



Datasheet

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Mida Attendant Console for Zoom



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Overview

Mida Attendant Console for Zoom is the ideal console application for Call Center agents from Mida Solutions. It provides **simple and efficient call management**, integration with enterprise directories, presence and video communication. Mida Attendant Console for Zoom 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 Platform UC App Suite.

Main advantages

Mida Attendant Console Pro 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 workstation, allowing the direct control of the agent's IP desk phone or, in case, transforming the same workstation into a softphone.

- Maximum flexibility and minimum installation;
- Centralized management configuration;
- Accessibility for visually impaired and blind operators;
- Modular layout, fully customizable for each user;

Integrations

Mida Attendant Console for Zoom is integrated with the main CRMs: all the information your operators need are at their fingertips, allowing immediate consultation of customer cards. In the event the caller is a new contact agents can easily create new records, as well as take additional notes directly in the CRM.



3 Versions

The product comes in three versions:

- the **Basic version** is a “client” only attendant console.
- **Enterprise** and **Pro versions** are “web-based” attendant console. They also include Mida Queue Manager, a centralized call distribution system providing advanced automated attendant features like call queuing and service management.

The **web-based approach** offers a number of advantages compared to a dedicated PC client, including the possibility, for users, to access the application from any desktop PC, always maintaining their configuration, regardless where the Agent is (seat-less option).

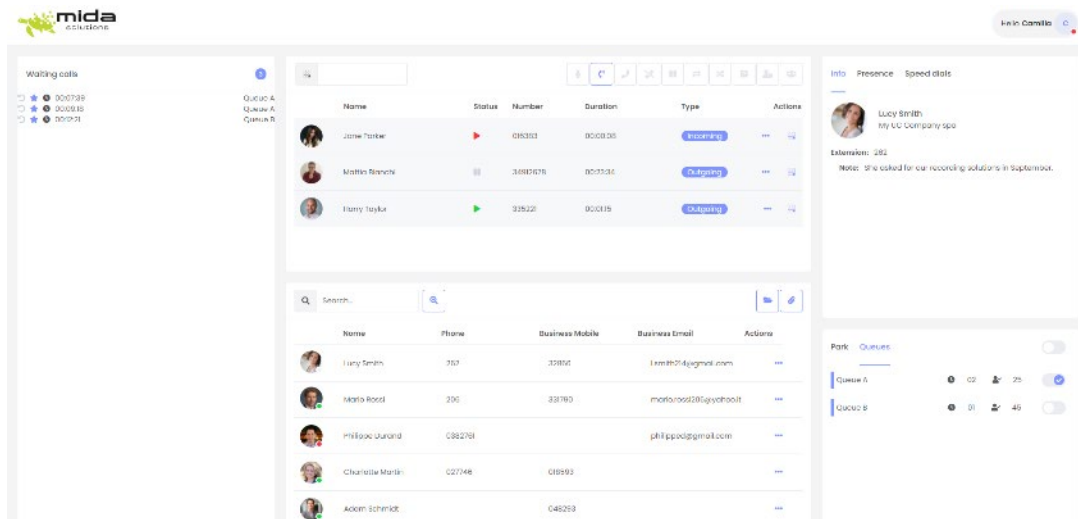
How it works

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

The Enterprise version offers also run time and historical statistics to make it easier to comply with SLAs and to ensure high quality services.

Mida Attendant Console Pro is **suitable also for visually impaired agents**, as it complies with blind associations’ specifications, and it is compatible with different braille display and voice synthesis software from the main vendors on the market.

Agents accessing the Mida Attendant Console Pro use a web browser to connect to a pre-defined URL, which ask them to login providing username and password. Once logged in, they can manage all incoming and outgoing calls, managing multiple calls at a given time. The Mida Attendant Console Pro also offers **full access to internal users’ presence status or JTAPI based on Busy Lamp Field (BLF)** of local PBX extensions.



Features

As already mentioned above, Mida Attendant Console Pro supports both soft-phone mode (desktop PC substituting the physical phone) and desk-phone mode (the application controls remotely a real desk phone).

The Graphical User Interface (GUI) layout is simple and intuitive, with each different function located in 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.

The main features available on the web client are:

- **keyboard or mouse-based call management** including making a call, answer, call hold and resume, direct transfer, consult, hang-up, direct call park, call park and camp on (smart park);
- **an agent can handle multiple calls** at any point in time; the limitation is set by the controlled desk phone, the PBX settings and, finally, by the workstation configuration.
- **agents 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
- users can also access the **call history**, listing all placed, received and lost calls
- a simple yet **effective dial pad** is also available, that can be used when the agent has to send DTMF tones to interactive voice responders
- in case a directory contact or a call needs to be managed at a later time, the console offers the possibility to **create a memo**, bind it to a given call or contact and activate an alert
- **presence and instant messaging integration** are 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 softphone mode only)
- **possibility to integrate the client with Mida C³ – Cloud Contact Center queuing engine** (QueueManager), offering advanced call routing options, centralized agent login/logout, etc.

Function	Availability
<i>Manage PSTN calls</i>	✓
<i>Transfer PSTN calls to Zoom users</i>	✓
<i>Manage Zoom calls</i>	✓
<i>Transfer Zoom calls to Zoom users or to PSTN</i>	✓

Sizing and packaging

The licensing scheme is based on different parameters, to better match customer needs that may vary depending on the size and type of business. 3 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 Queue Manager with 2 voice channels for each Attendant license, unlimited number of queues, selective queue login/logout
- **ENTERPRISE**: same as professional but with 4 voice channels for each Attendant and advanced features such as camp on (Smart Park) and advanced reporting options; this version also supports redundant configurations for high availability

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 (depends on PBX support too)	✓	✓	✓
Cisco Unified Presence and Jabber IM integration	✓	✓	✓
Seatless support	✓	✓	✓

Memo and alerts	✓	✓	✓
Softphone & deskphone modes	✓	✓	✓
Visually impaired friendly layout	✓	✓	✓
License for simultaneous Attendants	✓	✓	✓
Localization: EN, IT, ES, FR, 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 versions when referring to the queuing system.

Queue Manager server features	Basic	Professional	Enterprise
Queue Manager channels per user	<input type="radio"/>	2	4
Multiple queues support	<input type="radio"/>	✓	✓
Centralized welcome messaging and queuing	<input type="radio"/>	✓	✓
Advanced call routing options	<input type="radio"/>	✓	✓
Unlimited number of service queues	<input type="radio"/>	✓	✓
Selective login/logout on queues	<input type="radio"/>	✓	✓
Camp on (smart call park)	<input type="radio"/>	<input type="radio"/>	✓
Advanced Queue Manager Reporting statistics	<input type="radio"/>	<input type="radio"/>	✓
High availability support (option)	<input type="radio"/>	<input type="radio"/>	✓

Technical information

Mida Attendant Console for Zoom is part of the [Mida Platform](#).

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

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 a pre-installed virtual appliance. Mida Solutions distributes its Virtual Machines using standard OVA/OVF formats.

Supported platforms and hypervisors are:

- vmware ESXi 5.x or 6.x (VMware vSphere Hypervisor) or ESX 7.x
- KVM (latest version)
- Azure

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.

Other Specifications

For details on Mida Attendant Console for Zoom and compatibility with the most used web browsers, please click [here](#).

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.