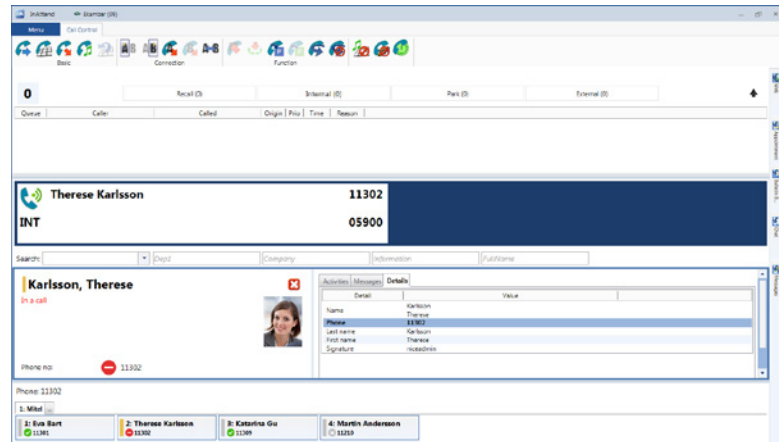


Mitel InAttend

Attendant Console for Microsoft Skype for Business/Lync 2013

Key Benefits

- Multi-featured attendant console
- Increased switchboard customer service with efficient call transfers to the right person
- Integration with third party products, like Microsoft Skype for Business/Lync 2013
- Multi-language support
- Future-ready, scalable solution for growing organisations



Mitel's Standalone Attendant Console for SMB

Mitel's InAttend attendant console provides all the necessary tools for attendants and receptionists to perform efficiently. With powerful SIP-based call and queue handling, contact search options, calendar integration, Microsoft Skype for Business/Lync 2013 presence information, line state and activity status, Mitel's InAttend is available as an attendant application adapted for medium sized companies with a focus on ease of use and low TCO.

Features and Functionality

UP-TO-DATE PRESENCE AND ACTIVITY STATUS OF ALL CONTACTS

InAttend offers a broad range of integrated functions for achieving high-quality attendant performance.

Integrated directory search and rich presence information on each contact enhance the potential for successful first-call transfers. Besides detailed contact information, the rich presence for each contact includes calendar information, UC presence and line state information. Based on this information, the attendant can choose the most optimal way of serving the customer.

DIRECTORY SEARCH

The main task for an attendant is to answer calls, find the correct person in the company and connect them. With the flexible search option of InAttend, the attendant can easily find contacts and obtain all information needed to transfer the call.

Search across multiple directories:

- *Integrated directory based on LDAP*
- *Automatic search when the minimum number of characters are typed*
- *Search for multiple fields and multiple criteria in one field*
- *Rich Presence info displayed in search results, including:*
 - *Calendar information*
 - *UC presence*
 - *Line state*
- *Microsoft Skype for Business/Lync 2013 presence mode (presence indicator colors harmonized with Skype for Business/Lync 2013 presence color scheme)*
- *Returned search results and search fields are configurable*
- *Ability to initiate calls directly from search results*
- *When a contact is unavailable, the Team function helps locate contacts in the same department or company as an alternative*
- *Detail view with additional data for a search entry (e.g. calendar or picture)*
- *Ability to display and change the call forwarding state of a phone*

CONFIGURABLE CALL QUEUES AND ANNOUNCEMENTS

- Queues configurable for calls to one or more attendant workplaces
- Service hours and queue buttons can be configured separately for each queue
- Support for multiple unique queue entry configurations per queue
- Personal greeting
- Overflow to other queue or number for calls can be configured when no attendant is logged on
- Automatic Call Distribution to the longest idle attendant
- Public or private park queues
- Public or private recall queues with on demand recall possibilities

SWITCHING AND TELEPHONY

- Softphone and hardphone support
- Dynamic list of all incoming calls
- Ability to pick call from list of calls in queue
- Status of internal extension displayed before transfer
- Transfer calls, either screened or blind
- Intrusion with forced release
- Three dial and transfer modes:
 - Preview dialing
 - One-click dialing
 - One-click dialing and transfer
- Park call and Hold call functions
- Configurable Busy Lamp Field
- Support for subscriber capability (announcement, screen information configurable per subscriber)
- Call control functions accessible by mouse or keyboard
- Attention feature for new calls in a queue
- Dynamic recall for transferred calls
- Recall for transfer on busy (camp-on)
- Web panel to display Internet/Intranet sites

MESSAGING

- E-mailing of telephone notes to target persons
- Calendar information
- IM/chat function between attendants

BASIC RECORDING

- Recording disabled (default)
- Record on demand
- Record all calls

In on demand mode, the call recording is simply initiated by clicking an icon and the complete call, from the very beginning, will be stored. Access to the recordings for post processing is done via the Windows file system.

LINE STATE FEDERATION WITH MICROSOFT SKYPE FOR BUSINESS/LYNC 2013

With the line state federation service, call manager's line state is federated into Microsoft Skype for Business/Lync 2013. This means that e.g. users with extensions on MiVoice MX-ONE will appear as busy in Skype for Business/Lync 2013, if busy in a call on the MX-ONE side.

SUPPORT FOR THE VISUALLY IMPAIRED

The InAttend application can be used by attendants with visual impairments. This is achieved through integration of external products.

OPEN STANDARDS

InAttend is a future-ready and scalable solution based on open standards (SIP, LDAP, SMTP) in order to support customers' multivendor environments.

MULTI-LANGUAGE SUPPORT

InAttend supports the following languages: Chinese, Danish, Dutch, English, Finnish, French, German, Italian, Norwegian, Portuguese, Russian, Spanish and Swedish.

	OS and HW Requirements
Server	Windows Server 2012 and Windows Server 2012 R2
	Microsoft SQL 2012 and SQL 2012 Express
	4 GB RAM (as a minimum)
Clients	Windows 7, Windows 8 and Windows 8.1

	Supported Platforms
Mitel	MiVoice MX-ONE and MiVoice Office 400
Other vendors	Microsoft Lync 2010, Microsoft Skype for Business/Lync 2013, Alcatel-Lucent OmniPCX Enterprise 11.1, Cisco Unified Communications Manager 9.X, 10.X, Avaya CS1000 7.5, 7.6