

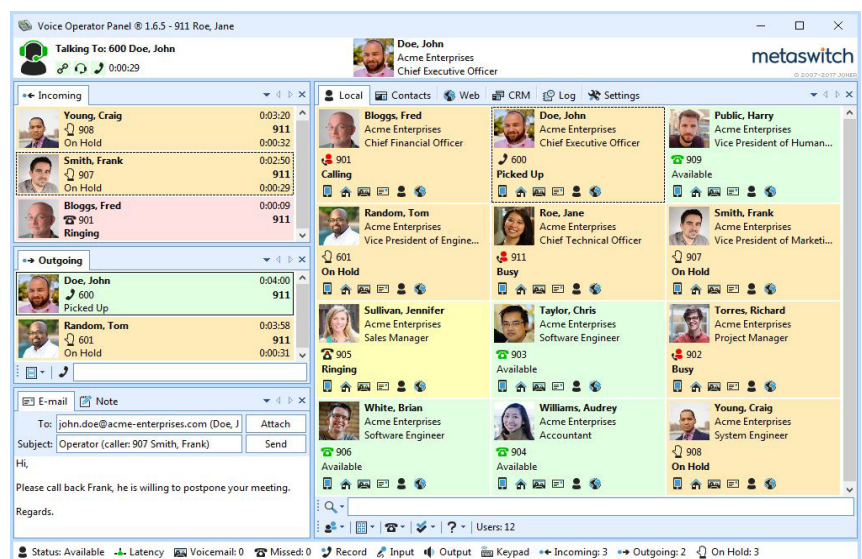
# Voice Operator Panel

Voice Operator Panel is a specialized softphone with advanced capabilities for receptionists and front desk managers. It makes it easy for businesses to deploy a software based receptionist portal, in place of expensive hardware extensions to desk phones and provide a high level of functionality and usability via an intuitive user interface. Its switchboard and attendant console functions allow the receptionist to monitor an entire business or group of employees, seeing who is available, on a call, away or on do not disturb.

## Features

- Caller ID with Name, Contact's directory information
- Contacts' Presence & Phone status (Available, Ringing, Busy, Do Not Disturb etc)
- Detailed call log with filtering and search
- Call processing priority (red/orange/green)
- Timers for call duration and hold time
- Call forwarding (for all calls or for calls over a certain threshold)
- Call recording
- CRM integration, Email integration
- Headset support
- Call Statistics (current & peak number of incoming, outgoing, and calls on hold, number of missed calls)
- User customizable layout and font size adjustments for personalized experience
- Brandable client (end customer company logo display) via optional branding package

The Voice Operator Panel can be used as a standalone soft phone or be tethered to a hard phone to handle calls. The Receptionist can pick-up incoming calls, put them on hold, and initiate either unattended or attended transfers. He/she can initiate transfers through the graphical user interface using drag-and-drop interactions or keyboard shortcuts. The Voice Operator Panel is fully integrated with Metaswitch Business UC solution allowing you to extend your business offer with value added services for businesses with a need for a receptionist console.



The VOP capability is easily provisioned as a Class of Service on Metasphere. It supports multiple user directories, which can be loaded from the Metaswitch business group, the CommPortal contacts, Outlook contacts, a LDAP server or imported from CSV/vCard files, and integrates with Accession Messaging Server for contacts' Presence status and IM capability . The directory supports multiple fields and numbers, as well as a user image.

## Specifications

### Operating System

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- Windows 7, 8, 10. (with .NET 2.0 or 3.0 or 3.5 framework installed)

### Protocol

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- UDP/TCP/TLS SIP (RFC 3261, 3263, 3264, 3581, 3891, 4028, 4488, 4916, 5806) SDP (RFC 4566, 4568) RTP (RFC 3550) SRTP (RFC 3711)Codec

### Codecs

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- G.722, G.711, G.729

### User Presence & Messaging

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- XMPP (RFC 3920, 3921)

### Phone Presence

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- SIP Subscribe/Notify (RFC 3265, 4662) Dialog (RFC 4235)

### Voicemail

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- SIP Subscribe/Notify (RFC 3265) Message-summary (RFC 3842)

### Call Transfer

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- SIP Refer(RFC 3515)

### USB Devices

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- Headset, Handset, Speakerphone, Light/Ringer

### Outlook Support

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- Outlook 2000, 2002, 2003, 2007, 2010, 2013, 2016

### Languages

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- English, French, Spanish, German, Italian, Dutch, Danish, Turkish, Russian, Portuguese, Polish

### Provisioning

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- Endpoint Pack available for EAS v8.3.10 or later

### Accreditation

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- Metaswitch Certified, Powered By Joher