

Alcatel-Lucent Enterprise Dispatch Console

Human intelligence solution for call processing

The [Alcatel-Lucent Enterprise Dispatch Console](#) enables the presentation and selection of calls according to business processes and priority rules based on operators' decision.

This solution is ideally suited for Control Centers, as well as environments where call qualification and call selection is needed, such as:

- Railway and airport control centers
- Energy supplier control centers
- Public emergency centers (for example fire stations, police station, court buildings)
- Standard welcome services



Extremely flexible, fully-featured and customizable to specific requirements, the solution offers operators full call control. The Dispatch Console allows operators to pick-up or dispatch calls, to park them, or set up a conference to deal with emergencies.

The Dispatch Console web interface provides operators with a simple and graphical tool to visualize the queue(s) and to easily select the call route using the icons and click-to-call features through a dial pad, speed dial keys, or access to an LDAP directory.

The web interface is accessible from the operator PC/touchscreen workstation, and can be easily integrated within a 3rd-party control center application.

Key Features	Benefits
Call supervision	Enable all calls to be visible to control center operators. Visible to multiple operators at the same time (the best suited operator selects the call according to the context and operator experience).
Prioritization and queue of multiple calls	Ensure flexible management of the operator view with regard to a variety of criteria such as; priority, call type, waiting time, emergency rules, geography, or job profile
Call pick-up selection	Provide operators with full control over the calls in the queue ('out of the queue' to select, and 'in the queue' once the call is qualified)
Multiple routing options	Enable operators to take the most suitable action to dispatch calls, for example; transfer to a destination, park, or conference
Conference (in option)	Facilitate coordination between several stakeholders and manage the type of participation such as: stop microphone, put on hold, suspend conference listening, or trader mode
Speed dial/dial pad	Offer a quick and easy way to start calls using pre-defined keys, call-by-name, direct numbering, invoke a service through an URL (for example a CRM card pop-up) or start a conference with a predefined list of participants
Access to the company LDAP directory	Offer rich details for the call presentation and call-by-name capabilities
Keyboard control key	Speed up operations with keyboard functional keys: take a call, transfer, hook on, put on hold, etc.
Web interface	Offer visual and intuitive call management (icons, dial keys, missed calls) shared with all operators in real-time
Call history	Provide information about past calls (passed, received, answered or missed) and allow instant call back from any entry
Highly availability	Alcatel-Lucent OmniPCX® Enterprise geo-redundancy and Dispatch Console duplication
Statistics	Display personalized call statistics in Grafana (GrafanaLabs) layout
External authentication based on LDAP database	Leverage the existing authentication mechanism of the organisation and align with security policy

Options

- N-party conference (up to 60 participants simultaneously in a conference, up to 120 ports per console)

On-demand integrations

- Console layout and statistics customization
- Caller location display on a map
- Integration with 3rd party applications such as SCADA supervision platform or integrated communication system

List of features

Call queue monitoring and pick-up

- Display caller name/number, call priority and waiting duration
- Voice guide to inform the caller of the position in the waiting queue
- Pick-up/select any call in a queue (private or shared)
- Direct transfer of a call from a supervised queue

Phone set control

- Make call using dial pad, speed dial or LDAP search (display availability phone status)
- Shared/private hold, on-hold music, retrieve call
- Answer call, transfer to a destination, hang-up
- 3-party conference (N-party conference is optional)
- Missed calls management and call back
- Free seating: select any compatible desk phone available and associate it with the Dispatch Console at login
- Supervision keys (BLF) of phone sets
- Real time supervision of RSI and logged operators

Web graphical interface

- HTML5 design
- Flexible modules enable visual management including:
 - Incoming call queue to pick-up calls
 - Call history
 - Current call processing (call hang up, on hold, transfer, conferencing)
 - Destination selection using a numerical pad (dial pad, speed dial keys, call-by-name or direct number)
- Customizable colours, buttons, icons, widgets

Administration module

- Web management tool
- Manage the operator console display
- Manage the configuration using templates (layout, graphical modules, priorities, phone numbers, call queues, speed dial keys)
- Manage the statistics
- Manage the ringing tones
- Multi-tenant administration
- Role based management
- Manage personal keys
- Attach notes for next operator

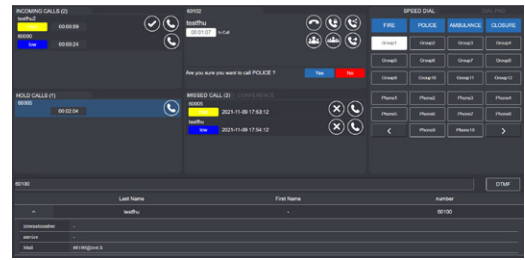


Figure 1: Web graphical interface

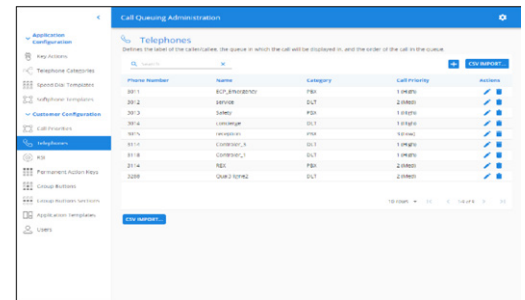


Figure 2: Administration interface

Technical specifications

Architecture

- Web Server application
- Routing Service Intelligence (RSI)
- Computer Supported Telecommunications Applications (CSTA) protocol

Supported systems

- Alcatel-Lucent OmniPCX Enterprise R12 onwards
- Compatible with the Alcatel-Lucent OmniPCX Record

Supported deskphones

- ALE DeskPhones (IP or Digital) and ALE Premium Deskphones (IP or Digital)
- Alcatel-Lucent IP Desktop Softphone

High availability and resiliency

- OmniPCX Enterprise geo-redundancy
- Dispatch Console duplication
- Degraded mode when application or operator workstation is disconnected/out-of-service
- Service continuity in disaster situation when moving to another site

Capacity

- Unlimited calls in queue (limitation by display)
- Up to 200 speed dial keys for the standard interface
- Up to 200 operators per OmniPCX Enterprise node

Recommendations for operator workstation

- Microsoft® Windows 10
- Microsoft® Edge
- Chrome version 90 minimum (latest version recommended)
- LCD screen size: 21.5" minimum
- LCD resolution: 1920 x 1080

OmniPCX Enterprise and Dispatch Console prerequisites

- OmniPCX Enterprise from R12
- Dispatch Console licences
- Linux Suse 15SP4

Pricing and services

- Pricing is based on licences per operator interface, and in option a "per port conference". Ordering is made through ACTIS tool (including support service).
- Contact Alcatel-Lucent Enterprise Professional Services to quote a price for the solution customization (such as customized layout or statistics for a company, keys configuration, third-party application integration for example SCADA)

