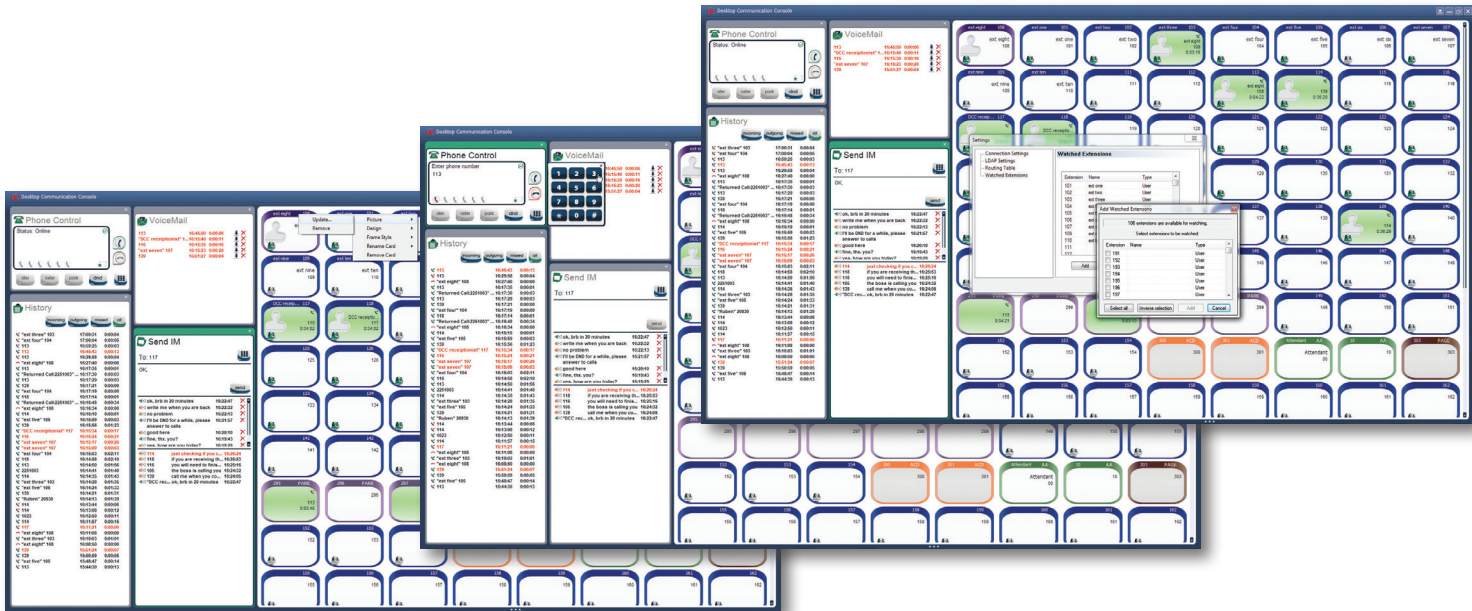


# Epygi Software Solution: Desktop Communication Console (DCC)



## Desktop Communication Console: Presence Driven Heads-up Display

Moving to a new telephone system should not just be about cost savings or a different way to get the same old dial tone. When investing in an upgraded telephone solution, there should be compelling features that drive innovative ways to do business that either improve overall employee efficiency or customer service. All too often, users of a Voice over Internet Protocol (VoIP) telephone system wonder why they made an investment in updated technology that is providing them the same functionality as the old system did. Presence-driven PBXs are one of the unique benefits of this technology and bring a whole new light to the idea of a PBX upgrade. The idea of presence is similar to a social network current status but with more depth. It allows other members of a team to quickly see the presence of another user and then either manually make a decision on how to better contact them, or the PBX itself will automatically pick the best option. These options can be configured by every user of the PBX, so calls are sent to them how they prefer based on the current status.

The Epygi Desktop Communication Console (DCC) is a personal computer software tool that adds presence to normal business operations. This application is the key to taking an existing Epygi PBX and adding an entirely new way of contacting people and managing day-to-day operations. Whether the user simply would prefer to control their desk phone from the computer or communicate to their coworkers via status updates or instant messaging chat, the DCC will be the main tool for communication. Users should look at DCC as an extension of the powerful features of the Epygi system and simplifying them into an intuitive interface allowing them to put these features to better use. Receptionists and administrative assistants will also greatly benefit from the application allowing them a bird's eye view of the entire office to quickly route phone calls to the appropriate user or department.

## What are Your VoIP BENEFITS?

- Easy Windows-based toolset
- Graphical voicemail management
- Control of the phone from the PC
- Quick and easy office communication

## Basic DCC License

The DCC is available in two versions but are almost identical in appearance. For normal office users, the basic license will allow most of the features that can be used on a normal phone directly from the DCC application. Features restricted to the professional version include call intercept, barge-in, silent monitoring and whisper. The total number of watched extensions will also be lower on the basic version versus the professional which is intended for the main answering position for the company like a receptionist.

## Professional DCC License

The professional version includes all the options found with the basic license plus a few additions. Features unique to the professional license include call intercept, barge-in, silent monitoring and whisper. Most of the advanced features listed will require the one-time activation of the Barge-in Activation Key on the Epygi PBX which enables these features for the entire system. Also increased are the number of watched extensions that can be displayed at a single time. Most offices will only need a few of the professional licenses, and the majority of users will require the basic version.

## Other Tools Available

There are a number of other features that can be found on the DCC including a full call history for the user's extensions. For fast calling, the DCC offers an Outlook and LDAP integration for directories and other quick dial lists. Visual voicemail to manage new voice messages and a speed dial list stored on the Epygi PBX are other additional features part of the DCC basic package.

## Software Requirements

PC Operating System: Windows XP, Vista, Windows 7, Windows server 2008 and 2003

PC HD Space Required: 20MB

Epygi IP PBX SW Releases: 5.3.10 and higher

## Watched extensions capacities per user license type and total system capacity

|                         |   |
|-------------------------|---|
| Quadro2xi               | Basic 6, Professional 30, Maximum 100 watched extensions per system     |
| Quadro2x2/4L            | Basic 6, Professional 30, Maximum 150 watched extensions per system     |
| Quadro4Li               | Basic 6, Professional 30, Maximum 140 watched extensions per system     |
| QuadroM8L/26x/12Li/26xi | Basic 20, Professional 100, Maximum 500 watched extensions per system   |
| QuadroM32x              | Basic 20, Professional 100, Maximum 1,000 watched extensions per system |
| QX1000                  | Basic 20, Professional 100, Maximum 5,000 watched extensions per system |

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