



# Aastra InAttend

A multi-featured attendant solution with advanced collaboration options

**Aastra InAttend is the core application in Aastra's attendant offering and an essential part in the Aastra Business Collaboration suite. InAttend is a multi-featured attendant solution that is built on open standards and offers advanced collaboration features.**

## InAttend Attendant Console

InAttend attendant console provides all necessary information for efficient call handling, yet is fully integrated with the Aastra Collaboration suite for a complete UC experience. It offers powerful search options, calendar integration, Microsoft OCS/Lync and IBM Lotus Sametime presence integration, line state/presence/activity status as well as SMS text messaging and many other collaboration features. The InAttend SIP-based platform opens the way for integration with various call managers and offers multi-language support.

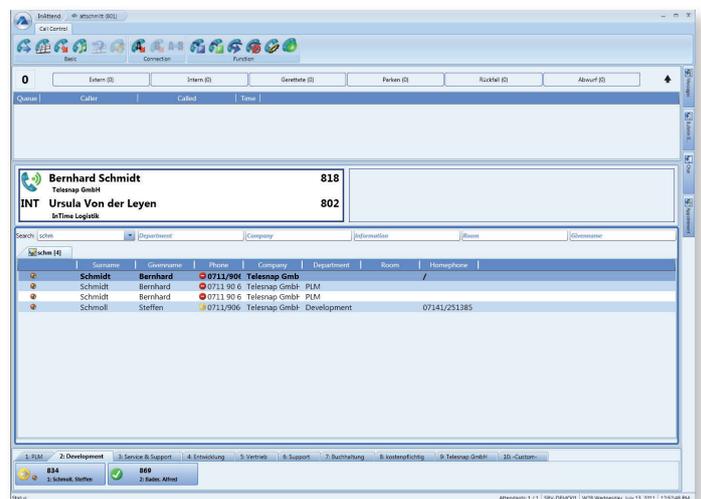
The application is designed as a standalone system with an LDAP database as the directory, but it can also be integrated with the Aastra CMG server. This opens-up the possibility to use the CMG suite together with InAttend. For detailed information about the CMG suite please refer to corresponding datasheets and product descriptions.

Aastra InAttend is based on two server components:

- ✦ Aastra Connectivity Server – Attendant Platform (ACS-AP) - acts as a SIP connection to the call manager
- ✦ Aastra Presence Server - connected to all systems that deliver activity handling information

These sources are:

- ✦ Call manager for line state
- ✦ Groupware systems, such as Microsoft Exchange, Lotus Domino and Novell GroupWise for calendar information
- ✦ Presence systems (Microsoft OCS/Lync or IBM Lotus Sametime) for online presence information



*InAttend interface*

## Aastra InAttend gives you:

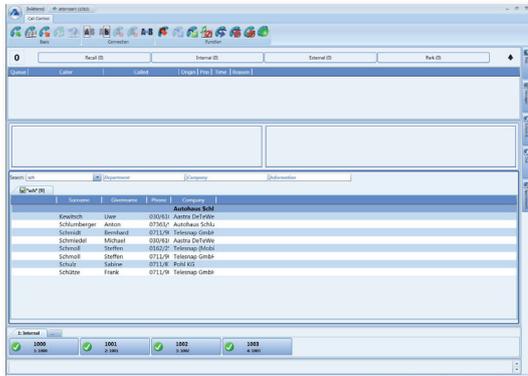


- ✦ A future proof scalable solution based on open standards
- ✦ Increased switchboard productivity
- ✦ An efficient way of handling high volumes of calls
- ✦ Up-to-date information on availability and activity status for all employees
- ✦ User friendly design – defined by attendants' preferences and adjustable to users' needs
- ✦ Support in a multi call manager environment
- ✦ Presence information from Microsoft OCS/Lync and IBM Lotus Sametime
- ✦ Calendar integration (Microsoft Exchange, Lotus Domino, Novell GroupWise)
- ✦ Possibility to integrate with the Aastra CMG suite

# InAttend Features

## Increased Switchboard Productivity

InAttend offers a broad range of integrated functions for achieving high quality attendant performance. Its logical structure and design make it easy to use and get started. At the same time InAttend, is a tool for advanced attendants to handle high volumes of traffic and continuously increase productivity. With InAttend, attendants have access to activity and availability information for all employees and can easily search for any directory information.



*InAttend expert interface*

When InAttend is integrated with CMG, the attendant has control over the activities and forwarding for everyone registered in the directory or in a groupware system (e.g. Microsoft Exchange, Lotus Domino, Novell GroupWise) or a presence system (e.g. Microsoft OCS/Lync or IBM Lotus Sametime).

For attendants, it is important to be able to quickly send brief messages to employees. InAttend can send e-mails directly via SMTP. With InAttend, the attendant always has the correct presence information for all users. The information is either retrieved by the presence server from the groupware and presence system.

## Design defined by attendants' needs

The logical design and screen layout of InAttend is based on continuous development in interaction with attendants. It allows attendants to perform switching solely by using a few keys. With the modern .NET environment, users can adjust the attendant console user interface to their own needs.

## Quick access, quick answers, swift connections

In the automatic pop-up window, the attendant can view the activity and contact profile of the extension being called, availability, other ongoing activities, when the staff member can be reached, organizational affiliation, whether the staff member is available to take the call, etc.



Surname	Givenname	Phone	Company
Abwurf		63	Brown Inc.
Bader	Reinhold	63	Brown Inc.
Bender	Josephine	1002	Brown Inc.
Black	Melanie	1001	Brown Inc.
Blumenthal	Axel	303	Brown Inc.
Brown	Georg	61	Brown Inc.
Extern		75023	Brown Inc.
Gerettet		64	Brown Inc.
Gregory	Daniel	1003	Brown Inc.
Gruber	Bernd	65	Brown Inc.
Hotline		75024	Brown Inc.

*InAttend information panel*

## Queues and announcements

With InAttend, attendants can configure their queues in a variety of ways depending on the need and situation.

- ✦ Queue configurable per attendant
- ✦ Descriptions of queue buttons are configurable
- ✦ Queues may be configured to hold calls for only one or for more attendant workplaces
- ✦ Number of entries per queue can be configured separately
- ✦ Automatic transfer of all incoming calls into the corresponding queues (internal/external)
- ✦ Times for ring tones and announcements can be configured separately
- ✦ Service hours can be configured for each queue
- ✦ Announcements are configurable and can be played for the caller before an attendant answers
- ✦ Announcements can be configured for each queue
- ✦ Drop target for calls when no attendant is logged on

*A user-friendly and flexible design that can be tailored to each attendant's individual needs*

## Switching and Telephony

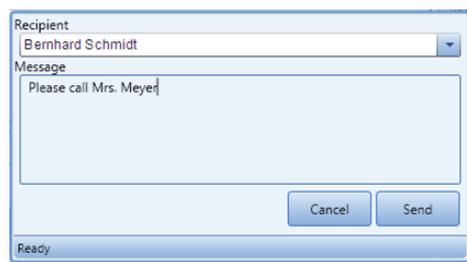
- ✦ Dynamic list of all incoming calls
- ✦ Pick call from list of calls
- ✦ Automatic call distribution
- ✦ Transfer of calls. Either screened or blind
- ✦ Status of internal extension displayed before transfer
- ✦ Park call and Hold call
- ✦ Configurable Busy Lamp Field
- ✦ Support for subscriber capability (announcement, screen information configurable per subscriber)
- ✦ Display of address and user data from LDAP, Lotus Notes, MS Outlook, Novell GroupWise, ODBC or KlickTel
- ✦ All phone functions accessed by mouse or keyboard
- ✦ Attention feature for new calls in a queue
- ✦ Callback on busy
- ✦ Dynamic recall for transferred calls
- ✦ Recall for transfer on busy (Camp On)
- ✦ Web panel to display Internet/Intranet sites



*InAttend assigned call*

## Messaging

- ✦ E-mailing of telephone notes to target persons
- ✦ SMS messaging function (SMS gateway required)
- ✦ Calendar integration
- ✦ Integration with Microsoft OCS/Lync and IBM Lotus Sametime
- ✦ Attributes of calendar entries may be transferred with fixed values
- ✦ Wait while busy



*InAttend messaging*

## Directory search

The main task for an attendant is to answer calls, find the correct person in the company and connect the call. With the powerful and flexible search option of InAttend, the attendant can easily find users in the company and immediately obtain all information needed to transfer the call. If a user is unavailable, alternatives can be searched with the configurable team search options.

- ✦ Integrated address directory based on LDAP standards and LDAP data source is freely configurable
- ✦ Automatic search when the minimum number of characters are typed
- ✦ Search for multiple fields and multiple criteria in one field:
  - Name and company or name and department
- ✦ Search with various flexible configurations
- ✦ Search results contain configurable information from the directory
- ✦ If the person called is unavailable, the team function finds employees working in the same department or company
- ✦ Order of columns for the search list is configurable
- ✦ Detail view with additional data for a search entry (e.g. calendar or picture)
- ✦ Presence info displayed in result list and Busy Lamp Field
- ✦ Place calls directly from search result lists
- ✦ Display the call forwarding state of a phone
- ✦ Change the call forwarding state of a phone
- ✦ Editable information field in the Astra LDAP server
- ✦ Phonetic/nickname search



*InAttend directory search*

## Support for the visually impaired

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

## Multi-language support

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

## Open standards

InAttend is a future-proof and scalable solution based on open standards in order to support customers' multi-vendor environments.

System Requirements	InAttend 1.0
<b>Server</b>	
Windows 2003, Windows 2008 and Windows SQL 2005	•
2 GB RAM (as a minimum)	•
<b>Client</b>	
Windows 7	•
Windows XP, Windows Vista	•
<b>Aastra CMG Server 7.5</b>	Optional
<b>Aastra Attendant Platform 7.5 (ACS)</b>	•

For up-to-date software compatibility and hardware requirements, please refer to the latest Product Description and Compatibility Matrix documents via your applicable sales representative.

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