

CTI Sales Newsletter

September 2010.

Latest news on the IAC Console for NEC and NEC Channel Partners from the desk of Warren Simon ...



- **IAC Console V9.2 now RELEASED!**
- **IAC Blind Operator Console installed at Royal Institute for Deaf and Blind Children**

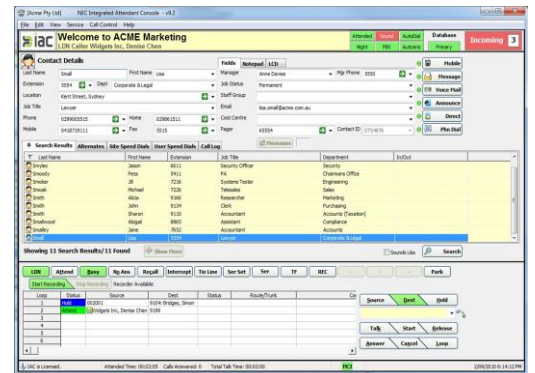
“CTI is committed to providing high quality applications and support exclusively to NEC and the Channel to help you win and retain customers!”

IAC Console V9.2 now RELEASED!

Customers looking to migrate their desktops to **Windows 7** will need to upgrade to **IAC V9.2**, which has now been released by NEC on 6th Sept.

When upgrading to V9.2 some customers may also need to replace old Hardlock parallel port dongles, which are no longer supported, with new Rockey USB dongles. Contact Warren to confirm if replacement is required.

Many large customer sites, such as major hospitals, will greatly benefit from the new Advanced Reports (option) along with database optimisations aimed at improving performance of the consoles at busy sites.



The **IAC V9.2** release includes:

- **Windows 7** fully supported
- **Windows Server 2008** fully supported
- **MS SQL Server 2008 R2** fully supported
- **Advanced Reporting option** -
 - provides Abandoned Calls and Average Time to Answer reports for the switchboard
 - many more reports which will be of benefit to large sites such as hospitals
 - includes IAC Real-Time Monitor web-based application for manager to watch consoles
 - Advanced Reporting is based on SMDR output on Large systems with R21 or higher (also requires split billing enabled)
- **Call Recording option** - for recording malicious calls
- Many **code and database optimisations** which should improve performance at large sites.

IAC STATISTICS – NEW REPORTS

The following Standard Reports and optional Advanced Reports are now available with the IAC V9.2 Release. *Contact Warren to receive a copy of the “IAC V9.2 – Sample Reports” document which has a description and samples of all the reports.*

Standard Reports (included)	Advanced Reports (optional)
1 Activity Report	1 Queue Calls Waiting
2 Attendant Calls	2 Queue Calls Waiting Line Chart
3 Attendant Calls By Hour	3 Average Handle Time
4 Average Calls Per Hour Line Chart	4 Average Time to Answer
5 Average Calls Per Hour Table	5 Calls Waiting Times Percentages Bar Chart
6 Average Call Times	6 Calls Waiting Times Percentages Table
7 Calls Bar Chart	7 Percentage Abandoned Line Chart
8 Department/Client Calls	8 Percentage Answered Line Chart
9 Dialed Call Log	9 Percentage Answered (No Short Abandoned) Line Chart
10 Email Counts	10 Percentage Answered (No Short Abandoned) Table
11 Inbound Call Log	11 Time to Abandon Service Levels
12 LDN Average Call Times	12 Time to Answer Service Levels
13 LDN Total Calls Line Chart	13 Total Abandoned Calls
14 LDN Total Calls	14 Total Abandoned Calls Line Chart
15 Staff Calls	15 Total Answered Calls
16 Total Attendant Calls By Period	16 Total Answered Calls Line Chart
17 Total Calls	
18 Total Calls By Operators	
19 Total Calls Line Chart	
20 Weekly Calls By Hour	

IAC Blind Operator Console installed at Royal Institute for Deaf and Blind Children, Sydney



Blind operator Charlie Dimech with guide dog Saxon.



CTI have installed an **IAC Blind operator console** at the **Royal Institute for Deaf and Blind Children (RIDBC)** at North Rocks in Sydney.

RIDBC recently replaced their old ICS120 system with an NEC SV8300 and IP phones as part of the construction of a new main office building which is just nearing completion. The **IAC Blind console** was included as part of the SV8300 solution sold by Graeme Hall at Sydney **NEC Elite Partner, Talkware**.

The **IAC Blind console** is based on **IAC V8.4** release (not V9) with slightly reduced functionality and requires the use of **JAWS V11** text-to-speech software to tell the operator about any changes on the screen. CTI worked extensively with blind operator **Charlie Dimech** to enhance and test the blind features, including additional keyboard shortcuts and **JAWS** integration to tell the operator more about the status of calls.

The IAC uses LDAP integration to extract up-to-date directory records from the RIDBC Exchange Server/Active Directory system.

The directory can be searched by the Blind operator and hotkeys used to transfer calls to the selected employee extension or externally to their mobile phone or an alternate contact number.

Charlie touch types but also uses velcro strips on some of the important keys to help locate them quickly.

Charlie's guide dog "**Saxon**" sleeps quietly under the reception desk and prefers not to answer any calls!

Thanks go to Graeme Hall, Sales Manager at Talkware and Myo Win, Andrey Goncharov and Charlie Dimech at RIDBC.

Charlie at work on the IAC



IAC keyboard with velcro tabs on some of the keys



**** Please contact me any time if you have any sales or technical enquires or require customer demos ****

**Best Regards,
Warren Simon.**

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