



Pridis Operator Console SME

Agenda



- ✓ Pridis Operator Console SME introduction
- ✓ Comparison with Unify
- ✓ Architecture
- ✓ Easy Installer
- ✓ License Model
- ✓ Roadmap

Pridis Operator Console SME

User Interface



Connecty Enterprise Unified Switchboard

File View Tools Help

Workspace

Priority	Queue	Time in Queue	Name	Caller
High Priority Calls	3:33	Erik Dokter		
Regular Calls	3:30	Daniel van Oost		
Internal Calls	2:22	Erik Dokter		
Recalls	2:15	Erik Dokter		

Caller	Name	Call State	Time in Queue	Note
710	tmaaten		2:49	
	Hans Hoojer		2:39	
	Tom van der Maa		2:34	
711	Johan van Oostveen	▶	1:44	

Pris - Henk Dick

Subject: English subject Terminated

Message

← develop

Presences	Name	Job Function	Department
	Henk Dick - Mobiel		development
	King Erik 1st		Development
	Idsert Jongema		Development
	Rutger Kars		Development
	Henk Dick Lync		development
	Diane Margheim	Research and Development Engineer	Research and Development
	Gigi Matthew	Research and Development Engineer	Research and Development
	Dylan Miller	Research and Development Manager	Research and Development
	Daniël van Oostveen		Development
	Michael Raheem	Research and Development Manager	Research and Development

Name: Michael Raheem
Phone Number: 320-555-2568
Mobile Phone:
Email: michaelr@adventure-works.com
Gender: Unknown

Presences	Name	Job Function	Department
	John Rijnbout		Development
	Henk Dick Lync		development
	Diane Margheim	Research and Development Engineer	Research and Development
	Gigi Matthew	Research and Development Engineer	Research and Development
	Dylan Miller	Research and Development Manager	Research and Development
	Daniël van Oostveen		Development

Dir.	Number	Name	Department	Time	Status
→	2103			25-6-2013 9:17:25	Ringin
→	266001			21-6-2013 8:31:30	Ringin
→	266001			21-6-2013 8:31:30	Ringin
→	266002			21-6-2013 8:31:22	

Presences

Name	Phone Number	Mobile Phone
Paul Warbroek	2126	0612345678
Sander Kaldenhoven	101	0646109346
Marco Cornet	129	0646109346
Hans Hoojer	126	0646109346

Day Week 17 juni 2013

17 maandag

10:30 Florin 8 requirements (commercieel/functioneel) Nijkerk Marco Cornet

11:00

11:30

12:00

999 : 108

Versions



- Pridis Operator Console SME
 - Unify OpenScape Business
- Pridis Operator Console Enterprise
 - Unify OpenScape Voice

- Pridis Connecsy SME
 - Avaya IP Office
- Pridis Connecsy Enterprise
 - Avaya Aura
 - Nortel CS1000
 - Microsoft Lync
 - Mitel
 - Etc...
- Pridis Connecsy v6 (Definity/Aura)

Pridis Operator Console SME



General:

- Server client application
- Operator Console SME Server/PC Specs
 - Windows 7 or higher, Windows Server 2003 or higher, 64 bit
 - When virtual environment 2 CPU cores are required
 - DotNet Framework 4.5
 - MS SQL Server 2008R2 or higher or SQL Express 2012
 - Synchronize with NTP timeserver
- Concurrent license model
- Unlimited users
- Connect through CSTA (beware, UC booster card required)

Pridis Operator Console SME

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Pridis Operator Console

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Queue

Caller	Name	Call State	Time in Queue	Note
710 tmaaten			2:49	
Hans Hoojer			2:39	
Tom van der Maa			2:34	
711 Johan van Oostveen		▶	1:44	

Workspace

Pridis - Henk Dick x Terminated

Subject English subject

Chat

Message

← develop

Presences	Name	Job Function	Department
	Henk Dick - Mobil		development
	King Erik 1st		Development
	Idsert Jongema		Development
	Rutger Kars		Development
	Henk Dick Lync		development
	Diane Margheim	Research and Development Engineer	Research and Development
	Gigi Matthew	Research and Development Engineer	Research and Development
	Dylan Miller	Research and Development Manager	Research and Development
	Daniel van Oostveen		Development
	Michael Raheem	Research and Development Manager	Research and Development

Name: **Michael Raheem** Notes:

Phone Number: 320-555-2568

Mobile Phone:

Email: michael@adventure-works.com

Gender: Unknown

Dir.	Number	Name	Department	Time	Status
→	2103			25-6-2013 9:17:25	Ringin
→	266001			21-6-2013 8:31:30	Ringin
→	266001			21-6-2013 8:31:30	Ringin
→	266002			21-6-2013 8:31:22	

Call Control

Presences Name Phone Number Mobile Phone

	Paul Warbroek	2126	0612345678
	Sander Kaldenhoven	101	0640109346
	Marco Cornet	129	0648109346
	Hans Hoojer	126	0648109346

Favorites

Day Week 17 juni 2013

17 maandag

10:30 Florin 8 requirements (commercieel/functioneel) Nijkerk Marco Cornet

11:00

11:30

12:00

Calendar

999 : 108

Queue Management



Queue Management

- Create Queues
- Prioritize Queues
- Set Calendar

Queue Reroute parameters

- Reroute when # calls > value
- Reroute when max waiting time
- Reroute when queue is closed

Call Distribution

- Broadcast (Attendant Group Call)
- Random
- Manual (Queue picking)

Set Calendar

- Create multiple calendars
- Set Daily Opening Times
- Set Holidays

The "Queue Management" dialog box shows configuration for a queue named "High Priority Calls". It includes fields for "PVA Queue Id" (0), "Default Queue" (checkbox), "Priority" (0), "Accept Calls" (checked), "Destination OnClosed", "Max Queue Length" (0), "DestinationOnOverflow", "Max Waittime" (0), "Destination On Max Waittime", "Calendar" (dropdown), and "Enable Call Recording" (checkbox).

The "Manage Calendars" dialog box shows configuration for a calendar named "Standard Office Hours". It includes a table for "Daily Opening Times" with columns for days of the week (S, M, T, W, T, F, S), "Start" time (9:00), and "End" time (17:00). It also has a section for "Always Close On" with a date field (7-3-2014). Buttons for "Save", "Cancel", and "Close" are at the bottom.

S	M	T	W	T	F	S	Start	End
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	9:00	17:00

Queue Operator Interface



Queue pane in Operator Console Client

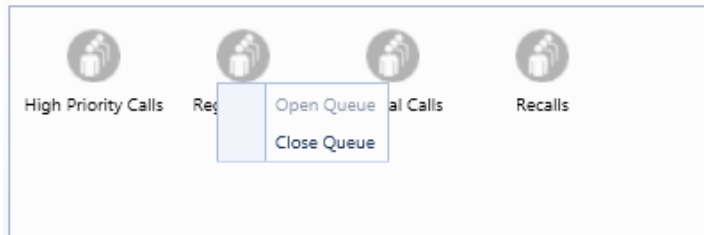
- Central queues visible with
 - Number of calls in queue
 - Time in queue
- Calls are not offered to the Pridis Operator Console Client
- Queue picking, Call Pick Up

Priority	Queue	Time in Queue	Name	Caller	
High Priority Calls	3:33	Erik Dokter			
Regular Calls	3:30	Daniel van Oost			
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Recalls	2:15	Erik Dokter			

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Attendant Server Reroute

- Close queue manual



Users Parameters



User Parameters:

- Create Users
- Concurrent license model
- Role Assignment
- Queue Assignment

A screenshot of a "User Management" dialog box. On the left, a list shows a user named "administrator" with details "henk" and "5102". The right side contains a form for editing user parameters. The "User name" field is set to "administrator", "Full Name" to "System Administrator", "Extension" is empty, "Password" and "Verify password" are masked with dots, "Role" is set to "System administrator", and "Direct call priority level" is "0". Checkboxes for "Enabled", "Locked out", and "Deleted" are present, with "Enabled" checked. Below these are two list boxes: "Available Queues" (empty) and "Assigned Queues" (containing "Queue 1", "Henk", and "Queue 2"). At the bottom are "Save", "Cancel", and "Close" buttons.

User Management

+	×	User name	administrator
		Full Name	System Administrator
		Extension	
		Password
		Verify password
		Role	System administrator
		Direct call priority level	0
		Enabled	<input checked="" type="checkbox"/>
		Locked out	<input type="checkbox"/>
		Deleted	<input type="checkbox"/>
		Available Queues	
		Assigned Queues	Queue 1 Henk Queue 2

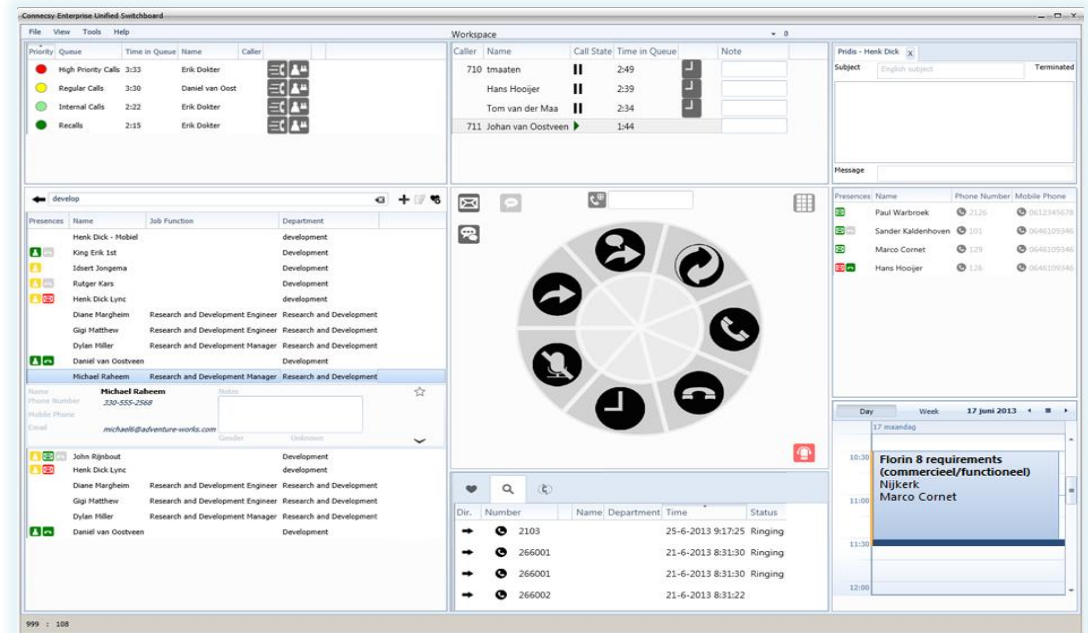
Save Cancel Close

Users Settings



User Settings:

- Customization per user
- Add / Remove panes
- Change Pane layout
- Change Color Scheme
- Change Font size



Personal Workspace



Calls are offered to the Pridis SME client

- Personal workspace with your own calls
- Call information (number and name if known)
- Call status
- Time in Queue
- Add call notes

Caller	Name	Call State	Time in Queue		Note
710	tmaaten		2:49	⌋	<input type="text"/>
	Hans Hooijer		2:39	⌋	<input type="text"/>
	Tom van der Maa		2:34	⌋	<input type="text"/>
711	Johan van Oostveen	▶	1:44		<input type="text"/>

Directory with Presence

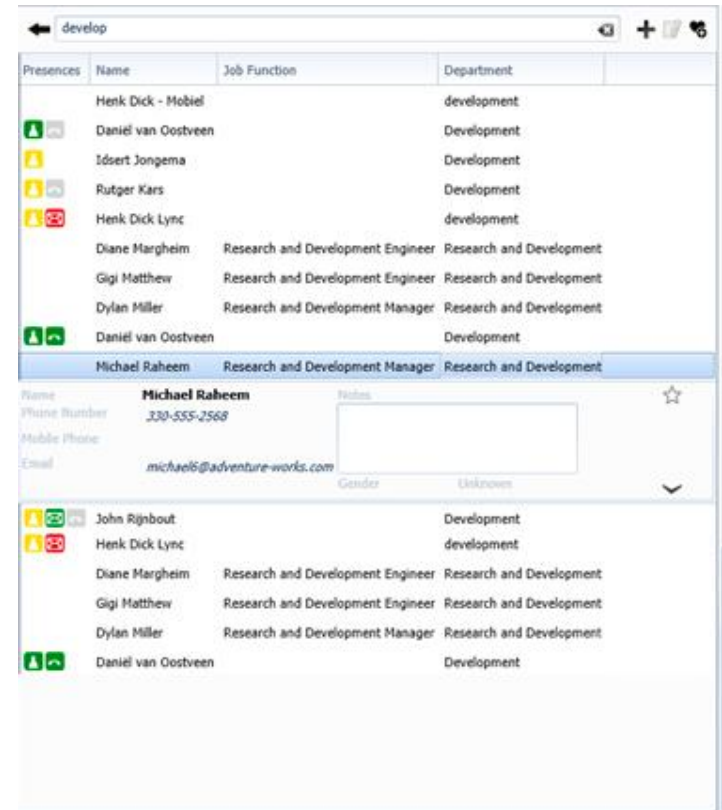
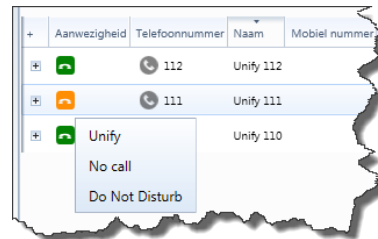


Directory scheduled or manual import

- By CSV
- Optional : Pridis SME LDAP connector
Scheduled import, for example AD

Presence from:

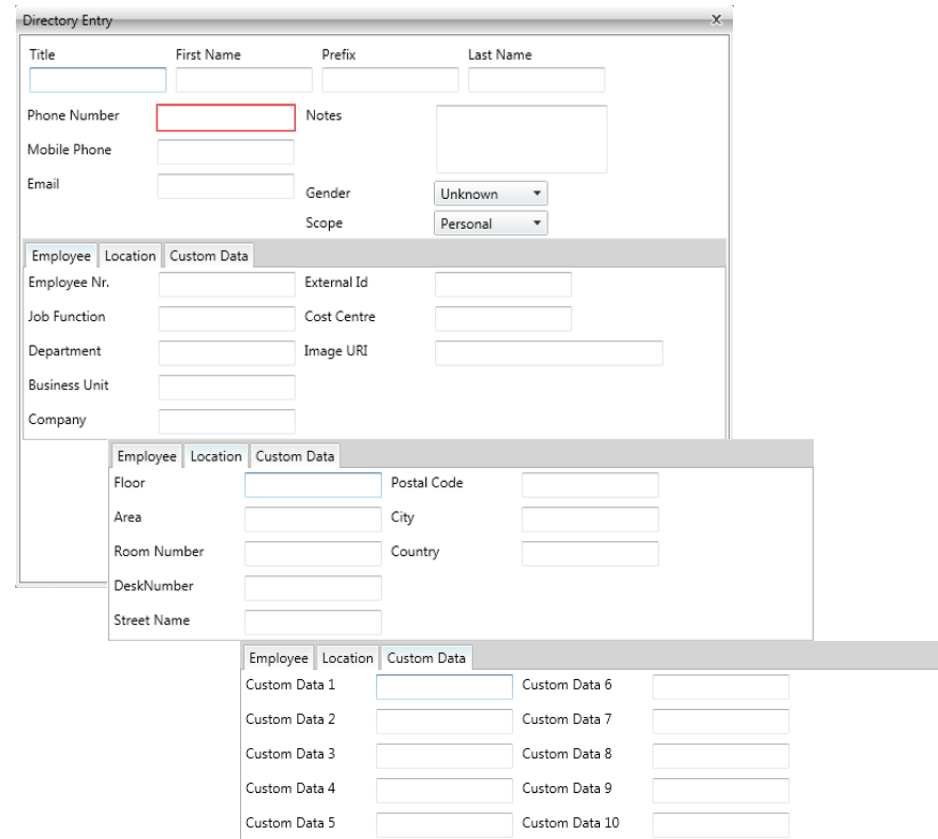
- Unify CSTA – Phone Presence
- Unify Webservices – UC Subscriber Presence
- Exchange connector (calendar integration)
- Lync connector (presence / chat)



Directory Extended Phonebook

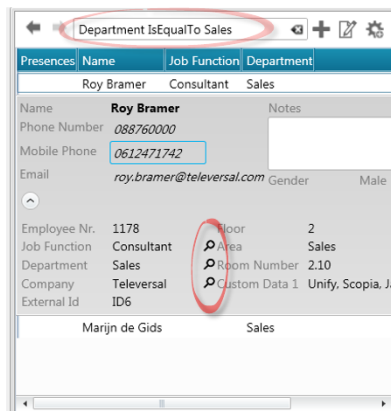
Extended Phonebook:

- Internal
- External
- Detailed contact information
- Notes and remarks with contact
- Custom Data Field available
- Search every field in phonebook
- Multiple search words
- Extended search based on results
- Direct dialing form directory



The 'Directory Entry' form is divided into several sections:

- Basic Information:** Title, First Name, Prefix, Last Name, Phone Number (highlighted with a red box), Notes, Mobile Phone, Email, Gender (dropdown: Unknown), and Scope (dropdown: Personal).
- Employee Information:** Employee Nr., External Id, Job Function, Cost Centre, Department, Image URI, Business Unit, and Company.
- Location Information:** Floor, Postal Code, Area, City, Room Number, Country, DeskNumber, and Street Name.
- Custom Data:** A grid of 10 custom data fields (Custom Data 1 to 10).



The search result for 'Roy Bramer' shows the following details:

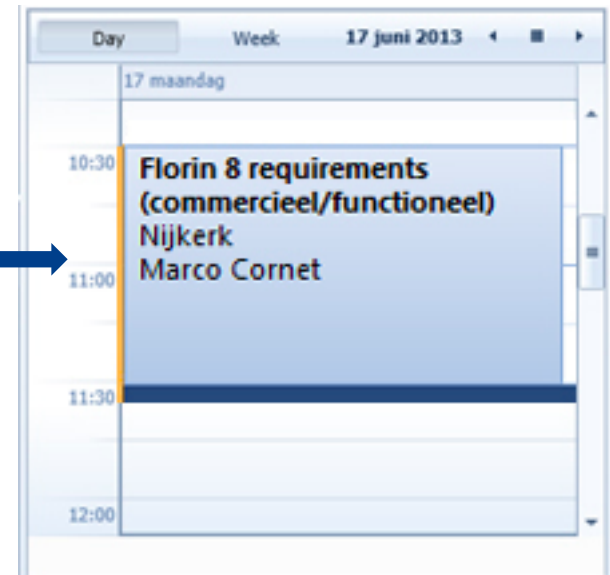
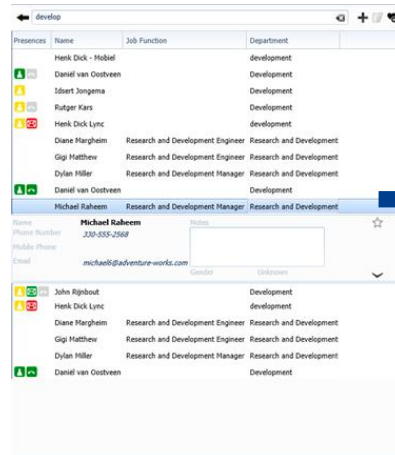
- Search Filter:** Department IsEqualTo Sales
- Name:** Roy Bramer
- Job Function:** Consultant
- Department:** Sales
- Phone Number:** 088760000
- Mobile Phone:** 0612471742
- Email:** roy.bramer@televersal.com
- Gender:** Male
- Employee Nr.:** 1178
- Job Function:** Consultant
- Department:** Sales
- Company:** Televersal
- External Id:** ID6
- Location:** Floor: 2, Area: Sales, Room Number: 2.10
- Custom Data:** Custom Data 1: Unify, Scopia, J...

Directory Search results



Search Result selected contact:

- can be unfolded automatically
- phone number will be presented in call control for easy transfer
- **Exchange calendar** will be presented if available.
- email templates will be sent to

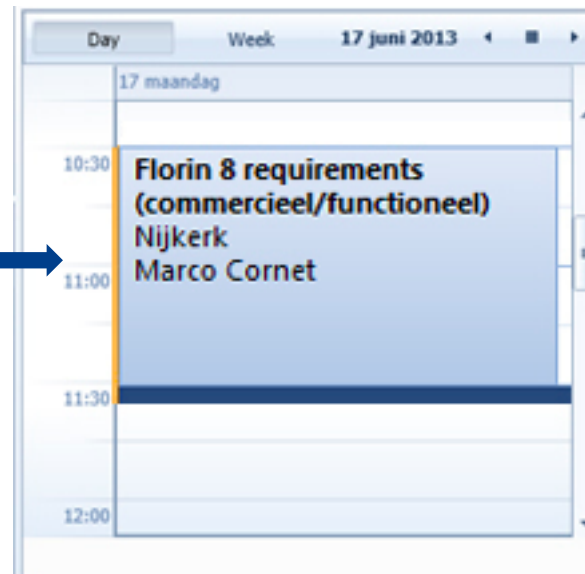
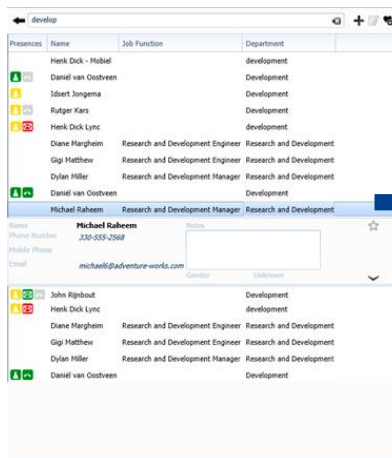


Exchange Pane



Exchange Calendar integration

- When Contact is selected in directory Exchange Calendar will appear
- Administration of Calendar rights in Exchange



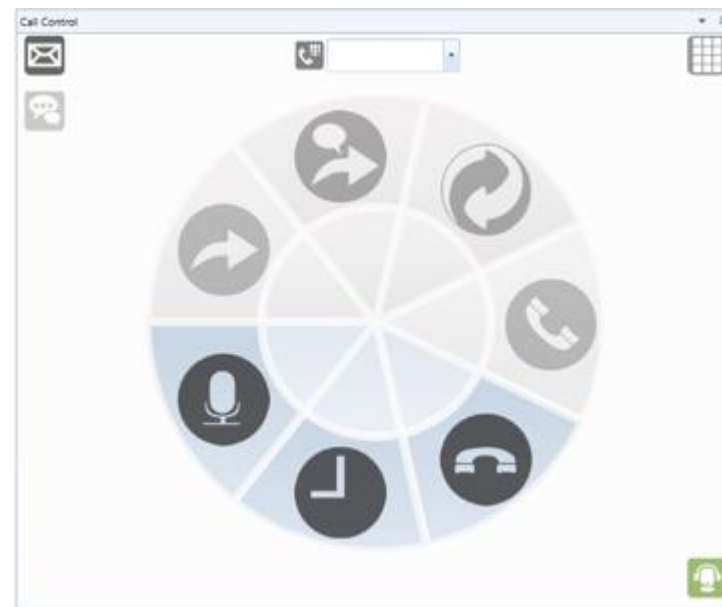
Call Control

Available Commands:

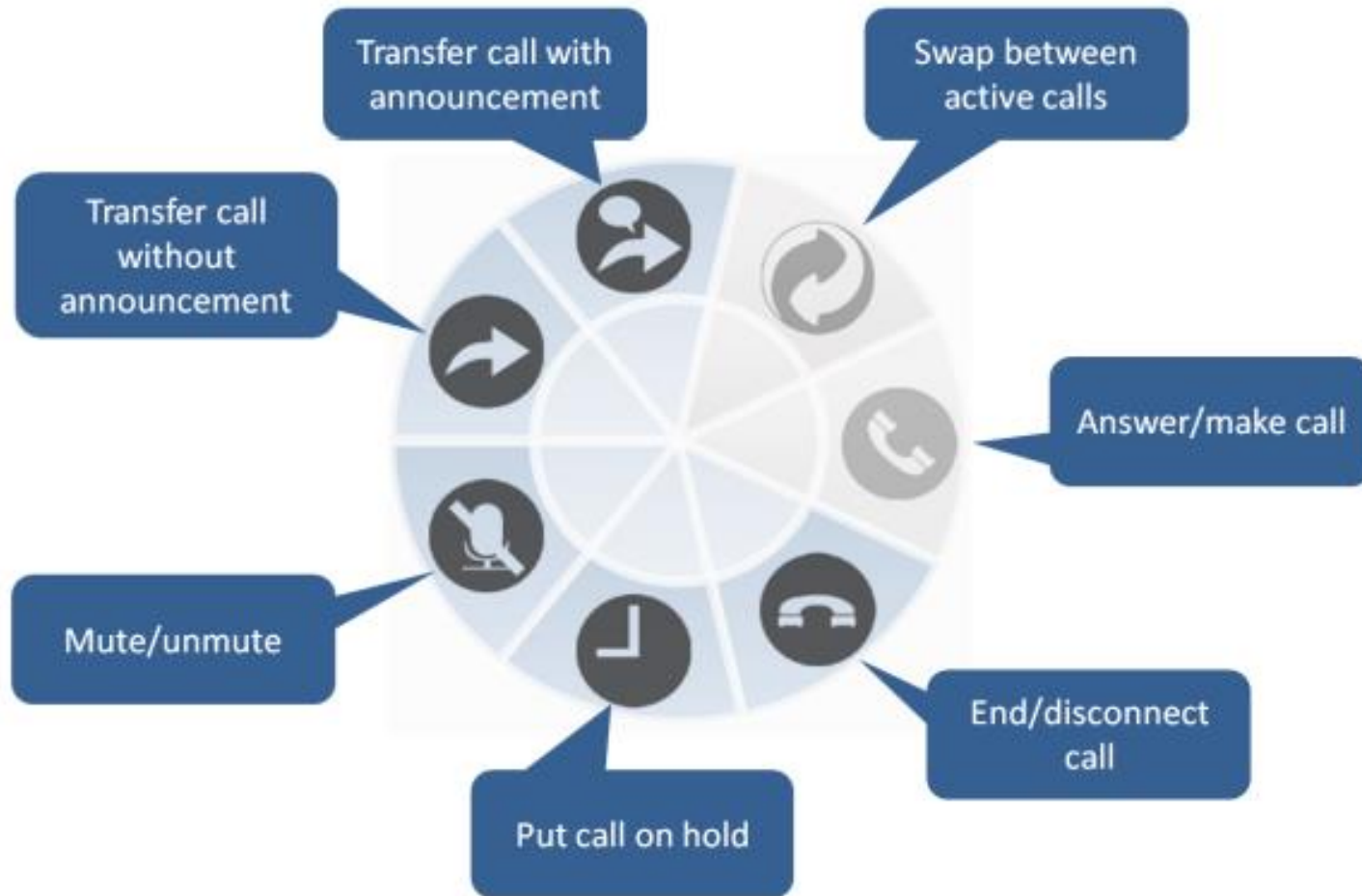
- Take and End Call
- Call Hold / Unhold
- Mute / Unmute
- Transfer Blind / Transfer Consultive
- Toggling between calls

General

- Mouse and shortkey operation
- Email and IM templates
- Call Window
- Keypath (dtmf)
- Not available phone commands will be grade out



Call Control Wheel



Other Panes



Queue Status Overview

- See how many calls are on wait per queue

Favorites

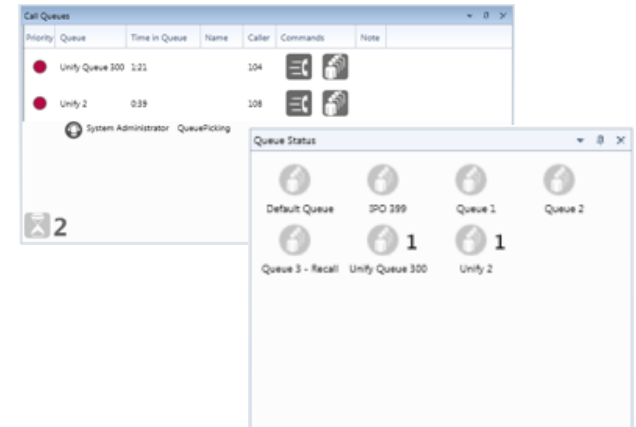
- Hot Contacts as an BLF

IM Pane

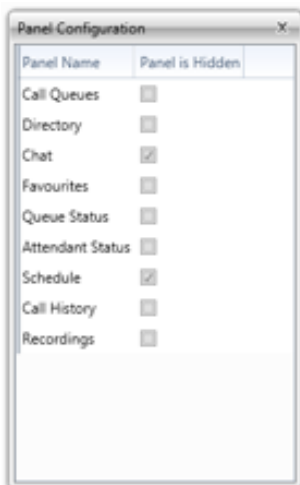
- Lync Chat

Attendant Status Overview

- See status of other attendants



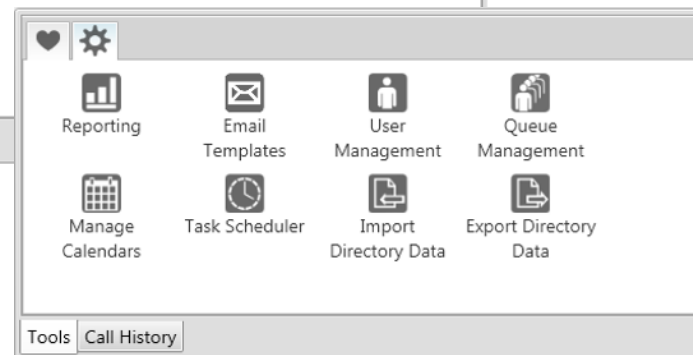
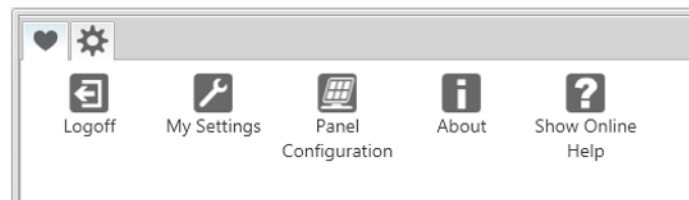
Presences	Name	Phone Number	Mobile Phone
	Paul Warbroek	2126	0612345678
	Sander Kaldenhoven	101	0646109346
	Marco Cornet	129	0646109346
	Hans Hooijer	126	0646109346



Settings



- Based on user roles
- Create Queues
- Create Users
- Reporting
- Email Templates
- Set Calender
- Task Scheduler
- Directory Export / Import
- Panel Configuration
- Personal Call History
- Personal Settings
- Call History

A screenshot of the "Call History" table. The table has columns for "Tel.blk.", "Afzender", "Bestemming", "Naam", "Afdeling", "Time", and "Status". The table contains 11 rows of call records, with the first row highlighted. The "Tools" and "Call History" tabs are visible at the bottom.

Tel.blk.	Afzender	Bestemming	Naam	Afdeling	Time	Status
← 108	112				22-8-2014 11:41:31	Answered
← 104	112				22-8-2014 11:41:20	Answered
← 108	112				22-8-2014 11:18:49	Ringing
← 109	112				22-8-2014 11:18:04	Answered
← 109	112				22-8-2014 11:07:42	Answered
← 104	112				22-8-2014 11:07:38	Answered
← 108	112				22-8-2014 11:07:35	Answered
← 108	112				22-8-2014 10:53:50	Ringing
← 110	112				22-8-2014 10:51:25	Ringing

Reports



Reports:

- Basic Reports for the Operator Console SME
 - Abandon calls while in queue
 - Statistics per attendant
 - Call History Details
 - Incoming calls per day
 - Number off calls per queue
 - User Session Report

Reportage

Selecteer rapport: aantal gesprekken per wachlijn

Start date: 22-7-2014 End date: 22-8-2014

Include deleted queues: No

Number of calls per queue

Queue Name	Number of calls
Default Queue	718
IPC 559	172
Queue 1	204
Queue 1 - Hello	1
Queue 2	177
Queue 3	5
Queue 3 - Recall	8
Queue 5	2
Unity Queue 300	1
Total	644

22-8-2014 11:51:16

Reportage

Selecteer rapport: Gebruikerssessies

Start date: 22-8-2014

Username: administrator

User Session Report

Selected users: administrator

From 22-08-2014 to 01-09-2014

User	Start Date	Extension	Duration	Attendant State	Call State
System Administrator	22-08-2014 08:47:08	112	0:00:00:00	Free	0:00:00:13
System Administrator	22-08-2014 09:18:06	112	0:02:10:01	Free	0:00:02:55
System Administrator	22-08-2014 11:40:32	112	0:00:00:00	Free	0:00:00:11
Total			0:02:10:01	0:01:04:53	0:01:11:30

22-8-2014 11:51:56

Reportage

Selecteer rapport: Call History Details

Start date: 22-8-2014 End date: 22-8-2014

Call History Details

22-08-2014 - 22-08-2014

Attendant	Start Date	Duration	Time on hold	Log time	Number	Queue Name	Direction
System Administrator	08:47:40	0:00:00:00	0:00:00:00	0:00:00:05	130		Outgoing
System Administrator	08:48:37	0:00:00:00	0:00:00:00	0:00:00:01	130		Outgoing
System Administrator	08:51:02	0:00:00:00	0:00:00:00	0:00:00:00	300		Outgoing
System Administrator	08:52:22	0:00:00:00	0:00:00:00	0:00:00:01	111	test	Incoming
System Administrator	09:13:06	0:00:00:00	0:00:00:00	0:00:00:00	130		Outgoing
System Administrator	09:12:14	0:00:00:00	0:00:00:00	0:00:00:00	111		
System Administrator	09:13:08	0:00:00:00	0:00:00:00	0:00:00:02	130		
System Administrator	09:13:31	0:00:00:00	0:00:00:00	0:00:00:02	130		
System Administrator	09:18:18	0:00:00:00	0:00:00:00	0:00:00:05	300		
System Administrator	09:20:07	0:00:00:00	0:00:00:00	0:00:00:00	130		
System Administrator	09:20:11	0:00:00:00	0:00:00:00	0:00:00:00	111		
System Administrator	09:21:04	0:00:00:00	0:00:00:00	0:00:00:00	111		
System Administrator	10:41:01	0:00:00:00	0:00:00:00	0:00:00:28	300	Unity Queue 300	
System Administrator	10:42:39	0:00:00:00	0:00:00:00	0:00:00:14	300	Unity Queue 300	
System Administrator	10:46:08	0:00:00:00	0:00:00:00	0:00:01:28	111		
System Administrator	10:51:16	0:00:00:00	0:00:00:00	0:00:00:05	130	Unity Queue 300	
System Administrator	10:51:23	0:00:00:00	0:00:00:00	0:00:00:05	130	Unity Queue 300	
System Administrator	10:51:29	0:00:00:00	0:00:00:00	0:00:00:00	130	Unity 2	
System Administrator	10:53:50	0:00:00:00	0:00:00:00	0:00:00:29	300	Unity 2	

Reportage

Selecteer rapport: Abandoned calls while in queue

Abandoned call while in queue

Abandoned call while in queue

Final Queue Name	Total duration in queue	Calls abandoned
800	0:00:00:00	17
Default Queue	0:00:02:28	96

Reportage

Selecteer rapport: Inkomende gesprekken per dag

Start date: 22-8-2014 End date: 1-9-2014

Interval (minutes): 60

Incoming calls per day

22-08-2014 - 01-09-2014

Interval: 60 minutes

Time	Free	Busy	Idle	Abandoned	Log time in queue	Max time in queue
00:00:00	0	0	0	0	00:00:00	00:00:00
01:00:00	0	0	0	0	00:00:00	00:00:00
02:00:00	0	0	0	0	00:00:00	00:00:00
03:00:00	0	0	0	0	00:00:00	00:00:00
04:00:00	0	0	0	0	00:00:00	00:00:00
05:00:00	0	0	0	0	00:00:00	00:00:00
06:00:00	0	0	0	0	00:00:00	00:00:00
07:00:00	0	0	0	0	00:00:00	00:00:00
08:00:00	0	1	0	0	00:00:08:540000	00:00:11:830000
09:00:00	0	2	0	0	00:00:18:820000	00:00:24:240000
10:00:00	0	4	0	0	00:00:21:640000	00:01:28:230000
11:00:00	0	3	0	0	00:00:24:250000	00:01:49:240000
12:00:00	0	0	0	0	00:00:00	00:00:00
13:00:00	0	0	0	0	00:00:00	00:00:00
14:00:00	0	0	0	0	00:00:00	00:00:00
15:00:00	0	0	0	0	00:00:00	00:00:00
16:00:00	0	0	0	0	00:00:00	00:00:00
17:00:00	0	0	0	0	00:00:00	00:00:00
18:00:00	0	0	0	0	00:00:00	00:00:00
19:00:00	0	0	0	0	00:00:00	00:00:00
20:00:00	0	0	0	0	00:00:00	00:00:00

Email Templates



Email templates:

- Email template editor is available
- Fields can be inserted from the directory, subscriber and line.
- Multiple Email templates can be made
- The “to” in the email will be automatically filled with the selected contact

Parameter	Explanation
{DirectoryEntry.FirstName}	First name of person looked up (which will get the email)
{DirectoryEntry.LastName}	Last name of person looked up (which will get the email)
{DirectoryEntry.FullName}	Full name of person looked up (which will get the email)
{CurrentUser.UserName}	Username of user logged in (who is sending the mail)
{CurrentUser.Extension}	Extension of user logged in (who is sending the mail)
{SelectedLine.Extension}	Extension of the caller
{SelectedLine.CallerNum}	Phone number of the caller
{SelectedLine.CallerName}	Name of the caller, as far as known by the system. When unknown it will provide the phone number of the caller.
{SelectedLine.DirectoryEntry.FirstName}	Resolved directory entry of the caller, first name
{SelectedLine.DirectoryEntry.LastName}	Resolved directory entry of the caller, last name
{SelectedLine.DirectoryEntry.FullName}	Resolved directory entry of the caller, full name
{SelectedLine.DirectoryEntry.Email}	Resolved directory entry of the caller, email
{SelectedLine.DirectoryEntry.MobileNumber}	Resolved directory entry of the caller, mobile number
{SelectedLine.DirectoryEntry.PhoneNumber}	Resolved directory entry of the caller, phone number

Pridis Operator Console versus Unify Consoles

Comparison with Unify



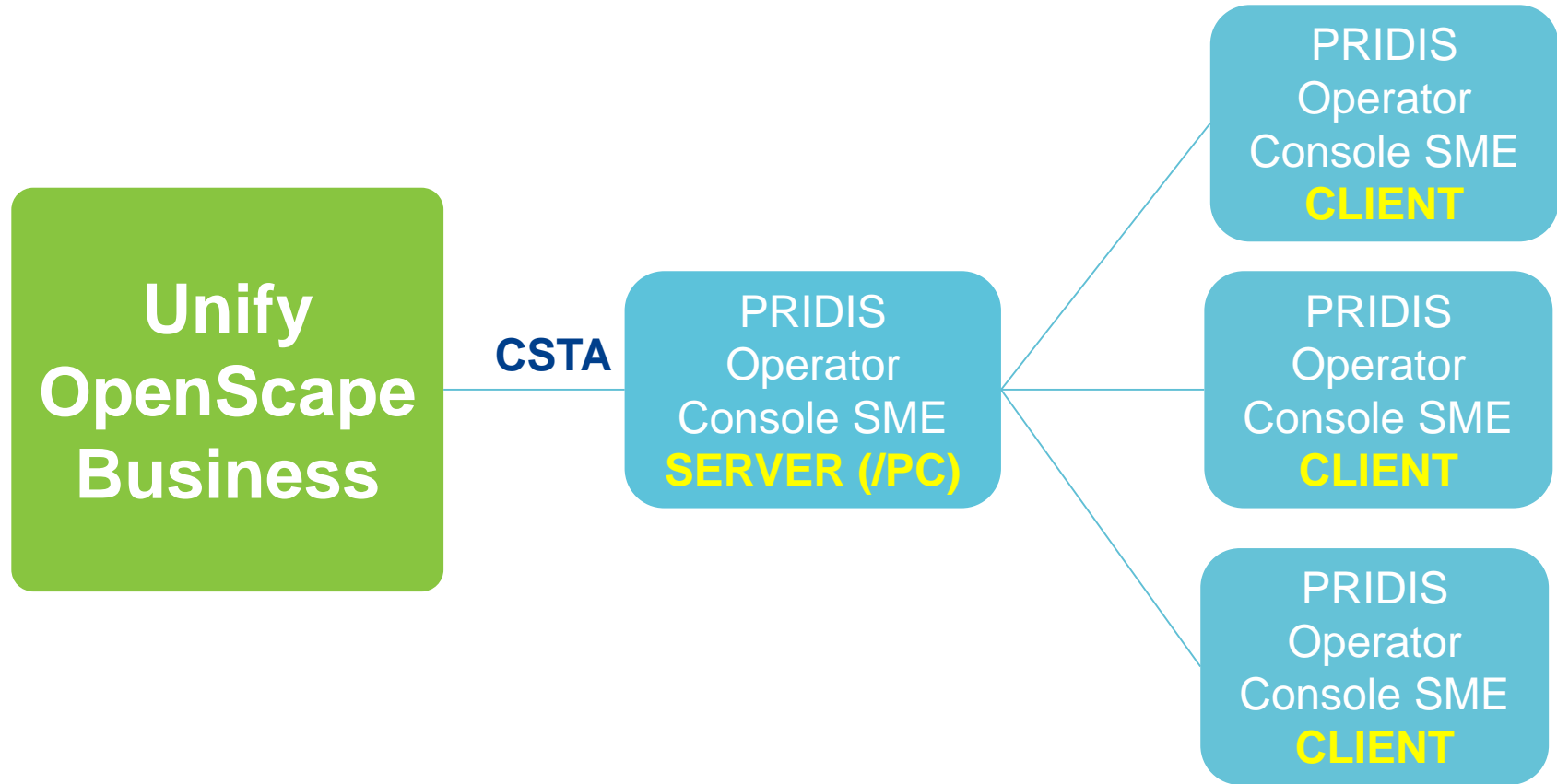
	OSBiz Attendant	myAttendant	Pridis Operator Console
Telephony Presence	✓	✓	✓
Agenda (Exchange) Integration	X	X	✓
Queue information (personal and shared)	X	X	✓
Manual Queue handling	X	X	✓
Subscriber UC Presence	✓	✓	X *
Change UC Presence of subscribers	✓	✓	X *
Internal / External Phonebook	✓	✓	✓
Personal directory	✓	X	X
Add Call Notes	✓	✓	✓
Recall to the same Attendant	X	X	✓
Search every field in Phonebook	X	X	✓
Custom Fields in Phonebook	X	X	✓
Integrated E-mail and IM templates	X	✓	✓
Basic Attendant Reports	X	X	✓
Set Day and Night mode per Queue	X	X	✓
Set Call Reroute Parameters	X	X	✓
Lync presence	X	X	Optional
Lync IM	X	X	Optional
Multi Node	✓	✓	✓
Multi Vendor	X	X	✓
Language	NL / UK / FR / ES / DU	NL / UK / FR / ES / DU	NL/UK
License use	Named	Named	Concurrent
User level Settings	X	X	✓
Maximum number of clients	8	20	Unlimited

* Roadmap (planning Q4 2014)



Architecture

Architecture

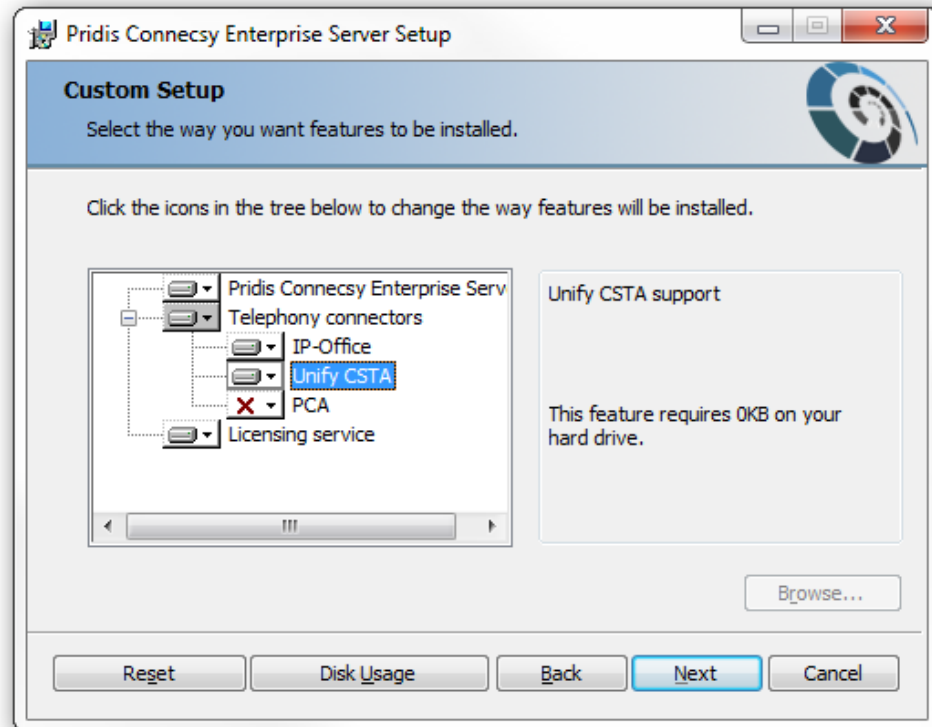
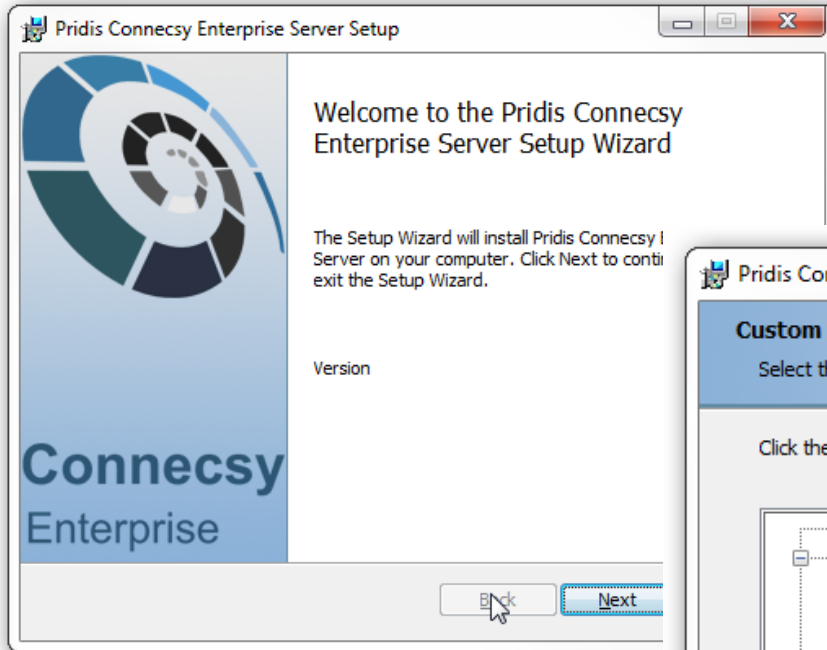


Note: For CSTA a UC Boostercard/server is required



Easy Installer

Easy Installer



Next-Next Finish



Easy Installer



IP Office Connector

IP Office Connector
Specify the IP Office Connector parameters

Please specify the Tapi connector settings

Trunk Access Code

Display presence information

Presence information column index

Unify CSTA Connector

Unify CSTA Connector
Specify the Unify CSTA Connector parameters

Please specify the CSTA connection and authentication parameters

Host name

Port

Authentication name

Password

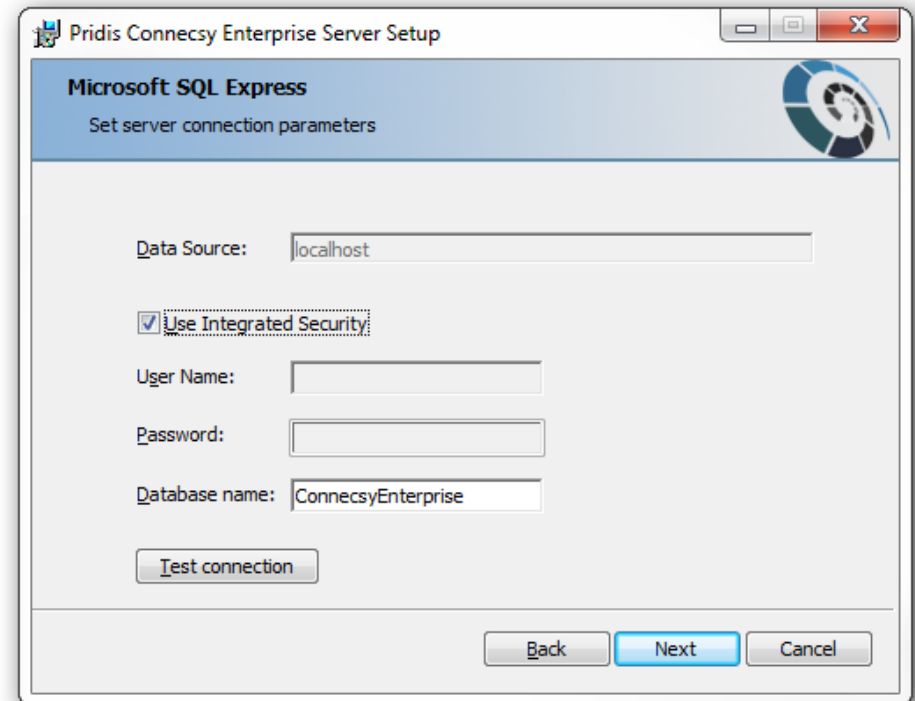
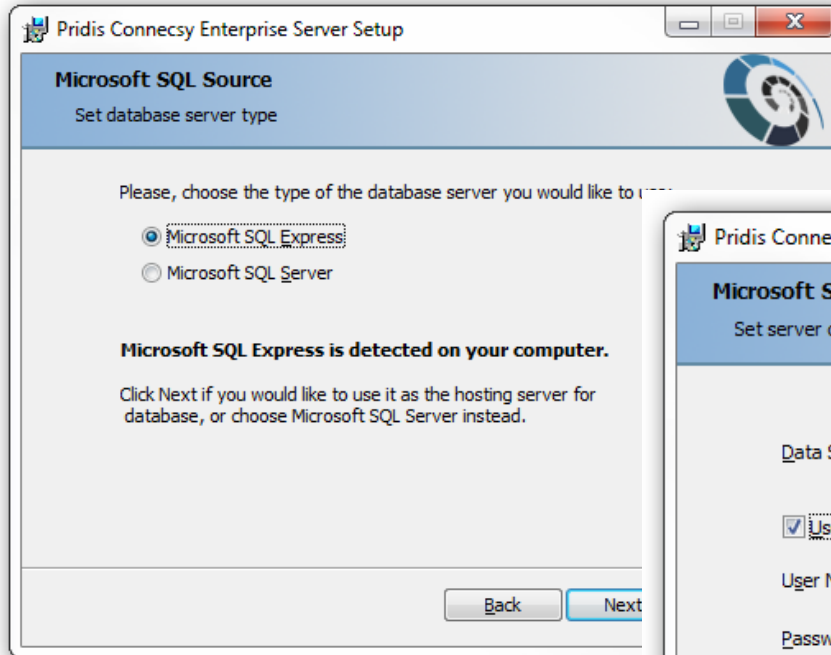
Other connector settings

Trunk Access Code

Display presence information

Presence information column index

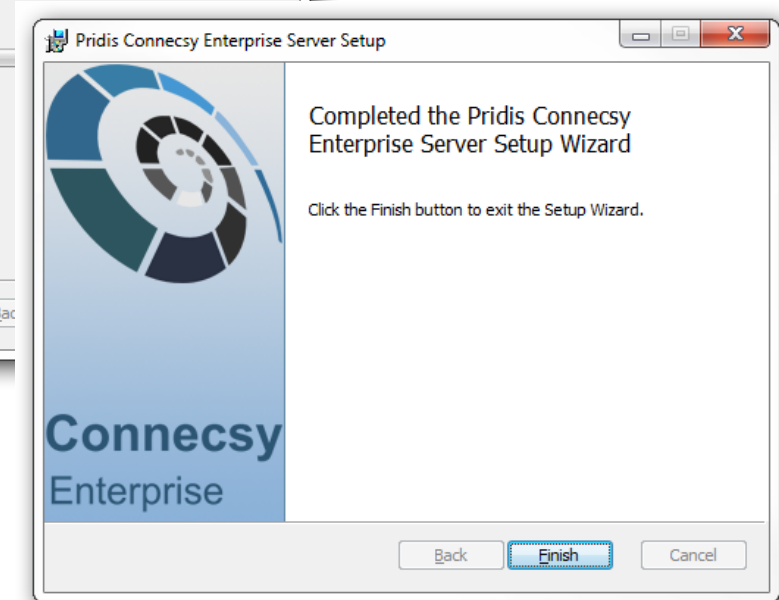
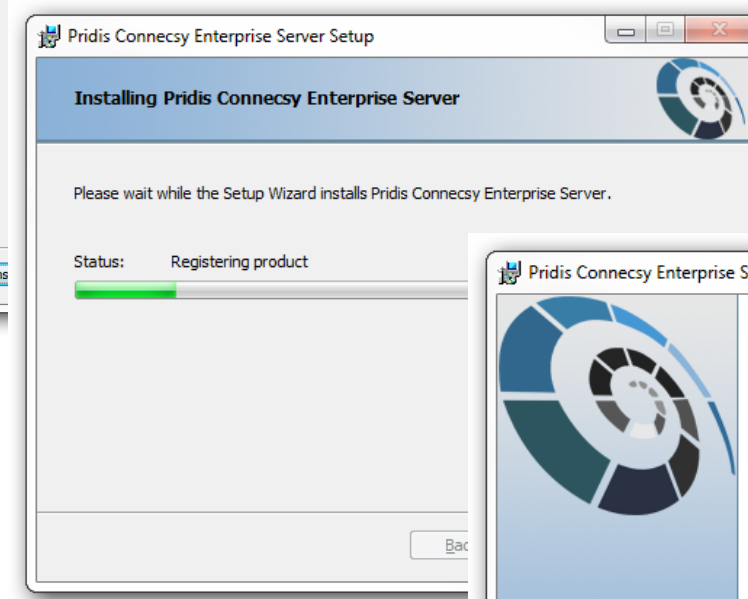
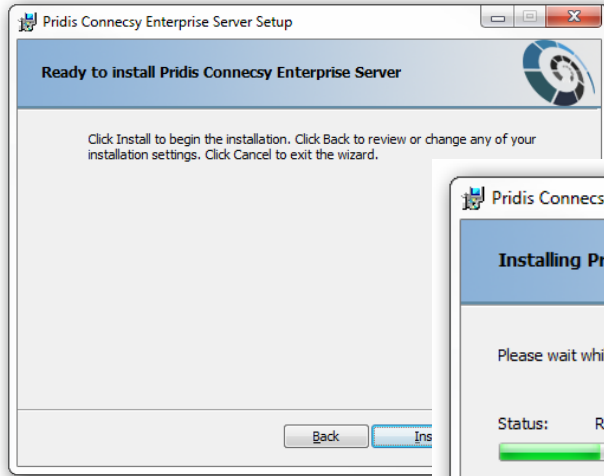
Easy Installer



MSSQL



Easy Installer



Time for some
coffee



License model

Licentie model



- Base license:
 - Base Server license for 100, 250, 500, 750 of 2500 internal entries
 - 1 Client license
 - Presence information from the Unify OpenScape Business
 - Phonebook with directory search
 - Scheduled .csv import
 - MS Exchange integration for calender and email
- Expand with:
 - Additional Clients (1)
 - Additional internal entries (200)
 - Operator Console LDAP Connector (for AD)
 - Lync integration
- Service and Support is mandatory with the solution
 - With of Without Software Upgrades

License model



Add-on

Pridis SME Reporting

Pridis SME Connector to Lync

Pridis SME LDAP Connector (for AD)

Pridis SME 200 additional entries

Additional Pridis SME client

Basis

Pridis Pridis Operator Console SME

- 1 server license (100, 250, 500, 750 of 2500 internal entries)
- 1 SME client
- Presence information
- Directory Search
- MS Exchange Connector (email and calendar)



Why Sell.?

Why Sell?



- Multi Vendor Solution
 - Unify – CSTA
 - Avaya – Tapi
 - Other – Pridis Communication Appliance (SIP)
- One interface with presence from multiple channels (System, Lync, Exchange)
- Exchange calendar integration
- Extended Phonebook with custom fields
- Every field can be searched on
- See multiple queues and pick your calls
- Create night service, and reroute parameters per queue
- Create email templates within the application
- Easy to install, Easy to use

Become a certified Business Partner



Become a Certified Pridis Console (Connecsy SME and Operator Console) Business Partner

Certification path

When you become a Pridis Business Partner, you are on the certification path, earning the credentials that validate your expertise to the market.



Step 1 – Sign this document

If you sign this document you will agree that we will start with step 2 and that you will receive a invoice of €450,-. After selling 2 Pridis Consoles you will receive a credit of €450,-.



Step 2 – Online Pridis Console Sales training

After this sales training you will be able to demonstrate and explain the benefits of the Pridis Console solution to end-users. You will also learn how to design and quote the Pridis Console.



Step 3 – Remote Installation of one Pridis Console SME for demo use

One of our software engineers will install the Pridis Console remotely, connecting the Pridis Console to your demo or live Avaya or Unify system.

Before installation Pridis will send you the necessary technical specifications for the environment (software version pc, licenses needed on Avaya / Unify PBX etc).



Step 4 – Online Technical training for one engineer and a Train the trainer session

After this training you will be able to perform installations and maintenance for the Pridis Console solution. You will be taught how to train end-users in the use of the Pridis Console and provide them with the skills to work with the solution.



Step 5 – Information package for marketing

Finally, Pridis will send you marketing information for your website, to use on your customer offers and personalized leaflets (with your company logo and contact details on the back cover)

Yes, I want to be a Certified Pridis Console (Connecsy SME and Pridis Operator Console) Partner.

Business Partner name: _____

Name: _____

Job function: _____

Email: _____

Phone number: _____

Contact me on date: _____

Sign: _____

Date: _____

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Roadmap

Roadmap



- Add Video Support
- Show – Change Subscriber UC Presence (Q4 2014)
- Action URL
- Dutch version (Q3 2014)
- Lync Independent IM between Attendants
- Embedded SIP Phone
- History based routing suggestions
- WEB Based Client
- XMPP based presence collection
- Visual Disabled support



access to perform

Pridis Operator Console SME

Questions.?

