

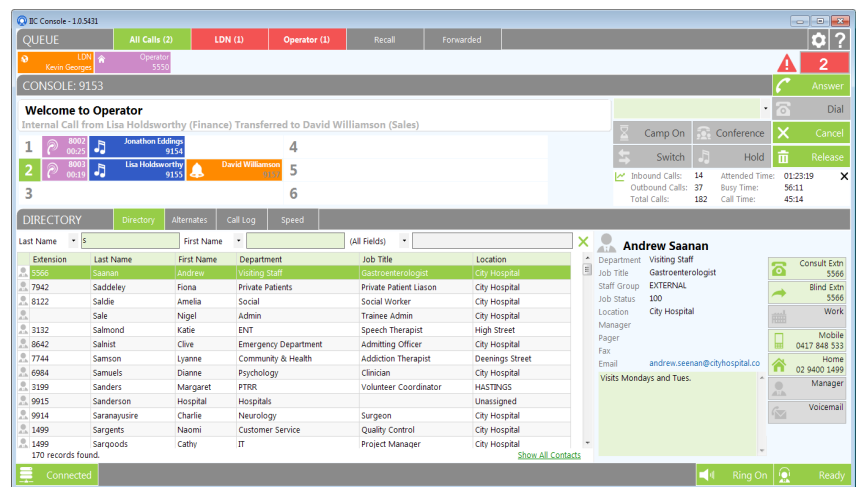
IIC Console for NEC

THE ULTIMATE PROFESSIONAL CONSOLE FOR RECEPTIONISTS, ATTENDANTS AND SWITCHBOARD OPERATORS

Transform your business with a modern feature rich console designed to enhance your company's professional image and the level of service provided by operators who are the front line to your business.

The IIC Console works effortlessly with NEC Communication Systems and your company directory services to help streamline your switchboard operations.

Comprehensive business reports are included to allow you to monitor operator performance, fine tune switchboard rosters and help to reduce costs.



Simplicity with Scalability

The IIC Console is an IP-based solution that has been developed from the ground up with the latest Microsoft technologies. The console has been designed to be easy to install and easy to use.

Screen layout is clear and logically organised, optimised to improve operator efficiency when handling a high volume of calls.

IIC Console is easily scalable and ideally suited from the smallest business right up to the largest enterprise including hospitals, hotels, universities and government customers with high call volumes.

Integrated Directory Tuned to Your Business

The comprehensive phone directory can be integrated to most company-wide directory services. This will provide accurate, up-to-date staff contact details to the operators and allow a single point of entry for directory updates.

Alternatively, the IIC can connect to existing IAC Databases or integrate to a variety of call accounting directories.

- » Speedy directory searches with predictive (dynamic) results
- » Notepad for operator notes on each person in the directory
- » Extension presence (BLF idle/busy) in real-time
- » Hotel PMS integration allows searching by Guest name or Room

Easy to Train New Operators

The simple, intuitive operation and powerful directory makes training new and relief operators easier. Call Control buttons are large and clearly labelled. Use keyboard or mouse to answer and transfer calls.

A customised USB keyboard is available from NEC with colour-coded labelled keys. Keyboard operation is similar to the IAC Console.

Fast Efficient Operation

- » Operators can view queued calls, answer and hold calls and lookup contact information quickly
- » Calls are answered with a screen pop that can include a customised Greeting banner, Caller CLI and Staff contact details
- » Alternate contacts in same Department are shown in a tab
- » Calls can be handled using either keyboard or mouse operation

Business Reports With Impact

A variety of chart and tabular reports are available on Call, Queue and Operator activity by month, day, hour. Reports can include Abandoned Calls and Average Time to Answer statistics.

The console reports will help managers to monitor peaks and troughs in switchboard call load as well as individual operator activity and performance.

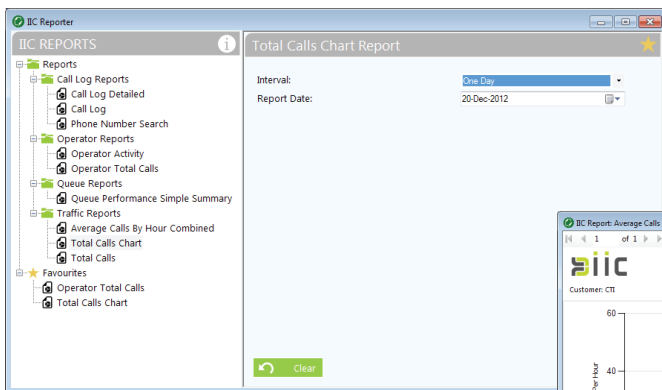
In addition, some basic call statistics are shown on the console to help motivate operators. A call log on each console shows operators a record of calls that have been answered and dialled.

Flexible Licencing

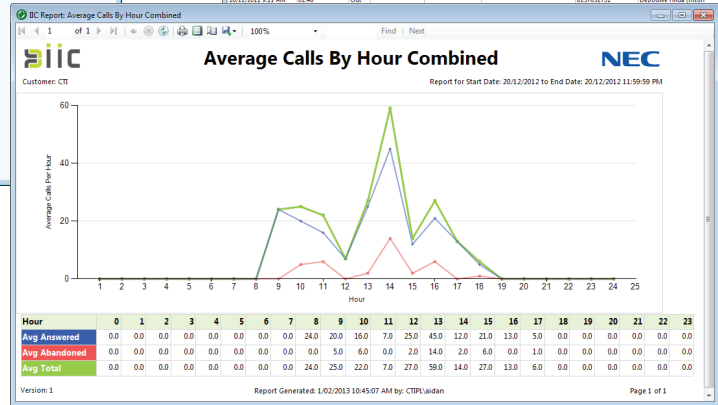
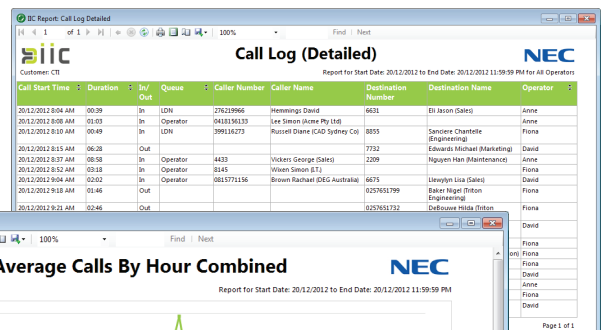
The Flexible Licencing scheme allows other staff to have IIC Console installed on their Desktops and to act as relief operators when required as long as their phone is configured for the Console.

Licencing only limits the number of *active* consoles running. The management reporting tool can be installed on any desktop.

IIC Console for NEC



A variety of reports are available to help manage switchboard operations. The IIC Reporter tool can be installed on any desktop.



CALL ROUTING

- » Calls are routed to the IIC queue by the NEC system or any ACD
- » The IIC then provides full control of the calls being handled on a companion digital or IP phone
- » The operator listens to calls via a handset or headset attached to the phone

CALL CONTROL

- » Call handling via mouse or keyboard
- » Customised USB keyboard available from NEC
- » Keyboard operation is similar to the IAC Console
- » One touch transfer to extensions, mobiles and external numbers
- » Six loops to handle up to 6 calls at once
- » One-touch toggle between source, destination or 3-way conf
- » Calls waiting display including type of call (LDN, CFN, CFB, Guest etc)
- » Calls can be answered according to call type (LDN, CFN, Guest etc)
- » Last Number Redial (supports up to last 20 numbers)
- » Night Switching and Attended control
- » Speed dial buttons:
 - 128 One-touch speed dials
 - Button labels are configurable
 - Changes are automatically updated to all consoles
 - Extension presence (BLF idle/busy) shown for all buttons

SCREEN POP

- » Shows LDN called and LDN specific greeting message
- » Shows reason the call came to switchboard (CFN, CFB, Recall, etc)
- » Shows called party
- » Shows calling party (either internal extension or CLI if available)
- » CLI can include number, name and company
- » Up to 17 Database fields populated by screen pop
- » Notes can be saved by operators against each directory record
- » Alternate contacts in same Department shown on separate tab

DIRECTORY SEARCHING

- » Predictive (dynamic) searching 'as you type'
- » Search using wildcard characters
- » Full-text searching (search all fields including Notepad)
- » Alternate contacts in the same department shown in separate tab
- » Extension presence (BLF idle/busy) shown for all Search results

DIRECTORY INTEGRATION

- » Integrate to Active Directory using LDAP
- » Connect directly to existing IAC SQL Databases
- » A variety of tools for integration to Call Accounting packages
- » Hotel PMS integration allows searching on Guest name and Room

REPORTING

- » Easy to use management reporting package included with licence
- » Reporting package can be installed on any desktop
- » Calls, Queues and Operator activity reporting
- » Abandoned Calls and Average Time to Answer reports
- » On-screen timers for active calls
- » Call log (per operator) records Calls answered and Calls dialled
- » Reports can be exported to PDF or Excel

MANAGEMENT

- » Flexible licence scheme based on number of active consoles
- » Simple installation, requires minimal PBX program changes
- » Simple management tool for centralised console configuration
- » Dynamic configuration updates to all consoles without restart
- » Variety of statistics and performance reports included

NEC PBX SYSTEMS

- » Large PBX: SV9500, SV8500, IPX, IMX, ICS/160, ICS/140
- » Small PBX: SV9300, SV8300, IPS, ICS/120, ICS/110
- » PBX requires OAI feature to be enabled
- » Each operator requires a multi-line digital or IP phone
- » No practical limit on maximum number of consoles
- » Supports PBX's networked over CCIS No 7 or Fusion®
- » Supports Hotel PMS integration via IP or RS232 Serial
- » Supports PMS integration to Hotel middleware such as FCS, Phonecontrol Affinity and JAZZ

SYSTEM REQUIREMENTS (MINIMUM SPECS)

- » Desktop: Windows 10, 8.x, 7 (32 or 64-bit, 4GB RAM)
Windows XP not supported
- » DB Server: Windows Server 2012 or 2008 (8GB RAM)
SQL Server Express 2014, 2012 or 2008 R2