



Avaya Softconsole™

Bringing call handling productivity to the desktop

Improve attendant productivity and serve your customers better in today's customer economy

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.

Converged Voice and Data Networks
Customer Relationship Management
Unified Communication
Supported by:
Avaya Labs and Services

Power your business with superior communications

The Avaya Softconsole is Windows™ NT/2000/XP based, supports standards-based integration of applications to deliver enhanced functionality; and helps you do more with fewer resources.

Its connectivity to the Avaya family of Enterprise Class IP Solutions (ECLIPS) servers can be either digital or IP. For digital connectivity, the attendant's PC will connect into a Callmaster® VI. IP connectivity is the same as Avaya's IP Softphone™. 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
- Integrated iClarity for IP audio
- Directory lookup and dialing
- Integrated with MasterDirectory to support up to 100 directory databases

- 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 Call Processing software (ACP) Release 9.0 for DCP connectivity
- ACP 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
 - CD-ROM drive
 - Microsoft Windows 2000 Service Pack 2 or later, Microsoft Windows XP, Microsoft Windows NT 4.0 Service Pack 6 or later.

Operating System	Recommended sound cards
Windows 2000	Sound Blaster 16 Sound Blaster Live! Basic Crystal CS4281 Sound Blaster Live! Value Yamaha
Windows NT	Ensonic PCI 64 Turtle Beach Montego II Diamond Monster MX300 Yamaha



- 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.
- 20 MB of hard disk space are required for the Softconsole software, plus additional space for your 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.

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