

AND Group 5.4

AND Group delivers additional services for IP phone devices like real-time member availability of other group members or extended presence status information. The software supports users to make call handling more efficient and helps them to find bring callers faster to the intended person.

Overview

AND Phone is a powerful and scalable application platform for Unified Communications environments. The application server uses a modular base system which can be extended by services and functionalities you need for improving your communication tasks.

All services can be handled directly on the IP phone and all status information is displayed in real-time on the IP phone without the need of an additional desktop PC.

Administration of the ANDTEK Application Server is completely centralized and uses a web-based frontend which can be extended with additional modules.

Benefits

- Optimized working at teams/groups
- Fast overview about member status at the phone display
- Easy pick up/forward of incoming calls
- Whole handling is phone based (no PC required)
- Possibility of full integration with other AND Phone modules
- Setting additional status information at the phone
- Stop losing phone calls with acoustic and visual signaling at the phone

Teamwork and Group Presence Status Services

Status of group members is shown in real time and directly at the phone display also the availability of members is visible at a glance. For this reason is every time visible at the group if a colleague is available or he has activated forwarding. Additional information like second call, forwarding or locked phone is also directly shown on phone display.

Direct call, forward or pick up of an incoming call can be managed fast and direct at the phone. You can see also status information at the phone display during the call.

Additional to the display options is a special acoustic signaling for incoming calls in the group available.

Especially for internal users there is an additional service to show the status of not available members in detail whenever they are called. Therefore it is possible to see the reason why the person is not available and at which time the person will be available again.

Besides the description at current phone models are also older models supported. Next comfort features like automatic detection of loops cares for trouble-free communication in the group.



Available Services

Services on the phone

- Direct call to group members
- Changing group
- Member of several groups
- Visualization of logged on/off group members
- Display of incoming calls in the group
- Loop detection
- Acoustic and/or visual signaling
- Creating of status messages
- Activating/deactivating group display
- Forwarding for group member activating/deactivating
- Up to 18 group members at the same time on the phone display
- Intercom function between group members
- Supporting of phones with touch screen
- Pick up of incoming calls for group members
- Forwarding of incoming calls for group members

Administrative Services

- Password protected access with multilevel administration
- Multi-level administration
- Centralized management of all AND Phone modules
- Create, Modify, Delete user groups
- Advanced options for group members
- Add non-visible group members
- Creating automatically names of group members
- Import of defined groups by CSV-File

System Requirements

Server Requirements

- x86-based architecture
- Main memory 4GB or higher
- Gigabit-/Fast-Ethernet interface
- Hard disk 80GB
- Virtualization supported (VMware)

Software Requirements

- AND Phone Base
- AND Group

Supported Telephone Systems

- Cisco Unified Communications Manager 8.x, 9.x, 10.x or 11.x

Supported Phones*

Cisco IP Phone series 6900, 7800, 7900, 8800, 8900, 9900 and Jabber



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* Available services might differ depending on type of phone and telephone system. Status information can be displayed on IP phones with graphical display support only.

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