

# ip touchphone

## Product overview

IP Touchphone is a range of high-end IP Voice and Video consoles that address the needs of several categories of critical users in a company. The IP Touchphone range today includes the following:

**The TAD – Touchscreen Assistant Device** - addresses the needs of **receptionists, attendants and assistants** in the enterprise and public sector environments. It is the perfect tool for operators providing a broad range of leading edge communication services encompassing: IP voice, call queuing, advanced contacts management, call manipulation and an advanced boss-secretary feature set.

**The SDC – Service Desk Console** - addresses the needs of **agents in helpdesks, call centers or dispatching center environments**. With its state of the art communication services such as: common view of queues, large amount of customizable contacts (for daily campaign updates), dispatch keys and voice recording, it is the daily communication tool.



Telephony integration is based on the CUCM version 5.X, 6.X, 7.X, 8.X and CUCME version 7.X, 8.X with Cisco proprietary extensions for SIP.

IP Touchphone guarantees native integration with the Unified Telephony system. The system is based on SIP (Session Initialization Protocol) and does not require any server nor any CTI links to connect to the PBX.

Furthermore, the console is connected through the voice VLAN and does not interfere with any data VLANs, thereby avoiding security issues.

It is as simple as a normal IP phone to install, configure, use and manage.

## Hardware specifications

IP Touchphone is based on high performance hardware and software whose robustness and stability has been demonstrated in extreme conditions. These include command & control centers and trading floors. The console consists of a 15 inch, 16x9, large colour touchscreen, a powerful 1.6 GHz Intel Atom platform and the Windows XPe Operating System.

It is shipped with:

- A RJ-11 handset;
- An optional hands free speaker/microphone module;
- Optional keyboard;
- Optional Vesa connector;

- HDMI New High-Definition Multimedia Interface (For Intel® GM45 System)
- Ambient Light Sensor detects ambient light for automated screen adjustments.
- Size (width x height x depth) :  
High position 400 x 255 x 185 (mm)  
Low position 400 x 171 x 280 (mm)
- Net / Gross Weight : 3.3 kg
- Power Adaptor Power ~50W
- Input 100-240 VAC
- 12V Output
- Interfaces 2 x RJ-45 (LAN)
- Operation temperature : -10°C to 50°C
- Part Numbers: IPT-PRO-TAD / IPT-PRO-TAM

## Server-less mode

IP Touchphone is a SIP endpoint and normally does not require any additional server other than the enterprise IP PBX. A mini web-server embedded in the appliance supports the management and configuration application. For larger deployments a separate administration server is required.

Likewise, Call Queuing does not require an additional server, for example an automatic call distribution server. This server-less queuing management is made possible by ITCP, the Inter-Turret Communication Protocol) developed as part of our trading floor system feature set.

Finally, the 'Presence' status of each employee is displayed on the console also without the need for any additional servers or applications. The SIP presence information is extracted from the IP PBX.

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# touchphone features

## Call queuing management

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The console can configure, display and manage a large number of queues (internal, external, departments, locations). The only limitation is the number of the queues (41 max). Each queue can have its own MOH (music on hold) or message on hold.

Special additional queues can be configured on the IP Touchphone such as:

- **Priority queues** : The operator knows these must be answered as a priority.
- **Over-flow queues** : When a queue becomes full, over-flowing calls will be diverted into the over-flow queue and hence **no call will be lost!**
- **Recall queues** : When the operator transfers a call and that the employee does not answer, the call will automatically return to the operator's recall queue.

Queue management is extremely simple and intuitive!

## Managers' line monitoring and allowed intrusion

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IP Touchphone is designed to be a highly efficient tool to monitor the phones lines of multiple managers. Buttons are associated with the different lines or line appearances of the manager's phones, and the Executive Assistant has full access to manipulate them including: call pick-up, transfer, listen in, whisper (speak to the manager while already on another call), inserting calls into existing ones and sending text messages or emails to the managers. Executive Assistants have access to a complete history of all the calls and lines monitored.

## Contacts Management

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Built on the Turret contact management features used in trading floor environments, the console supports thousands of contacts which are accessible through rich-content buttons. The data available includes: names, phone numbers, department, function and sites. The console can integrate Active directory, any other LDAP directories or import CSV files, and it also synchronizes Outlook contacts.

The 'Presence' status of each employee (e.g. available, on one call, busy, not logged-in) is displayed.

## Advanced Telephony Features

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IP Touchphone will provide all the basic capability features of a normal IP Phone but will also have specific features as follows :

- **Call dispatching** : The operator can make blind transfers with a single touch of the screen using our special keys and save time.
- **Recall** : The operator has the ability, when transferring a call, to take it back if the person receiving does not answer.
- **Waiting time alert** : The operator will be alerted by a flashing colour warning when a caller has been waiting too long in a queue.
- **Detailed call history** : The console displays a detailed call history about missed, received and placed calls.
- **Text message** : The operator has the ability to send text messages.
- **Email** : The console can send email.
- **Announcements and intercom** : IP Touchphone provides intercom facilities which can be used to broadcast announcements to other users, groups or all employees.

## Recording and replay

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All calls can be recorded to a central recorder (Nice, Verint, ASC, TC&C are officially supported). This feature can be used 'On-Demand' for archiving or compliance reasons but also as a "Dictaphone" type feature. Local recording can also be provided.

The console application provides easy-to-use search and replay facilities so that any recorded call can be located and replayed.

## Customer Relationship Management

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IP Touchphone integrates with your enterprise CRM. The operator will receive a pop-up applet with all the existing information on the customer or employee calling.