Alcatel·Lucent
Enterprise

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), enables receptionists to quickly dispatch a high volume of calls both from customers and employees.



Customer benefits	Features
• 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
• 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. Send instant messages to Rainbow users. • 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

Figure 1. 4059 Extended Edition Attendant Console

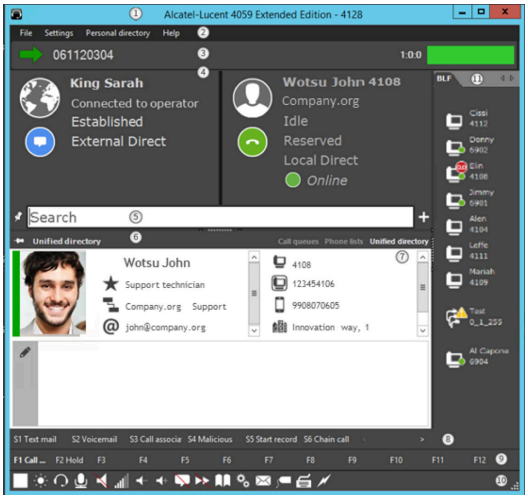


Figure 2. Visual supervision



Technical specifications

Supported systems

- Alcatel-Lucent OmniPCX Enterprise Communication Server (CS)

Computer requirements

- Microsoft Window OS: Windows 11 (64-bit)
- Citrix XenDesktop virtual desktop, Citrix XenApp, Microsoft RDS
- 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
- Standard PC keyboard (with number pad)
- CIS2 compatibility
- If IP Desktop Softphone: Microphone and speakers, headset with microphone, or equivalent device(s)
- Microsoft .NET Framework 4.6.1

Supported desk phones/ softphone

- ALE DeskPhones Enterprise and Essential in NOE mode
- Alcatel-Lucent IP Desktop Softphone

Directories

- LDAP directory compatibility
  - ¬ Alcatel-Lucent OmniVista® 8770 Network Management System Third party directories
  - ¬ LDAPS authentification/ encryption
  - ¬ LDAP custom filtering

Network

- IPv4/ IPv6 compliancy

User interface

- Color schemes: dark, light, Rainbow, Rainbow dark
- High contrast interface for visually impaired people

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, Turkish, Vietnamese

Capacity

- Attendants per system: 250
- Supervision icons: 800
- Entries in redial list: 1000
- Entries in Attendant Console directory: 120,000
- Number of calls displayed in queues incoming, transfers in progress, on hold: 8

Ordering information

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

	OmniPCX Enterprise CS
4059 EE Attendant Console license	Part number 3BA09329JA
Busy lamp field (option)	Part number 3BA09509AA

As part of the Purple on Demand offer, the Attendant Console subscription includes the 4059EE application with the Busy Lamp Field (BLF) function. 24/7 support and software updates are also included in the subscription.

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