

## Mida Lite Dispatcher

### 1. Overview

*Mida Lite Dispatcher is Mida Solutions answer to standard control room call dispatching needs.*

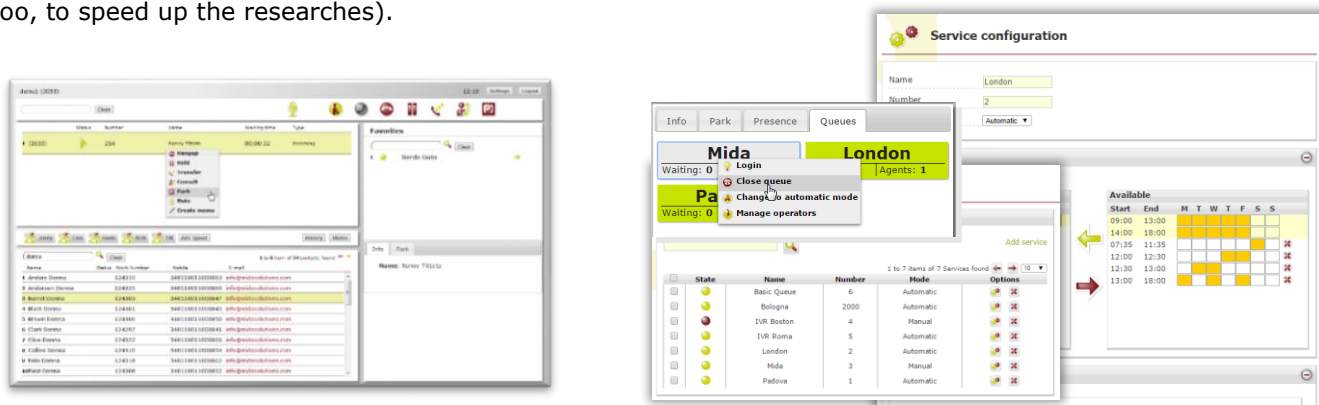
*It is a virtualized application server easy to deploy, configure and use. It is suitable to provide relevant lite call dispatching solution in operational control rooms. The system provides advanced call queuing and distribution functionalities, a lite PC web console suitable for incoming call management, a set of reports and KPIs to evaluate the service quality and, if required, integrated recording of all communications.*

*The solution can be integrated with a range of technologies, such as LTE, TETRA, DMR, VoIP and public announcement using standard SIP protocol. It relies on the local 3<sup>rd</sup> party VoIP call manager, usually deployed along with the operational telephony services; in this way it leverages on the high availability options already provided by the local VoIP switch and assure lower cost of management and ownership.*

*The solution is suitable for a wide range of vertical cases such as **public safety**, **public transportation** systems, **security infrastructure**, **oil & gas**, **utility providers** etc.*

### 2. How it works

Mida Lite Dispatcher enables users to queue incoming calls, monitor the queueing services to check their quality and efficiency, manage calls through a web based dispatching console (accessible from any PC equipped with a web browser), generate reports and record and archive calls for post-incident analysis (the recording module provides even an easy but complete playback station, showing the record soundwave too, to speed up the researches).



All of these functions are distributed in various applications, belonging to the same suite. Its modular structure enables to fit each customer's needs in the best way.

The suite includes:

- Automatic Call Distribution and Call Queueing module;
- Web based dispatcher client module;
- Historical call reporting module;
- Call recording module;
- Queueing service monitoring module.

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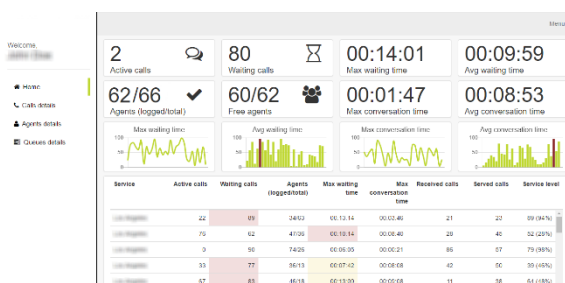
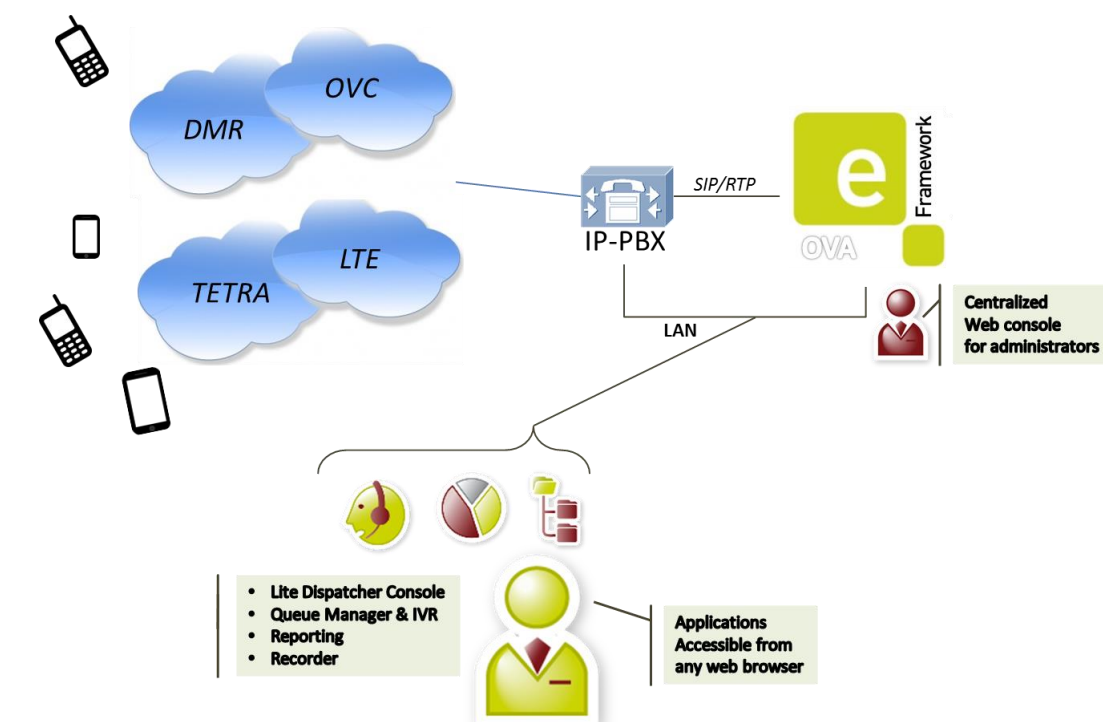
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The solution can be integrated with a range of technologies, such as LTE, TETRA, DMR, VoIP and public announcement systems using standard SIP protocol. The application server relies on the local 3rd party IP-PBX or call manager, usually deployed along with the operational telephony services. All calls to be queued shall be routed to the application server using a standard SIP trunk. The dispatcher client, instead, acts as a VoIP client directly registered on the local IP-PBX or VoIP call manager.



## 3. Main feature

Below, the list of available features provided by each package.

### Queuing features

FEATURES	YES/NO	NOTES
Web GUI	YES	
Rebranding available (colours and logo)	YES	

Language		Other languages can be uploaded
- Italiano	YES	
- English	YES	
- Español	YES	
- Portuguese	YES	
User secure login based on username/password	YES	
G.711 and G.729 codec support	YES	
Centralized welcome phone system, automated attendant IVR and queueing	YES	
Service queue automatic open/close configuration	YES	
No message and music-on-hold interruption	YES	
Configurable out-of-service and holiday treatment	YES	
QueueManager and IVR reporting statistics	YES	
Reporting time thresholds (up to 4 intervals)	YES	
Configurable max number of waiting calls	YES	
Configurable max waiting time in service queue	YES	
Call distribution		
- Round-robin	YES	
- Linear	YES	
- Top down	YES	
- Broadcast	YES	
- Skill based	YES	
- Idle	YES	
Configurable overflow and no agent response treatment	YES	
Short, long prompts and configurable time	YES	
Configurable audio messages (welcome, short and long wait, overflow, music on hold, "no available agents")	YES	
Real time agent monitoring and call transfer based on distribution type and availability (BLF)	YES	
Queue selective login/logout	YES	
Configurable IVR menu (through the web GUI)	YES	
Configurable DTMF code length (1, 2 or 3 digits)	YES	
Action on selection (Transfer, play message, repeat menu, go-to submenu, go-to service)	YES	
No menu selection treatment (keep waiting, message, repeat menu, go-to submenu/service)	YES	
DTMF Mode (RF2833, SIP info, inband, automatic)	YES	
Queuing breakout code	YES	
V.I.P. priority queuing	YES	

## Additional packages

### Supervisor Console, near real time KPIs

FEATURES	YES/NO	NOTES
Pre-defined indicators and info panel for wallboard	YES	
Supervisor profile	YES	

<b>Configurable threshold on numbers of calls and waiting times</b>	YES	
<b>Configurable time span (N), T1 for SLA</b>	YES	
<b>Real-time Service Overview</b>		
- active calls	YES	
- waiting calls	YES	
- agents (logged/total)	YES	
- free agents	YES	
<b>Time-span based Service Overview</b>		
- max waiting time	YES	
- average waiting time	YES	
- max conversation time	YES	
- average conversation time	YES	
<b>General view</b> <u>Real-time updated</u> : active calls, waiting calls, logged agents out of the total <u>Time-span based</u> : max conversation and waiting time, received and served calls, served within T1/received %	YES	
<b>Call detail view</b> For each call: queue engaged, serving agent details, caller ID waiting time, conversation time, service queue	YES	
<b>Possibility to filter the view</b>	YES	
<b>Agent list view</b> Service queue, login status (BLF), last login/logout timespan, skill, force agent login/logout	YES	
<b>Possibility to filter the view</b>	YES	
<b>Queue detail view</b> <u>Real-time updated</u> : status, active calls, waiting calls, agents. <u>Time-span based</u> : max and avg wait, max and avg conversation, received calls, served calls, abandoned calls, overflow calls, OOS calls, service level	YES	
<b>Possibility to filter the view</b>	YES	
<b>Call history view</b> For each call: date, time, call duration agent, caller, service queue	N/A	Coming soon

## Lite Dispatcher Console

<b>FEATURES</b>	<b>YES/NO</b>	<b>NOTES</b>
<b>Web Console Call Management</b> (call, answer, hangup, call hold, direct call transfer, call transfer with consultation, conference)	YES	
<b>Softphone mode</b>	YES	
<b>Mute/unmute</b>	YES	Softphone mode only
<b>Multiple call handling</b>	YES	
<b>Centralized directory search</b>	YES	
<b>Configurable directory result table fields</b> (up to 3 fields)	YES	
<b>Directory custom fields</b> (if configured)	YES	
<b>Edit contacts and directory directly from the console</b>	YES	
<b>LDAPv3 contact and user import manager</b>	YES	
<b>IP-PBX direct user authentication</b>	YES	
<b>List of favourite contacts – buddies</b>	YES	

<b>Presence status integration SIP</b> (ref. RFC 3261 and optionally RFC 3265)	YES	
<b>G.711 codec support</b>	YES	Softphone mode only
<b>Caller/contact detail info tab</b>	YES	
<b>Selective pick-up of calls in queue</b>	YES	
<b>Dial pad</b>	YES	
<b>Send DTMF option</b>	YES	
<b>Visually impaired friendly layout</b>	YES	
<b>Configurable GUI colors and text size</b>	YES	
<b>Keyboard call control – Configurable key shortcuts for main actions</b>	YES	
<b>Mouse based call control</b>	YES	
<b>Call History</b> (placed, received and missed calls)	YES	

## Recording module

<b>FEATURES</b>	<b>YES/NO</b>	<b>NOTES</b>
<b>User authentication based on Active Directory</b>	YES	
<b>Web based listening console interface</b>	YES	
<b>HTML5 based media player embedded in the listening console</b>	YES	
<b>Media file local download for listening console</b>	YES	
<b>Filtered search based on:</b>		
- time interval	YES	
- search field (google like)	YES	
- specific fields (if available)	YES	
<b>Display of archived call status</b> (local calls, backed up calls, locally deleted calls, ...)	YES	
<b>Local or network shared multiple file export</b>	YES	
<b>Tamper-proof storage of local files</b> (detection of uncontrolled media file changes)	YES	
<b>Media file encryption – AES 128bit</b>	YES	
<b>Audio file compression option based on GSM Full Rate codec</b>	YES	
<b>Configurable periodic back-up of media file on external drive or NAS (CIFS)</b>	YES	
<b>Configurable backup media file names and directory names</b>	YES	
<b>External storage support based on CIFS protocol</b>	YES	

## 4. TECHNICAL INFORMATION

Mida Lite Dispatcher is part of the Mida eFramework UC App Suite ([www.midasolutions.com](http://www.midasolutions.com)).

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 bandwidth.

Mida Solutions server and clients' 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 a preinstalled virtual appliance. Mida Solutions distributes its Virtual Machines using standard OVA/OVF formats.

Supported platform and hypervisors are:

- VMware ESXi 4.x, 5.x or 6.x (VMware vSphere Hypervisor)
- KVM (latest version)

A Mida Solutions 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 Solutions virtual appliance can be downloaded also from [www.midasolutions.com/download/](http://www.midasolutions.com/download/)



### Other specification

For details on Mida Lite Dispatcher compatibility with the most used web browser, please refer to [www.midasolutions.com/browsercompatibility/](http://www.midasolutions.com/browsercompatibility/).

For further details, please refer to [www.midasolutions.com/generalcompatibility/](http://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.