

# 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, as well as the Alcatel-Lucent 8088 Smart Deskphone for a compact dispatcher, and can be easily integrated within a 3rd party control center application.



Figure 1: Dispatch Console and Alcatel-Lucent IP Phone



Figure 2: Dispatch Console on an 8088 Premium Deskphone

## Datasheet

Alcatel-Lucent Enterprise Dispatch Console

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	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 distribute calls using pre-defined keys, call-by-name, or direct numbering
Access to the company LDAP directory	Offer rich details for the call presentation and call-by-name capabilities
Web interface	Offer visual and intuitive call management (icons, dial keys, missed calls) shared with all operators in real-time
Call history	Ensure all missed calls are traced and can be called back
Highly availability	Alcatel-Lucent OmniPCX® Enterprise geo-redundancy and Dispatch Console duplication

## Key options

- Layout customization
- N-party conference (up to 60 participants simultaneously)
- Caller location display on a map
- Integration with 3rd party applications such as SCADA supervision platform or integrated communication system

## Advanced 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
- Call priority visualization per priority, per waiting duration
- Private/shared queue
- Pick-up/select any call in a queue

### Phone set control

- Make call using dial pad, speed dial or LDAP search
- Shared/private hold, retrieve call
- Answer call, transfer to a destination, hang-up
- 3-party conference (N-party conference is optional)
- Missed calls management and call back
- On-hold music

## Web graphical interface

- HTML5 design
- Flexible modules enable visual management including:
  - Incoming call queue to pick-up calls
  - Missed 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

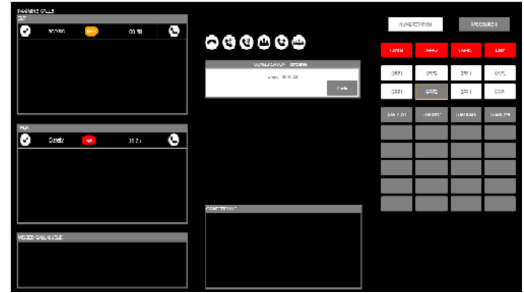


Figure 3: Web graphical interface

## 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)

## Communication tickets

- A communication ticket database is provided to generate statistics

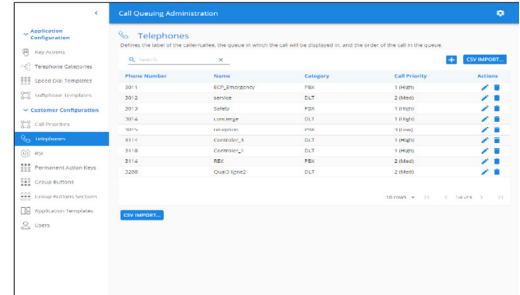


Figure 4: Administration interface

## Technical specifications

### Architecture

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

### Supported systems

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

### Supported deskphones

- Alcatel-Lucent Deskphones (IP or Digital) and 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 100 operators per OmniPCX Enterprise node

### Hardware recommendations for operator workstation

- Microsoft® Windows 10
- Chrome version 70 (latest version recommended)
- LCD screen size: 21.5"
- LCD resolution: 1920 x 985

### OmniPCX Enterprise and Dispatch Console prerequisites

- OmniPCX Enterprise R12 min
- RSI licences
- SIP trunks for conference option
- TSAPI/CSTA licences
- Dispatch Console licence
- SUSE Linux Enterprise 12 or Windows server 2016/2019

## Services and support

- Customization to adapt the solution to specific customer use cases
- Customization options (layout, keys configuration, N-party conference)
- Specific Application Support (SAS) contract

## Pricing and ordering

- Pricing is based on a licence per operator interface
- Alcatel-Lucent Professional Services can quote a price for the solution customization and options

## Contact us

- For more information about this solution, please contact: [professional.services@al-enterprise.com](mailto:professional.services@al-enterprise.com)
- Public web site: <https://businessportal.al-enterprise.com> (“Professional Service Offer Request” section in the Quick Access menu)