



SELTA



DISPATCHER CONSOLE

Complex communications management

Operator Console with a modern design and advanced functionalities conceived to satisfy operational needs in high traffic environments, from hospitals to hotels, Public Security bodies, large enterprises and corporations. Dispatcher Console is based on standard SIP and Line State Server services on SELTA SAMIP® and BRAVO® platforms to enable an effective inbound, towards other lines and internal phone numbers.

ALL TYPES OF SCENARIO

SELTA Dispatcher Console is available in software version, to be installed and run on Windows PC, and in all-in-one version on dedicated HW, for mission-critical operating environments. Dispatcher Console terminal includes usb receiver and speakerphone.

CUSTOMIZABLE AND TOUCH

It's a last generation software operator station, designed with touch-screen both for PC and 15" dedicated terminal display. The screen layout and the 200 programmable keys can be customized, while receiver and integrated speakers offer very high level of audio quality. Shortkey usage for activating main functions, simplify operators activity. Magnifier functionality satisfies low vision people needs with the possibility to connect Braille bar for blind people (optional). Public and private address books are managed via LDAP integration.

BASIC SERVICES

- Start/end a phone call from local and central address book
- Visualize incoming call
- Answer multiple calls by using on hold service
- Call transfer (include blind transfer)
- Recall last phone number
- Manage queues
- Do not disturb service
- Multi-party conference
- Call completion
- Call intrusion
- Open the dial pad window while a call is in progress (speech recognition)
- DTMF on/off
- Answer calls for multiple organization (multi-service)
- Call duration

ADVANCED SERVICES

- Include/exclude attendant console from traffic
- List of answered, lost, outbound phone calls
- Activate lamps park function (blf)
- Contact keys customization
- Prefix usage
- Voice messages
- Manual call recording on external device (needs license and compatibility)
- Shared lines with other dispatcher console
- Video call
- Simultaneous calls (with 2 handsets)
- Speed numbers
- Shortcuts from keyboard
- Customizable multiple page extension monitor (blf)
- Direct call from extension monitor
- Low vision and blind people options
- Multi-operator dispatching in complex networks

SYSTEM REQUIREMENTS

- CPU 2Ghz
- RAM 2GB
- HDD 500MB space available
- ethernet Interface
- USB Port
- loudspeakers/Headset/microphone
- O.S. MS Windows Professional 10/11



The Software Console needs a dedicated PC

The Console is compatible with text magnifier, Braille bar and speech synthesizer for low vision and blind people
Professional headset usage is recommended (certified integration with Plantronics USB headset)

Languages: Italian, English, French

TECHNICAL DATA

SERVICE	DETAILS
ATTENDANT SERVICE	Attendant service key includes/excludes the console from the telephone traffic directed to it and from the possibility to receive external incoming calls in return call (signalled on LINE keys).
DIRECTORY	Open central address book
LINE 1-8	<ul style="list-style-type: none"> - Receive incoming direct calls and visualize Caller-ID - Receive incoming external calls, in return to Operator Console - Parking keys when pushed during a call
DO NOT DISTURB	Enable Do Not Disturb status blocking all inbound and outbound calls
HANGUP	End the phone call
HOLD	Put on hold the call and resume from hold
TRANSFER	Enable a direct or consult transfer of the call
INCLUSION	Perform an intrusion on the called party in conversation
CONFERENCE	Enable conference among two or more persons
CAMP ON	Call completion towards a user who is not answering
DTMF	Enable DTMF tones
DICTATED CALL	Open dial pad window allowing to make a call
DIAL	Open dial pad window allowing to make a call
ANSWERED CALLS	Visualize answered calls list
UNANSWERED CALLS	Visualize not answered calls list
OUTGOING CALLS	Visualize outbound calls list
PAGE	Select dynamic pages (1...XX)
PAGE DSS BLF	Select dynamic pages for lamps park and monitor keys



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