

«Dream attendant functions»



Atiras Attendant for Cisco

Benefits for you and your employees:

- **Flexible main numbers:** You operate one or more main numbers for one or more companies.
- Music and recorded announcements make waiting easier.
- **Optimum provision of information:** No fixed information grid. Telephone directories are created on a customer-specific basis.
- **Individual working method:** You can work with either the mouse or the keyboard. Key assignments can be customized.
- **Status displays:** You are informed of the status of internal subscribers at any time, also of Lync users
- **Integrated solution:** No separate hardware is required, and multiple management of data is not necessary.
- **Display of absences:** Attendant interface with directly integrated Outlook absences. No need to switch program windows. A true increase in efficiency!
- **Data import:** Import subscriber data from Active Directory or a different data source. Atiras communicates with each data source with the support of LDAP and CSV files.

Impress your customers with the flexible and cost-effective attendant solution for your Cisco Unified Communication Manager platform.

Atiras Attendant provides your company with attendant functionality. The main number of a company and the way incoming calls are handled are still a company's calling card. With its flexibility and modern user interface which optimally adapts to the information requirements and working methods of the attendants, Atiras proves that call handling does not have to be old-fashioned and outmoded.

Do you need quite specific attendant functionality or is a call center oversized for your requirements? Then Atiras Attendant is just what you need. The flexible configuration of main numbers, alternative destinations, greeting texts, and the dynamic configuration of the contents of telephone directories and the user interface leave nothing to be desired. Atiras offers your attendants an optimum information platform with optimized operating options such as the optional use of the keyboard and mouse. The font size can be set individually, which is very useful in particular for older users or those with visual impairments. And best of all: all individual configurations are stored centrally and are therefore workplace-independent

Cisco certified



Member of

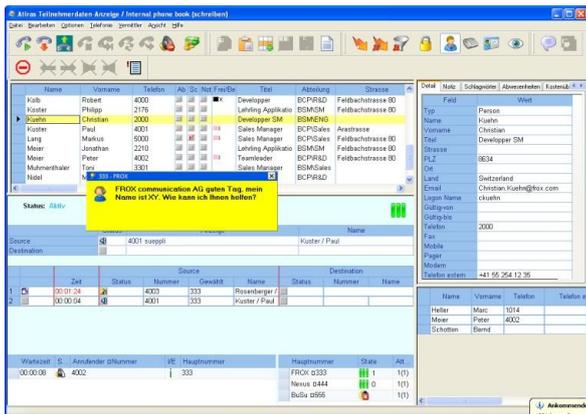


Go online



The most important new features in Release 7.4 for Atiras Attendant for Cisco:

- IP attendant solution with integrated MS Lync presence information
- Different CTI Route Points can be defined for main numbers or diversion destinations
- Outgoing calls with Calling Line ID (CLID) of the main number
- Favorites can be defined individually (for each attendant)
- Outlook Calendar can also be opened from the Favorites list
- Night diversion destinations can be temporarily overridden
- Compatibility with Cisco UCM 9.1 and MS Exchange 2013



Atiras Attendant is a Windows-based server/client system with an integrated central database. The server installation can also be used as a client with single-user systems, a specific server is not required in this case. You can define specific greeting texts or announcements for each main number. They are displayed when an incoming call is received. Access to the various telephone directories can be restricted via user groups. Predefined query filters can also be configured for each user group to automatically control access to certain data. Settings such as keyboard assignment, field arrangement, font size and background color can be individually saved for each user name and are available irrespective of the workstation.

Cisco Unified Communication Manager requirements

- Supported versions: Cisco UCM Enterprise from Version 6.1 and higher
- A CTI Route Point must be defined for each main number

For the Server/Client system requirements and scope of services please refer to the compatibility list.

References: Concrete projects in your region are available on request.

Subject to changes. Issued in April 2014

Functionality in detail

Simple licensing: Atiras uses floating licenses for user licensing, which can therefore be installed on any number of workstations. The number of concurrently logged-on users is checked.

Enterprise Lightweight Directory Access Protocol (LDAP) data import: Telephone directory data can be imported directly from a directory such as Active Directory via the LDAP protocol. The assignment of telephone directory and directory fields can be configured in a flexible manner.

Data exchange: Data can be automatically exchanged with any sources. As an alternative to the LDAP protocol, CSV files can also be used as information carriers.

Single sign-on: Automatic logon to Atiras based on the logon credentials of Active Directory.

Flexible telephone directories: Any number of external and internal telephone directories is available. The content of each individual telephone directory can be adapted to the company's requirements. Individual fields can be protected against changes with permanent write protection.

Flexible search: The unique Quick Search in Atiras enables combined search operations without the prior selection of search fields. Complex and frequently used search combinations can be saved as filters and switched on and off at the click of a mouse.

Presence information: The attendants can see the status information of the telephone sets at any time (e.g. free, busy, forwarded, do not disturb). Now with integrated Microsoft Lync presence information.

Central notes: Individual notes can be created for each telephone entry. They are immediately available as additional information to all attendants.

Keyword search: Any number of keywords can be entered for each telephone directory entry and used for search queries. Editing can be restricted using write protection.

Creating reports (subscriber): Reports can be dynamically created and saved in different file formats.

Messaging: Unable to reach the subscriber? Send a message by e-mail or SMS at the click of a mouse. The calling number, date and time are automatically integrated, definable text modules can be added as required.

Favorites: Important numbers are always visible and can be dialed at any time.

Alternative destinations: Alternative destinations can be defined based on time. Three time slots are available for each day. Call behavior on public holidays can be defined in a special calendar.

Switching calls: Calls can be switched with or without advance notification. Unanswered calls are placed as recalls on the original attendant workstation and marked as recalls.

Prioritized queues: Main numbers can be assigned a priority; incoming calls to main numbers are placed first in the queue.

Call picking: Calls in the queue are displayed with the telephone number in a table and can be answered selectively.

Unanswered calls: If an already placed call is not answered, it is automatically diverted to the next free attendant after 20 seconds.

Attendant groups and call distribution: The attendant staff can be divided into max. six attendant groups and two priority levels can be assigned per person. So, for example, incoming calls are always first assigned to free attendants with the higher priority.

Attendant statistics: Based on the logbook data, the load of an individual person or the load distribution of the entire attendant service can be graphically evaluated.

Music and recorded announcements: As an option, a voice message and/or music can be played for calls in the queue.

Healthcare: The extended IP attendant functions for the Healthcare sector can be found in the Atiras Healthcare flyer.