

# PhoneUP Attendant Console

3x faster call control  
Conference control  
Context-aware call dispatching  
Tens of other great features



## 3x faster call control

Find any contact quickly with always up-to-date enterprise directories, personal phonebooks and “favorite numbers”.

The intuitive drag-n-drop user interface allows you to transfer a call or create a conference with a single mouse action.

## Context-aware call dispatching

See who’s calling and greet him personally. The Caller ID popup supports both internal and external calls.

The “Transfer” tab shows the caller’s TOP-10 transfer destinations even before you answered him. All you need is to click on selected destination to complete the transfer.

## Create and control conferences

Create an ad-hoc conference by drag-n-dropping participants.

See who has joined to a scheduled meeting. Add and disconnect participants.

## History and comments to contacts

When answering an incoming call see the call history.

Add comments to callers and share them with other operators.

## Messaging features

Use the Console app to send:

- messages to Cisco IP phones,
- SMS and emails.

## Special call control features

Use the unique Console features:

- supervised transfer
- line monitoring
- calls interception.

## Feature list

### Phone books:

- global and personal phonebooks with customizable phonebook structure
- importing contacts from AD, LDAP, IBM Lotus Notes, CSV, XML, CUCM, SQL DBMS
- scheduled import and automatic phone number normalization
- dynamic contact search and filters
- presence indication
- Caller ID popup
- favorite contacts and call history

### Call control

- intuitive drag-n-drop interface
- park/unpark, hold/unhold
- blind / consultative call transfer

### Context-aware call dispatching

- caller's TOP-10 transfer destinations
- presence indication
- caller's interaction history
- shared comments to callers

### Conference control

- creating ad-hoc conferences
- monitoring scheduled meetings
- adding and disconnecting participants

### Messaging

- alerts to Cisco IP phones
- SMS notifications
- email messages

### Architecture

- secured admin web-interface
- login/password or domain user authentication

### Supported environment

- CUCM Enterprise 6.x-11.x / Business Edition support
- endpoints: Cisco IP phones, Cisco Jabber, Cisco IP Communicator support

### High availability:

- failover deployments based on NLB and MSCS clustering