

Cisco Smart CallConnector Operator



Cisco® Smart CallConnector Operator helps enhance business efficiency by quickly answering the main-number calls and accurately delivering them to appropriate and available employees. If an employee isn't available, operators can use integrated directory and messaging options to find an alternative or leave a message. An optional part of the Cisco Smart CallConnector Suite, the Cisco Smart CallConnector Operator application integrates with the Cisco Smart Business Communications System to allow operators to handle incoming business calls efficiently and take advantage of their business's smart communications infrastructure.

Product Overview

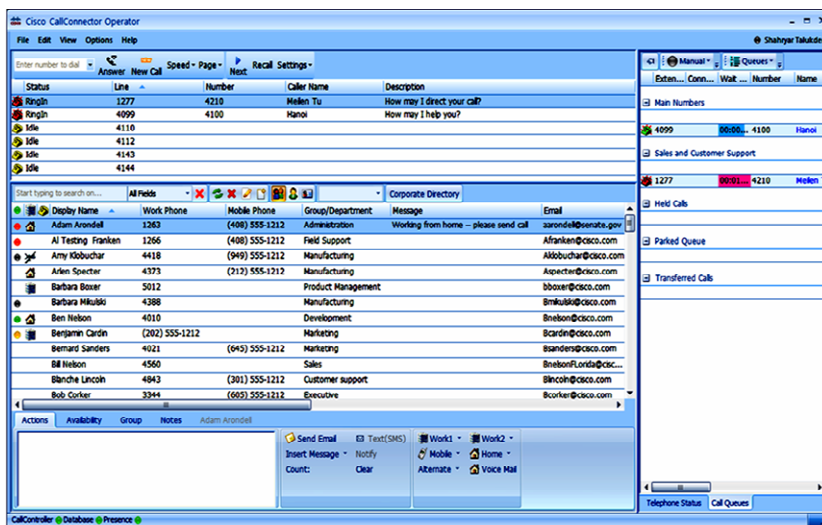
Cisco Smart CallConnector Operator is a Windows application that was designed specifically for the fast call handling plus contact management and messaging requirements of a small business operator position. With Cisco Smart CallConnector Operator, operators can:

- Handle incoming calls quickly and transfer them to the appropriate and available employees with ease
- View incoming calls at a glance, plus view the status of parked, transferred, and held calls
- Easily send instant messages, email, or text (Short Message Service [SMS]) messages to employees who are not available to take calls
- Quickly search for users in the directory and manage the organization's directories
- View and update the availability, location, and telephone status of all employees

Cisco Smart CallConnector Operator is an operator solution for the Cisco Smart Business Communication System. Easy to install, configure, and use, the application offers a fully customizable user interface, allowing operators to resize feature windows and place them anywhere on the screen. Operators can also use a mouse or a customizable keyboard to access features, offering deployment flexibility.

Figure 1 shows an example of the Cisco Smart CallConnector Operator application window.

Figure 1. Cisco Smart CallConnector Operator



Solution Overview

Cisco Smart CallConnector Operator displays queue, directory, and call-control information in user-customizable windows. From the application, operators can monitor incoming and extended calls, answer calls, access the telephony features, easily locate the right available employee, and efficiently transfer calls to employees at their current number.

Deployment options include the ability to have one or multiple operator positions. You can use the application for a standalone, single position with a backup operator position to relieve the primary operator. For larger sites you can deploy multiple operator positions with Cisco Smart CallConnector Server, supporting one or more business locations.

Customizable User Interface for Mouse, Keyboard, and Drag-and-Drop Capabilities

Cisco Smart CallConnector Operator allows operators to define how they want to use the solution – by keyboard or mouse. Keyboard shortcuts enable faster call handling, without having to use a mouse or drag and drop from one window to another. Operators can use the drag-and-drop capability to make, transfer, conference, or pick up calls. The direction of the dragging actions and the state of the line to which the call is dragged affects the resulting operation.

Operators can customize the Cisco Smart CallConnector Operator GUI and the shortcut keys. They can:

- Change the display font face and size
- Show or hide a window
- Lock the windows; while locked, the windows cannot be resized
- Change the location of a window
- Set up shortcut keys for accessing the operator features
- Receive popup notifications of incoming calls

Ability to View Incoming and Operator-Extended Calls in Call Queues

The Cisco Smart CallConnector Operator call queues display both the incoming calls, organized into administrator-defined call queues, and calls that the operator has extended to employees, put on hold, or parked. From the call-queue window, the operator can:

- View incoming calls waiting to be answered
- Answer the longest-waiting, highest-priority call, or a specific waiting call
- View the calls that have been placed on hold or transferred to park slots or other numbers
- Recall the longest-waiting timed-out call or bring back a specific call

The call-queue window supports the features listed in Table 1.

Table 1. Features Available in the Cisco Smart CallConnector Operator Call-Queue Window

Multiple queues	The system administrator can configure multiple incoming call queues in addition to the predefined held, parked, and transferred call queues.
Customized queues	For each queue, the administrator can specify the priority level, timeout values, greeting text, and busy or unavailable routing.
Progress bar display	A progress bar displays the duration of the calls in the queues. Icons change to indicate a timed-out condition.
Next call	Operators can answer the longest-waiting, highest-priority call from the incoming call queues with a single button or key press.
Answer specific call	Operators can answer a specific call from the list of calls in the call queues.
Recall extended calls	The recall feature picks up and connects to the highest-priority, longest-waiting timed-out call from the parked and transferred queues.
Alternative routing when operator is unavailable	When the operators are unavailable or busy, incoming calls can be routed to predefined night or operator busy numbers.

Powerful, Multifield Search to Locate Contacts in Organizational, External, or Outlook Directories

The Cisco Smart CallConnector Operator directory displays a list of names with detailed contact information and integrated click-to-call and click-to-send services using the contact information. Operators can maintain extensive information about the organizational contacts, quickly locate entries, and directly transfer calls or send messages to them. The organizational directory also displays the telephone status (idle, ringing, or connected) as well as the employee's availability (available, busy, or away) and current location (work, home, traveling, or vacation) with graphical icons.

Operators can locate contacts simply by entering the first few letters of any information about that contact – such as first or last name, department, or phone number. The directory window displays the matching results.

The directory supports the functions listed in Table 2.

Table 2. Features Available in Cisco Smart CallConnector Operator Directory

Access multiple directories	Operators can access contact information from four directories – organizational with phone status display, external with import option from a comma-separated value (CSV) file or Outlook folder, personal directory, and Outlook Private Address List.
Create custom views	Operators can customize how the directory information is presented by selecting the information fields to view and the display style – tabular or hierarchical.
Perform a global search	Operators can quickly locate a contact by entering the first few letters. The search can be for names, departments, or phone numbers of any entry in the directory.
List multiple numbers per entry	Each entry can have multiple phone numbers, including work, home, mobile, backup, and colleagues' numbers.
Drag and drop	Operators can drag entries to make a call, transfer a call, pick up a ringing call, or add to a conference.
View phone status	The organizational directory listing shows phone status (idle, ringing, or connected).
View presence status	Operators can view the availability and location of the organizational contacts in real time.
Select directory	Operators can open a different directory database by switching to its displayed information.
Manage contacts	Operators can add, modify, or delete the organizational contact information.
Integrate calling	Operators can dial numbers, transfer calls, and set up conferences from the directory.
Send messages	Operators can send quick messages by email, text message, or instant message.

Integrated Messaging and Presence Management Options

The action-bar area gives operators a quick and easy way to handle calls and communicate with others in the organization. Using the action bar after doing a directory search, operators can press one button to transfer calls to one of five phone numbers or to voicemail. Operators can also create notes and send them by email, text message, or instant messaging to give others information about callers on hold, parked, or needing an immediate callback.

Presence information for the organization's employees (with or without a Cisco IP phone) can be viewed and maintained by Cisco Smart CallConnector Operator or by individual users with the optional Cisco Smart CallConnector Server. Having current and accurate availability information can assist in the effective routing of business calls.

Deployment Options

Cisco Smart CallConnector Operator is available in three configurations (Table 3) and works with a Cisco IP phone for media handling. By using a Cisco IP phone, the operator always has the ability to handle calls, even if the Windows PC is not available.

For installation, an easy-to-use GUI is provided. It connects to the Cisco Unified Communications 500 Series (part of the Smart Business Communications System) for configuration information, imports the user contact information, and sets up the operator call-control parameters.

Table 3. Deployment Options for Cisco Smart CallConnector Operator

Description	Benefit
Standalone operator	This single, self-contained operator position connects to the Cisco UC500 for telephone status information and call control.
Standalone backup position	A single backup operator position is allowed for each standalone operator. It connects to the primary operator to receive the call-control and configuration information.
Server-based deployment	The operator client is installed at the operator position and connects to the Cisco Smart CallConnector Server for configuration and call-control information. The server-based configuration is required for multiple-operator deployments.

The Cisco Smart CallConnector Server makes it easier to deploy and maintain the Cisco Smart CallConnector Operator solution:

- Administration and updates can be performed without affecting the operator's call-handling capabilities.
- The backup operators are not affected by the status of the primary operator's PC.
- Updates to the operator software can be pushed out from the server.

You can install servers in virtual-machine environments for ease of server management. An easy-to-use installation GUI is provided that connects to the Cisco Smart Business Communications System for configuration information, imports the user contact information, and sets up the Cisco Smart CallConnector Operator parameters.

System Requirements

Table 4 lists the computer requirements for Cisco Smart CallConnector Operator, Table 5 lists the requirements for the server, and Table 6 lists the required software versions.

Table 4. Cisco Smart CallConnector Operator Client Requirements

Parameter	Description
Disk space	250-MB free hard disk space for clients Reserve an additional 150 MB for upgrades.
Hardware	3.2-GHz or faster dual-core or compatible processor for workstation
Memory	2-GB RAM minimum
Operating system	Microsoft Windows XP Professional (Service Pack 2 or later), Windows Vista, or Windows 7 (32- and 64-bit Windows OS supported) Note: No virtual desktop environments, including VMWare, Windows 7 Terminal Server and Citrix client environments are supported.
IP phone	Cisco Unified IP Phones 7940G, 7960G, or 7970G with Color Display or Cisco SPA525G2 IP Phone for media handling

Table 5. Cisco Smart CallConnector Server Minimum System Requirements

Parameter	Description
Disk space	Smaller sites (up to 25 users): 2-GB free hard disk space Sites with 25 to 75 users: 4-GB free hard disk space Larger sites with 75 to 250 users: 8-GB free hard disk space
Hardware	Smaller sites (up to 25 users): 2.66-GHz or faster multi-core processor Sites with 25 to 75 users: 2.66-GHz or faster quad-core processor Larger sites with 75 to 250 users: Dedicated 3-GHz or faster quad-core processor
Memory	Smaller sites (up to 25 users): 2-GB system memory Sites with 25 to 75 users: 4-GB system memory Larger sites with 75 to 250 users: 8-GB system memory recommended
Operating system	Microsoft Windows XP Professional (Service Pack 2 or later) Windows Vista Windows Server 2003 or 2008 (recommended) Windows Small Business Server Both 32- and 64-bit Windows versions are supported.
IP phone	Cisco Unified IP Phones 7940G, 7960G, or 7970G Series or Cisco SPA525G2 IP Phone for media handling

Parameter	Description
Applications	Microsoft Internet Explorer 6.0 with Service Pack 2 or Internet Explorer 7.0 to 8.0

Table 6. Cisco Unified Communications 500 Series Requirements

Cisco Unified Communications 500 Series Software Version
Software Pack 8.0 or later

Ordering Information

To place an order, contact your local Cisco representative, visit the [Ordering Home Page](#) on the Cisco website, or refer to Table 7.

Table 7. Ordering Information

Product Name	Part Number
Cisco Smart CallConnector Server (Required for multiple operator positions)	L-SW-SCC-SERVER
Cisco Small Business Support Service for Cisco Smart CallConnector Server (3 years)	CON-SBS-SVC4
Cisco Smart CallConnector Operator (1 per position)	L-SW-SCC-OPERATOR
Cisco Small Business Support Service for Cisco Smart CallConnector Operator (3 years)	CON- SBS-SVC3

For More Information

For more information about the Cisco Smart Business Communications System solution, including Cisco Smart CallConnector Operator, visit www.cisco.com/go/sbcs.

Cisco Small Business Support Service

The Cisco Small Business Support Service provides “peace of mind” coverage at an affordable price, and helps you get the most value from your Cisco Small Business solution. This device-level, subscription-based service includes software upgrades and updates, extended access to the Cisco Small Business Support Center, and next-business-day hardware replacement as necessary. It also provides community-based support to enable small businesses to share knowledge and collaborate using online forums and wikis to help boost business efficiency, identify and reduce risks, and serve customers better.



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