

ALCATEL-LUCENT 4059 EXTENDED EDITION ATTENDANT CONSOLE

Customer satisfaction increases when calls are handled promptly or directed to the right person for the information they need. The Alcatel-Lucent 4059 Extended Edition (EE) Attendant Console provides your company operators with the tools they need to ensure all calls are handled efficiently and professionally while keeping a personal touch. This PC application, designed for the OmniPCX® Enterprise Communication Server or OpenTouch® platforms, enables single or multi-site centralized operators to quickly dispatch a high volume of calls both from customers and employees.



Professional welcome and efficient call handling

Operators play a crucial role in the customer welcome by providing a good first impression of your business, and that first impression has a direct impact on customer satisfaction. Because many calls are managed daily, it is important to provide efficient call handling. By combining a visual display of incoming calls, call status and presence information with an easy-to-use PC interface, the 4059 EE Attendant Console enables operators to manage and dispatch a high volume of calls to the right person within an organization in a timely manner without compromising the welcome quality both for customers and employees.

Desktop application

The 4059 EE Attendant Console is a desktop application that communicates directly with the Communication Server

to control the operator's telephone, without requiring the installation of an additional server. It pairs with Alcatel-Lucent desk phones for reliable quality audio, or with the Alcatel-Lucent IP Desktop Softphone application for use with VoIP.

The 4059 EE Attendant Console can be used either as a single attendant position or as part of a group of operators for mutual help.

Easy-to-use customizable interface

The console's interface, based on the Microsoft® Windows® operating system, can be customized to reflect individual requirements for working faster, more comfortably and more efficiently. Speed dial keys can be created for most frequently dialed contacts or employee services such as hotel and taxi reservations.

All major call control actions can be performed directly in the interface with the mouse, or with the Alcatel-Lucent attendant keyboard predefined function keys, or through key combinations on a standard PC keyboard.

The ergonomics of the dedicated keyboard make it easy to use for occasional or new operators to handle calls more effectively as they can manage their audio settings (for example, mute, hands-free, volume) and call control functions (for example, call answer, call end, call transfer, call toggle) with a single key press.

Supervision and presence

The visual supervision (Busy Lamp Field) of key people and public accesses (available, busy, ringing), as well as real-time presence information, including the user presence (for example, busy, away from the desk), or the calendar presence, helps operators to ensure that each transfer is successful.

Find and identify people

The 4059 EE Attendant Console has powerful directory features ensuring access to contact information and identification of callers. Operators can search for people from various sources (OmniPCX Enterprise phonebook, LDAP directory, personal directory) and use the results to establish phone calls or redirect callers. And the click-to-call function from contact cards improves productivity and reduces dialing errors.

Multi-site businesses

Multi-site call control allows a single receptionist or operator to manage calls for single-site offices and even multiple locations, thus reducing operation costs. Multi-site businesses also enable geographically dispersed operators to efficiently handle calls for the whole organization. Should call volumes exceed set thresholds, the 4059 EE Attendant Console can overflow to alternative queues or operators, without compromising the customer welcome.

BENEFITS

Direct calls to the right person the first time	Operators can see the status and availability of all associates on the network to quickly and accurately route calls to the right people. Presence status information improves transfer success and reduces voicemail. Important calls can be prioritized to meet service level requirements.
Streamline operations	A single operator can manage calls for multiple offices. The results are streamlined operations, consistency of service and cost savings.
Manage high volume of calls efficiently	The intuitive PC interface and one-touch call/transfer operations help improve the efficiency and effectiveness of the operator, especially for high call volumes.
Make new operators more effective faster	With its easy-to-use and customizable PC interface, the operator requires minimal training. This is especially true for former Alcatel-Lucent 4059 IP users.
Improve the total cost of ownership (TCO)	The 4059 EE Attendant Console is a desktop application using business desk phones that communicate directly with the Communication Server, thus no additional server is required to deploy and maintain.

Figure 1. 4059 Extended Edition Attendant Console

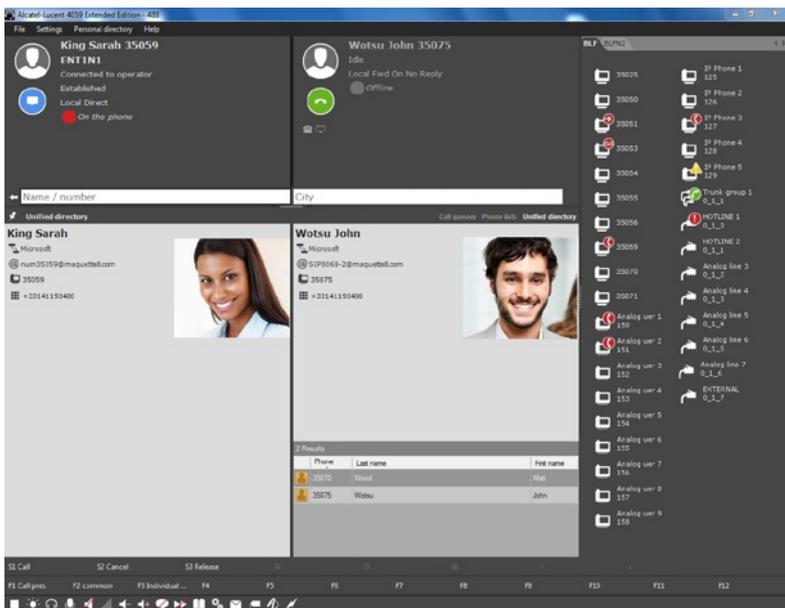
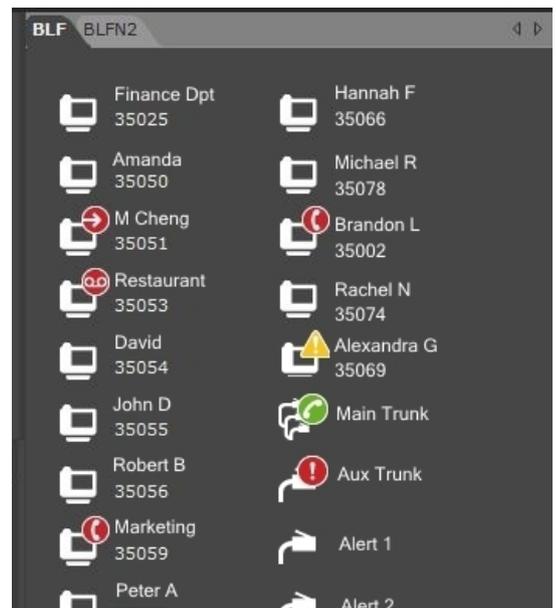


Figure 2. Visual supervision



FEATURES

Telephony services
Call control including call answer, make call, redial, consultation call, call transfer, call park, hold call, call toggle, conference call, forwarding between attendants, and much more, directly from the application
Audio fed through the desk phone or via the computer (with the Alcatel-Lucent IP Desktop Softphone application)
Call handling via mouse or keyboard (the customized Alcatel-Lucent keyboard includes most-used call handling functions)
Fast call or transfer with one click (for example, from supervision panel, from contact cards)
Speed dials (user-programmable function keys and shortcut buttons)
Call handling functions (for example, call presentation, hold call, call transfer, supervision) available through contextual function keys, ordered according to operators' preferences
On-demand call recording for quality, security or legal requirements. Optionally, all calls can be recorded via the Alcatel-Lucent OmniPCX RECORD application.

FEATURES (CONT'D)

Caller, callee information

Caller name or caller ID with alert window

Callee contact card including the picture, organization, presence* and routing information, email addresses, phone numbers, etc.

Click-to-call from contact card

Call queuing and routing

Monitoring of queues (incoming calls, transfers in progress and calls on hold) with automatic or manual call pickup from queues to manage a high volume of calls

Call queue status with visual indicators

Management of emergency calls or VIP calls

Supervision and presence

Visual supervision (Busy Lamp Field) of people or public trunks (including trunk groups); supervision pane can be displayed on a separate window or screen

Display of the contact's availability from the activity of their phone (ringing, busy) and their presence state* (for example, away from the desk, offline)

Display of calendar presence information from Microsoft Exchange, IBM Domino® or Novell GroupWise® server (option via the Alcatel-Lucent Application Partner Program)

Directory

Simultaneous search in all data sources: OmniPCX Enterprise phonebook, any LDAP directory, and attendant console directory (personal contact database)

Variety of search options to quickly find people (wildcards, approximate match, attributes)

Automatic number resolution of incoming calls

Click-to-call from directories

User notification

Text, voice, email (SMTP email using the in-built email window)

Call logging

Review (all incoming, outgoing and missed calls) and call from the call history

Multi-site

Centralized operator across connected locations

Geographically dispersed operators for the whole organization

Industry services (Hospitality, Healthcare)

Do Not Disturb, wake-up, check-in/check-out (option via the Alcatel-Lucent Application Partner Program), guest personal code management, room status changes

Customization

Keyboard shortcuts, font size

Automatic answer/transfer/recording, ringing tone

Resilience

Via back-up and synchronization with the OmniPCX Enterprise Communication Server

Extensions

Via partners (Alcatel-Lucent Application Partner Program), for example, visitors' management (check-in/check-out), netcam integration, equipment for visually impaired users

* With OpenTouch platforms

TECHNICAL SPECIFICATIONS

Software release

4059 Extended Edition Attendant Console version 1.6.2 or higher

Supported systems

OmniPCX Enterprise Communication Server, from Release 9.1 on

OpenTouch server, from Release 1.2 on

Computer requirements

Microsoft Windows OS: Windows 7 (32- and 64-bit), Windows 8/8.1 (64-bit), or Windows 10 (64-bit)

CPU type (or use a compatible processor): Intel® Core™ i3

Free physical memory dedicated to the application: 512 MB RAM (depending on the OS, at least 4 GB RAM are recommended for the machine)

Hard disk with at least 1 GB of space available

Networking: network card, connected to the network using TCP/IP

Display: 1280 x 1024 min screen resolution, 17-inch or larger monitor

Dedicated (recommended) or standard PC keyboard (with number pad)

USB ports (2.0 min) for audio devices and keyboard

Telephony for VoIP: microphone and speakers, headset with microphone, or equivalent device(s)

Microsoft .NET Framework 4.5

Supported desk phones/softphone

Alcatel-Lucent DeskPhones (IP or Digital) and Premium DeskPhones (IP or Digital)

Alcatel-Lucent IP Desktop Softphone (VoIP)

Directories

LDAP directory compatibility: OmniVista® 8770 Network Management System, third party

Support of LDAPS authentication/encryption

Networking

IPv6 compliancy

Localization

Simplified Chinese, Traditional Chinese, Danish, Dutch, American English, French, Finnish, German, Austrian German, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Brazilian Portuguese, Russian, Spanish, Swedish, Vietnamese

Capacities

Attendants per system: 250

Supervision icons: 600

Entries in redial list: 400

Entries in Attendant Console directory: 120,000

Number of calls for each call queue (incoming calls, transfers in progress, calls on hold): 8

ORDERING INFORMATION

You must order a 4059 Extended Edition Attendant Console license for each concurrent operator login.

	OMNIPCX ENTERPRISE COMMUNICATION SERVER	OPENTOUCH SERVER
4059 EE license	Part number 3BA09329JA	Part number 3BA09329JO
Busy Lamp Field (option)	Part number 3BA09509AA	Part number 3BA09509AO
Customized keyboard (option)	Part number 3BA00637xB (x is country-dependent)	
Pack 4059 EE license + customized keyboard	Part number 3BA03241xB (x is country-dependent)	Part number 3BA03241xO (x is country-dependent)