



- » **Telesnap Attendant Solutions**
- » **Introduction**
- » Attendant Solutions for Cisco
- » Manager/assistant features with Snapware
- » Telesnap 2009

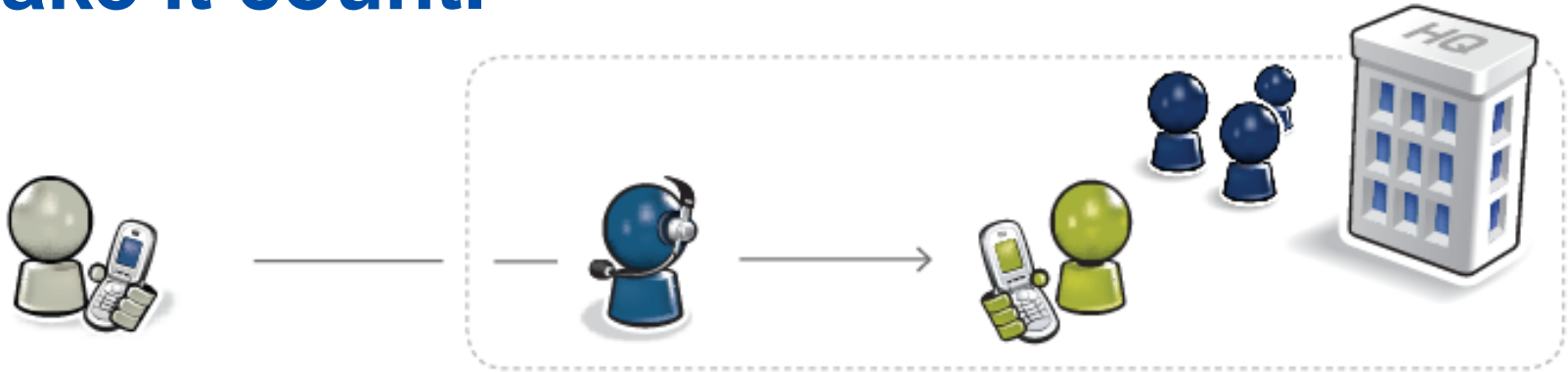
David Perrot
Country Sales Manager for
Business Applications TELESNAP

- » **Telesnap representative started in 1995**
 - CTI Solutions
 - SNAPWARE / PM Operator (Attendant for Cisco)
- » **Netwise– Started in 1992**
 - Attendant Solutions and Presence Management
 - NOW – CMG
- » **Merge Netwise and Telesnap AG in January 2006**
- » **Netwise owned by successively by Ericsson and Aastra (May 2008)**
- » **TELESNAP is a SALES Entity to Sales and Deliver Products PBX- Agnostics solutions For Attendant and CTI**
- » **TELESNAP is Member of Cisco Partner program since 2001**

You only make one first impression



Make it count.



Incoming calls

- *Contact is business*

Attendants

- *Improved productivity*

Office Users

- *Increased personal efficiency*

optimize information quality and improve employee accessibility

High quality customer service and personal efficiency

What is CMG?

A great way of taking control of your business communication



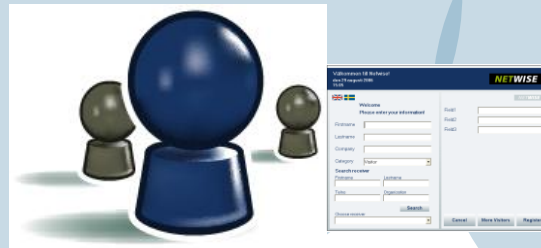
**Attendant Solution
PMOP / NOW 2007**



**Assistant/Manager (Team, Collaboration...)
Solution Snapware 2007**



**Nomadic
Mobile client 2007**



**receptionist
Solution VISIT 2007**



**Employees
Snapware / OfficeWeb & IVR 2007
PM VM ou unified Messaging 2007**



**Small - Virtual team
Solution Snapware 2007**



**"Hot line"
Solution PMCD 2007**

Why Telesnap?



- » Instant, high quality and personalized service
- » Makes the company more available
- » Increased personal efficiency and productivity
- » A broad product suite to built the future up-on "Open standards, Multi-vendors"
- » Scalability and high performance for large organizations
- » Cost efficiency and service level control



High quality customer service and personal efficiency

What is a typical Customer?



Be there – everywhere!



Scalability
Reliability

Global
Market

PBX
Agnostic

Hosted
solutions

Quelques références



TIR GROUPE
CHÈQUES CADEAUX



MEURTHE & MOSELLE
CONSEIL GÉNÉRAL

NRB



Centre Hospitalier
Universitaire Nancy

GRUPE AEROCONSEIL



DEXIA

AFNOR

Comité économique et social européen
Un pont entre l'Europe et la société civile organisée



IXIS
CORPORATE & INVESTMENT BANK



FORTIS

SG
ASSET MANAGEMENT

Conseil Général de la Sarthe

CEGEDEL

TARN-ET-GARONNE
le Conseil Général de Tarn-et-Garonne en ligne

KPMG
Chambre de commerce
et d'industrie de Paris

MBDA
MISSILE SYSTEMS



- » Introduction
- » **Attendant Solutions for Cisco**
- » Manager/assistant features with Snapware
- » Telesnap 2009

PM Operator 2007



» Main features:

» Solution For Cisco Only or Hybrid (using CTI)

» All Features for a Professional services are available (Pre-announcement, Queuing, Fall Back, Call Park, dynamic/permanent line state)

» Presence Management (connector integrated for direct access to Exchange, Lotus, Groupwise users calendars). Calendar can be accessed in Read/Write if required

» PM Operator – Snapware collaboration (Chat, presence information, PM Profil , immediate call fwd, calendar access R/W)

» Incoming Caller identification (Internal/external)

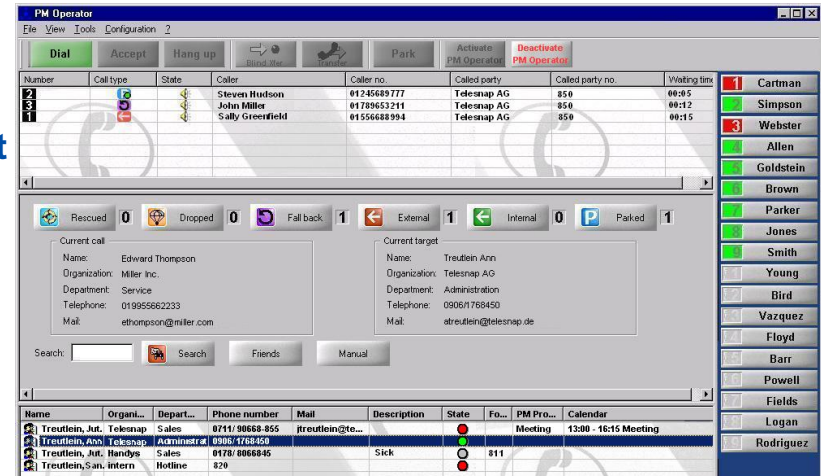
» Support for blind operators using JAWS middleware (adaptation needed)

» Send Email/SMS, direct to VoiceMail

» LDAP Directory

» Scalable, Mutli-companies, Redundancy, ASP mode

» ASC Integration (One Button to Mark Important calls to avoid automatic discard)



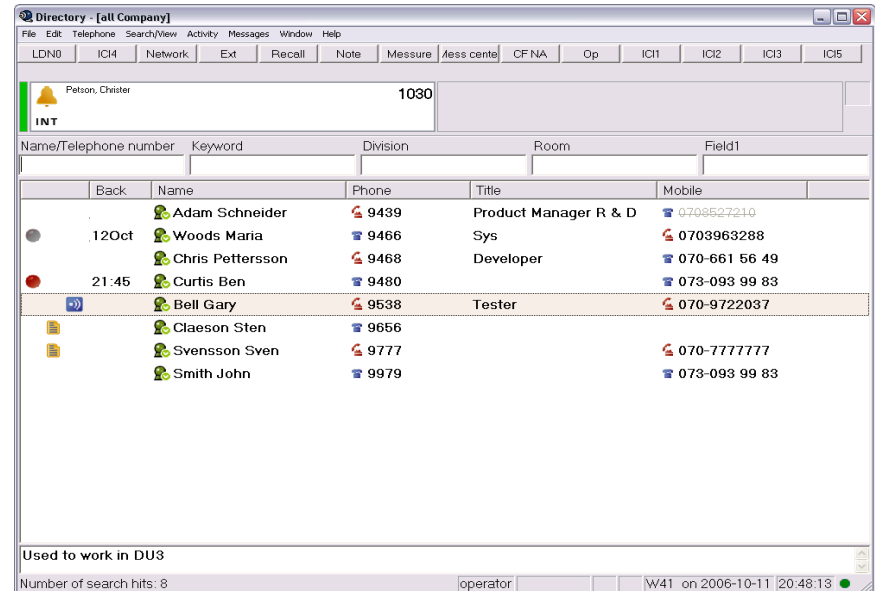
Snapware is providing CTI/Directory

Voice Option manage Call flow

NOW 2007

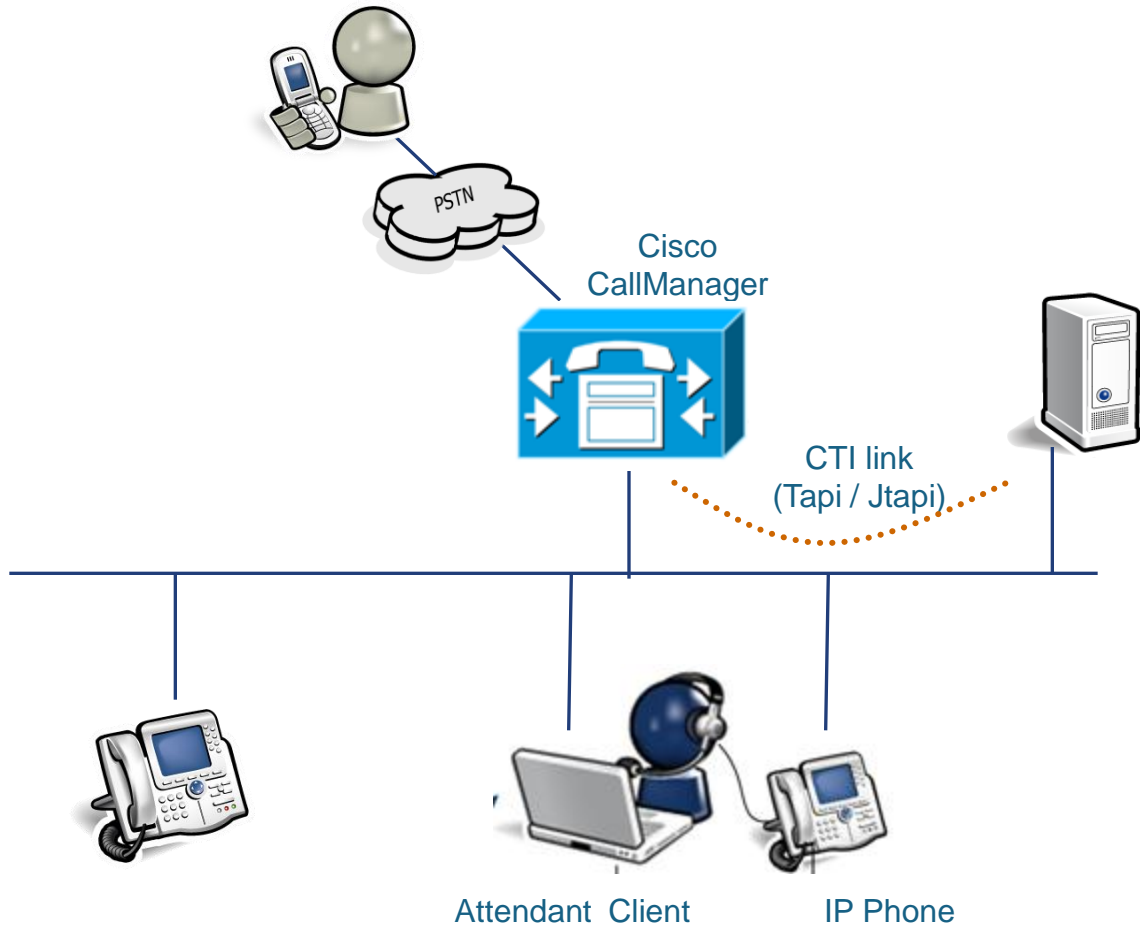


- » Main features:
- » **Solution For Cisco Only (CTC) or Hybrid (from Trad. PBX)**
- » **All Features for an attendant are available (Pre-announcement, Queuing, Fall Back, call Park, dynamic/permanent line state)**
- » **Directory Integration with extended capabilities to search users**
- » **Multi-view / quick info directories**
- » **Presence Management (optional connector to retrieve users calendars into CMG for Exchange, Lotus, Groupwise), OCS-LCS**
- » **Support for Blind operators using JAWS middleware (adaptation needed)**
- » **Send Email/SMS/pager, direct to VoiceMail**
- » **CMG / LDAP Directory**
- » **Scalable, Multi-companies, Redundancy, ASP mode**



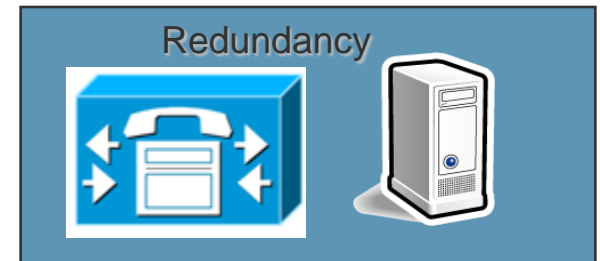
CMG is providing Directory
CTC manage Call flow

Topology

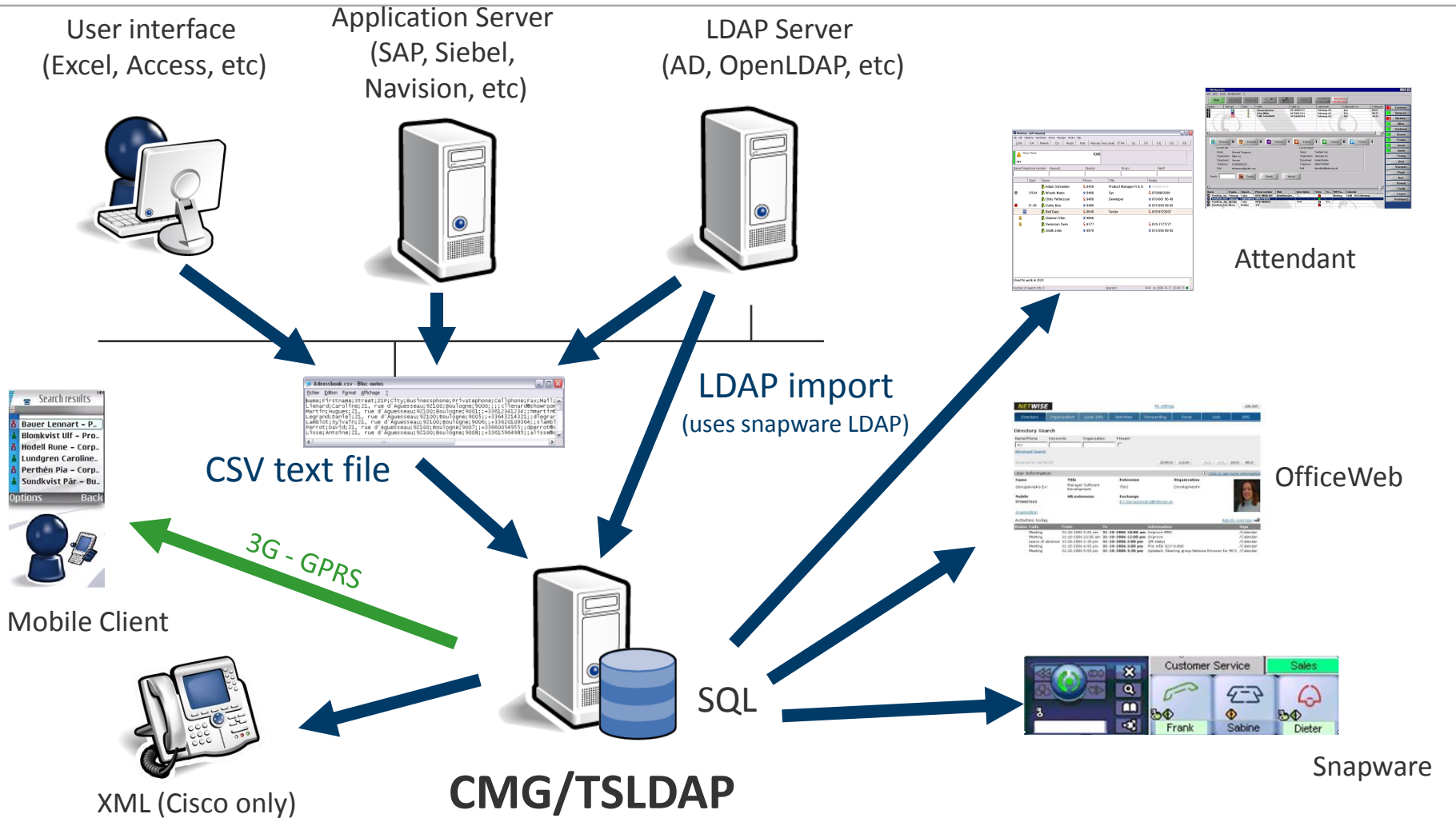


Telesnap Server

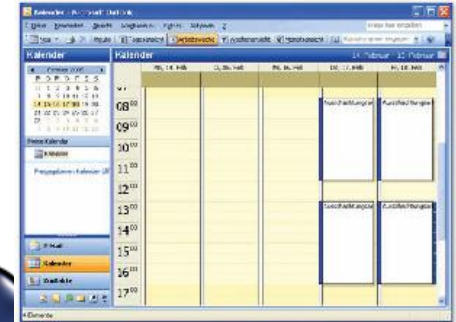
- Directory Services
- Telephony Control
- Call Flow Management



Directory population (CSV / LDAP)



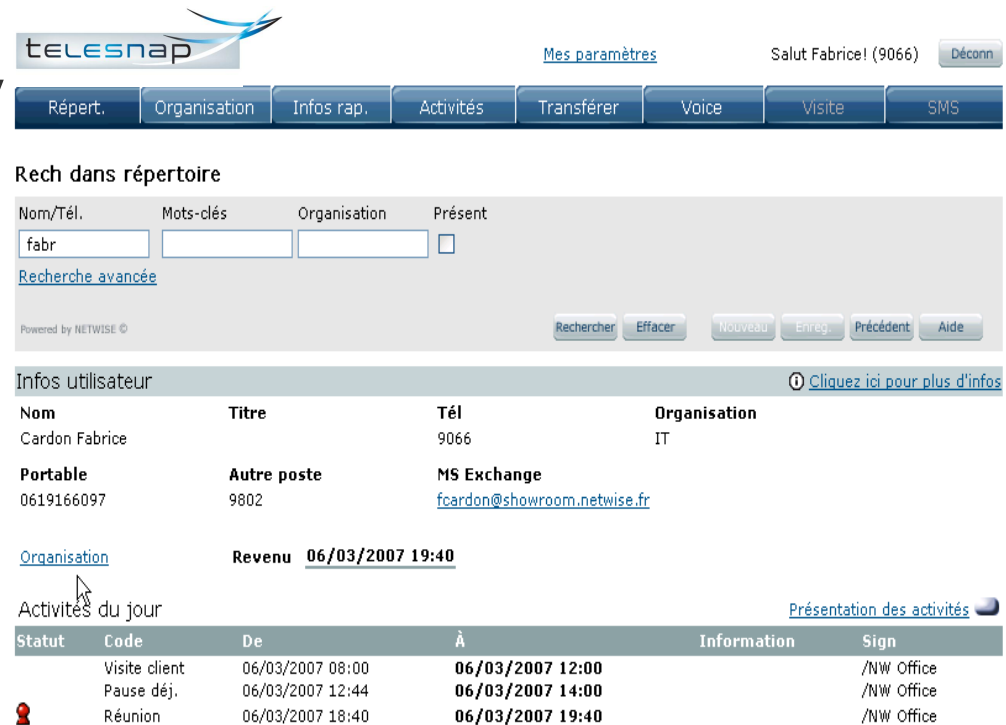
- » Automatic call routing through your e-calendar
- » Server based integration (no client components)
- » Support for:
 - Microsoft Exchange
 - Lotus Notes
 - Novell GroupWise
- » One way: From calendar to directory server
- » Individual settings in Office Web
- » Connection to multiple systems at the same time
- » Ideal for use with IVR and Auto Attendant
- » Integration with Snapware to control Presence Management profiles via CMG server



Imm. Call Fwd or
Snapware Profil

Personal Presence and Availability Management – on every desktop

- Web based online directory
- Personal Contact Profile
- Directory search
- Integration with e-mail, SMS, Visit and Snapware

telesnap [Mes paramètres](#) Salut Fabrice! (9066) [Déconn](#)

Répert. Organisation Infos rap. Activités Transférer Voice Visite SMS

Rech dans répertoire

Nom/Tél. Mots-clés Organisation Présent

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Infos utilisateur [Cliquez ici pour plus d'infos](#)

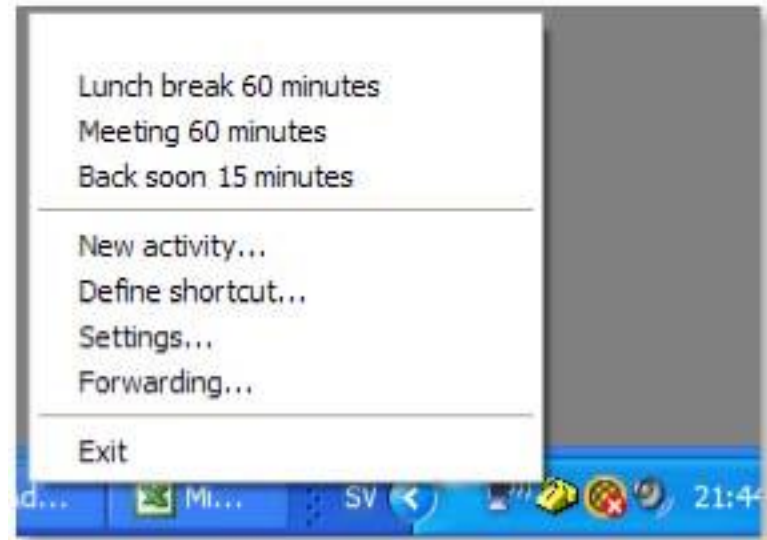
Nom Cardon Fabrice	Titre	Tél 9066	Organisation IT
Portable 0619166097	Autre poste 9802	MS Exchange fcardon@showroom.netwise.fr	

[Organisation](#) **Revenu** 06/03/2007 19:40

Activités du jour [Présentation des activités](#)

Statut	Code	De	À	Information	Sign
	Visite client	06/03/2007 08:00	06/03/2007 12:00		/NW Office
	Pause déj.	06/03/2007 12:44	06/03/2007 14:00		/NW Office
	Réunion	06/03/2007 18:40	06/03/2007 19:40		/NW Office

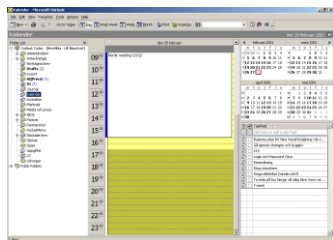
- » Direct presence control on your desktop
- » Build your personal activity shortcuts
- » One mouse click to re-route your calls
- » A complement to
Calendar Connection
Office Web



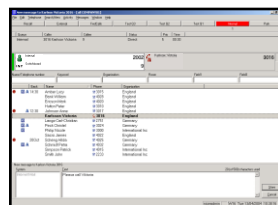
Personalized greetings with presence information in real time for each user



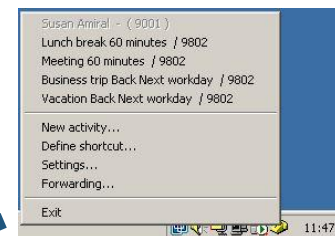
When not available, users are informing customers about their next availability and which options they got to reach them or find alternatives targets



Outlook/Groupwise/Notes

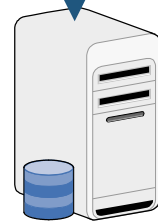


Telesnap NOW



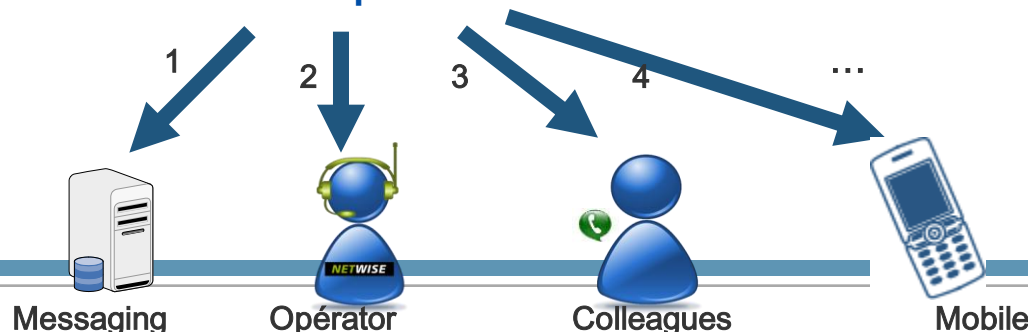
Telesnap Quick

- Customizable IVR thru “Office Web” client : up to 9 choices
- Calendar information is synthesized in real time by Telesnap (Text to Speech)
- Ideal in front of Voice mail



Telesnap IVR

Michel Durand is currently in a meeting and will be back at 17h. Press 1 to leave a voicemail, 2 to hear his Mobile number, press 3 to be transferred to the assistant, press 4 to be transferred to his mobile, press 9 to be transferred to an operator.

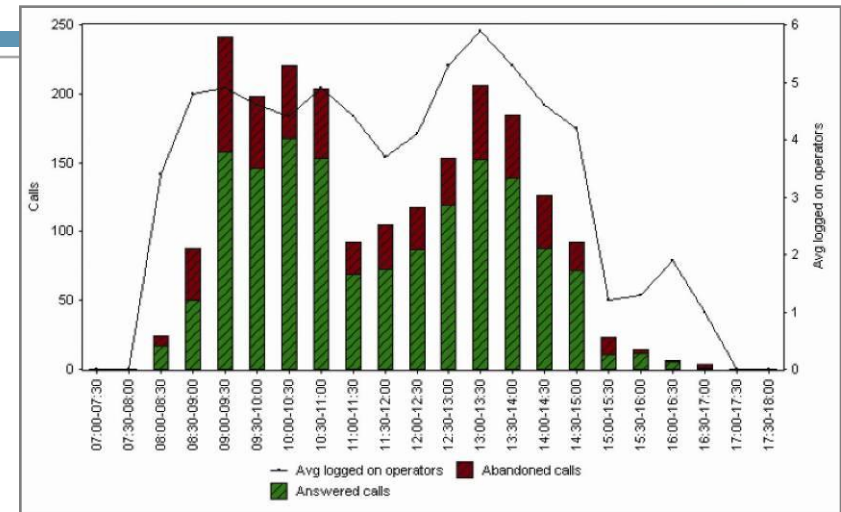


Quality Manager 2007



Measure traffic and increase switchboard productivity

- » Analysis of attendant service
- » A variety of web-based reports
- » Support for ASP solutions
- » Quality Manager wallboard
 - Live monitoring of call load
 - Real time statistics



Queues	Internal	External	Forward	Overflow
Calls waiting	1	15	2	0
Incoming calls	9	2079	167	24
Answered calls	8	1898	159	24
Abandoned calls	1	181	8	0
Avg Q time	0:23	0:12	0:13	0:09
Avg handling time	0:15	0:27	0:25	0:21

Summary	Direct	Forward	Recall	Total
Incoming calls	2112	167	215	2494
Answered calls	1930	159	201	2290
Abandoned calls	182	8	14	204
Avg Q time	0:12	0:13	0:10	0:12
Avg handling time	0:27	0:25	0:19	0:26

Operators	Value
Logged on	5
Calls waiting	18

Administrator Clients Phone Book 2007



Create your company phone book in an easy and cost effective way

- » Extensive layout options
- » Sorting- and filtering
 - name
 - organization
 - index
- » Templates
- » Cross references
- » Support for company logo
- » Information always up to date
- » Enables “print-on-demand”

Aborg Vaborg	1083	Reception
Andersberg Hjalpeken	3032	Fabrikör
Andersson Regina	1080	Varhuvud
Andertorp Gustav	4016	Vårhuvud
af Busset Stig	1039	Forsörjning
Bandin Göran	3511	Demontstation
Bedsson Bert	1019	Resman
Billig Tommy	3120	Eksecent
Blom Inga	3095	Lager
Blom Hå	3035	Lager
Blomén Christel	2020	Forsörjning
Brudius Benvar	2094	Vård
Bråne Bertil	3032	inköp
Brånemark Olof	3076	Säljare
Brodskävel Lena	3111	Monterare
Bulken Gruppösten	1070	Bull
Büge Bening	2025	Företagsledning
Bång Arne	3045	Kundcenter
Börnman Åke	3011	Lokalföring
Carlsson Torsten	1215	Resman
Carlsson Ylva	1212	Resman
Cassé Justin	3497	Demontstation
Cash Johnny	3090	Litserare
Chickens Ian	1025	Kundtjänst
Crona Fanny	3121	Eksecent
Dataspport Gruppnummer	3050	Support
Davidsson David	Personor	Resman
Dillberg Doris	3064	Vård
Dilroska Carl	3042	Administration
Drömm Vår	1035	Rek



- » Without Telesnap, the switchboard in a hybrid environment is loosing some features (fall back, line state..)
- » With Telesnap, Operator can :
 - Monitor Cisco extensions line status (in addition to legacy PBX extensions when available)
 - Share a common directory with presence information between heterogeneous systems
 - Get fall back when call transferred are not answered
 - Benefit from embedded features in NOW/PM Operator like
 - Email / SMS notifications from the console
 - Useful numbers directory (Quick infos)

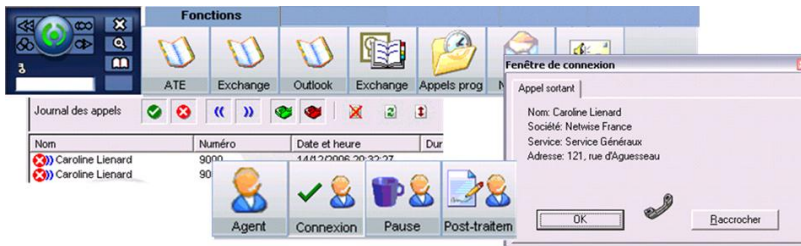


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Snapware client teambar : manage your own telephony



SnapDial



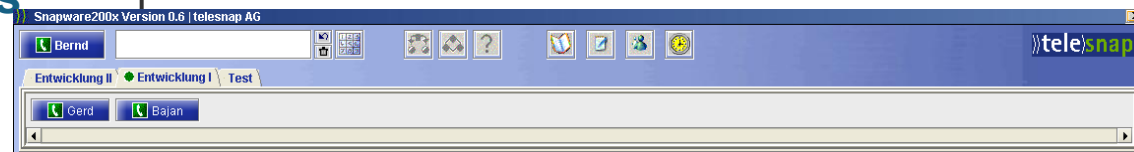
SnapWare



- Central Directory
- Full-featured Team Bar
- Multiples directory access with Clic-to-call or Select-To-Call
- Caller identification
- Call journal
- office Intégration (Clic to call, Note téléphonique, Raccrocher)
- CRM/ERP Integration
- Windows ADS Authentification is possible

Snapdial features +

- Collaboration (supervision, Interception, Chat)
- Presence management (filtrage, Statut de disponibilité)
- Multiple sheet available
- PMCD hunting (option)
- XML Services
- Websnapware (Java interface for Linux, Apple, Windows)



Only one Administration and the possibility to migrate from snapdial to snapware depending of users needs.

Example : Team bar 2009



Active Presence Manager Profile

Call forwarding

External call ringing



Log-in/Log-out status at the Snapware Server

Active calendar entry

Internal call ringing

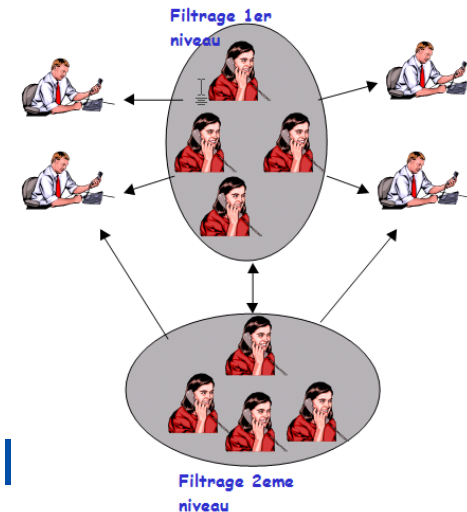
Name: Fritz Meier
Firma: Media Systems
Abteilung: Vertrieb
Strasse: Torstraße 156
Ort: Stuttgart

Caller identification – also for team members

Snapware 2007 – Manager/assistant configuration



- CTI integration for manager and assistant
- Assistant can activate/deactivate the Manager's filtering from its own team bar.
- Filtering based on Caller id
- Collaboration (Instant messaging, status lines, Supervision / Interception)
- Directory access, Clic-to-call and Select-to-call
- Multiples combinaisons are possibles
- In addition with PMCD you can create pool of assistant





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Attendant Laguna+SP1



New application, will replace NOW, OWS and PM Operator

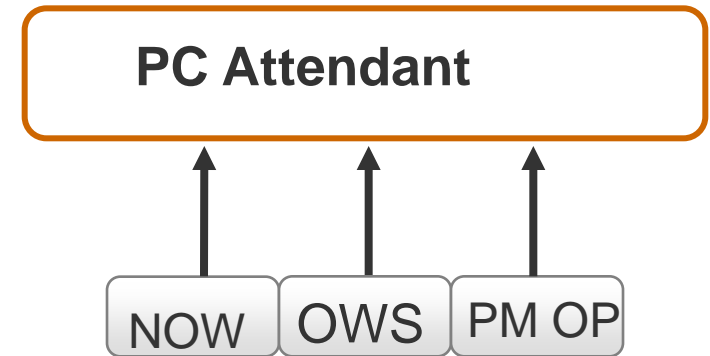
- » Initial release focus on new sales
- » Major functionality from NOW, OWS and PM Operator

New GUI

- » New GUI (5 containers)
- » Changeable skin (12 panels)

Multi Directory Support

- » Multi directory support (LDAP, CMG Server, Snapware Server)
- » Direct access to e.g Active Directory, no CMG Server needed



Release SP0 coming for new installation in Jan 2009

Not equivalent features compared to PM Op and NOW in this first release

New Attendant GUI

The screenshot displays the 'Laguna Version 3.0' interface. At the top, a queue summary shows 0 calls in the queue. Below this, a search bar is set to 'Expanded' with filters for Department, Netwise, Room, and Country. The main contact card for 'Dillinger, Peter' is visible, including his photo, title 'Dr. D4', and phone numbers. A status bar at the bottom right shows 'niceadmin [844] | W19 Tuesday 5/5/2008 | 9:51:54 AM | itele snap!'. The bottom-most status bar shows 'niceadmin | W49 Thursday 12/6/2007 | 3:29:51 PM | NETWISE'.

Below the contact card, a search results table is displayed:

Presence	Returns...	Phone	Last Name	First Name	Company
		318	Ekman	Lisa	Netwise
	6:00 PM	3974	Larsson	Anna	Ericsson/Developm
		3976	Nilsson	Nisse	Netwise/Developm
	4:45 PM	3977	Nilsson	Andreas	Ericsson/Developm
		3978	Namton	John	Ericsson/Sales
	Dec 10	3979	Nordström	Niklas	Ericsson/Support

On the left side of the interface, there is a list of call extensions:

- 1: 3970 Martin Svensson
- 2: 3972 Karin Andersson
- 3: 150000 Taxi Stockholm

ACS 1.1 (January 2009)



Functional compatible with CTC 2007

- » All major functionalities in CTC 2007
- » G711 and G729 codecs

SIP based queue handling

- » Queue implemented in application with SIP interface to the IPPBX
- » Support for Gateway (QSIG-SIP) for legacy PBX (To come)

Support for multi PBX environment

- » CUCM (Cisco) , CS1000 (Nortel), MX-ONE (Aastra), Others to come

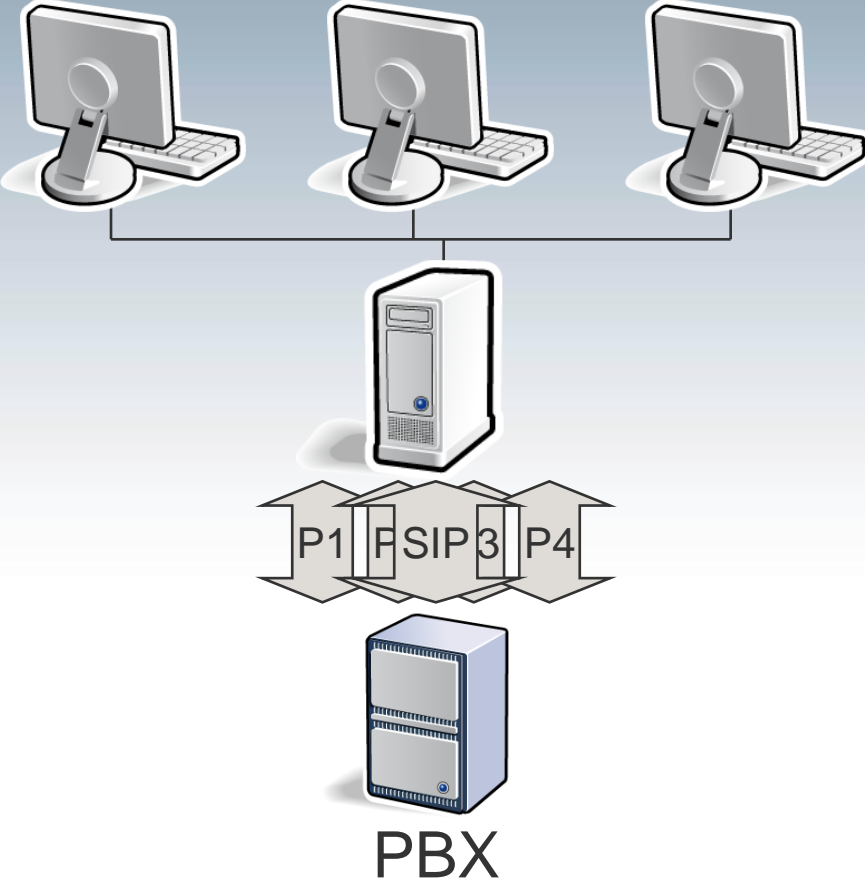
Report and monitoring tool

- » Support for Quality Manager

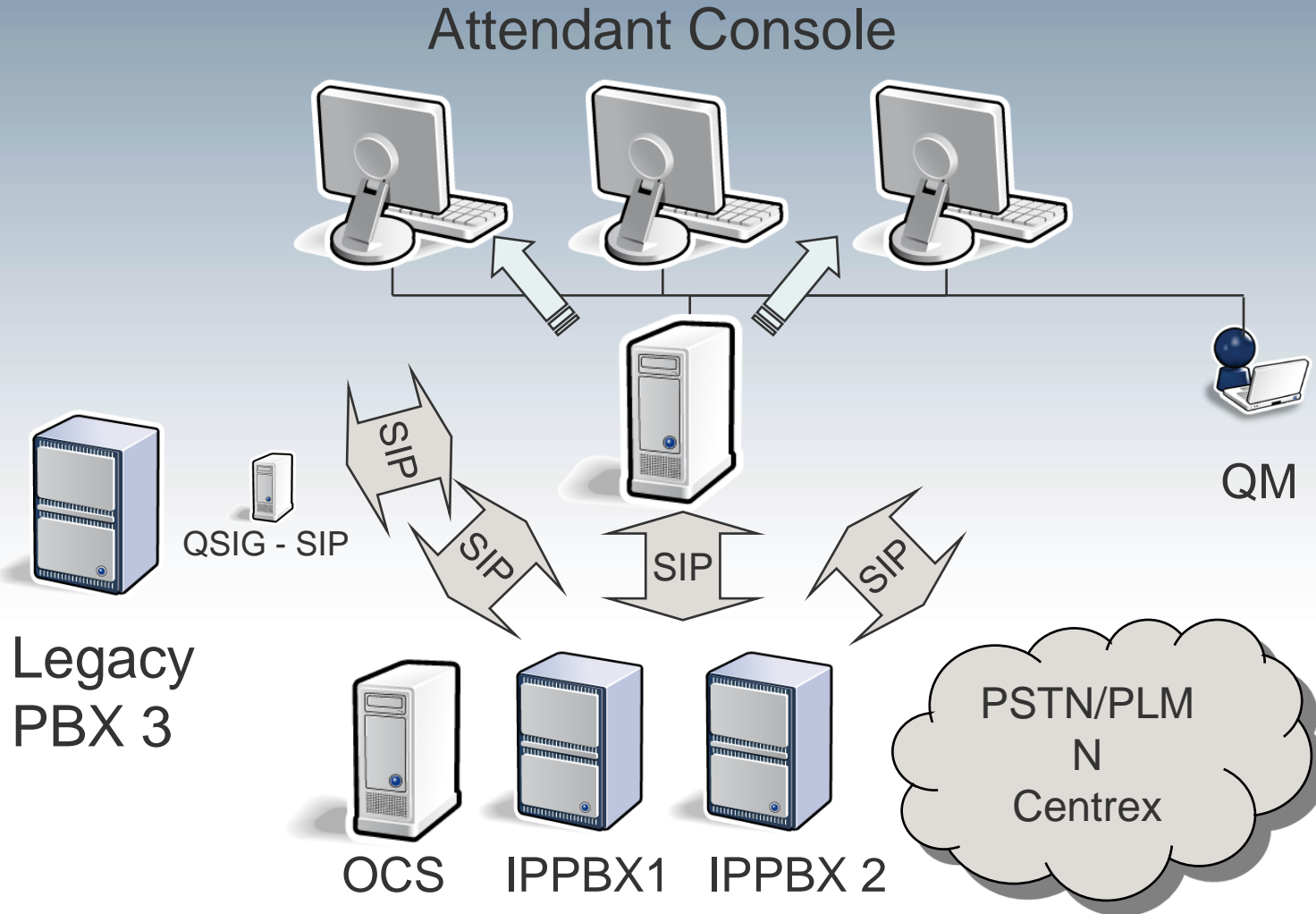
Attendant Call Server (ACS)



Attendant Console



Attendant Call Server (ACS)





Thank you

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Mobile : +33 6 60 05 49 55