Introduction

The **max**imiser business telephony system from SpliceCom provides a breakthrough in integrated communications. Developed from state of the art technology it delivers real life benefits associated with many traditionally separate components in one single, seamless system, supporting from 8 to 5,000 extensions. When used in conjunction with SpliceCom's broad range of Proactive Communication Stations (PCS), the **max**imiser allows your core business applications to be converged with your voice and data network, "pushing" the relevant information to the desktops of those who need it in a timely and controlled manner.

Through the use of an innovative architecture, the **max**imiser eliminates the physical and geographical limitations of traditional telephone systems, unifying networks whilst allowing great savings to be made on administration, management and infrastructure costs. This approach protects your initial investment by growing with you as your business driven needs for communication scale and become ever more demanding. The PCS Operators Console helps to elevate business productivity and enhance the overall company image at the main point of customer contact by delivering an improved operator service.

A single integrated business telephony solution

By combining all aspects of the PCS application together within a single window and expanding its capability, the PCS Operators Console has been specifically developed to partner PCS 400, PCS 100, PCS 10, PCS 5 or existing analogue phones. The PCS Operators Console runs under the Microsoft Windows or Apple Mac OS X operating system and can be alternatively used with a USB/Bluetooth (where supported), handset/headset as an IP Softphone. PCS Operators Console can also be utilised with a touch-screen monitor to deliver direct operator control.
The PCS Operators Console is divided into six sections;

Caller Display & Notes: This area acts in exactly the same manner as the comparative window on the PCS 400/PCS 50. The incoming (or outgoing) caller's details are displayed - name, telephone number, alternative numbers, etc. - along with details of the Called Number (User/Department name, DDI, etc.). Any notes that have previously been entered against that Contact can also be viewed, along with the time that call has spent "in the system" and the route it has taken around the company on this particular call. i.e. who has already spoken to the caller.

Favourites: These keys act as Busy Lamp Field, Direct Station Select, Call Pick-Up and Queue Status Indicators. Pressing/Clicking on a Favourites icon in a green state - signifying that the User or Department is available to take call - causes a call to be automatically generated to that User/Department. A ringing status for Users or Departments is signified by the icon flashing red & orange alternately - a "steady" red state signifies that the associated User is engaged on a call. When an incoming call is presented to a Department, a number in brackets alongside the relevant Favourite icon signifies how many calls are currently queuing for that Department. By pressing/clicking-on a ringing Favourite icon the call is automatically presented to the Operator's phone. Should another call be presented - again signified by a flashing Favourite icon - clicking on the second call will cause the 1st caller to be automatically parked against the first available Park Slot. Subsequently clicking on the Parked call will then allow toggling between the active and Parked calls.

Caller Display & Notes

Favourites (DSS/BLF/Call Pick-Up)

Call Park Slots
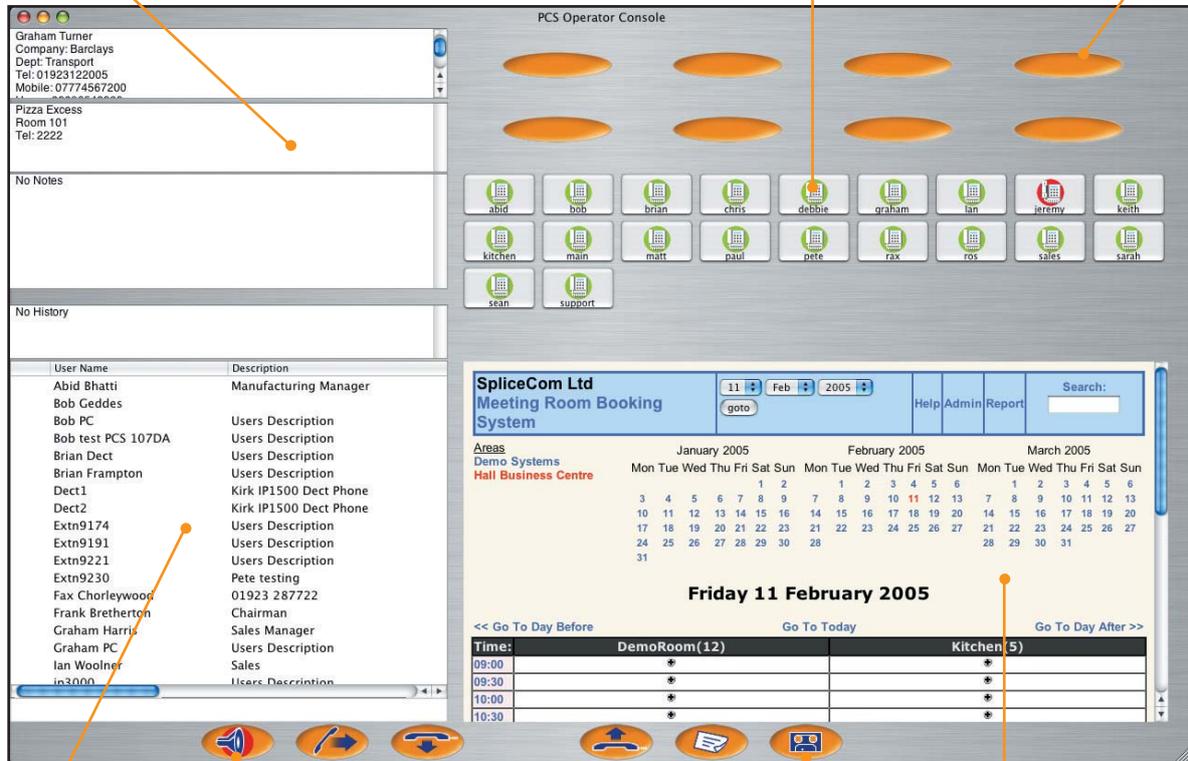
Contacts/Users/Departments

Call Control Keys

Browser Window

Call Park Slots: Eight visible Call Park slots are provided - twice the number that are available on a standard PCS 400/PCS 50. When calls are parked in these slots the caller's name (if known) or number will be visible, allowing other PCS 400, PCS 100, PCS 50 or PCS Operators Console users with visibility of the same Park Slots to clearly see who has been parked where.

Contacts/Users/Departments: This window can be dynamically changed to view/select/dial entry details within one of the three centralised **max**imiser directories. This gives access to alternative phone numbers, whilst the User directory also shows Do Not Disturb and Engaged status.

Browser Window: This is another dynamically changing window which can be used to view any web, intranet or web-enabled application, page or resource. In addition PHP scripting can be utilised to provide bespoke pages which allow any aspect of maximiser's operation to be viewed or changed, i.e. monitoring queue or overall system activity, placing users in or out of a Group or Department, keeping an eye on voicemail messages, etc. As well as the default page, which will be shown when no calls are presented/have been answered, different pages or applications can be linked to a specific Contact's CLI, or the number called. allowing great flexibility.

Call Control Keys: The appearance of these keys is context sensitive and will change depending on the status of a call. Hold, dial, transfer, conference, call recording, etc. are all controlled from these keys, most of which can be actioned via the keyboard or a mouse-click - depending on operator preference.

The **max**imiser from SpliceCom - Independence & Peace of Mind

In line with SpliceCom's commitment to enable telephony and associated applications to be deployed totally independent of underlying infrastructure, computer operating systems, handset type and geography, the PCS Operators Console allows the operator to choose between IP softphone, IP hardphone or analogue handsets - with or without headsets - and can be run on a Windows or Mac OS X platform. **max**imiser's architecture allows the Operator function to be centralised, or, where the requirement is for multiple sites and/or Operators, a single operator - or group of operators - can be dedicated to a site, or can handle calls on behalf of multiple sites.

SpliceCom - Understanding Your Business

In the world of Business Telephony, SpliceCom are unique. Being a Medium Sized, UK company ourselves, we fully understand your needs - because we share them with you. We have developed the **max**imiser and Proactive Communication Stations, our sole products, accordingly. Between us, the SpliceCom team have enjoyed many years of major success in developing, launching, selling and supporting voice, data & converged products for companies that include Case Communications, Racal Milgo, Bay Networks (now Nortel Networks), 3Com, Network Alchemy, Rocom, SDX Business Systems, Lucent Technologies and Avaya. You can find out more about SpliceCom, the maximiser and the full range Proactive Communication Station (PCS) solutions by visiting www.splicecom.com

PCS Operators Console for Windows - System Requirements

Operating System:	Microsoft Windows 98 SE (second edition), Windows NT 4.0 with Service Pack 4 or later, Windows 2000 or Windows XP.
Free Disk Space:	6 MB
Processor:	Pentium 166 MHz or faster.
Memory:	64 MB RAM or better.
Internet Browser:	Microsoft Internet Explorer 4.01 or better.
Audio Device:	Microsoft Windows compatible full-duplex sound card (not required if USB phone or microphone headset is provided when used as IP softphone).

PCS Operators Console for Mac OS X - System Requirements

Operating System:	Apple Mac OS X version 10.3 or later.
Free Disk Space:	65 MB
Processor:	G3 or faster.
Memory:	128 MB RAM or better.
Internet Browser:	Apple Safari 1.2.4 or better.
Audio Device:	USB phone or microphone/headset when used as IP softphone.

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