

Avaya Softconsole™

The Avaya Softconsole™ application builds upon the success of Avaya's previous attendant consoles—PC Console and the 302 hardware attendant console—and puts more power and control at your attendant's fingertips. This console supports IP and DCP connectivity to Avaya systems running Communication Manager to give you a choice of solutions that meet your company's needs.

IP connectivity is available in both a Road Warrior mode for your mobile workers and a Telecommuter mode, with the voice quality typically associated with traditional solutions.

Avaya Softconsole – Road Warrior Mode

Avaya Softconsole, Road Warrior mode, enables use of the full Avaya Communication Manager feature set from temporary remote locations anywhere in the world. The Road Warrior application consists of two software applications running on a PC that is connected to Communication Manager over an IP network.

The single network connection between the PC and Communication Manager carries two channels, one for the signaling path and one for the voice path. On Communication Manager, the Road Warrior mode requires the CLAN circuit pack for signaling and the IP media processor for voice processing.

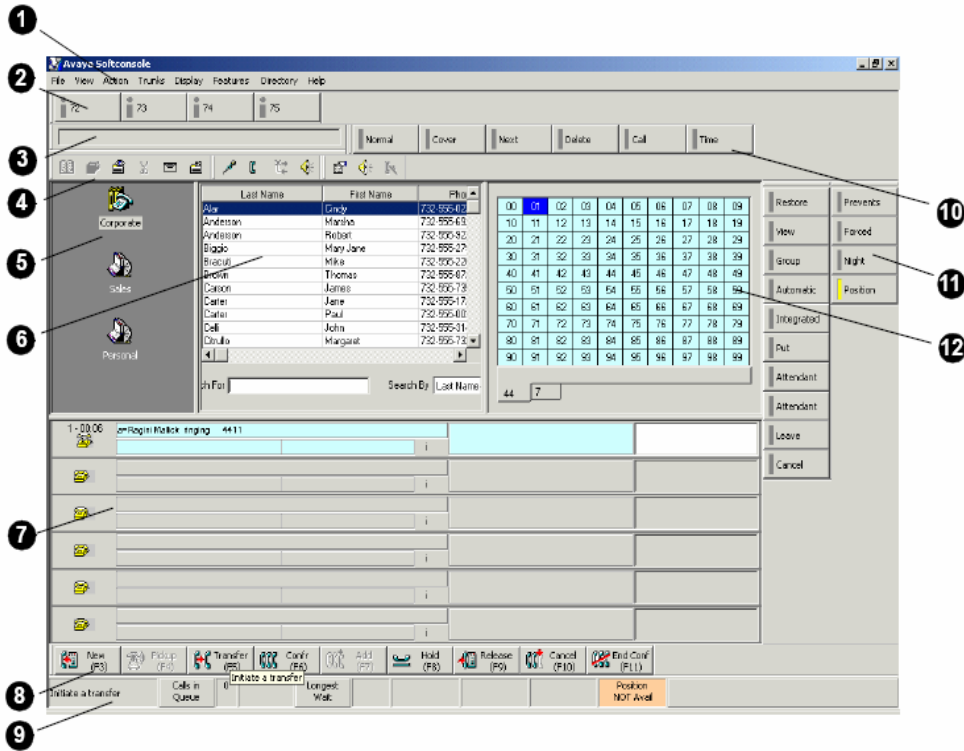
Avaya Softconsole – Telecommuter Mode

Avaya Softconsole, Telecommuter mode, enables telecommuters to use the full Communication Manager feature set from home. It consists of a PC and a telephone with separate connections to Communication Manager. The PC provides the signaling path and the user interface for call control. A standard telephone provides a high-quality voice path. The Telecommuter application does not use the IP media processor.

In telecommuter mode, both the Softconsole PC application and the physical handset telephone must be answered to answer the call.

The Avaya Softconsole solution improves the attendant's experience by delivering a new and intuitive graphical user interface (GUI), comprehensive setup wizards, email integration and enhanced directory capabilities. The GUI features directory information, Direct Extensions Select/Busy Lamp Fields (DXS/BLF), user-movable tool bars and six call appearances. To speed and simplify call handling, your attendant can arrange the screen to meet their needs, dial from the DXS/BLF component, directory lookups, feature buttons or manually from the keyboard, and much more. The directories are stored in the MasterDirectory Data Manager application, a robust directory database management program included with the Avaya Softconsole solution to facilitate database management.

Avaya Softconsole Sample Display



Feature	Description
1. Menu bar	Provides File, View, Action, Trunks, Display, Features, Directory, and Help options. To get immediate online help, press F1 .
2. Trunk Toolbar	Contains the trunk group buttons.
3. Display Messages Toolbar	Displays messages and information (such as Integrated Directory information) from the Avaya server.
4. Toolbar area	Contains the Directory toolbar. Depending on the mode (that is, DPC or IP), this area may contain CallMaster VI or IP volume control, and IP control toolbars.
5. Directory panel	Contains a vertical display of icons that correspond to directories available to you.
6. Directory display	Displays entries for the active directory with the selected entry highlighted.
7. Call appearance area	Displays call appearances with information about each call, which can include call identifier text, call state and timer, Second Party name field, an information button, and a comment area.

Feature		Description
8.	Action toolbar	Displays the buttons corresponding to the call handling options available to you on the current call, such as Transfer, Hold, Release, etc.
9.	Status bar	Provides feedback information at a glance, including alarms and an attendant queue indicator.
10.	Display Toolbar	Contains the administered display buttons.
11.	Feature buttons	Correspond to the administered feature buttons on a hardware console.
12.	Direct Extension Select/Busy Lamp Field (DXS/BLF)	Corresponds to the same area on a hardware console. Each administered hundreds group occupies a tab. Each tab contains 100 cells that correspond to an administered extension.

Key Features

The following are characteristics of the Avaya Softconsole:

- New emphasis on keystroke reduction/speed of operations for keyboard-only attendants improves call handling.
- Busy Lamp Fields (BLF), Directory and Display windows are no longer mutually exclusive. All may be on-screen at the same time making it easier to view calling activity and improve responsiveness.

Avaya Softconsole Busy Lamp Field Example

100	101	102	103	104	105	106	107	108	109
110	111	112	113	114	115	116	117	118	119
120	121	122	123	124	125	126	127	128	129
130	131	132	133	134	135	136	137	138	139
140	141	142	143	144	145	146	147	148	149
150	151	152	153	154	155	156	157	158	159
160	161	162	163	164	165	166	167	168	169
170	171	172	173	174	175	176	177	178	179
180	181	182	183	184	185	186	187	188	189
190	191	192	193	194	195	196	197	198	199

1	84	46	64	24	25	26	◀	▶
---	----	----	----	----	----	----	---	---

- Attendants have much more flexibility in how the screen is arranged so they can personalize their screen to meet their needs. Screen arrangements are saved from session to session so attendants don't have to spend time rearranging the screen every time they are at the console.
- The application window the attendant sees on screen scales intelligently from a minimum useful size to full screen. Useful information is added to the display as the attendant increases the window size.

- Attendants can quickly request a line status—On/Off-hook or Send All Calls (SAC)—which is displayed for the selected entry in the directory window.
- The administrator can select sound (.wav) files on the PC, rather than on a connecting telephone, to generate alerting and warning sounds (optional for DCP connection and required for IP connections). Default sounds are designed to let the attendant make critical distinctions between regular alerting, emergency alerting and the call-waiting signal.
- Improved queue status display helps the attendant respond better to call activity.
- Feature buttons appear in multiple tool bars with easy to read pop-up, full word, tool tip displays to make it easier for attendants to choose the right feature.
- This GUI is a 32-bit application rather than 16-bit for much faster loading and robust capability.
- Up to 100 directories can be created.
- The Avaya Communication Manager directory is integrated with the MasterDirectory and is no longer a separate application, which improves software downloading.
- Email feature lets your attendant generate email to users at the click of a tool bar button or keyboard command.
- Step by step wizards for installation and initial administration with help and warning text presented with each step helps simplify and speed installation and should reduce service call volumes for installation assistance.

MasterDirectory Data Manager

Master Directory Data Manager is included as part of Avaya Softconsole. It is a database application that is specifically designed for directory data management. It serves as an information management tool—importing and consolidating directory information from voice and data systems, and exporting it to directory-enabled applications. MasterDirectory can import/export and transfer data via standards-based protocols, including the following:

- ODBC – Open Data Base Connectivity
- LDAP – Lightweight Directory Access Protocol
- FTP – File Transfer Protocol
- SMTP – Simple Mail Transfer Protocol
- CSV – text delimited files

Using these protocols Master Directory can:

- Extract data from multiple sources
- Apply filters and business logic to consolidate data
- Populate directory services and databases for use by applications

For example, MasterDirectory can collect information from multiple Avaya Servers, consolidate the data with Human Resource databases, and send the processed data to an LDAP directory service used by phone attendant applications, Internet white and yellow pages, and other applications.