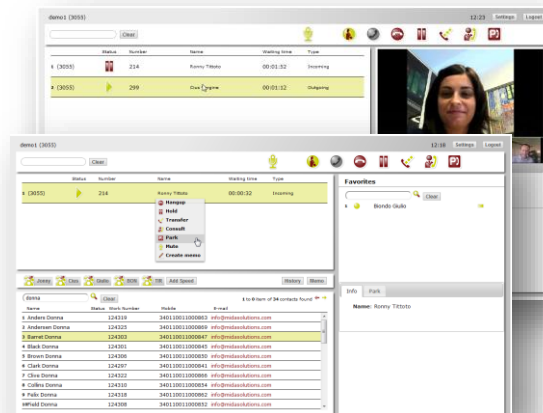# Mida Operator Console 2.0

Introduction

Mida Operator Console is the attendant console application from Mida Solutions. It provides simple and efficient call management, integration with enterprise directories, instant messaging support, and presence and video communication. Mida Operator Console requires minimum information to interwork with the supported PBX and Presence Servers, thus offering the possibility to run the service also from hosted environments (cloud systems). On premises activations are also possible and generally delivered on a preinstalled virtual appliance, hosting also other relevant services offered by Mida eFramework UC App Suite.

Mida OperatorConsole makes your job easier, improving efficiency thanks to its advanced Company Directory Service integration. As it is a web based client, it can run on any standard Windows or OSX workstations, allowing the direct control of operators' IP desk phones or, in case, transforming the same workstations into soft phones.

The product comes in three versions: the Basic version is a "client" only attendant console; Enterprise and Pro versions include also Mida Queue Manager, a centralized call distribution system providing advanced automated attendant features like call queuing and open/close service.

The web based approach offers a number of advantages compared to the standard PC client, including the possibility, for users, to access the application from any desktop PC getting always the same configuration, regardless where the operator is sitting (seat-less option).

How it works

All attendant console operations can be performed with a simple click or using the configurable keyboard shortcuts. Supported actions are, for example, make a call, answer, direct call transfer, consult, hold, hang-up, call park, memo, speed dial, call history, and directory search.

Click here to see the video

If using the Enterprise version, the solution offers also run time and historical statistics, to make it easier to comply to SLA and to assure high quality services.

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Mida OperatorConsole is developed also for visually impaired operators, according to blind associations' specifications, and is compatible with different braille keyboards and voice synthesis software from several vendors.

Users accessing the attendant console are to use their web browser to point to a given URL, where they will be asked to provide proper username and password. Once logged in, they can manage all incoming and outgoing calls, handling multiple calls at a given time.

The operator console offers also full access to internal users' presence status or JTAPI based Busy Lamp Field (BLF) of local PBX extensions.

Features

As we already said, Mida OperatorConsole supports both **soft-phone** mode (desktop PC substituting the physical phone) and **desk-phone** mode (the application controls remotely a real desk phone).

The Grafical User Interface (GUI) layout is simple and intuitive, with each different function located in different separated areas. Thanks to its essential but complete layout, it fits the most common user demands, but can be easily customized to meet specific needs, such as soft migration from legacy attendant console clients, need to integrate other web frames, etc. The layout changes can be requested purchasing the specific "look alike" professional service option.
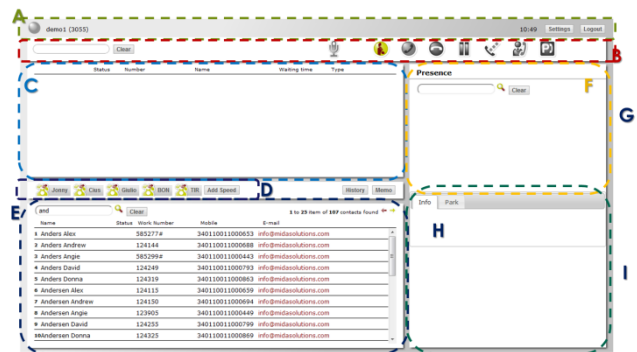
The main features available on the web client are:

- keyboard or mouse based call management including call, answer, call hold, resume, direct transfer, consult, hangup, direct call park, call park and camp on (smartpark)
- An operator can handle multiple calls at a given point in time; the limitation is set by the controlled deskphone, the PBX settings and in case by the workstation configuration (a standard PC can handle up to 6 voice
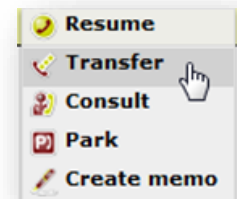
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calls)

- Operators have full access to a centralized corporate directory and they can search through all contacts using a "google like" search option. Internal extensions are also displayed with their presence or BLF status, if applicable
- The most used directory contact numbers can be configured as speed dials, dedicated buttons providing fast number dialling options for the operator
- Users can also access the call history, listing all placed, received and lost calls
- A simple yet effective dial pad is available if needed, usually it can help when operators has to send DTMF tones to interactive voice responders
- Any directory contact or any call can be managed later on due to unpredictable situations, for this reason the application offers the possibility to create a memo, bind it to a given call or contact and in case activate an alert
- presence and istant messaging integration is also available with Cisco Unified Presence and Cisco Jabber. A basic IM integrated client can be used to send messages to contacts
- Video call support
- mute/unmute (available in soft phone mode only)
- Possibility to integrate the client with the Mida QueueManager queing system offering advanced call routing options, centralized operator login/logout, etc.
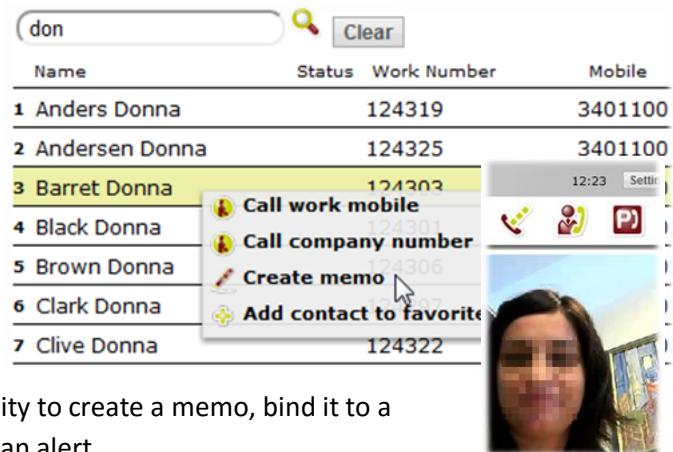
Sizing and Packaging

The licensing scheme is based on different parameters, to better match customer needs that may vary depending on size and type of business; three different versions are available:

- ➢ **BASIC** : basic web based client offering all attendant console features and directory access
- ➢ **PROFESSIONAL** : on top of the basic attendant console functionalities, this version includes Mida QueueManager with 2 voice channels for each operator license, unlimited number of queues, selective queue login/logout and multi-line support (one client can handle multiple phone numbers)
- ➢ **ENTERPRISE** : same as professional but with 4 voice channels for each operator and advanced features such as camp on (Smart Park) and advanced reporting options; This version supports also redundant configurations for high availability

P/N: DAAC0200DS00EN0008

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Please refer to the following table for further details on the supported features and limitations for each version.

Feature	Basic	Professional	Enterprise
Web based	✔	✔	✔
Phone functions	✔	✔	✔
MS Windows & Mac OSX support	✔	✔	✔
Multiple call support	✔	✔	✔
Video call support	✔	✔	✔
Call Parking (personal & PBX parking)	✔	✔	✔
URL pop-up on incoming calls (CRM-ERP integration)	✔	✔	✔
Centralized Directory	✔	✔	✔
Integration with LDAP and Active Directory	✔	✔	✔
List of favorite contacts - buddies	✔	✔	✔
Busy Lamp Field	✔	✔	✔
Cisco Unified Presence and Jabber IM integration	✔	✔	✔
Seatless support	✔	✔	✔
Memo and alerts	✔	✔	✔
PBX call parking tab	✔	✔	✔
Softphone & deskphone modes	✔	✔	✔
Visually impaired friendly layout	✔	✔	✔
License for simultaneous operators	✔	✔	✔
Localization: EN, IT, ES, D, more to come	✔	✔	✔
Max number of monitored extensions for BLF	200	500	up to PBX limits*

The table below outlines the main differences between the three editions when referring to the queuing system.

QueueManager server features			
QueueManager channels per user	●	2	4
Multi-line support	●	✔	✔
Centralized welcome messaging and queuing	●	✔	✔
Advanced call routing options	●	✔	✔
Unlimited number of service queues	●	✔	✔
Selective login/logout on queues	●	✔	✔
Camp on (smart call park)	●	●	✔
Advanced QueueManager Reporting statistics	●	●	✔
High availability support (option)	●	●	✔

TECHNICAL INFORMATION

Mida OperatorConsole is part of the [Mida eFramework UC App Suite (www.midasolutions.com/products/)](www.midasolutions.com/products/).

To Ensure stable client server connections and a high quality service, the server hosting Mida eFramework virtual appliance has to be connected to the local LAN with proper QoS and guaranteed bandwith.

Mida server and client PCs have to be connected to the same LAN of the IP phones and of the IP-PBX(s). The server has to be reachable from the end-user PCs.

Software distribution

The server platform is distributed as preinstalled virtual appliance. Mida Solutions distributes its Virtual Machines using standard OVA/OVF formats.

Supported platforms and hypervisors are:
- vmware ESXi 4.x, 5.x or 6.x (VMware vSphere Hypervisor)
- KVM (latest version)

A Mida License is required to activate the Software. The Virtual Appliance is completely manageable from an easy and intuitive web portal.

Please refer to the hypervisor vendor documentation for further information.

Mida virtual appliance can be downloaded also from www.midasolutions.com/download/

Other specifications

For details on Mida OperatorConsole compatibility with the most used web browsers, please refer to www.midasolutions.com/browsercompatibility/.

For further details, please refer to www.midasolutions.com/generalcompatibility/.

It is not guaranteed that the service is working properly in case of overlapped numbering plans (e.g. partitions or shared lines). Please contact Mida Solutions for further information.

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