

MetaSphere Auto Attendant

MetaSphere Auto Attendant enables service providers to offer their Business customers the productivity benefits of a hosted, fully customizable, automated receptionist service.

These include:

- Automatic call answering
- User-configurable hierarchical menus and announcements
- Menus and announcements for out-of-hours and holidays
- Dial-by-extension or dial-by-name directory (with spoken name confirmation)
- Administration via telephony user interface (TUI) or web.

Service Description

The Auto Attendant service is a compelling productivity enhancement, offering business customers an automated means of directing incoming calls to the appropriate person within their organizations. Serving the needs of both large and small organizations, the Auto Attendant can stand alone, greeting all callers, or supplement a live receptionist. There are four main elements to the service:

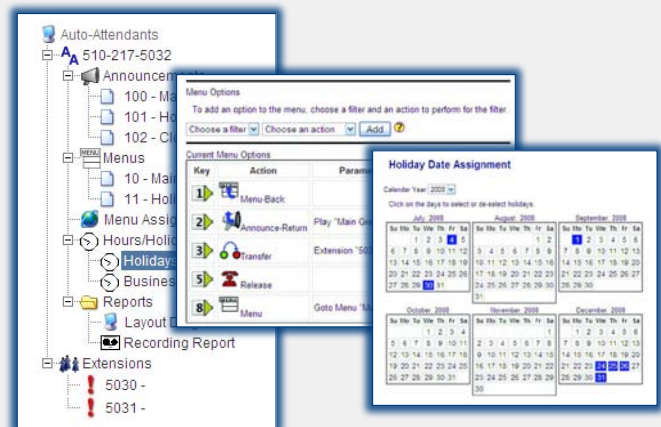
- A hierarchy of Interactive Voice Response (IVR) menus that enable callers to choose from a list of options to be directed to the most appropriate department or person within an organization.
- An administrator-defined menu scheme for use outside business hours and on holidays, so that callers are presented with a different set of options according to the time of the call, or with an announcement that the business is closed at this time.
- A cut-through call routing capability that enables a caller who knows the extension number of the person they want to reach to dial that extension directly.
- A dial-by-name capability that enables a caller who knows the name of the person they want to reach to enter the first few letters of the name, confirm the name and be transferred to the correct extension.

CommPortal Interface

The Auto Attendant interface is accessible via CommPortal™, an integrated, cross-platform subscriber interface enabling access to key telephony and messaging applications from anywhere. Designed according to Web 2.0 standards and best practices, CommPortal reflects your brand while presenting your subscribers with a simple, elegant interface to MetaSphere-powered applications from their phone, TV, mobile device and computer. The interface allows the business group administrator to set up and configure the menu structure, upload announcements and set up holiday and business hour schedules.

The MetaSphere Advantage

Auto Attendant is part of the MetaSphere application suite. Which is designed to enhance the set of residential and business features available to service providers. Each integrated application enables service providers to create new revenue streams, delivering high customer satisfaction with low equipment and infrastructure costs. Auto Attendant can be deployed in conjunction with other MetaSphere applications, sharing a common management interface, or on two or more servers to provide additional capacity. Auto Attendant can serve individual lines on a single Metaswitch or in multiple Metaswitch switching domains.



MetaSphere Auto Attendant features an intuitive graphic interface.

Auto Attendant Specifications

▶ Server Hardware

- Metaswitch UX4410
- Dimensions: 1.75" (44.45 mm, 1U) H x 16.9" (429.26 mm) W x 21" (533.4 mm) D
- Weight: 24 lbs (10.9kg)
- Power: 400W (-48V) DC (UX4410A)
- Processor: Dual 2.6 GHz AMD Opteron
- RAM: 8 Gb of DDR2-ECC
- Disk: 7200rpm 1Tb SATA disk (cold swappable)
- Network: Serial port; One 10/100/1000 BaseT Ethernet Ports; and 4 USB ports
- Can share with Auto Attendant, Privacy Defender and Conference Server subject to aggregate capacity limits

▶ System Management Features

- Web Browser interface: Firefox version 2 or 3; Internet Explorer version 6,7 or 8, including the Adobe Flash plug-in (version 6 or newer)
- Menu Driven Admin Tree
- Graphical System Resource Utilization
- Alerts (Critical/Major/Minor)
- Administrator Security Levels

▶ User Admin Interface

- Web Browser interface via CommPortal (GUI): Firefox version 2 or 3; or Internet Explorer version 6,7 or 8
- Menu creation
- Announcement upload
- Holidays calendar
- Business hours
- Reports

▶ IVR Management Features

- Menu testing
- Announcement recording

▶ Menu Action Options

- Announcement and key press options
- Transfer to extension
- Transfer to external number
- Return up menu tree
- Dial-by-name directory

▶ Announcements

- Upload via Web or IVR
- All major audio formats supported, including WAV and MP3

▶ Schedule Definitions

- Separate menu trees for office hours, out-of-hours, and holidays

▶ Reporting

- Visual diagram of menu tree
- Menu hit counts maintained per branch
- Recording report (list of all announcements)
- XML list of lines in business group
- Resource utilization graphs (CPU, bandwidth, memory, network sockets, disk usage)
- Call count graphs (per hour / day / month, inbound / outbound / transferred)

▶ Scalability

- 20,000 business lines per UX4410 server
- UC9022 server shared with other applications
- Auto attendants per business group: unlimited
- Extensions per auto attendant: unlimited (subject to dialing plan)
- Menus per auto attendant: 150
- Announcements per auto attendant: 150
- Tree depth: unlimited (subject to maximum menus)
- Maximum options per menu: 12 (0-9, *, #)

▶ Languages

- English (US)
- Spanish (Latin American)
- French (Canadian)
- Other languages supported as customizations
- Multiple languages supported simultaneously

▶ Diagnostics

- SIP flow trace
- Digit detection
- Announcement playback

▶ Maintenance

- Scheduled backups
- Backup/Restore of application software, platform-level data (statistics, patches data), application data (activation status, menus, menu key assignments, business hours / holiday settings and recordings, etc.)

Subject to change without notice. Contact your local sales representative or go to www.metaswitch.com/specs for most current information.



www.metaswitch.com