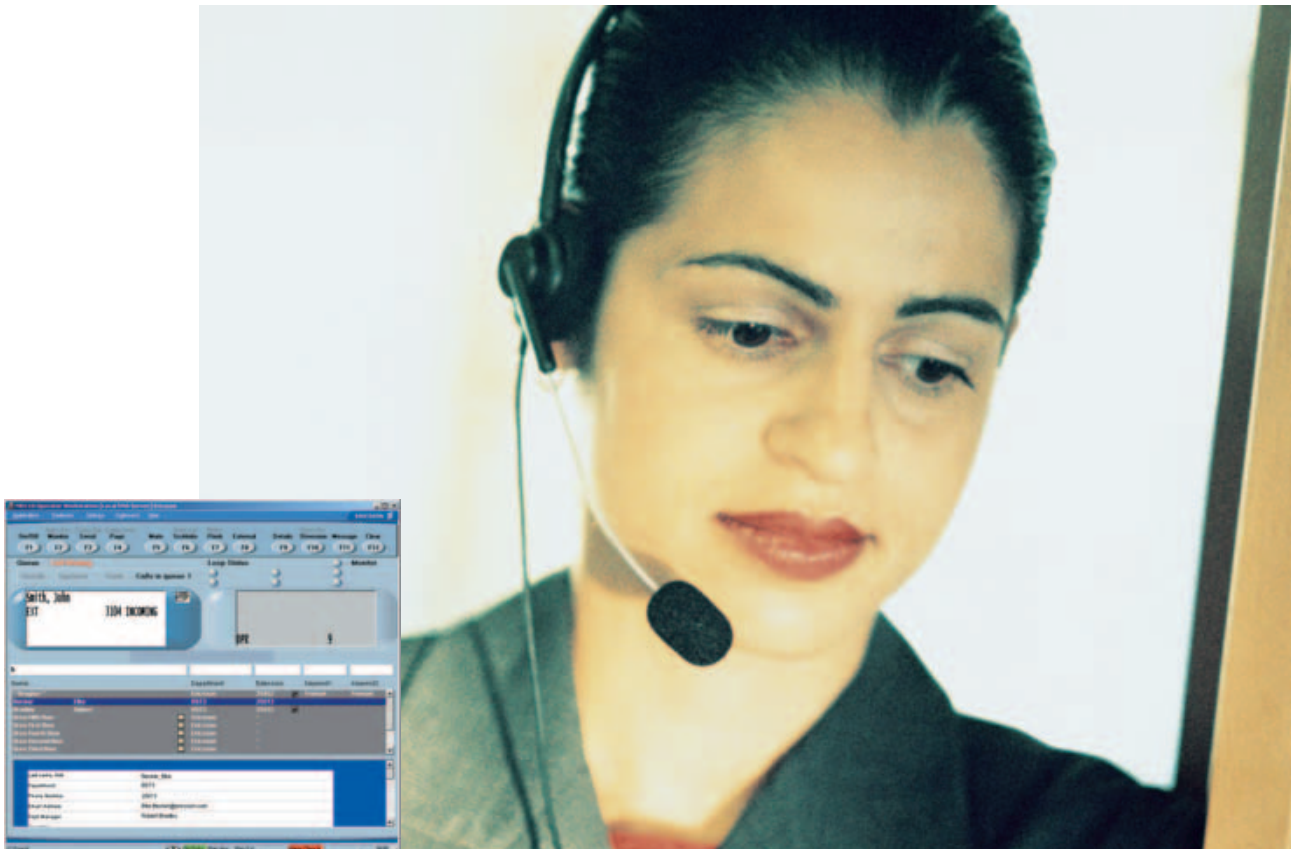


D.N.A. Operator Workstation 5.2



- Full MD110 call handling and integration directory search functionality on a standard PC
- Access to all directory information
- Progressive search on all directory search fields
- Message and diversion handling
- User-customizable workspace
- External directory read access using LDAP V3
- Operator Supervisor Utility to monitor "real time" operator performance

D.N.A. Operator Workstation (OWS) is a powerful, easy-to-use application for MD110 switchboard operators. It provides integrated Operator Console and Directory Services for the MD110 PBX network. All call handling and directory access functions, combined with advanced diversion handling

and message handling, are integrated on a single PC interface.

Operator Workstation can be adapted to the personal requirements of any operator, enhancing productivity and customer satisfaction. Based on Microsoft Windows 2000 or Windows XP, D.N.A. Operator Workstation provides the ultimate in fast, flexible and powerful call handling. The Windows user interface guarantees maximum user friendliness, and is easy to operate. The D.N.A. Operator Workstation can also be equipped for use by visually impaired operators by adding a speech synthesizer and/or Braille keyboard.

D.N.A. Operator Workstation is fully integrated with other D.N.A. applications and functions as a D.N.A. Server client. All directory information that is inputted from Directory Manager is shared with the Operator

Workstation. It also offers advanced features such as viewing user details, photos and sending messages to paging and email systems.

User benefits

For the Operator: Rapid location of people for quick processing of calls. A new operator can learn this application faster than learning the tradition console.

For your customers: Fast, efficient call handling allows you get to the right person the first time. Your customer feels like they are dealing with a professional company who cares about their customers.

For the organization: Improved service for callers which results in increase satisfaction from their customers

Features

Subscriber Search

- Search window field customized to suit customer requirements
- Combined search of multiple directory fields
- Alternative spelling search of subscriber names
- Progressive search in all fields which are defined as searchable.
- All directory data fields can be searchable
- Global directory search across multiple D.N.A. Servers
- Search by keyword (unlimited number of keywords per subscriber)
- Search for subscribers in same department, room, keyword
- External directory search using LDAP access
- Changes in directory database immediately available to operator

Subscriber Display

- All details from directory entry for a subscriber available at the single touch of the key
- Confidential data option for specific data fields presented if the operator has the appropriate user access
- Photo bitmap display of subscriber when required

Message and Diversion Handling

- Notepad for message-taking during call
- Single key activation for detail, message and diversion screens
- Types of diversion:
 - Multiple diversions
 - Active/future diversion
 - Repeated/scheduled diversion
 - Soft diversion (without call forwarding)
 - Department diversion
- Integrated with third-party time card systems
- Presentation of return-time on search screen
- Message can be sent to WAP phones with D.N.A. Mobile Executive.
- Messages can be sent to the SMS DECT phones

- Messages can be printed or e-mailed (through MAPI) to GSM/SMS or other mail systems
- Absence time entered from external applications (e.g. in MS Outlook) will be forwarded to the D.N.A. Server

Call Handling

Single key access for regular call handling:

- Answer
- Extending
- Call splitting
- Serial marked calls
- Parking
- End-to-end DTMF
- Intrusion
- Call retrieve
- Call offer
- Console present/absent marked
- Page
- Privacy (mute)
- Manual ring
- Identification request
- Conference
 - Automatic or manual answer selection
 - Automatic or manual extend selection
 - Loop detail display for parked calls

Usability

- Menu bar access for mode settings and other features
- Easy view icons for all call, message and diversion information
- The following items can be customized by each Operator Workstation user:
 - Screen size (if used in combination with other applications)
 - Choose between the traditional or modern display look
 - Font, size and color
 - Function key assignment
 - Search delimiter
 - Name display order, in left and right display boxes
 - Department search display order
 - Contents of directory window
 - Typing speed
 - Optional traffic keyboard available for dedicated operator positions

- Operator user-profile can limit access to confidential information
- Online help

Interworking

- Read access to external directories using LDAP V3 interface. OWS can search both the D.N.A. directory and other LDAP servers.

Operator Workstation Supervisor

This application allows supervisors the ability to see the number of calls in the common call queue in real-time and the number of operators on and off duty.

Technical information

Hardware

Minimum D.N.A. client installation:

- Pentium III 350 MHz
- 1 GB Hard Drive
- 128 MB RAM for Microsoft Windows 2000, Windows XP and Windows 2003
- Minimum 800x600 SVGA monitor (1024x768 for modern display)
- Network Card and TCP/IP network protocol
- Microsoft Windows 2000, Windows XP or Windows 2003
- SQL Client Access License to SQL Server

Communication

- D.N.A. Operator Workstation clients can connect to D.N.A. Server LAN or dial up RAS connection. D.N.A. Operator Workstation requires D.N.A. Server and Directory Manager to be installed on the network.
- Connection to MD110 is achieved using the Ericsson CT-Adapter for call handling.
- Dialog Digital Telephone for voice communication

Compatibility

D.N.A. Operator Workstation 5.2 is compatible with D.N.A. Server 5.2, D.N.A. Directory Manager 5.2 and with MD110 software releases BC10, BC11 and BC12/12.1

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