Avaya OSPC Attendant, Operator and Information System

"OSPC takes switchboard operations to a higher level, enabling intelligent call routing with a personal touch"

The Avaya Communication Manager system works directly with the Avaya OSPC solution to provide highly efficient telephony connections for attendants, receptionists and secretaries so they can quickly and easily provide communications and presence type information for any telephony connection request.

OSPC, which stands for Operator Set for Personal Computers, is a PC based software application that integrates telephony with external caller data and workforce information. This application solution can be easily expandable as business communication requirements for small, medium and large companies evolve over time.

Expanding the Switchboard into an Intelligent Multi-media Assistant

With OSPC an operator can support callers and the workforce with simplicity to do much more than merely "put people through". This solution enables simple switchboard operation with fast and direct call routing in ways that will soon be considered indispensable by company employees. For example, OSPC converts switchboard functions into a multimedia and text information system that enables operator access to a large range of information about customers and staff availability.

The interlinking of telephone data with staff information including absence notifications and customer backgrounds makes this solution a highly productive system for use at reception, switchboard and secretary desks. With this application, an operator can immediately see whether a staff member is in the building or not and who might be the right substitute for them if they are unavailable to take a call. This means that all callers can be connected to a competent person without delay.

First impressions count

Smooth customer relations are vital to business success. Often the first contact that customers have with your company is with your attendant or operator and they expect to be put through to the right person with minimum delay, preferably by a person with a smile in their voice. Thanks to the simple and convenient OSPC user interface, any attendant or operator can concentrate intelligently on customer needs and help them make the right connections efficiently.

With OSPC, customers can be immediately identified by name and linked with related contact information as the call is first connected. So an attendant could also welcome the caller personally by name or native language while connecting them to the right person; the responder who receives the customer call will know who is calling as well as have access to key information about the caller. The current business availability status for the responsible workforce contact for this customer or his substitute will be also displayed so the right connection can be made promptly.

OSPC grows with your business

Scaled to the present size of your business, the application can subsequently be expanded with no difficulty as you business needs grow. The multi-location capability means that OSPC can be made available for simultaneous operation on a number of networked computers. Authorized and properly identified users can log on to the system from any computer equipped with OSPC and they will be greeted by a familiar user interface so they can start working right away from virtually any location.

More than just call routing

OSPC software works with most standard PCs so the solution enables employees to perform call routing functions alongside other computing activities such as word processing or spreadsheet calculations. This way OSPC supports efficient utilization of a company's human and hardware resources thus allowing management to respond flexibly to any manpower situation arising at the workplace. The application can be operated like a classical switchboard arrangement or by using a keyboard or a mouse. A range of headsets is optionally available.

Individual workplace configuration

The application can be custom configured for every staff member as they see fit and the individual components of the application can be displayed in separate windows arranged at will on the monitor screen. Where mouse operation is not feasible or desirable, the whole OSPC solution can be used with the keyboard only. Frequently required functions can be assigned to hotkeys on the keyboard or to free configurable buttons on OSPC. Call routing is performed via a dialogue box consisting

Different configurations of the OSPC user interface
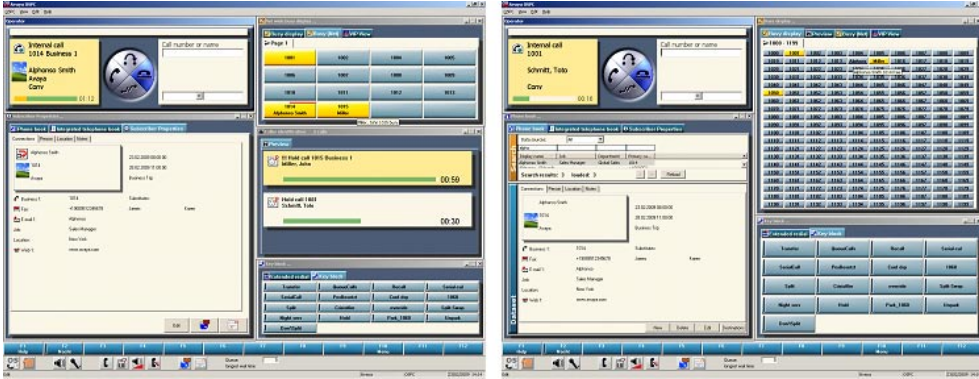
The OSPC Interface is customizable to meet the specific user and organizational needs of a business.

of three elements: a scanning card, a multi-function key and an assignment card. The active position of the interactions is marked in color on the monitor screen and the caller's waiting is time indicated by a bar that changes from green to yellow after one minute and from yellow to red after another minute.

OSPC Adds Value to Customer Relationship Management

Greet callers personally

What are the chances of a caller being put through to the right person when they ask to speak to "Mr Brown"? Once a caller (customer, employee or supplier) has been identified by his or her telephone number, all available relevant information about that customer is displayed with OSPC. So even before accepting the call, an OSPC operator knows who is calling, who the customer's primary contacts are, when the last business contact took place, whether the caller only speaks a foreign language, and a lot more.

Identifying the ideal contact

The Integrated Telephone Directory holds up to 250,000 entries for internal and external persons. More than 40 field information categories are available, some of which are permanently allocated (e.g. telephone number, first name, last name, department,

private number, e-mail address, room, project team, substitute, etc.) Others can be freely configured for specific business or organizational initiatives. Operators can systematically search this data pool to identify the right contact for any given caller. All data center categories are available as search criteria.

OSPC Phone book
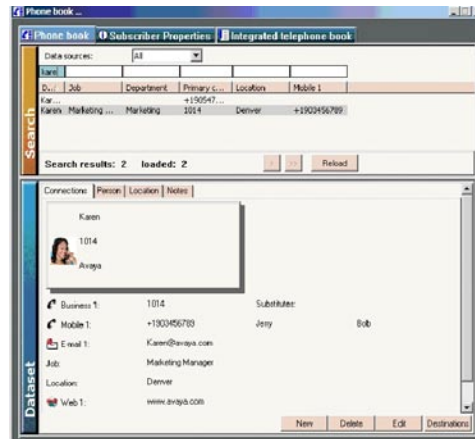
The OSPC Phone book includes the Integrated Telephone Directory for powerful data connections.

And what if the usual contact is not available?

If a caller's usual contact is absent or busy, the switchboard system will help the operator identify an alternative contact to connect with the caller. The OSPC offers a lot of intelligent search and combined search functionalities, so the caller can

always be connected to the person most appropriate to supply the information that the caller needs.

OSPC adds color to daily business

The status of the individual pre-configured phone users - free or busy, in a meeting, out of the office - are color-coded to permit rapid orientation in the user interface. The data center is maintained in a central database which can be accessed from any OSPC enabled workstation.

Intelligent connections support responsive interactions

Absences/presence information for all employees can be integrated with OSPC operations from Microsoft Outlook (Calendar and/or out of office assistant), IBM Lotus Notes (Calendar) and a web-based application. Key information from these applications is color displayed directly in the OSPC user interface. And with one click from this User Interface, an e-mail can be easily sent out for example to any Outlook or Lotus connected PC workstation so those who are not available by phone can also get an email about an interaction event.

OSPC also integrates the "absence notifications from Outlook Out of Office Assistant via the Exchange database connection so an "out of office" reply is automatically displayed before connecting the call to a person who is not there!

Never lose track of things

Employees' calendar information from Outlook or Lotus Notes calendar appear in the color-coded status display and other dialog boxes which affords a quick overview at any given time.

Web-based absence notification

Employees who do not use Outlook or Notes can make use of a simple web-based tool to announce their absence from the office (e.g. lunch break, or meeting) and to indicate

Intelligent Integration of Outlook and Lotus Notes Calendar
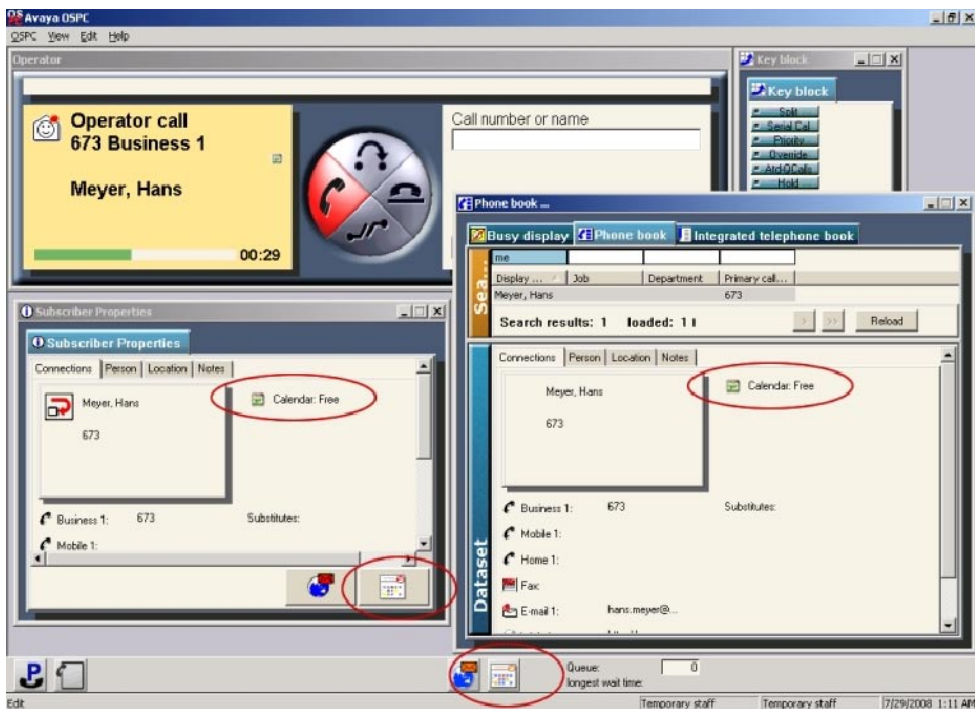
Such things as calendar status - free, busy, absent (red circles) info can be displayed at the OSPC user interface. The calendar can be opened out of the OSPC user interface when it is accessible.

the duration of non-availability. Explanatory notes additionally entered by employees can be viewed via the phone book. Once the deadline expired, the display is reset to the default status and the employee is available again for all calls.

Busy lamp display for up to 2000 stations

The OSPC busy lamp fields (or blf) shows the status of the stations in blocks of 100 or 200 (max. 10 tabs) including number or name (where applicable) and both if available. The blf can be used for a call transfer and outgoing calls (destination keys) by clicking the button on the busy lamp field. The stations of connected gateways from far away locations will be also shown in the blf. Up to 2000 extensions can thus be monitored from a central point, allowing head office operators to put callers through to any desk at any branch office using convenient Drag & Drop techniques on their computer screens.

VIP treatment

The VIP View shows a designated subset list of the overall busy lamp display (blf) and important and/or frequently dialed extensions will typically be included in this list. The availability status function is not only supported on a local level but can also be extended to include remote locations. VIP view can show a selection of stations via the busy lamp display, and any tab section can be configured per department, location, workgroup, and more… For example, all stations from sales, some stations of service, parts of marketing might be displayed in a tab area as available for VIP connections.

Safety for sensitive data

Protecting access to sensitive business and personal data is an important priority today. Data integrity is an important issue particularly in companies where switchboard functions are performed by varying members of staff or part-time employees. OSPC

enables the creation of user profiles which can be assigned for different levels of access authorization in line with the individual employees' areas of responsibility.

Enhanced efficiency thanks to task splitting

Task splitting example: A company needs two switchboard stations to handle incoming phone traffic during busy hours. One is manned by a longstanding employee, the other one by recently hired part-timer. OSPC allows two completely different user profiles to be established – one with extensive access rights to the customer and employee database, the other one exclusively for routing calls to given extensions. This flexible arrangement ensures optimum efficiency and effective data protection at the same time.

Central data maintenance

User data and profiles are stored in a central database. With user identification and access availability secured, the appropriate settings are enabled. Customer specific databases can also be connected via ODBC / LDAP interfaces with OSPC or to databases such as Active Directory System or Domino Server (Lotus Notes). This is a central data management/data care capability which reduces costs for system administration. The integrated statistics on the number of incoming calls and connected calls, waiting calls etc. provides valuable information on the utilization of attendants and improves resource planning. High availability for all locations can be maintained with local survivability system designs and via deployment of decentralized OSPC servers.

Accessibility Support for Disabled Workers

The OSPC system supports a Braille module from third party vendors which enables support for blind or visually impaired persons. This solution permits routing of calls without the need to see a display.

All information can be received via the Braille lines, while the simple structure and straightforward familiarization process rapidly produce high efficiency on the part of the visually impaired member of staff. The Braille module can also work with other programs such as word processors, thus facilitating additional employee capabilities to perform computer work while maintaining OSPC accessibility.

Client server system

The client server system capability of OSPC allows the simultaneous access from multiple clients with shared data in the network. Employees can logon each OSPC client PC in the company and receive their own styled user interface. All other functionality of office software suites and applications can be used in parallel to the typical attendants work with mouse, keyboard and headset that uses the OSPC solution.

Value Driven Benefits

Responsive Connections and Quality Services Deliver Customer Satisfaction

- Caller ID connects with databases to provide intelligent customer information

- Targeted selection of alternative responders supports responsive call support

- Individual customers can be welcomed with personal greetings and in their own language

- More effective call handling enabled via customer and staff information linked directly from the switchboard

- Data integration simplified via central or external databases (Active Directory, Domino Server, LDAP or ODBC)

- Optimizes personnel productivity via smart attendant activity operations

- Better workforce resource distribution can be gained via extensive call statistical reports

Intelligent Communications Provide Flexibility and Ease of Use

- Configurable user interface supports specific user and organizational requirements

- Flexible Multitasking support: Use for attendant operations and / or PC workstation applications

- Integrated phone book (ITB) with over 40 fields for internal and external entries

- Provides e-mail from OSPC user interface to non reachable callers

- Memo field for specific information notations

- Absence information integrated from Outlook or Lotus Notes calendars or simple web-based application

- Can connect callers and responders via "Drag & Drop" software actions

- Connect OSPC clients from home offices or remote locations (IP Telecommuter or IP Road warrior mode)

- Configurable Soft keys buttons and F1 to F12 button

- Highly expandable - as your organization grows, OSPC grows

- Improved accessibility of staff to connect with constituents via connect anywhere capabilities

- Detailed status information (busy fields, absence, and more)

Security Protects Sensitive Data

- Control usage data via the user profile permissions

- User passwords to protect sensitive data

OSPC Communication Manager Requirements

OSPC supports Communication Manager release 3.1 and higher

OSPC Client or single solution (one PC for server/client)

PC with 2 GHz, 1 GB RAM

OS: Windows XP SP2 recommended

17" or larger TFT Monitor with 1280x1024 pixels

OSPC Server

PC with 2 GHz, 2GB RAM

OS: Windows server 2003 / also on VMWare

About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit www.avaya.com.

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