Overview

The Competella Unified Communication Suite includes excellent tools for switchboard attendants and contact center agents that integrate call control with an advanced directory search tool, access to presence, calendar, e-mail and IM. The system adds queuing and call control functionality to Microsoft Lync beyond the level found in legacy PBX’s. Competella Unified Communication Suite is qualified for Lync 2010 and Lync 2013.

Optional functions e.g. Interactive Voice Response and Callback can be used for both Competella Multimedia Attendant and Competella Multimedia Agent.

The Competella Unified Communications Server (UCS) is hosting Lync trusted applications based completely on the Lync native API’s. The Competella UCS is also integrated with Microsoft Active Directory and Exchange for directory data, e-mail and calendar information. UCS can optionally be integrated with other external systems e.g. SMS- and mobile presence providers.

Competella Multimedia Attendant is designed to also support hybrid solutions with legacy PBX’s connected via SIP-trunks (direct or via a voice gateway).

The system takes full advantage of the Lync unified conversation model, which means that Lync multi-modality support is preserved and federation with other Lync domains and Skype is supported.

The Competella Attendant and Agent clients are Windows-based. Management- and configuration tools are web-based.

The system is highly scalable and it supports multi-tenant and hosted solutions with high availability.
Main advantages using Lync as the application platform

- Stable / Open / Future-proof platform for applications development based on the Lync native API’s
- Feature-rich platform with built-in security
- No need for separate platforms connected via Sip-trunks. Sip-trunks cannot fully support Lync unified conversations
- Hybrid solutions with PBX’s supported via certified Sip-trunks and gateways
- Support for federation with other Lync domains and Skype.
- Applications are easy to install / maintain with full integration to the Microsoft environment (AD, Exchange UM)

<table>
<thead>
<tr>
<th>Competella applications</th>
<th>Microsoft applications</th>
<th>Other 3’rd party applications</th>
</tr>
</thead>
</table>

Hybrid solutions with PBX’s

Competella Multimedia Attendant and Agent are supporting call queuing and call handling for both Lync users with Enterprise Voice and PBX users.
Federation with Skype

With Lync 2013 the Competella Multimedia Attendant and Agent are supporting voice calls and IM queuing from Skype users. A conversation can be initiated by clicking a link or a button on a company web-page without any need for the PSTN.

Products

Competella Unified Communications Server – UCS Prime

The Competella Unified Communication Server includes the server roles that are required for the Competella applications, e.g. queue- and call handling, search engine, AD synchronization, Exchange integration etc. The system is highly scalable and the architecture supports multi-tenancy and high availability.
Web-based Management Tools

Competella Configuration Manager is used to configure system parameters e.g. queues.

In addition to automatic import of user data from Active Directory and other sources the Competella Directory Manager can be used to update user data.

**Technical requirements**

For technical requirements, please see separate document; “Competella UCS - System Requirements”.

Article no: 110001-A Competella UC Server Prime. License per server.

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**Competella Unified Communications Server – UCS Base**

The same functionality as Competella UC Server Prime but without support for the Competella Office Client and the Availability Voice Agent.

**Technical requirements**

For technical requirements, please see separate document; “Competella UCS - System Requirements”.

Article no: 110002-A Competella UC Server Base. License per server.

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**Competella Multimedia Attendant**

The Competella Multimedia Attendant is an excellent tool for switchboard attendants that integrates call control with an advanced directory search tool, access to presence, calendar, e-mail and IM. The system adds call control functionality to Microsoft Lync beyond the level found in legacy PBX’s.
Functions

- Multi-queue support with flexible configurations of queue messages, opening hours, overflow etc.
- Attendant free seating
- Support for Voice- and IM queues (standard)
- Optional support for Mail-, Fax-, SMS-, Web- and Voicemail contact requests based on Microsoft Exchange. For Fax a 3rd party Fax-Mail gateway is required.
- Automatic call distribution, supports longest idle, round Robin and parallel ringing
- Callers get greeting message and info about position in queue. Music on hold
- Screen pop-up on incoming calls, recalls and redirected calls with call info, directory data, calendar info and greeting messages
- Blind transfer and consult call, toggle A between B or both (3-party conference)
- Camp-on busy with voice menu support for both Lync user, PBX-extensions and mobile phones
- Recall on no answer or busy (to the originating attendant)
- Private-, group- or Lync global parking of calls
- Monitoring and control of incoming, outgoing, queued / parked calls
- Monitoring of user presence status and calendar info in search list
- Monitoring of attendant status
- Direct drop to voice mail

Advanced and fast directory search tool (organization, skills etc.)
- Fuzzy and progressive search
- View and update Exchange Calendar information
- Key shortcuts to all common functions, mouse is not needed
- Synchronization with Microsoft Active Directory Server (LDAP)
- Attendant endpoint supports soft/hard phone, mobile phone. Simultaneous ring
- Send messages (email/SMS text). For SMS a gateway is required.
- Recording of calls from and to attendants (no external equipment is needed)
- Pre-recorded personal greetings messages
Supervisor listen in, whispering (free seating)
Display and managing of forwarding settings on behalf of end users

User-friendly procedure for recording and selection of queue voice messages remotely via a phone.
Support for IM in incoming queue and IM transfer
Possibility to select identity for outgoing calls (attendant or private).
Transfer call and send message to other attendants
Send DTMF
Show caller preferred language in incoming queue
Alarm for long waiting time in queue
Display alert before transfer to voicemail or other attendant queue
Call log with filtering functions
Traffic analysis reports (incoming calls, abandoned calls, recalls, handling time, queue time, answering time for queues and agents)
User authorization using Active Directory
Queue Monitor – Wallboard (option)

Technical requirements
For technical requirements, please see separate document; “Competella UCS - System Requirements”.
Article no: 130003-A Competella Multimedia Attendant. License per concurrent Attendant.
Requires the Competella UC Server Prime (article no. : 110001-A) or Competella UC Server Base (article no. : 110002-A)
Competella Multimedia Agent

The Competella Multimedia Agent integrates call control with an advanced directory search tool, and interacts with optional applications within the Competella Unified Communication Suite e.g. Competella Interactive Response (IVR), Competella CallBack, Competella WebChat, Competella Queue Monitor etc.). Can also be used for non-real-time queues for e.g. email-, SMS text - and fax contact requests.

Functions

- Multi-queue support with flexible configurations of queue messages, opening hours, overflow etc.
- Optional support for Mail-, Fax-, SMS-, Web- and Voicemail contact requests based on Microsoft Exchange. For Fax, a 3rd party Fax-Mail gateway is required.
- Automatic call distribution, supports longest idle, round Robin and parallel ringing
- Standard support for Voice- and IM queues
- Callers get greeting message and info about position in queue. Music on hold
- Private-, group- or Lync global parking of calls
- Synchronization with Microsoft Active Directory Server (LDAP)
- Interactive Voice Response - IVR (option)
- Recording of calls from and to agents (no external equipment is needed)
- Contact history log
- Pre-recorded personal greetings messages
- Traffic analysis reports (incoming calls, abandoned calls, recalls, handling time, queue time, answering time for queues and agents)
- Supervisor listen in, whispering (free seating)
- User friendly procedure for recording and selection of queue voice messages remotely via a phone.
- Web chat (option)
- Call-back initiated from queue or IVR-tree (option)
- Call-back initiated from Web page (option)
- Queue Monitor – Wallboard (option)
- Single sign on using Active Director credentials
Technical requirements

For technical requirements, please see separate document; “Competella UCS - System Requirements”.

Article no: 290003-A Competella Multimedia Agent. License per concurrent Agent.

Requires the Competella UC Server Prime (article no. 110001-A) or Competella UC Server Base (article no. 110002-A)

Competella Agent Phone

The Competella Agent Phone can enable any phone e.g. Lync clients or mobile phones to be part of a contact center solution. Queue messaging and recording is supported. Can be used in combination with Competella Agent clients within the same skillgroup.

Technical requirements

For technical requirements, please see separate document; “Competella UCS - System Requirements”.

Article no: 020022-A Competella Agent Phone. License per concurrent Agent.

Requires the Competella UC Server Prime (article no. 110001-A) or Competella UC Server Base (article no. 110002-A)

Competella Agent - Option for non-real-time queues (e-mail, SMS text, fax)

Can also be used for the Competella Multimedia Attendant (article no: 020002-A)

Technical requirements

For technical requirements, please see separate document; “Competella UCS - System Requirements”.

Article no: 020020-A Competella Contact Center Option. License per concurrent Agent.

Requires the Competella UC Server Prime (article no. 110001-A) or Competella UC Server Base (article no.: 110002-A)
Competella Interactive Voice Response - IVR

Functions

- Based on the VoiceXML standard version 2.1.
- Supporting DTMF, Speech Recognition, Text-To-Speech and recorded voice files
- Skills-based-routing based on input from IVR. User input e.g. customer ID and A-number can control routing to queues (agent groups) and the information can be sent to the agent application or to a 3rd-party CRM system.

Technical requirements

For technical requirements, please see separate document; “Competella UCS - System Requirements”.

Article no: 210001-A Competella Interactive Voice Response - IVR. License per server

Requires the Competella UC Server Prime (article no. : 110001-A) or Competella UC Server Base (article no. : 110002-A)
Competella Agent - Integration with CRM systems

The Competella Agent and Competella IVR can be integrated with CRM systems. Please contact Competella for details.

Competella Callback

Functions

- Can be initiated from a call queue, from an IVR session or from a Web page.
- The position in the queue will be preserved
- Statistics

Technical requirements

For technical requirements, please see separate document; “Competella UCS - System Requirements”.

Article no: 220001-A Competella Callback. License per server.
Article no: 230001-A Competella Web Callback. License per server.

Requires the Competella UC Server Prime (article no. 110001-A) or Competella UC Server Base (article no. 110002-A)
Competella WebChat

Functions

- A frame for Instant Messaging (Chat) can be embedded in a web page
- Statistics

Technical requirements

For technical requirements, please see separate document; “Competella UCS - System Requirements”.

Article no: 010015-A Competella Webchat. License per server.

Requires the Competella UC Server Prime (article no. : 110001-A) or Competella UC Server Base (article no. : 110002-A)

Competella Queue Monitor “Wallboard”

The Competella Queue Monitor is an option for the Competella Multimedia Attendant and the Competella Multimedia Agent to display real-time queue- and agent status. The solution is web-based using push technique. The information can be displayed in a web-browser e.g. as a LED wallboard or be embedded in a dashboard. A separate web-based tool is used to configure which information should be presented and the graphical style to use for the specific monitors. If specified limits for e.g. queue depth are exceeded, flashing or changing colors in the display can be used as an alert.

<table>
<thead>
<tr>
<th>Queues</th>
<th>Competella OK</th>
<th>Competella SE</th>
<th>Competella NO</th>
<th>Competella EN</th>
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</thead>
<tbody>
<tr>
<td>Logged on</td>
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<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Busy agents</td>
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<td>Paused agents</td>
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<td>Available agents</td>
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</tr>
<tr>
<td>Calls waiting</td>
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</tr>
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<td>Avg waiting time</td>
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<td>Close calls</td>
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<td>Forwarded calls</td>
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<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Avg waiting time</td>
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<tr>
<td>Answered calls</td>
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<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Abandoned calls</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
Functions

The following information can be displayed per queue:

- Number of currently logged-on agents
- Number of agents currently busy in calls
- Number of agents currently ready to take calls
- Number of currently paused agents
- Number of calls currently waiting in queue
- Total number of calls today this far / last x minutes (configurable)
- Number of abandoned calls today this far / last x minutes (configurable)
- Number of answered calls today this far / last x minutes (configurable)
- Average waiting time today this far
- Longest waiting time today this far
- Average handling time today this far
- Expected waiting time

Technical requirements

For technical requirements, please see separate document; “Competella UCS - System Requirements”.

Article no: 260006-A Competella Queue Monitor. License per Monitor.

Requires the Competella UC Server Prime (article no.: 110001-A) or Competella UC Server Base (article no.: 110002-A)
Competella Office Client

Plug-in for the Lync Client. Can be activated from the Lync Tools menu.

Functions

- Advanced directory search tool (organization, skills, etc.) as for attendants. Fuzzy search.
- Self-service for updating directory user data
- Setting of user activity
- Routing Agent settings
- Availability Voice Agent settings

Technical requirements

For technical requirements, please see separate document; “Competella UCS - System Requirements”.

Article no: 120002-A Competella Office Client. License per office user.

Requires the Competella UC Server Prime (article no. 110001-A)
**Competella Routing Agent for Microsoft Lync**

The Competella Routing Agent for Microsoft Lync Server 2010 and 2013 extends the standard routing capabilities for incoming calls. Two editions are available:

**Competella Routing Agent Base**

Configuration of forwarding rules on a **system level** for:

- **Busy in a call**
  Generate traditional busy tone (“Busy-On-busy”) or Forwarding to a configurable internal destination

- **Do Not Disturb / Off Work / Offline**
  Forwarding to a configurable internal destination

- Different forwarding destination can be set for external and internal incoming calls

**Competella Routing Agent Prime**

Includes the Routing Agent Base functionality with the following extensions:

- Configuration of forwarding rules on a **per user level** using a web page activated from the Lync Client. Defaults can be set on a system level.

- Forwarding to external destinations

- Optional delay of forwarding (with ring tones)

- Integration with Microsoft Active Directory

**Technical requirements**

For technical requirements, please see separate document; “Competella UCS - System Requirements”.

Article no: 140001-A  Competella Routing Agent Base. License per server.

Article no: 140002-A  Competella Routing Agent Prime Client. License per user.

Requires the Competella UC Server Prime (article no.: 110001-A) or Competella UC Server Base (article no.: 110002-A)
Competella Mobile Presence Gateway

Mobility is a key requirement for many enterprises for business communication. To be able to add mobile phone presence status to Microsoft Lync users, attendants and contact center agents is therefore of high importance.

Competella Mobile Presence Gateway connects to a presence service provided by mobile operators to subscribe for real-time status updates for mobile phones (Idle, In a call, Switched off or Out of reach). The information is used to update the Microsoft Lync presence store. Since the solution is net centric a mobile phone client with a data connection is not needed. All kinds of mobile phones are supported.

Functions

- Provides mobile presence status to all user- and application endpoints based on Lync
- The mapping of mobile phone status to Lync presence is configurable. The Microsoft standard is: Available - Mobile, In a call – Mobile, Offline (Switched off or Out of reach)
- Integrates with Microsoft Active Directory for phone number to sip address mapping
- Adapters are currently available for the following operators:
  - Telenor: Denmark & Norway
  - TDC: Denmark, Sweden and Norway
  - Netcom: Norway
  - Telia: Denmark

Technical requirements

For technical requirements, please see separate document; “Competella UCS - System Requirements”

Article no: 150001-A Competella Mobile Presence GW Server. License per server.

Article no: 150004-A Competella Mobile Presence GW Client. License per Mobile User.

Requires the Competella UC Server Prime (article no.: 110001-A) or Competella UC Server Base (article no.: 110002-A)
Competella Availability Voice Agent

Functions

- Front-end to the voice-mail system to readout availability information from the calendar using text-to-speech.
- Activity registration based on DTMF

Example:

"Welcome to Competella, Paul Johnsson is in a meeting and will be available at 3:00 pm. To connect to an attendant – press 1, to leave a message – press 2."

Technical requirements

For technical requirements, please see separate document; “Competella UCS - System Requirements”.

Article no: 170001-A  Competella Availability Voice Agent Server. License per server.
Article no: 170002-A  Competella Availability Voice Agent Client. License per office user.

Requires the Competella UC Server Prime (article no. : 110001-A)
Contact

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Get more info on: info@competella.com

Homepage www.competella.com

Attendant Console solution for Lync, qualified by Microsoft.