



## General Information

A powerful operator station allowing fast and easy handling of large numbers of phone calls. Easy to use, with a range of smart features for flawless call handling. The application can be controlled using keyboard, mouse or touchscreen to give every attendant more freedom how to use the Attendant.

The Corporate Directory gives a lot of information to the users and shows the presence, calendar information, and a lot more. Notifying a colleague to call-back is very easy with the e-mail and SMS options. The Automated Attendant option reports all necessary information to callers, and gives control to the Attendant users of the call routing schedule.

## General Features

### Functionalities:

- Easy call handling using keyboard or mouse
  - answering
  - placing on hold
  - putting through
  - breaking in
  - call/transfer when free
- Telephone directories:
  - LDAP
  - ODBC
  - MS Exchange
  - SOAP
- Caller recognition
- Adding/displaying information field
- Attendant group chat

### Optional functionalities:

- Automated attendant:
  - welcome messages
  - selection menus
  - queue announcements
- Showing locations on floor plan
- Barrier operation
- Link with calendar:
  - Exchange 2007/2010/2013/Office 365
  - Lotus Domino
- Visitor registration
- Displaying Presence:
  - Microsoft Lync/Skype for Business Server
  - Lotus Sametime
- Texting (SMS)
- Sending e-mail messages:
  - predefined standard texts
  - Automatic implementation of call data
  - Sending a copy of the e-mail for further handling
- Presence registration
- Statistics

## Technical Specifications

### Asterisk Connect Server requirements:

#### Hardware:

- CPU : Intel Celeron 600Mhz (or equal)
- Memory : 256Mb RAM (minimal)
- Disk : At least 10MB of disk space
- LAN : 100Mbit/s Network Interface (single or dual interface)

#### Operating system:

- A LINUX based operating system (Tested with Red Hat Based & Debian Systems)

#### Dependencies:

- Installed and functional Asterisk Open Source PBX versions 1.4/1.6/1/8/10/11/12
- Only SIP trunks are currently supported
- Currently only the SIP channel is supported for attendant phones, all other phones may use different technologies as long as we only need to monitor them (not to make calls)

### peterConnects Server requirements:

#### Hardware:

- CPU : 2.4 GHz Pentium 4 processor (or equal)
- Memory : 2 GB internal RAM (minimal)
- Disk : At least 20GB of disk space
- LAN : 100Mbit/s Network Interface
- USB : 1 port for the Sentinel dongle (A dongle-less installation is also possible, but binds the peterConnects software to the actual hardware.)
- Serial : Only when using the SMS message option (This will require a separate GSM modem: Siemens TC35i)

#### Operating system:

- Windows 2008 R2 Server or Windows 2012 (R2) Server
- The most recent Windows service-packs and updates must have been installed
- Java version 1.6 or higher must be installed when using Lotus Sametime Service

### peterConnects Client requirements:

#### Hardware:

- CPU : 2 GHz Pentium 4 processor (or equal)
- Memory : 4 GB internal RAM (minimal)
- Disk : At least 10GB of disk space
- LAN : A fast network interface card (1Gbps)
- Screen : recommended minimum resolution is 1920x1080 pixels (at least 19-inch flat screen)

#### Operating system:

- Windows Vista, Windows 7 or Windows 8