Attendant Console
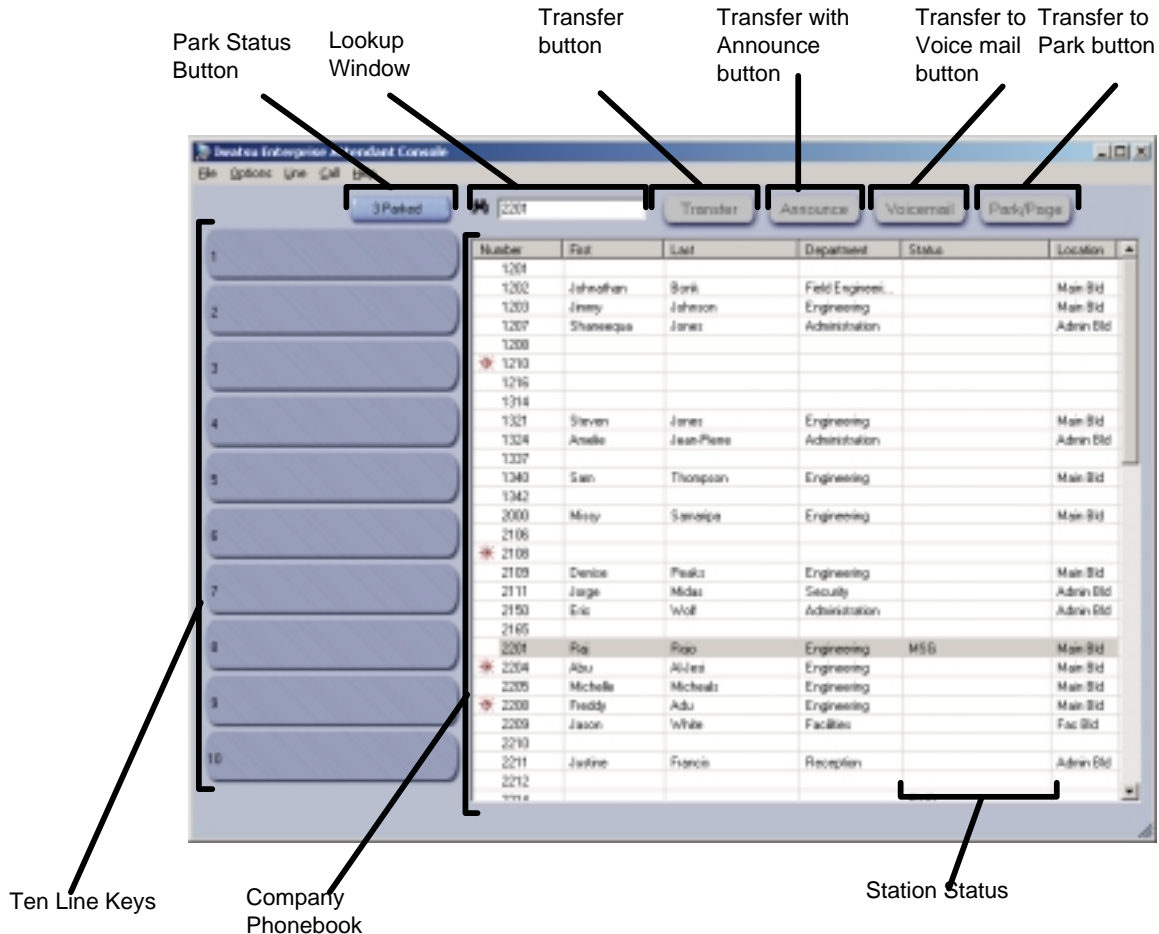
for **IWATSU enterprise** CS/**ADIX**

Enterprise Attendant Console and Iwatsu Enterprise Services

Iwatsu Voice Networks has recently released the Enterprise Attendant Console. This product is a software application that resides on the attendant's PC and interfaces with the Iwatsu telephone system via the IX-NICLINK card through the local area network (LAN). The Enterprise Attendant Console sends and receives system event information using Computer Supported Telephony Application (CSTA) messages.

The following is a limited list of features supported by the Enterprise Attendant Console:
- Call Transfer
- Blind Transfer
- Transfer to Voicemail
- Attendant Call Park Orbit and Page
- Direct Station Selection with Status Indication
- Company Phonebook with One-Touch Dialing and Status Indication

Stand-Alone or Server: You Decide

The Enterprise Attendant Console can operate in stand-alone mode with a direct connection to the IX-NICLINK card. This is a one-to-one connection: one Enterprise Attendant Console to one IX-NICLINK card.

Stand-Alone Enterprise Attendant Console
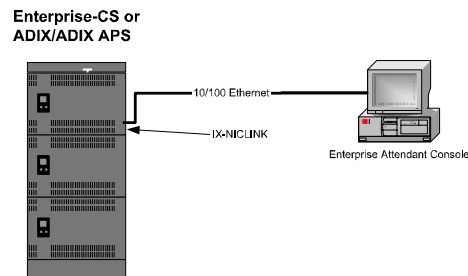
To accommodate multiple Enterprise Attendant Consoles or other CSTA clients connected to an ECS, Iwatsu Voice Networks developed Iwatsu Enterprise Services. Enterprise Services is a software stack that resides on a network server. Working with Microsoft® Windows® components such as Internet Information Services (IIS), Iwatsu Enterprise Services streams CSTA messages to multiple clients. Enterprise Services allows up to ten Enterprise Attendant Consoles to connect to the telephone system. This is a ten-to-one connection: ten Enterprise Attendant Consoles to one IX-NICLINK card. In this case, the IX-NICLINK card communicates directly with Iwatsu Enterprise Services.

Using Iwatsu Enterprise Services
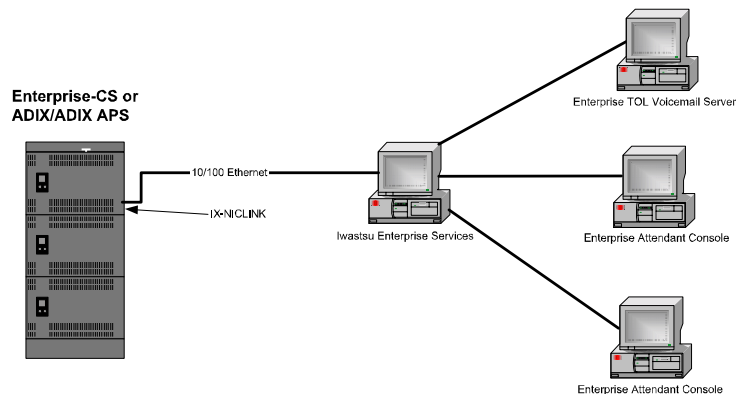
Iwatsu Enterprise Services is also required when the Enterprise TOL LANLINX-PLUS (Ethernet) application is installed in combination with the Enterprise Attendant Console.