



Avaya Softconsole™

Increase attendant productivity to serve your customers better

Avaya Softconsole is a newly designed software attendant console that builds on the features of the popular Avaya 302 Attendant Console. With its ability to search internal and external directories, place a caller's e-mail address into your e-mail application and display detailed caller information on up to six calls simultaneously, Softconsole brings more productivity to the attendant's experience.

Avaya Softconsole improves the user experience through a new interface, comprehensive setup wizards, email integration and enhanced directory capabilities.

The Avaya Softconsole is Windows™ based, supports standards-based integration of applications to deliver enhanced functionality; and helps you do more with fewer resources.

Its connectivity to Avaya Communication Servers can be either digital or IP. For digital connectivity,

the attendant's PC will connect into a Callmaster® VI. Using an IP connection, the attendant's headset can either plug into the PC sound card to take advantage of true VoIP roadwarrior single connect mode, or the attendant can use a separate telephone if using the telecommuter dual connect mode.

Facilitate closer relationships between customers, employees and suppliers

Softconsole improves the user experience through the following functionality:

- Brings more information and capability to the attendant
- Has all the features of high-end attendant phones
- Includes user customization of the displays
- Pulls records regarding the calling party
- Use note-taking area and records about the calling party
- Company directory availability
- Improves the attendant's capability while saving desk space.
- Improves user experience





Features

- Choice of two IP connections or DCP connection
 - Voice over IP configuration (road warrior)
 - Dual connection (telecommuter) for toll quality audio
 - DCP connection using the CallMaster VI or 8411D
- Integrated iClarity for IP audio
- Directory lookup and dialing
- Integrated with MasterDirectory to support up to 100 directory databases
- Integration with LDAP directories
- DXS/BLF directory display and dialing
- Alternate dial numbers
- Ring through the PC sound card
- Permanent and per call notes
- Send email from Softconsole
- Configuration Manager wizard
- Download switch settings into Configuration Manager
- User assigned hotkeys
- Feature buttons display tool tips

Minimum Requirements

- Avaya MultiVantage Software or DEFINITY R9.5 or later for DCP connectivity
- IP enabled Avaya Communication Server running Avaya MultiVantage or DEFINITY Release 10 for IP connectivity

- A personal computer with a Pentium® based processor with a minimum of 400 Megahertz clock speed
 - 128 MB of RAM available to Softconsole application (256 mb recommended for IP single connectivity)
 - CD-ROM drive
 - Microsoft Windows 2000 with Server or Professional Service Pack 2 or later, Microsoft Windows XP Professional with service pack 1 or later.
 - 15" color monitor, 17" or larger recommended
 - Microsoft Internet Explorer 5.5 or higher (for online help)
 - DCP Connection:
 - A COM Port dedicated to Softconsole. (No other application may vie for this port.)
 - A sound card (to generate the ringing sounds).
 - IP Connection:
 - A sound card that supports full duplex operation.
- Headset
- Network Interface Card (NIC) for Local Area Network (LAN) connectivity in IP environments.
- 30 MB of hard disk space are required for the Softconsole software, plus additional space for Softconsole directory information.

You can find more information on the Avaya Softconsole by contacting your Avaya Client Executive or authorized BusinessPartner. Also, visit our web site: avaya.com.

Learn More

For more information about how Avaya Enterprise Class IP Solutions may be leveraged to help grow revenue and reduce costs, please contact your Avaya Client Executive, Authorized BusinessPartner or visit avaya.com/learnmore/ip. For more information about Avaya, visit avaya.com

About Avaya

Avaya enables businesses to achieve superior results by designing, building and managing their communications networks. Over one million businesses worldwide, including more than 90 percent of the FORTUNE 500®, rely on Avaya solutions and services to enhance value, improve productivity and gain competitive advantage.

Focused on enterprises large to small, Avaya is a world leader in secure and reliable IP telephony systems, communications software applications and full life-cycle services. Driving the convergence of voice and data communications with business applications – and distinguished by comprehensive worldwide services – Avaya helps customers leverage existing and new networks to unlock value and enhance business performance.



IP Telephony

Contact Centers

Unified Communication

Services

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