adportas
OperKall
v. 8

Virtual attendant
console

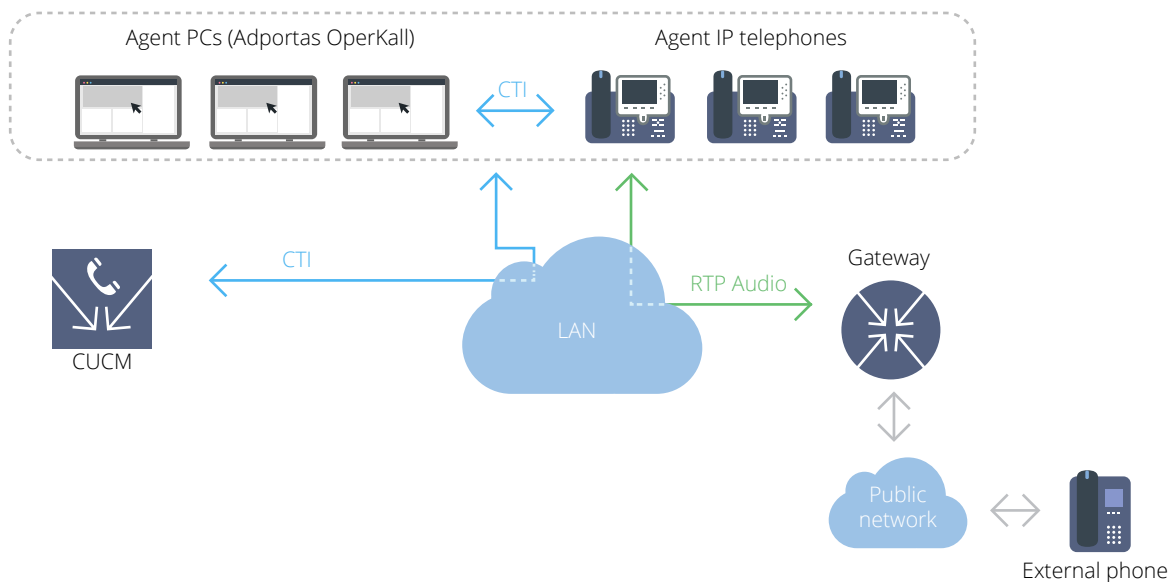**adportas**
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1. Description.

Adportas OperKall is a virtual attendant console, *MS Windows* compatible, which optimizes the performance of telephone receptionists while assisting, transferring or managing incoming and outgoing phone calls, using a virtual assistance interface specifically designed to deliver agility and intuitive browsing during constant everyday use.

Adportas OperKall is a desktop application that installs directly in each receptionists' PC without the need of additional hardware. It allows receiving calls and transferring them directly or with prior consultation, selecting the final recipient from the corporate database (*LDAP/MS Active Directory*) using the search engine incorporated to the assistance interface or any of the shortcut groups, opening communication by simply clicking on the required contact.

Adportas OperKall displays the call history by user and sorts it by groups (incoming, transferred and outgoing calls). Includes a call searching engine that filters by name, last name, department and date.

As an option, *Adportas OperKall* can be integrated to *Adportas ACD Manager* and/or *Adportas IVR Manager*, incorporating additional intelligent phone call distribution and automatic interactive assistance over navigation trees using *DTMF* tones.

2. *Adportas OperKall* architecture:

3. *Adportas OperKall* main functionalities.

· Direct call transferring to internal recipients.
· Call transfers with prior consulting to internal recipients.
· Speed dial shortcuts to users by cost centers.
· Corporate directory integrated to database and *MS Outlook.*
· Call activity and user history.
· Call reception of incoming calls from *Adportas ACD Manager* and/or *Adportas IVR Manager.*

4. Operator interface:

1. Incoming call information and calls queue.

2. *LDAP/Outlook* search engine.

3. Call history.

4. Shortcuts to internal extensions, divided by groups.

5. Call buttons to answer, hang-up or pause calls from the *Adportas OperKall* interface.

Requirements

Adportas OperKall server
Operator PC: *Intel* 1Ghz processor, 2GB RAM, 50MB disk space for application.
Adportas ACD Manager server: *Intel* 1Ghz processor, 4GB RAM, 250MB disk space for application (optional).
CUCM CTI application user controlling assisted extensions.
Cisco CUCM 8.0 or higher.
MS Windows 7 or higher / *Mac OS X*.

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