



Console for Cisco: Enterprise Edition

ATTENDANT OPERATOR CONSOLE FOR CISCO



PRODUCT SHEET

Console for Cisco: Enterprise Edition is an advanced attendant operator console, designed exclusively for Cisco Unified Communications platforms. Deployed in the cloud, on-premise or as a hybrid model, the console boasts an intuitive interface and a wealth of advanced features that inform and empower the operator, allowing them to deliver exceptional customer service, first time, every time.

Exceptional Call Handling

Customers form a lasting opinion based on their first interaction with an organization. Providing operators with the tools to quickly and efficiently handle calls is key to creating a professional impression.

With over 14 years experience in selling voice applications for Cisco Unified Communications Manager platforms and as a Preferred Solution Developer, Enghouse Interactive has worked closely with Cisco to develop advanced communications solutions that are proven to help organizations deliver the best customer experience, boost productivity and efficiency.

Console for Cisco: Enterprise Edition was especially designed for large enterprises. It can scale to support up to 500 clients, up to 175,000 contacts, multiple tenants and server clusters and multiple user roles. As the leading operator console solution for Cisco, it is used by thousands of organizations across the world to provide their customers with exceptional customer service through professional call handling.

The console's Windows-based interface is designed to be flexible and intuitive. Operators can customise the interface to reflect individual requirements and improve efficiency. The custom keyboard with function keys makes the migration from switchboard to PC-based console that much easier.

Benefits

- Fast, efficient call answer and transfer
- Reduced cost of ownership for large enterprises
- Synchronization with existing directories ensures contact information is accurate
- Presence status information improves transfer success & reduces voicemail
- Click-2-dial functionality speeds up dialing, improving productivity
- Easy to use, customizable interface requires minimal training
- Important calls and busy queues can be prioritized to meet service level requirements
- Performance information enables proactive management
- Record calls for quality, protection or legal requirements
- Highly scalable, support for multi-tenancy
- Full range of deployment options

Intelligent Call Routing

Console for Cisco: Enterprise Edition supports large numbers of queues and utilizes a powerful queuing engine that identifies and routes calls to the most appropriate resource. Calls to each queue are treated differently depending on the business rules applied. For example, calls received at certain times of the day or to/from a particular number can be played different voice messages such as out of hours information, routed to a particular office or given priority over less urgent calls.

Multi-site call control enables geographically dispersed operators to efficiently handle calls for the whole organization or multiple tenants. Should call volumes exceed set thresholds, the console can overflow to alternative queues or operators or even to helpdesk users.

The console's Voice Connect feature can also be used as a simple auto-attendant enabling callers to route themselves to the person or department they need.

- Up to 500 operators per server supported.
- Conference, Serial calls
- Queue indicators and salutations
- Emergency mode
- Personal/group speed dial
- Remote set/remove diverts on Cisco phones
- Screened/unscreend transfer
- Retrieve calls parked by other operators

Enhanced Directory

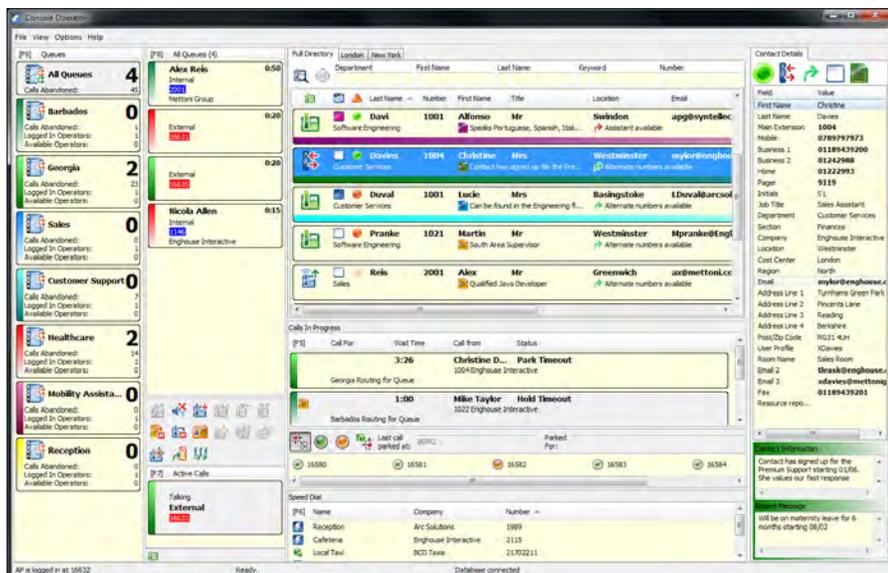
Console for Cisco: Enterprise Edition has powerful directory features that ensure access to comprehensive contact information. The directory can be populated from Active Directory sources using LDAP synchronisation. This ensures accurate, easy to manage contact data across the whole organization.

Operators can use a variety of search options, including phonetic searches and multiple-field searching, which enables them to find people within the organization that share the same skills. This ensures callers are put through to the best person to deal with their inquiry.

The directory will automatically scale to reflect the queue a call came in from, making searching quicker and reducing call handling times. Embedded contact tools including click-2-dial improve productivity and reduce dialling errors.

Integrated, live presence information including availability and current status helps operators ensure each transfer is successful. Presence information can be provided through Cisco Unified Presence, Cisco Jabber, Microsoft Lync, Microsoft Exchange or telephone device status (Busy lamp field).

- Up to 175,000 contacts supported
- Extensive search options including alternate spellings, phonetic, keywords, cross tab for skill sets and directory subsets
- Email direct from directory



- Create and search 20+ directory groups
- Alternate contacts with presence status
- Display of Cluster/Dial Plan column for multi-site solutions
- Jabber softphone client status displayed in busy lamp field
- Share personal directory groups with co-operators

Fig.1. Screen showing call queues and directory with presence status indicators and contact options.

Call Statistics

Supervisors and managers can only ensure that service levels are maintained if accurate performance data is available. Console for Cisco: Enterprise Edition provides over 250 reports based on the operator center, queues and individual operators. Both historical and real-time performance data can be accessed and reports are available either in tabulated form or in a variety of graphical formats.

Supervisors can also make changes to the console environment instantly in order to resolve or maintain service levels. For example, additional operators can be added to a queue in order to reduce the number of calls waiting.

Low Cost Of Ownership

Console for Cisco: Enterprise Edition offers a unique set of features for larger organizations that significantly reduces cost of ownership. This includes installation directly onto the Cisco server, significantly reducing server requirements. Organizations utilizing Console for Cisco: Enterprise Edition across multiple Cisco UCM clusters benefit from a unified directory, busy lamp and call handling function that can be installed and managed centrally but easily segmented by location, cluster, company etc. This also enables multiple attendant console users to be quickly and easily deployed across the organization significantly reducing cost of ownership of the solution

In addition to reduced IT administration and hardware costs, Console for Cisco: Enterprise Edition supports the G.729 codec which provides increased call capacity and reduces the bandwidth required in larger network solutions, saving additional costs.

Call Logging and Cost Analysis

The ability to monitor and manage the cost of communications has always been essential to organizations. Calls to and from the organization can be logged, monitored and analyzed through a standard web browser, making this valuable information available throughout the business. Graphical reports showing call patterns, busy periods and telephone traffic trends enables supervisors to see at a glance if incoming calls are being answered within specified response times and provide the evidence needed to justify additional phone operators, or modify the way that calls are handled to maintain high levels of responsiveness.

Multi-Tenant Support

Console for Cisco: Enterprise Edition was designed to easily support organizations with multi-tenant requirements enabling one or more operators to answer calls on behalf of different organizations. The software also supports the scenario where the same directory numbers exist more than once across the telephony estate, usually in different Cisco UCM clusters or tenants or for multiple disparate groups of operators on one server handling calls for their company with no visibility of the other companies or operators.

“Console Enterprise Edition displays all the relevant information we need on screen, and combines this clear presentation with a simple and intuitive user interface....the clear winner for us.”

Kelly Mole, Switchboard Supervisor,
DTZ

Resilience

Lost calls means lost revenue and poor customer satisfaction. To ensure that operators always have access to the console application to handle calls, Console for Cisco: Enterprise Edition has resilience options providing back-up servers and synchronizations. These seamlessly hand over to alternate hardware in the event of a fault.

Console for Cisco: Enterprise Edition supports a publisher-subscriber model with live directory synchronisation. In the event of a fault the failover from publisher to subscriber ensures calls continue to be answered, minimizing disruption and ensuring service levels are maintained.

Cisco UC Provisioning

Provisioning is the process of preparing the communications network to provide services to users and handle daily tasks like assigning new phone numbers, renaming user names or removing communications services. Enghouse Interactive's provisioning tools greatly simplify the process and speed up daily administration tasks. Up to 75% time savings can be achieved in many daily provisioning activities through the use of this software, allowing your highly skilled UC technicians to focus on what they were actually trained to do.

Phone Applications for Cisco

Enghouse Interactive also offers a range of advanced phone applications for Cisco that provide added functionality.

- Office services with extended functions for office administration
- Broadcast - leveraging the existing communications infrastructure for zone paging, emergency broadcasts and phone conferencing at the touch of a button
- Phone Lock - secure phones to prevent misuse and fraud
- Group MA – Manager – assistant functionality entirely on the phone set, allows assistants to manage calls based on the boss's availability
- Phone ACD – perform the functions of a simple call center agent from your Cisco IP phone screen

From Informal Helpdesk to Multimedia Contact Center

In organizations where groups of employees and departments, such as helpdesks, are required to answer calls, Console for Cisco: Enterprise Edition can be extended with Console for Cisco - Helpdesk Edition as an excellent, low cost alternative to a contact center.

Enghouse Interactive also offers a range of solutions for powering advanced, multi-channel contact centers - providing the right solution for every business requirement.

Quality Management

Whether for security or quality purposes, calls made to and from the operator can be recorded and stored for retrieval and playback at a later date. Operators can click the record button during a conversation to save the call in its entirety. Alternatively there is the option to record all calls for a selected queue. Call recordings can be retrieved by searching for factors including queue, CLI, DDI, time, extension number or operator ID.

“Enghouse Interactive has enabled the University of Wolverhampton to deliver exceptional customer service in our call handling in the competitive education market.”

Pam Barry, Communication Services Supervisor,
UNIVERSITY OF WOLVERHAMPTON

A Trusted Cisco Partner

Enghouse Interactive has been a trusted partner for over twenty years, through our original family of solutions - Arc Solutions, Andtek, Telrex and Zeacom. Our solutions are tested to ensure they are interoperable with Cisco Unified Communications by undergoing regular Interoperability Verification Testing (IVT).

- Cisco Preferred Developer Network partner
- Cisco Compatible

Our solutions are also tested alongside other software solutions to ensure compatibility as part of the wider UC solution.

Modular Approach

Pilot, prove and migrate your console, helpdesk or contact center to Cisco UC when the time is right for you then add functionality as required.

Bring Your Customers Closer With A Connected Enterprise

Any company wanting to focus on customer service needs to put in place an approach that puts the customer at the heart of their business. They will need to leverage resources across the whole organization and bring to bear everything from console management to CRM to call recording to ensure the customer focus is maintained.

See how Enghouse Interactive solutions can help you make savings across the business and allow your more expensive higher-skilled workers scattered across the enterprise to become part of the customer service effort as and when required.



About Enghouse Interactive

Enghouse Interactive is the union of products and expertise from leading solution providers including: Arc Solutions, CosmoCom, Datapulse, IAT SmartDial, IT Sonix, Safeharbor, Syntellect, Telrex, Trio, and Zeacom. Now a single, global organization, Enghouse Interactive delivers flexible and scalable solutions that will meet a company's communications needs across their organization, including: global communications management, contact center solutions, attendant consoles, IVR or self-service solutions and call recording and quality management tools.



Learn more at www.enghouseinteractive.com

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