

eSpace SoftConsole
V200R001C02
Product Description

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About This Document

Overview

This document describes the eSpace U2990 in the following aspects: the product orientation, product features, system structure, interfaces, signaling and protocols, service capabilities, networking and applications, reliability and security, performance indicators, and requirements on environments.

Product Version

The following table lists the product versions related to this document.

Product Name	Product Version
eSpace SoftConsole	V200R001C02

Intended Audience

This document is intended for:

- System engineers
- Network engineers

Change History

Issue 01 (2012-07-10)

Initial release.

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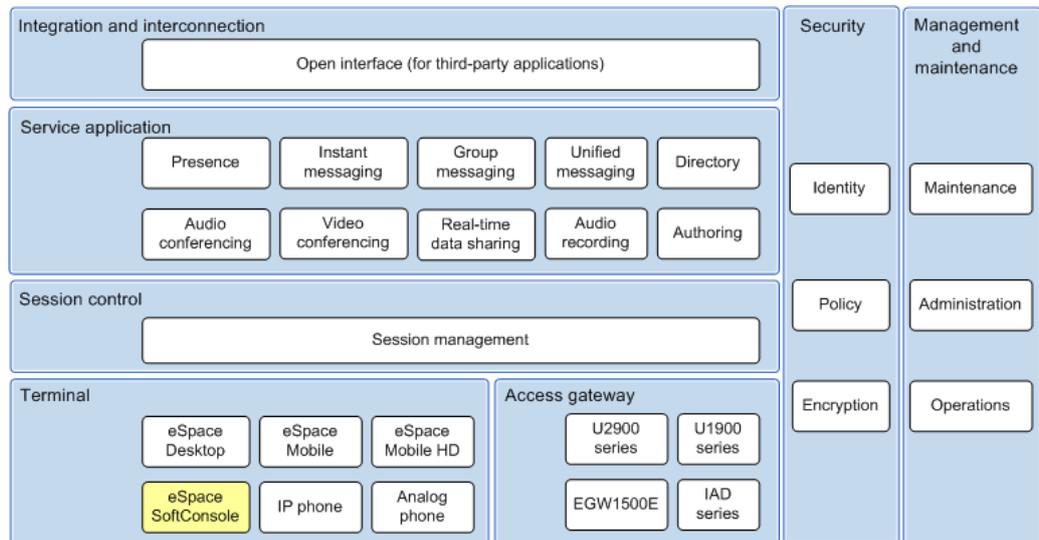
1 Product Positioning

eSpace SoftConsole is a soft console product in the eSpace unified communications (UC) solution. Based on IP interaction technologies, the eSpace SoftConsole is installed on PCs as a soft terminal.

The eSpace SoftConsole allows attendants to provide services for customers. After a call is forwarded from the switchboard to an attendant, the call is routed to the eSpace SoftConsole. The SoftConsole has all functions of a common phone and the agent functions.

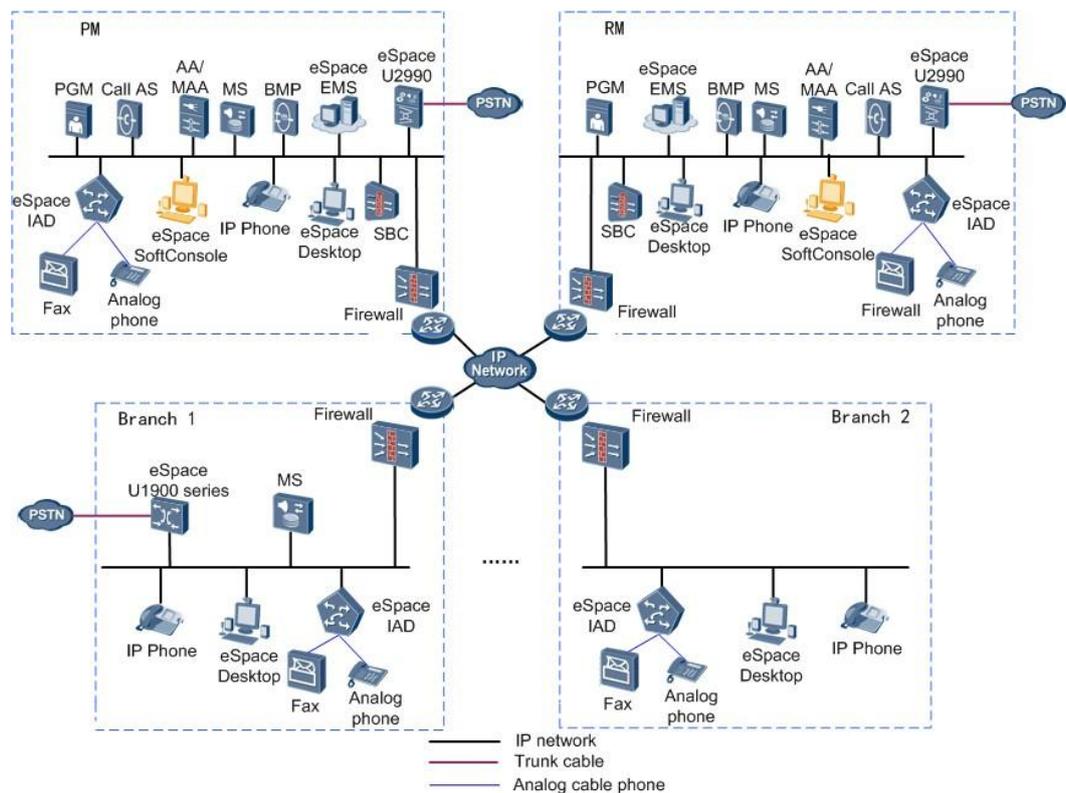
eSpace SoftConsole functions as a UC terminal in the eSpace UC solution. [Figure 1-1](#) shows the position of the eSpace SoftConsole on the network.

Figure 1-1 Position of the eSpace SoftConsole on the network



2 Application Scenario

Figure 2-1 shows the typical network.



- ◆ The access agent (AA) provides the authentication service, the CallAS and PGM provide console services, and eSpace U2980 or eSpace U2990 functions as a gateway.
- ◆ The eSpace UC solution can be deployed in two sites to improve system reliability. The deployment methods in the product machine (PM) and disaster machine (DR) are the same. Some enterprise users are registered with the PM, and some are registered with the DR.
- ◆ The PM provides all services. When the PM failed, services are switched to the RM.
- ◆ eSpace SoftConsole registers with the service server.

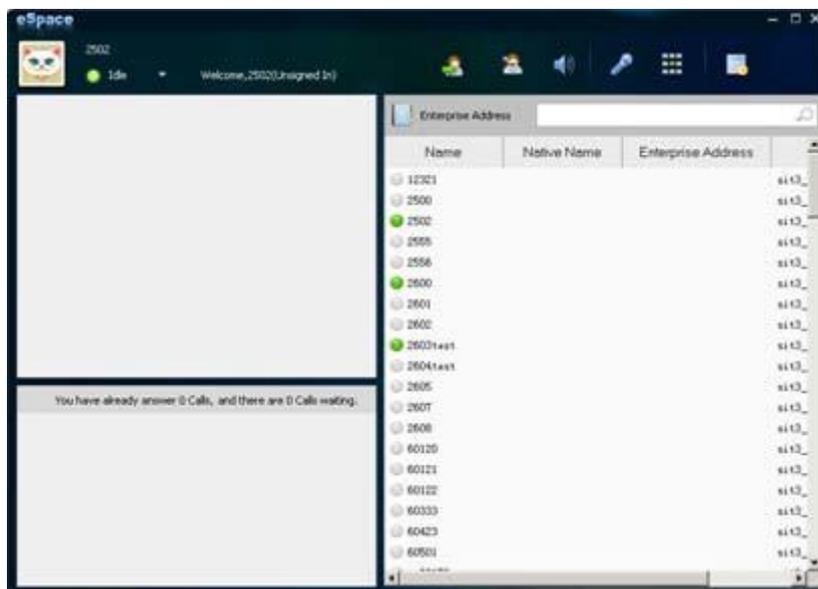
3 Features and Functions

eSpace SoftConsole and eSpace Desktop use the same software and login page. It can also integrate with eSpace IP phone 7870 to provide call functions.

Function

eSpace SoftConsole is an IP-based Computer & Telephony Integration softphone platform for use on PCs. [Figure 3-1](#) shows the main page of the eSpace SoftConsole.

Figure 3-1 eSpace SoftConsole



The eSpace SoftConsole forwards a call from the switchboard to an attendant. The eSpace SoftConsole has all functions of an ordinary phone and the agent functions. [Table 3-1](#) describes the eSpace SoftConsole functions.

Service		Description
Basic call		<p>eSpace UC regards an eSpace SoftConsole as a SIP user. The eSpace SoftConsole has the following basic call functions as a common SIP user:</p> <ul style="list-style-type: none"> ➤ Answers and rejects incoming calls. ➤ Initiates and ends calls.
Agent functions	Adding attendants to or deleting attendants from attendant groups	Attendants can use the eSpace SoftConsoles on their agents only when they have been added to the attendant group configured for the eSpace SoftConsole. When deleted from the attendant group, attendants become common SIP users.
	Showing busy or idle	After an attendant is added to an attendant group, the attendant using the eSpace SoftConsole can show busy to prevent incoming calls from entering the eSpace SoftConsole and show idle to resume the agent functions.
	Queuing incoming calls	If all attendants in an attendant group are busy, the response to all calls destined for the attendant group is a call waiting tone. The calls are queued in the order in which they were received. When an attendant becomes idle, the incoming call that has been waiting the longest is first connected to the attendant.
	Transferring calls	<p>The eSpace SoftConsole supports the following functions:</p> <ul style="list-style-type: none"> ➤ Transfers calls. ➤ Holds multiple calls. ➤ Displays the queue of held calls. ➤ Selects a held call to answer, end, or transfer.
	Providing the night service	This service allows all calls in a specified time segment at night to be forwarded to a preset night service number or night service group.
	Displaying agent status	<p>The eSpace SoftConsole obtains the status of attendants and users in real time and displays the status on the eSpace SoftConsole.</p> <p>Administrators can view the status of all attendants, and attendants can view the status of only attendants in the same attendant group.</p>
	Querying user status	<p>Attendants can query user status by:</p> <ul style="list-style-type: none"> ➤ Clicking the status icon ➤ Clicking a number in the address book.

Corporate directory		In the corporate directory on the eSpace SoftConsole, an attendant can perform a fuzzy query on records, view record details, and initiate calls to the numbers in records. In addition, the eSpace SoftConsole can automatically search the directory for the calling number of an incoming call. If the corresponding record is found, the contact name in the record is displayed instead of the number
Call record		On the eSpace SoftConsole, call records are displayed by categories in real time on the home page. These categories include outgoing, received, and missed calls. Users can manage call records, such as deleting one or all call records. Each call record contains information such as the peer number, start time, and call duration. Attendants can click a record to initiate a call.
Incoming call notification		The eSpace SoftConsole supports the following incoming call notifications: <ul style="list-style-type: none"> ➤ Ring ➤ Automatic display of an incoming call dialog box when the eSpace SoftConsole is minimized ➤ CLIP Announcement playback from the PC loudspeaker
Other functions	Login authentication	The eSpace SoftConsole authenticates attendants to log in by accounts and passwords.
	Multiple languages	The eSpace SoftConsole can be displayed in Chinese or English/Portuguese; however, it cannot switch between Chinese and English when in use. Users can click Settings and select the desired language on the login page.
	Audio control	<ul style="list-style-type: none"> ➤ Microphone volume adjustment ➤ Speaker volume adjustment ➤ Echo cancellation ➤ Noise control ➤ Audio device selection ➤ Ring tones setting(at least 6 ring tone types)

Basic function keys	<ul style="list-style-type: none">➤ Mute/Unmute➤ Hold➤ Transfer➤ Volume Adjustment(handset and microphone)➤ 12 standard dial keys
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Typical Scenario

➤ Scenario 1

Enterprise user A wants to learn about the enterprise service information. The call of user A will be forwarded to an attendant following the steps below:

1. User A dials the enterprise switchboard number.
User A hears enterprise greetings and then the switchboard menus.
2. According to the announcements, user A presses **5#**, and the call is forwarded to the attendant group.
3. User A enters the waiting queue and hears the waiting announcement if all attendants in the eSpace SoftConsole are busy.
4. When an attendant is idle, user A is put through to the attendant.

➤ Scenario 2

An enterprise sets a night service number for the time period of 20:00 to 23:00. User A dials the enterprise switchboard number at 21:00, wanting to learn about the enterprise service information. The call process is as follows:

1. User A dials the enterprise switchboard number.
User A hears enterprise greetings and then the switchboard menus.
2. According to the announcements, user A presses **5#**, and the call is forwarded to the attendant group.
3. The system forwards the call to the night service number according to the preset night service.
4. The phone of the night service attendant rings. The attendant answers the phone and talks with the user A.

4 Technical Specification

Server Configuration

Configuration Item	Recommended Configuration
Operating system	SuSE Linux 11 SP1
Server model	E6000
Database	Oracle 11g R1

Client Configuration

[Table 4-1](#) describes the recommended configurations of a PC where the eSpace SoftConsole client is installed.

Table 4-1 Recommended software and hardware configuration

Configuration Item	Recommended Configuration
Operating system	Windows XP Windows 7 (64-bit)
CPU	Intel Core Duo 1.6 GHz or higher
Memory	1 GB or higher
Hard disk	80 GB or higher
Network adapter	10/100 Mbit/s Base-T Ethernet network adapter
Other hardware	Audio card (either independent or integrated), and integrated headset(earphone and microphone)

Protocols and Standards Compliance

Table 4-2 describes the protocols and standards that the eSpace SoftConsole complies with.

Table 4-2 Protocols and standards compliance

Type	Protocol
SIP	RFC 3261 – 3263, RFC 3265, RFC 2976, RFC 3515, and RFC 3842
SDP	RFC 2327 and RFC 3388
XCAP	RFC 5874
RTP	RFC 3551
HTTP	RFC 2616
MSRP	RFC 4975
Corporate directory	LDAP
IPv4 and IPv6	The SoftConsole server can support both IPv4 and IPv6

The eSpace SoftConsole supports the following audio media codec standards: G711, G723, G729a, and iLBC. It supports 128-bits AES encryption for media stream.