NTWcall

Attendant Console

NTW®

ADVANTAGES

- Keyboard shortcuts for call attendant functionalities

- Caller display / reverse number lookup

- Intelligent call prioritisation

- Queue and agent overlapping load balancing

- Clearly arranged LiveMonitor

- Presence/Messaging/Calendar functions

- Integrated AbA and Voice Recording

- Optional interfaces to CRM- and SAP- solutions

- "Supervisor" function

- Integration Plantronics Headsets

- High Availability

Operate on success

NTWcall provides an attendant console for companies which flexibly and reliably supports call operating, be it as a single-user or multi-client system. The solution has no limit as to how many agents may be logged on at the same time. The additional, queue-independent calendar and holiday control allows an optimal centralisation of call operating tasks in the company – even spanning multiple domestic and international sites.

Automatic call routing with skill-based caller distribution

Queued calls are ranked by an individual scoring system. At the same time, agent-skill assignments allow each caller to be transferred to the most suitable, free agent across all queues. The integrated AbA functionality allows easy uploading of audio files and configuring them for a selected queue.
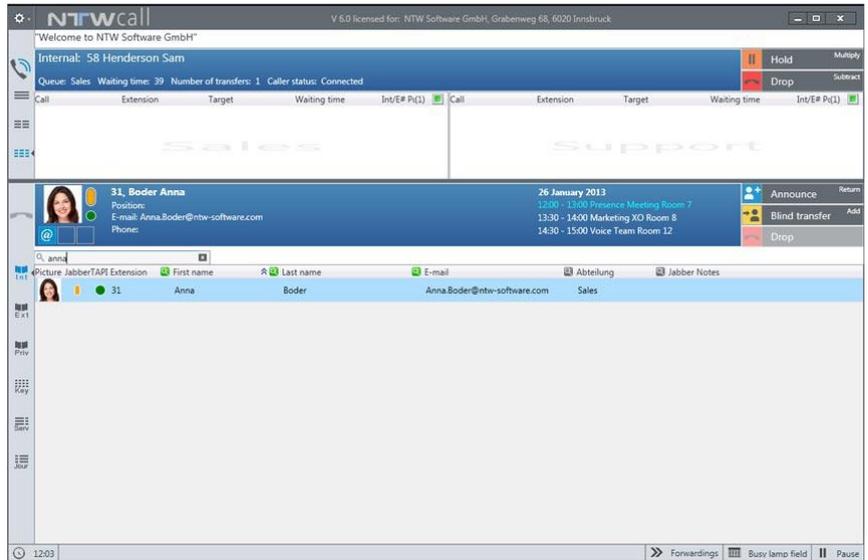
Customised attendant interface

The interface can be individually customised to match the operating tasks and the agent's preferences while always staying clear and easy-to-use. The versatile-but-simple search functionality allow fast transferring to the correct contact.

Attendant Console NTWcall with busy lamp field (BLF)
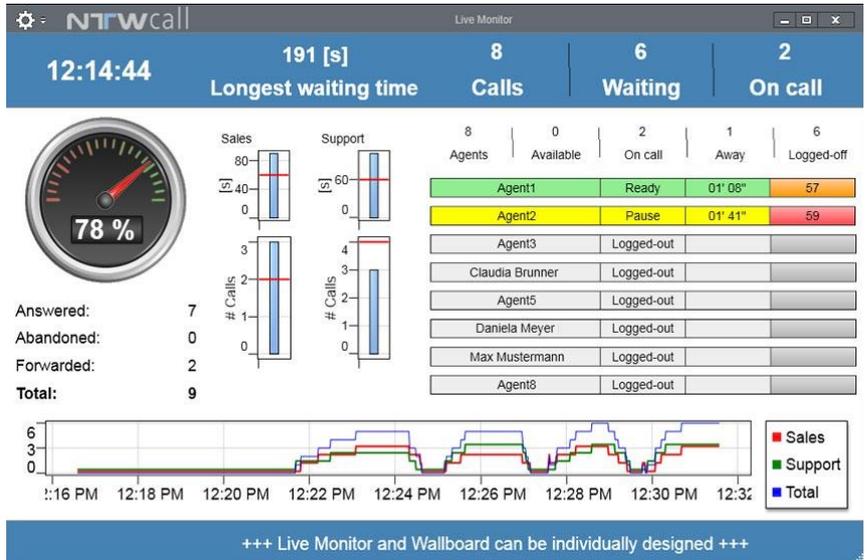
CISCO
Compatible

Search function in attendant console NTWcall

Integrated presence statuses

Integrated presence statuses offer a maximum overview of the phone status (Cisco IP-Phone, Cisco Softphone), the current presence status (WebexApp, Cisco Jabber, Microsoft Teams) and support a clear time recording and organisation of appointments via calender availability and preview of upcoming appointments (Exchange OnPremise or O365). Thanks to modern message functionalities call back requests or calender entries can be easily transmitted via various channels. Call notes for instance can be transmitted via eMail using a template which will be populated with the caller information automatically.
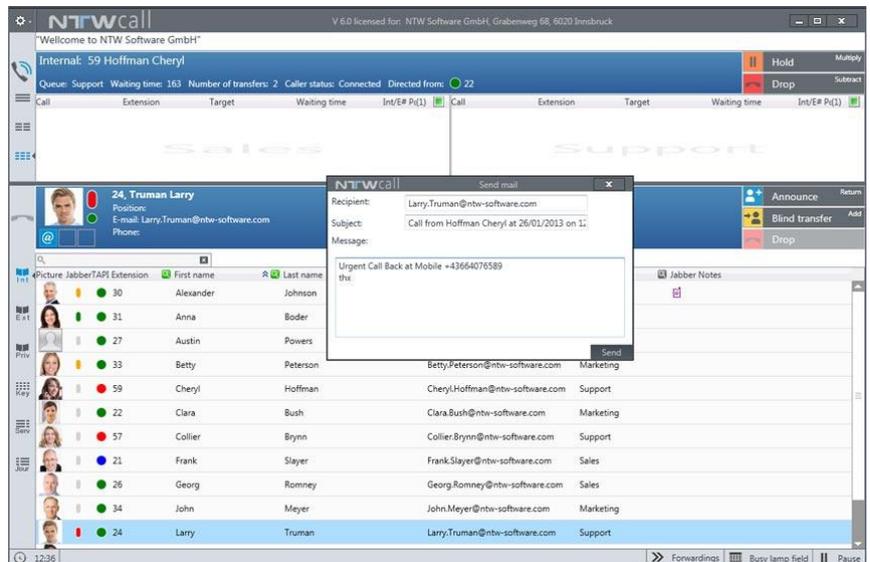
Mail message directly from Attendant Console

Keep control of your attendant console with LiveMonitor

Cisco Attendant Console with complete overview and control

Thanks to the NTW LiveMonitor, the service level stays under maximum control with different views and integrated alarming. NTW's additional call and attendant statistics provide comprehensive support for quality management.

Flexible usage

- As single-user or for multiple sites/clients
- In network, as hosting or cloud solution
- Independently from device or operating system: Cisco phone, browser, Windows client

Prerequisites

Hardware
4 CPUs (Cores)
8 GB RAM
Gigabit-/Fast-Ethernet network interface card
120 GB hard disk for installation
Virtualization supported (VMware & HyperV)

Software
Microsoft Windows 2019 or 2016
NTWcall Base

ITC system
Cisco Unified Communications Manager 10.x (and higher)

Phones
Cisco IP Phone Series 6900, 7800, 7900, 8800, 8900, 9900, DX Series, Jabber and Cisco IP Communicator

 NTWcall is tested and certified for Cisco CUCM 11.x

CISCO Compatible

Contact:

Germany

Munich
NTW Software GmbH
Max-Planck-Str. 4
85609 Munich-Dornach

Frankfurt
NTW Software GmbH
Waldstraße 94
63128 Dietzenbach

Austria

NTW Software GmbH
Grabenweg 68
6020 Innsbruck

contact@ntw-software.com

www.ntw-software.com