

Call Center Solution

AND Phone is a powerful and scalable application platform for Unified Communications environments. The application server uses a modular base system which can be extended by services and functionalities you need for improving your communication tasks.

The *AND Phone Group ACD* solution is special for small environments. All functions are available directly on the phone and the status of all working places is on the phone display visible.

Also in peak times is warranted that the ACD solutions gives you the needed availability, by a professional built queue for the caller and with different process you can work out.

Administration of the AND Phone server is completely centralized and uses a web-based frontend which can be extended with additional modules.

Benefits

- Optimized working at call center
- Fast overview about agent status at the phone display
- Unlimited number of working places
- Easy pick up/forward of incoming calls
- Whole handling is phone based (no PC required)
- Different call forward algorithm
- Easy call handling
- Professional individual waiting queue

AND Phone Group ACD

Services on the Phone

- Direct call to group members
- Changing group
- Wrap up time
- Pause
- Log on/off of agent phones
- Acoustic and/or visual signaling
- Activating/deactivating group display
- Intercom function between agents
- Up to 18 group members at the same time on the phone display
- Supporting of phones with touch screen
- Pick up of incoming calls for group members
- Forwarding of incoming calls for group members
- „First-In First-Out“ or „Longest Idle“ principle
- Queues
- Group based skill routing

Administrator Services

- Password protected access with multilevel administration
- Multi level administration
- Centralized management of all *AND Phone* modules
- Create, Modify, Delete user groups
- Advanced options for group members
- Add non-visible group members (Supervisor)
- Configuration of call distributions
- Configuration of wrap up time
- Configuration of forward after defined time
- Configuration of time based queues
- Configuration of music on hold or welcome
- Target definition with no available agents
- Target definition at full queue
- Call forward after a defined time by no answer
- Call forward to next agent by no answer

System Requirements

Server Requirements

- x86-based processor min. 2.8GHz
- Main memory 512MB/1GB/2GB
- Gigabit-/Fast-Ethernet interface
- Min. 20GB hard disk,
- CD ROM drive
- Virtualization supported (VMware)

Software Requirements

- AND Phone Base
- AND Phone Group ACD

Supported Server Operating Systems

- Linux (included)

Supported Telephone Systems *

- Cisco Unified Communications Manager 4.x, 5.x, 6.x, 7.x, 8.x

Supported Phones *

Cisco IP Phones 7900 series, 8900 series, 9900 series

* Available services might differ depending on the used type of phone and telephone system versions.



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