

WxCC Directory Widget - WxDW



Atea Systems Limited
PO Box 22 042, Khandallah
Wellington, 6441, New Zealand
Phone: +64 4 464 0040
www.ateasystems.com

Easy Phone Directory For WxCC

Integrates Multiple Directories

Global or Sub-group Searches

Dial Directly from Search

Flexible Directory Field Integration

Favourites Speed Dial List

- The Widget service will connect them directly to an Atea server running the CDA (Corp. Directory Application) and WxCC Directory Widget (WxDW) 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.

WxCC Directory Widget features:

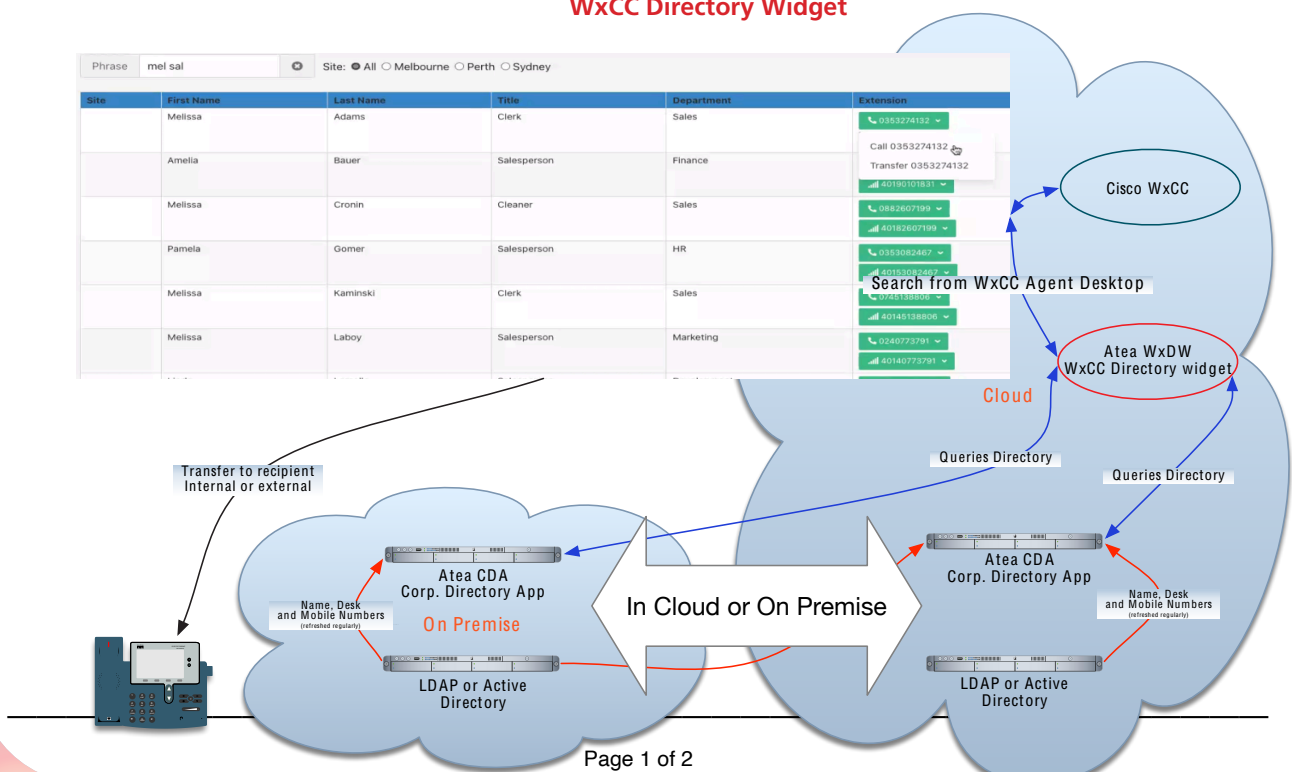
- Runs on Linux on VM appliance
- Specifically engineered for WxCC
- Partial searches, Global or sub-group searches
- Requests are serviced from FDG, not directory services
- FDG gets updates through regular syncs
- Direct Dial from results, Blind Transfers or Consultative
- Private Speed Dial Favourites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

Atea WxCC Directory Widget

Phrase

Site: ☒ All ☐ Melbourne ☐ Perth ☐ Sydney

Site	First Name	Last Name	Title	Department	Extension
	Melissa	Adams	Clerk	Sales	<div><div><div><div><div></div><div>📞</div><div>0353274132</div><div></div></div><div>Call 0353274132</div><div>Transfer 0353274132</div><div><div>40180101831</div><div></div></div></div></div></div>
	Amelia	Bauer	Salesperson	Finance	
	Melissa	Cronin	Cleaner	Sales	<div><div><div><div><div></div><div>📞</div><div>0982607199</div><div></div></div><div>40182607199</div><div></div><div><div>40180101831</div><div></div></div></div></div></div>
	Pamela	Gomer	Salesperson	HR	<div><div><div><div><div></div><div>📞</div><div>0353082467</div><div></div></div><div>40153082467</div><div></div><div><div>40153082467</div><div></div></div></div></div></div>
	Melissa	Kaminski	Clerk	Sales	<div><div><div><div><div></div><div>📞</div><div>0745138606</div><div></div></div><div>40145138606</div><div></div><div><div>40145138606</div><div></div></div></div></div></div>
	Melissa	Laboy	Salesperson	Marketing	<div><div><div><div><div></div><div>📞</div><div>0240773791</div><div></div></div><div>40140773791</div><div></div><div><div>40140773791</div><div></div></div></div></div></div>



+61444640043

01:43

Hold

Consult

Transfer

Pause Recording

Outbound Call: Number to call

Internal Lookup: mur dev

Hold

Resume

End Consult

Transfer

Site	First Name	Last Name	Title	Department	Extension
Sydney	Louis	Murphy	Salesperson	Development	0261099354
Woomelang Bush Nursing	Kelly	Murphy	Agent	Development	40153112999
Perth	Muriel	Roca	Librarian	Development	0740328159
Perth	Muriel	Knight	EVP	Development	0740820194

Search Results (1 - 4 of 4)

<Previous Next>

Favourites

Andrew Bauer

40140746556

Andrew Palmer

40187266085

Billy Dupuis

0753521469

Billy Paul

0353536238

Billy Vargas

0261410912

Sascha Monteiro

+6444640049

Sheila Rosas

40140421765

making telephony *better*