

Finesse Directory Gadget - FDG



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Easy Phone Directory For Finesse

Integrates Multiple Directories

Global or Sub-group Searches

Dial Directly from Search

Flexible Directory Field Integration

Shared Speed Dial List

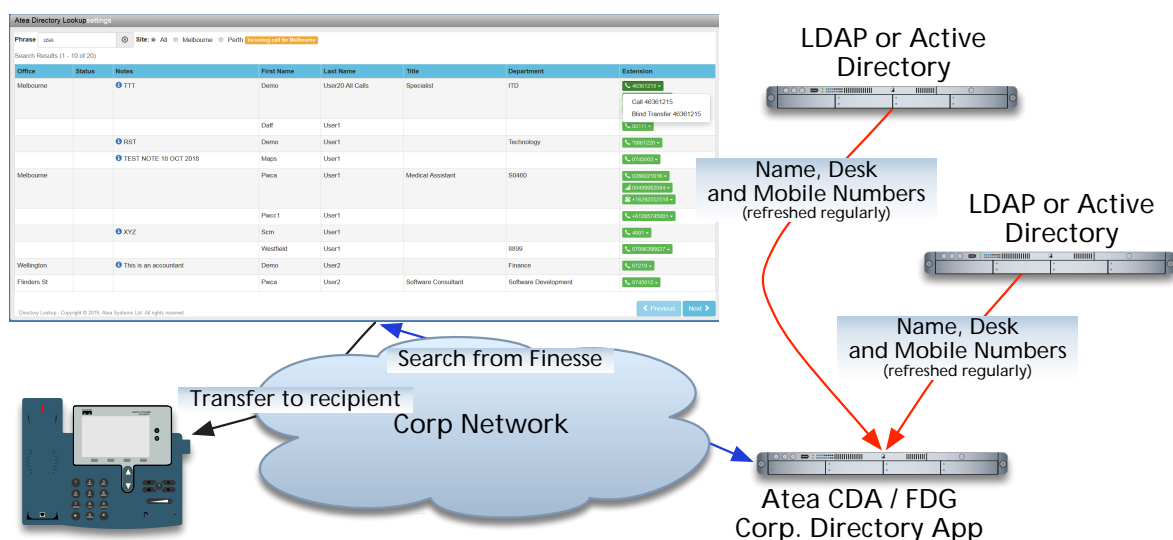
Supervisors Notes and Status Fields

- The gadget service will connect them directly to an Atea server running the CDA (Corp. Directory Application) and Finesse Directory Gadget (FDG) Applications
- The agent must enter at least 3 characters to get results.
- The search will cross all fields. Names, Title, Department.
- The agent can use multiple search strings separated by a space.
 - ie "and sal" will return: Andy Salmon, Andrew Sales (Sales department)
- The FDG will provide a list of directory entries that meet the search criteria and the associated phone numbers (desk, mobile, extension)
- The agent can choose from any of the numbers presented, and either call or blind transfer.
- The FDG will populate its directory tables from the LDAP services and will refresh the tables each evening (or more regularly if required)
- The FDG will take the phone number and manipulate it to a dial-able number if possible (remove brackets, add prefixes, spaces, hashes, etc)
- The customer is required to have dial-able numbers in the directory to ensure the user can connect to their required number.

Finesse Directory Gadget features:

- Runs on Linux on VM appliance
- Specifically engineered for Finesse
- Partial searches, Global or sub-group searches
- Requests are serviced from FDG, not directory services
- FDG gets updates through regular syncs
- Direct Dial from results, Blind Transfers or Consultative
- Shared Speed Dial List
- Can integrate with multiple directories including LDAP, Database or csv
- Standard Fields include: first name, last name, department, title, extension, mobile, other
- Supervisor portal to add notes and status information for agents

Atea Finesse Directory Gadget



Atea Directory Lookup

settings

Phrase

use

Site:

All

Melbourne

Perth

Incoming call for Melbourne

Search Results (1 - 10 of 20)

Office	Status	Notes	First Name	Last Name	Title	Department	Extension
Melbourne		<div>TTT</div>	Demo	User20 All Calls	Specialist	ITD	<div>46361215</div> <div>Call 46361215</div> <div>Blind Transfer 46361215</div>
			Daff	User1			<div>80111</div>
		<div>RST</div>	Demo	User1		Technology	<div>0861220</div>
		<div>TEST NOTE 18 OCT 2018</div>	Maps	User1			<div>0745003</div>
Melbourne			Pwca	User1	Medical Assistant	S0460	<div>0286021016</div> <div>00499982084</div> <div>+16292552518</div>
			Pwcc1	User1			<div>+61285745001</div>
		<div>XYZ</div>	Scm	User1			<div>4001</div>
			Westfield	User1		8899	<div>07096396627</div>
Wellington		<div>This is an accountant</div>	Demo	User2		Finance	<div>61219</div>
Flinders St			Pwca	User2	Software Consultant	Software Development	<div>0745012</div>

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