



Aastra Connectivity Server 1.1

Aastra Connectivity Server 1.1 enables advanced call handling functionality for the attendant console Aastra NOW.

The call queuing functionality with extensively configurable call queues also supports messages (welcome, queue, etc) and Music on Hold. Other major features are "camp on"-services and real time line state monitoring.

Functions

Attendant Queue Handling

- Incoming call list. Enable attendants to pick any call manually from the list
- ACD support. Calls are distributed according to longest idle time
- Preview of first call
- Settings for Call in queue ring signal
- Private or public call parking queue
- Voice prompts as queue messages
- Multiple queue entries per queue with unique access numbers and queue messages
- On demand recall
- Settings for Call in queue alert

Attendant Call Handling

- Call info in A and B fields in NOW
- Consultation transfer
- Camp on functionality to an extension or an arbitrary phone number with support for call return reason
- Presentation of A-number on blind transfer
- Call progress information on dial
- Direct drop to voice mail
- Breakthrough on forwarded extension (Cisco only)
- Support for sending DTMF (TAPI)
- Built-in soft phone in attendant console (SIP)

Attendant Line State and Forwarding

- Display of Call forward reason
- Dynamic line state information on dial:
- Idle/busy
- Call forward all
- Call progress
- Line state information in list view JTAPI or SIP SIMPLE (verified with Cisco)
- Set and delete forwarding on an extension
- Activate/deactivate message waiting indicator on IP-phone (Cisco)

For further information on attendant functionality, please see the data sheet for NOW 2007.

Subscriber Functions

- Forwarding on CMG activity registration
- Activity registration using the *23 service
- Activity registration for device profiles (Cisco)

Server-side Functions

- Support for mixed PBX types (SIP)
- Support for multiple PBXs
- Support for overlapped numbers on different PBXs
- Support for redundant systems
- Support for hosted solutions
- Delivers call traffic data to CMG Quality Manager. See data sheet for CMG Quality Manager
- Centralized configuration
- Attendant queues configuration
- Audio codecs G.711 (SIP and TAPI), G.729 (SIP)
- Music on Hold
- Configurable open and close times for each access number in configured queues
- Call routing depending on call returnreason
- Configurable call routing per location
- Update of configuration without restart

Supported PBX Systems

Cisco

- CUCM 5.0, 5.1, 6.0 and 6.1 (SIP and TAPI)

Note: Support for other SIP PBXs, please contact your Aastra representatives.

System Requirements

Network environment between PBX and Aastra Connectivity Server

- TAPI or SIP towards the PBX
- Zero packet-drop
- Delay less than 150 ms

The network communication between Aastra Connectivity Server, PBX and attendant workstations shall not share bandwidth with bulk data transfers. Otherwise, RTP traffic (audio) between attendants and callers will be impaired. Depending on the network topology, this may require good switching and/or prioritizing router which prioritize RTP traffic.

- Router priorities as follows:
 1. Voice stream
 2. ACS Server to and from Cisco CallManager, other prioritized communications like telephone signaling.
- Network protocols: IP; UDP and TCP
- Voice transmission: G.711 (SIP and TAPI), G.729 (SIP)

Aastra Connectivity Server

- Intel based PC, min Pentium 1.5 GHz
- 1 GB RAM
- Windows Server 2003
- Internet Information Services, IIS, with .NET 1.1 (Configuration Server)

Media Server

- Intel based PC, min 1.8 GHz Multi/Duo CPU
- 2 GB RAM
- Windows Server 2003
- 100 MB or 1 GB network card

CMG Server

- CMG Server 2007
- NOW 2007

Capacity

- 5,000 BHCC (Busy Hour Call Completed)
- 50 attendants (NOW) with a maximum of 20 attendants per queue

Note: For larger installations, please contact your Aastra representative.

Scalability

It is possible to load-balance NOW clients by configuring groups of clients to run on different Aastra Connectivity Servers. Multiple Aastra Connectivity Servers can use the same Media Server.

- One Aastra Connectivity Server can support several PBXs
- Multiple Aastra Connectivity Server support

Supported Languages

Administration and configuration user interfaces are in English.

