



System Specifications

Turnkey PC Specifications:

- Microsoft Windows XP Pro + Service Pack 2
- Intel Celeron 2.6Ghz or Faster CPU
- 80GB HD
- 1GB RAM
- Onboard VGA & LAN
- CD-ROM
- USB Mouse & Keyboard
- 2 Year Standard Warranty

Overview

AmandaPortal is a convergence product, capable of integrating messages from two prevalent networks:

- The traditional public switching telephone network (PSTN)
- The Internet

It provides a turnkey Internet, PSTN and Integrated Messaging solution with incorporates web browsing from any Internet-capable PC. The system can also be accessed from any touch-tone telephone in the world.

The Amanda Company has implemented the Auto Attendant and Voice Mail application as one of the plug-and-play application of the Amanda Portal. The system is available as a turnkey integrated messaging platform for enterprise businesses that require everything in Amanda@Work.Group-Windows plus:

- Decentralized Administration
- Decentralized Call Queues
- Management of Current Calls Statistics (Thresholds and Productivity)
- Call and Message Reports
- All Data Can be Exported and Imported
- Unified Messaging
- Call Switching
- Follow Me (Wireless, Pager, E-Mail, Telephone)
- Disk Redundancy
- Multiple PBX Integration
- Unlimited Mailboxes
- Disk Space Notification
- Flexible Ring Duration

Your Business Card



Overview

- Flexible Reporting
- Greeting Length Control
- Real-Time Screen Information
- Text-to-Speech
- Speech Recognition

This plug-and-play system can have 512 ports. The hours of voice storage are dependent on the disk capacity. It provides:

- The Amanda Company software and Microsoft Windows XP Pro Operating System
- An unlimited number of mailboxes, each of which has:
 - Unlimited messages
 - 7 personal greetings
 - 29 personal mailing lists
 - Unlimited message notification records
 - Multi-language greetings

The **AmandaPortal** can be a network centric device and also be compatible with most switches including Alcatel, AT&T, Avaya, Centrex, Comdial, Eagle, Ericsson, Fujitsu, Isoetec, ITT, Iwatsu, Intertel, Kanda, Lucent, Macrotel, Mitel, Nakayo, NEC, Nortel, Panasonic, Plessey, Premier, Rolm, Samsung, Siemens, Solid State System, SRX, TIE, Toshiba, Walker, WIN, Vodavi. The installation, programming, and maintenance are simple and friendly.

The software architecture is written in C++ where the Core Set Functionality resides. Mailboxes, MultiMedia Objects (MMOs), Auto Scheduler, Notifier, Framework and Resources, Security, Hierarchy and Privileges reside at the core.

The Core Set Functionality communicates with Microsoft Dynamically Linked Library (DLL) Modules. It is at this level that the Implementation of Fundamental Objects occurs and support for the following applications can be found:

- Database and Open Database Connectivity (ODBC)
- Outbound Call Job Management System
- POP3 and e-SMTP (Client Server)
- Web-Client (TCP/IP)
- Speech processing
- VoIP Appliance Access
- Debugger
- Phone Emulation
- Call Queuing (ACD)
- Serial Integration
- World Wide Web

A powerful and friendly API connects the Windows DLLs to the Scripting Language, Tool Command Language (TCL) where the Object Oriented Language, Strings, Built-in Functionality, Control Flow, Multithreading, Scope and Behavior attached to Variables, Dynamically Linked Library, Interaction with Telephone Switches, and both Out-of-Band and In-Band Integration are accomplished.

The Telephony User Interface (TUI), the Graphical User Interface (GUI), the Speech User Interface (SUI) and the Web User Interface (WUI) rest over the Scripting Language TCL to interface with networks and external applications.

The applications for AmandaPortal are limited only by the creativity of our software architects and the imagination and coding capability of talented independent developers. AmandaPortal is a tool that can be used as an ubiquitous transport for PSTN or IP data and voice communications with the capability of integrating messaging voice or e-mail and storing the information under a single repository. Any Internet-enabled PC and/or a traditional telephone can retrieve the stored information.

Features

- **Decentralized Administration Controls:** The different functional departments can stay centralized by the system administrator or become decentralized, create mailboxes, manage IVRs, and so on.
 - **Call Queues:** The caller can direct a call into a department queue or into the queue of a specific user. AmandaPortal provides several queue templates with pre-defined rules for predicted use. Templates can be customized per user, department, site, and/or enterprise.
 - **Management of Queue Access:** Only specified users can view details of the queue. The information a user can view in a specific queue is defined when the queue is configured. The private queue type has an access level the user can modify.
 - **Management of Current Call Statistics:** There are at least two uses for call statistics:
 - To identify when volume of calls exceeds the established threshold, information needed by all users in the queue.
 - Provide managers with snapshots of overall productivity.
- Some of the statistics gathered:**
- Line the call arrived on
 - Data associated with the call
 - Time the caller was on queue
 - Time the user was available before the call
 - Time the user talked to the caller
 - Time the user was in wrap-up after the call
 - Data the user submitted in wrap-up
- **Call and Message Reports:** AmandaPortal provides report information data to users and department managers.
 - **Data Export / Import:** AmandaPortal provides import and export facilities for all data formats for which the system originates data. Most common formats, such as txt, wav, and tif.
 - **Unified Messaging:** AmandaPortal integrates incoming e-mail messages with voice and fax messages. Telephone messages may appear as a folder in Exchange/Inbox (Windows 95) and in Outlook (Windows NT/XP). Unified Messenger is available for setting preferences.
 - **Messenger Call Controller:** The Unified Messenger interface from Amanda@Work.Group is retained so that:
 - Any user can configure calls and messages.
 - Users can manage messages even though they do not use Exchange Inbox.
 - **Call Switching:** Integration of voice mail, auto attendant, and digital call routing in one software package.
 - **Configurability:** AmandaPortal is accessible for all phases of configuration and maintenance by the system administrator from any workstation on the WAN.
 - **Mailboxes Accessible from Browsers, etc.:** The mailbox database contains elements that permit user identification and access from any telephone or workstation within the enterprise, and also from any telephone and Internet-capable workstation.
 - **Rule-based Call Control:** The AmandaPortal provides a hierarchy of rules to control calls:
 - Rules that are embedded into AmandaPortal
 - Rules that each enterprise can make for all AmandaPortal sites
 - Rules that each site can have
 - Rules that each work group or department can make
 - Rules that each user can make
 - Rules that each caller can make

In addition, the AmandaPortal has the feature set of the Amanda@Work.Group Windows