

Console Assistant

FreedomPipe Console Assistant is an intuitive, PC-based operator console for FreedomPipe Hosted IP Services from the award-winning FreedomPipe application suite.

With Console Assistant, receptionists and group attendants can easily manage incoming calls to a main company number or group members through their on-screen line status indicators, corporate directory, and icons/menus that enable point-and-click transferring, click-to-call capabilities, and a variety of enhanced features. Console Assistant fills an essential business need without requiring your customers to invest in expensive console hardware. Since Console Assistant is easily branded, it also gives your service provider brand additional reach.

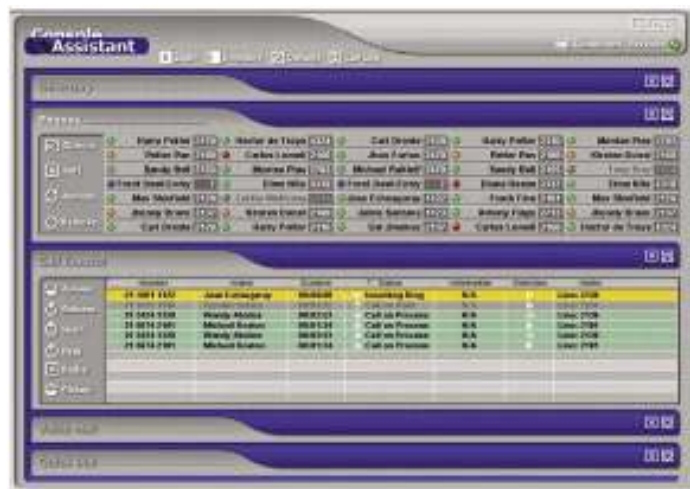
Console Assistant Basics - With the Console Assistant application an incoming call can easily be routed in many different ways with the click of a mouse. A search tool makes finding an extension a snap.

• **Point-and-Click Transferring** – Enables the user to transfer calls in several ways:

- Blind Transfer to an Extension
- Announced Transfer to an Extension
- Intercom Transfer
- Blind Transfer to Any Number
- Priority Transfer via Intercom

• **Message Center** – If a requested extension is busy or the person is unavailable, an incoming call can be placed directly into that person's voice mail through the Console Assistant interface without their phone ringing.

• **Camp-On** – Place an incoming call in a queue at the requested extension. When the person becomes available to take the call it will ring through. Calls can also be parked for directed call pickup.



*Familiar Windows User Interface
Seamless integration with Cisco 7960 IP Telephone*

A user of Console Assistant has the ability to view the current presence status of anyone in the directory. Easy to read icons include incoming call ringing, call on hold, call active, phone idle, do-not-disturb, phone out of service and phone forwarded status for up to three hundred phones.

In addition to transferring calls to those extensions set up to show status, Console Assistant makes it easy to transfer to anyone in the corporate directory. For help remembering details about the many calls that could be active at once, call notes called "Scribbles" can be entered for any call. When the call is released from the Console Assistant the Scribbles are removed.

Console Assistant Enhanced Features

Console Assistant gives the user many features beyond those ported to the soft console from a full-featured hardware attendant console.

Call Log – For the attendant to stay on top of all recent calls, a list of all incoming and outgoing calls to and from an extension is displayed in the Call Log tab. The call information includes phone number, name, date/time and length of call. The log can be sorted by clicking in the headers. Double-clicking in the entry returns the call automatically. This feature is available for all calls incoming and outgoing made by the user and any numbers over which they have control, such as an administrative assistant managing a manager's calls. A tree view enables selection of the desired call log.

Voice Mail – A list of all voicemail messages with phone numbers and name appear in a point-and-click format for the attendant's phone and for other phones for which the attendant is given access. Each message can be independently selected for listening and more. A tree view enables selection of the desired voicemail box.

Speed Dials – Console Assistant enables users to edit their pre-provisioned speed dial buttons for use in transferring calls to frequently dialed locations.

Log-In – Multiple users can log-in to the same terminal, one active at any time, and have their personal settings, voicemail, call logs and call screening settings automatically change with the user. Multiple attendants can run Console Assistant with views of independent or overlapping extension groups for executive assistants or department group call handling.

Outbound Calling – Console Assistant enables an attendant to dial out by double-clicking a name or number in their phone tab or to manually enter a number in the on-screen dial pad.

Company Directory Updates – Console Assistant users have the ability to make updates to the Company Directory, including title, and mobile, home and fax numbers. This is separate from extension creation, which remains an Administrator function. A printable version of the corporate directory is also available.

Hosted Upgrades – When software updates become available, our Hosted service will push a pop-up upgrade notice to the user's Console Assistant PC when they try to log on. At that point, the latest version of Console Assistant will feed out from the server when the user clicks to download. The user won't be able to logon without doing the download. Hosted upgrades greatly reduce customer support time and cost and ensure that customers are always using the best release. After an upgrade the user just logs on again with all settings still in place, ready to go.

FreedomPipe Console Assistant Features & Benefits

Familiar, user-friendly user interface
Visibility to all incoming calls, answerable with a click
Visibility to current presence status of monitored phones
Easy-to-read icons
Point-and-click call transferring
Message center transferring
Camp-on transferring
Convenient, central control for call logs, voicemail, and corporate directory updates

Desktop Requirements

PC Microsoft™ Windows 2000 Professional or XP
CPU: Pentium 4 or higher
Memory: 32 MB RAM
Hard Drive: 20 MB free disk space
Phone: Cisco 7960 (SCCP) with 1 or 2 – Cisco 7914 Telephone Expansion Modules