

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.

Messaging features

Use the Console app to send messages to Cisco IP phones, SMS and emails.

Comments to phone numbers

Add comments to callers and share them with other operators.

Special call control features

Use the unique Console features:

- “monitored 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
- answering a call, hold/unhold
- blind / consultative call transfer

Call dispatching wizard (the "Transfer" tab)

Conference control

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

Messaging

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

Comments to callers are shared among other users

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