

Alcatel **OmniPCX Enterprise** 4059 IP Attendant Application

Product & Offer
Large & Medium Enterprise

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1. Introduction

The **4059 IP Attendant Application**, also called SBC (Screen Based Console), is integrated into the Alcatel-Lucent *OmniPCX Enterprise*. This application provides the maximum level of comfort and user friendliness. It is used when there is just a single attendant set for a system. It may also form part of a team of attendants when telephone requirements mean that several dedicated sets are necessary.

The Alcatel **4059 IP Attendant Application** is used to optimize call management: to reply to and easily direct incoming calls, to manage internal calls and, if necessary, to connect internal sets to recipients outside the system.

This application also allows the attendant to take some responsibility for system management.

The following operations, among others, are available to the attendant:

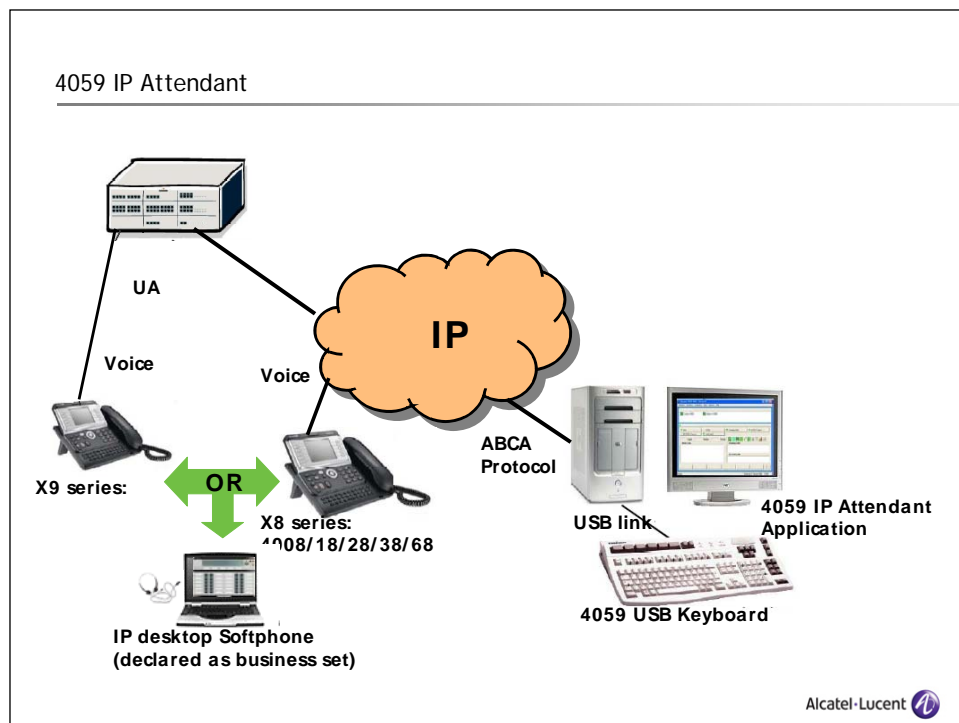
- Switching over the system from standard operation to a status configured for reduced activity (at night, for example)
- Reserving external lines for a specific use
- Controlling the use of internal and external lines by the users
- Selecting automatic connection of calls
- Programming the date and time of the system, the checking of call costs, etc.

2. System architecture

The Alcatel 4059 IP Attendant application runs on a PC connected through IP network to the OmniPCX *Enterprise* Communication Server.

The application runs in Microsoft Windows XP operating environment.

The application (software part) has to be associated to a specific USB keyboard (including telephony keys and leds), a mouse, and telephone set (legacy or IP hard-phone or soft-phone).



All attendants must be part of an attendant group, consisting of up to 50 attendant sets/consoles (the maximum number of attendants in an attendant group depends on the product software version).

The attendants within a group can use different sets/consoles, but all the terminals of the group must be on the same node. An attendant terminal can only belong to one group.

When the attendant is plugged-in, the set is used for the audio (voice communications), all displays and icons are on the PC GUI, all phone set's keys are disabled.

In case 4059 IP Attendant Application is logged-out or 4059 IP application not running, associated phone set should be usable as a business set. In case of problem on PC (e.g. power failure) or IP network, night service or overflow solution could be managed for the phone set.

3. Attendant keyboard

The Attendant keyboard has specific keys for call handling and other telephone functions. On this keyboard, all keys which are not identical to those on a standard PC keyboard are used by the 4059 application. These keys are used for immediate call handling, even when using another application or when the application and/or the PC are off. Each Attendant key corresponds to a specific function. A LED is associated with each keyboard key dedicated to call handling. A lit LED informs the attendant that the corresponding key is available for any operation. Certain standard PC keys can also be used for call handling.

3.1. Call handling keys

Specific short telephony keys offer following call handling functions:

- Open the personal directory of the console
- Release: ends the attendant intervention on a call.
- Answer an internal call.
- Redial a number from the list of the last 10 outgoing calls.
- Broker call.
- Place on hold/transfer: places a call on hold (or transfers a call).
- Cancel the consultation call: returns to the main call.
- Call: calls the selected set.
- Answer an external call: displays the list of incoming calls.
- External trunk: displays the list of calls routed or placed on hold.

3.2. Specific LEDs

Six specific LEDs provide information on the system status:

- Night forwarding
- Trunk reservation Mail System message
- Auto answer
- Auto transfer

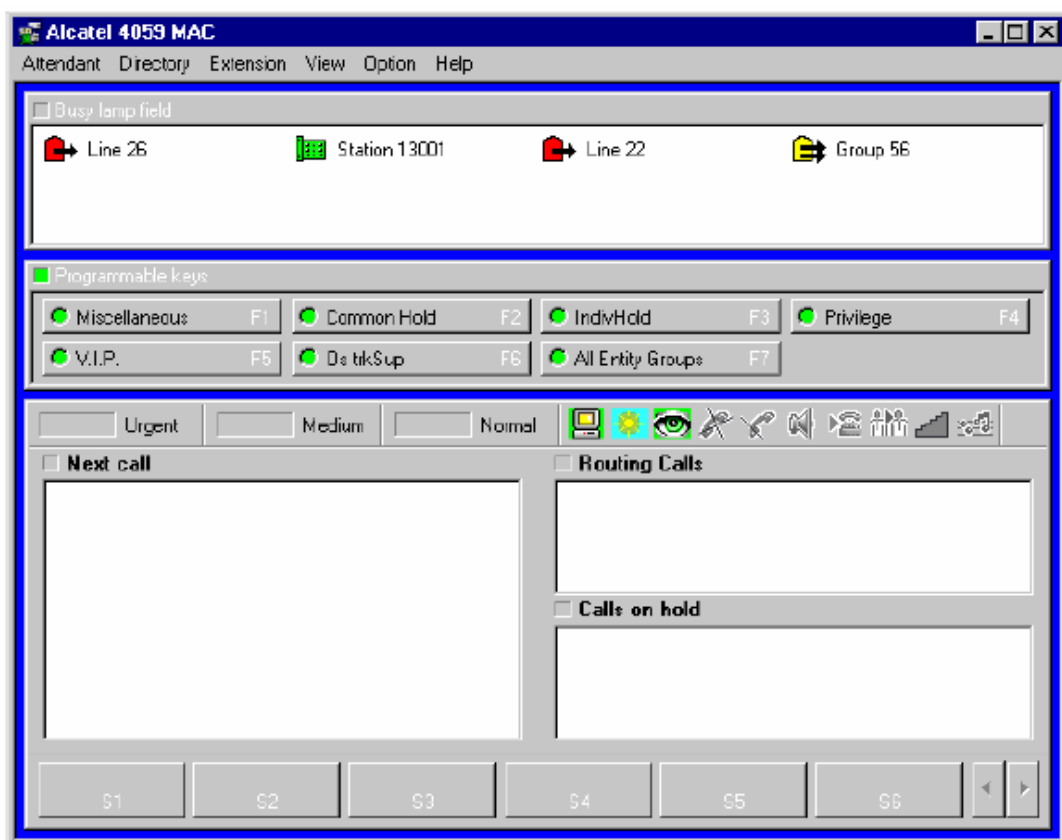
3.3. Standard keys used for call handling

These keys are located on the numeric keypad of the keyboard:

- “0” to “9”, to dial a number
- “#”, to indicate the end of dialling
- “-“, to seize a trunk on the same trunk group without having to dial

4. 4059's graphical interface

When the attendant application handles some communications (incoming or on hold calls), the following information is displayed for each caller: caller identity, directory number, entity number. Additional information appears when the attendant hangs up.



4.1. Information display field

The 4059 display contains two specific fields: the first is Busy lamp field, the second is Programmable keys.

The color of the individual title bar for these two fields indicates whether they are active.

Busy lamp field

The supervision icons indicate the status of sets (digital, IP, analogue), attendant position, trunks, and trunk groups:

- Set free, out of service, unreachable, Do not Disturb status, busy, absence,

- Attendant: set free, out of service, busy, login or not, absent
- Fax: available, busy, out of service
- Trunks: free, busy, out of service
- Hunt groups: free, busy, partly busy

A maximum of eight supervision icons can be displayed on a single console. To display more icons, install the 4059 BLF application.

The attendant console only supervises the equipment located on the same node as itself.

4.2. Status bar

This display field, which is located directly above the call handling field, is divided into several parts:

- Call waiting counters (number of incoming calls with state – urgent, medium, normal).
- Status icons (Absent, day service, night service, status of supervision icons, automatic answer and transfer, ...).

5. Advanced call routing features

During telephony states, additional functions can be used for the following operations:

- Chained Call
Routing with chained release allows the attendant to transfer an external call to an internal set. The external party is rerouted to the attendant set as soon as the internal user has on-hooked. The same call can therefore be routed to several sets in succession.
- Charged Call
During the routing of an external outgoing call to an internal user, the charged release activates the call back to the attendant set when the internal set on-hooks. Answering the call back displays the identity of the set and the number of charge units charged to this set.
- Release Control
During the routing of an external call to a busy internal set, the attendant can put the call on hold with release control. When the internal user on-hooks, their set is not rung, but the external call returns to the attendant set. The attendant can then route it to the called user.
- Forwarding between attendants
The attendant can forward an internal or external call to another attendant (or attendant group) whose set is in service and available. The attendant can thus successively route the same call to several user sets.
- Voice frequency/DTMF.
Also called transparent dialling, or over-dialling (DTMF), this function is used to resend additional dialling to the same party on the line.
- Record the current conversation.

- Malicious call (not available in the USA).

Indicates a malicious call, to the system administrator for an internal call, or to the telephone operator for external calls.

Note: For external calls to be indicated as malicious, you must have a subscription for this service with the telephone operator.

6. Security / log

6.1. Secret code

The system administrator can use a secret code to authorize, prohibit, or control access to several facilities. The secret code of the console can only be modified by the system administrator. Certain functions are only accessible after entering the code for the console. The icon indicates the functions which require this code.

Once the attendant requests access to the facility which the administrator has set to Allowed with Attendant Code, a window displays requesting the password.

A dialog box requests the input of the password. If it is correct, the function is automatically activated.

Inaccessible functions are indicated by the icon.

6.2. Connection history

When the console of a PC is shared between several attendants, it may be helpful to check the history of the latest connections.

The window shows the PC username and the start and end dates and times of the connections to a 4059 application session.

7. PC configuration

To support the 4059 IP Application Attendant, PC has to support following characteristics:

- PC with Windows XP PRO SP1
- Processor Pentium 400 or upper
- 512 MB or more of RAM memory
- 20 MB free on the hard disk
- A CD ROM peripheral
- A mouse
- A free USB connector for the Attendant keyboard.



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