Alcatel-Lucent 4059 Extended Edition Attendant Console
Offer a professional and efficient welcome with a personal touch

In business, a telephone call is often the first point of contact. The Alcatel-Lucent 4059 Extended Edition (EE) Attendant Console allows businesses to provide outstanding, quality customer service while keeping a personal touch. Customer satisfaction increases when they get a fast answer and are directed promptly to the right person.

This application, designed for the Alcatel-Lucent OmniPCX® Enterprise Communication Server (CS) or Alcatel-Lucent OpenTouch® platforms, enables receptionists to quickly dispatch a high volume of calls both from customers and employees.

<table>
<thead>
<tr>
<th>CUSTOMER BENEFITS</th>
<th>FEATURES</th>
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</table>
| • A professional welcome with a personal touch  
  - Manage a high volume of calls efficiently  
  - Answer all calls | • Visual call handling and queue management (on Microsoft Windows PC)  
  - Call queuing and routing  
  - Monitoring of queues (incoming calls, transfers in progress and calls on hold) with automatic or manual call pickup from queues to manage a high volume of calls  
  - Call queue status with visual indicators, management of emergency calls or VIP calls  
  - USB keyboard with attendant functions |
| • Increased customer satisfaction  
  - Find the most relevant person to answer calls  
  - Transfer calls to the right person based on skills and availability  
  - Increase first call resolution | • At-a-glance display and contact presence  
  - Visual supervision (busy lamp field) of people or public trunks  
  - Display of the contact’s availability from the activity of their phone (ringing, busy) and their presence state  
  - Directory  
  - Simultaneous search in all data sources  
  - Variety of search options to quickly find people  
  - Automatic number resolution of incoming calls  
  - Click to call from directories |
| • A cost-effective solution  
  - Streamline operations  
  - Make new receptionists more effective, faster | • Multi-site, centralized welcome solution  
  - One receptionist can manage calls for many locations  
  - Mutual help with local receptionists  
  - Intuitive graphical interface |
Technical specifications

Software release
• 4059 Extended Edition Attendant Console version 2.0 or higher

Supported systems
• Alcatel-Lucent OmniPCX Enterprise Communication Server (CS), Release 9.1 and onward
• Alcatel-Lucent OpenTouch Business Edition, Release 1.2 and onward

Computer requirements
• Microsoft Windows OS: Windows 7 (32- and 64-bit), Windows 8/8.1 (64-bit), or Windows 10 (64-bit)
• Citrix XenDesktop virtual desktop, Citrix XenApp: Only a standard keyboard is supported
• CPU type (or use a compatible processor): Intel® Core™ i3
• Free physical memory dedicated to the application: Minimum 4 GB RAM are recommended for the machine
• Hard disk with a minimum 40 GB of space available
• Networking: Network card connected to the network using TCP/IP
• Display: 1280 x 1024 min screen resolution, 17-inch or larger monitor

• Dedicated (recommended) or standard PC keyboard (with number pad)
• USB ports (2.0 min) for audio devices and keyboard
• If IP Desktop Softphone: Microphone and speakers, headset with microphone, or equivalent device(s)
• Microsoft .NET Framework 4.52

Supported desk phones/softphone
• Alcatel-Lucent Deskphones (IP or Digital) and Premium Desphones (IP or Digital)
• Alcatel-Lucent IP Desktop Softphone

Keyboard with attendant functions
• Customized USB keyboard (Citrix not supported)
• Speed dial function
• Call control keys
• Audio control

Directories
• LDAP directory compatibility
  ~ Alcatel-Lucent OmniVista®
  ~ 8770 Network Management System
  ~ Third party directories
  ~ LDAPS authentication/encryption

Network
• IPv6 compliancy

User interface
• Color schemes: dark, light, Rainbow

Languages
• Simplified Chinese, Traditional Chinese, Danish, Dutch, American English, French, Finnish, German, Austrian German, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Brazilian Portuguese, Russian, Spanish, Swedish, Vietnamese

Capacity
• Attendants per system: 250
• Supervision icons: 600
• Entries in redial list: 400
• Entries in Attendant Console directory: 120,000
• Number of calls displayed in incoming calls, transfers in progress, calls on hold queues: 8
Ordering information

You must order a 4059 Extended Edition Attendant Console license for each concurrent receptionist login.

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<thead>
<tr>
<th></th>
<th>OmniPCX Enterprise CS</th>
<th>OpenTouch Business Edition</th>
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<tbody>
<tr>
<td>4059 EE Attendant Console license</td>
<td>Part number 3BA09329JA</td>
<td>Part number 3BA09329JO</td>
</tr>
<tr>
<td>Busy lamp field (option)</td>
<td>Part number 3BA09509AA</td>
<td>Part number 3BA09509AO</td>
</tr>
<tr>
<td>Customized keyboard (option)</td>
<td>Part number 3BA006377xB (x is country-dependent)</td>
<td></td>
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<tr>
<td>Pack including 4059 EE Attendant Console license + customized keyboard</td>
<td>Part number 3BA03241xB (x is country-dependent)</td>
<td>Part number 3BA03241xO (x is country-dependent)</td>
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