

# DesktopOperator

Version 5.3



## Datasheet

### DesktopOperator gives a rest to your reception

DesktopOperator is a convenient switchboard application for receptionists, assistant services and call center agents.

The application offers a simple and easy way to handle customer calls and supplies the information needed to deal with them.

An integrated directory service allows complete line monitoring (free or busy) by displaying presence states (e.g. In a Meeting or Out of Office) for any line in the system. Investment in additional desktop phones is not necessary thanks to the integrated Softphone featured on the application.

Integrate it with your CRM to display customer information to the agents to optimize the speed of service.

#### BENEFITS AT A GLANCE

- For Call Center Agent and Receptionists
- Displays user availability in real time
- Intuitive user interface for fast call transfer
- Fast, efficient, and professional management of contacts
- Dynamic contact search
- Customizable clients for co-branding or white labeling

	DesktopOperator
<b>CALLS</b>	
Hotkey	⊙
Key control	⊙
Make Call	⊙
Answer Call, Hold Call	⊙
Transfer	⊙
Pick up transferred Calls	⊙
Call Pickup	Enterprise
Call Completion (Busy)	⊙
<b>UNIFIED COMMUNICATIONS *</b>	
1-1 Chat / Chat in rooms	⊙
Video	⊙
<b>CALL CENTER/ACD</b>	
Call Queue	⊙
Dashboard	call center
Agent Login/Logout	⊙
Agent Wrap up/Break	call center
VIP Phonebook	call center
Favorites	⊙
Busy Lamp Fields (20 groups)	⊙
<b>PHONEBOOK/CALL JOURNAL</b>	
Outlook Contacts	⊙
Enterprise	⊙
Incoming/Outgoing/Missed Calls	⊙
Contact Search	⊙
<b>CTI</b>	
Desktop Phone**	⊙
Dial from Outlook***	⊙
TAPI** / Action URL	⊙ / ⊙
Outlook Plugin***	⊙
<b>PRESENCE/AVAILABILITY</b>	
Online/Offline/Busy	Enterprise
Rich Presence	Enterprise
Set Availability/Visual Confirmation	⊙
<b>UNIFIED MESSAGING</b>	
Message Waiting Indication (MWI)	⊙
Visual Voicemail	⊙
Visual Faxmail	⊙

	DesktopOperator
<b>ADDITIONAL FUNCTION</b>	
Automated Update	⊙
White Labeling	⊙
<b>CODECS</b>	
G.722 (HD Voice)	⊙
G.711 u/a	⊙
GSM FR 6.0	⊙
iLBC	⊙
Opus	⊙
H.263+	⊙
H.264	⊙
VP8	⊙
<b>SECURITY</b>	
sRTP/TLS	⊙
<b>OPERATING SYSTEMS</b>	
Microsoft Windows	>=7
Mac OS	>=10.8
Terminal Server****	⊙

\* a UC license is required

\*\* optional – CSTA Gateway must be installed

\*\*\* for Microsoft Windows only

\*\*\*\* TAPI not supported

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