



Plan Stage - Addendum

The Skype Operations Framework is a multi-faceted approach to the successful deployment of Skype for Business. It is divided into three major phases: plan, deliver, and operate. This addendum will focus on the planning stage, specifically to address legacy PBX desired features which customers wish to retain after migrating to Skype for Business. Many of these features will be discussed and how they can be retained by the addition of the Bridge Operator Console, a certified attendant console solution for Skype for Business.

The Skype Operations Framework (SOF) is divided into three major phases. Planning to replace existing legacy PBX features fall into the **Plan – Envision and Assess** stage of the SOF. During this stage Bridge Communications recommends IT and Operator resources be brought together to evaluate call handling requirements to address any needs before moving on to the Design phase of planning. A clear understanding is critical to ensure a smooth transition to the Bridge Operator Console. It is vital these business requirements and expectations be addressed to ensure a successful deployment. Failing to do so could hamper the deployment and reduce the confidence in the team overseeing the transition. This document is intended to help those who deploy Skype for Business ensure a successful experience by discussing various business use cases often overlooked.

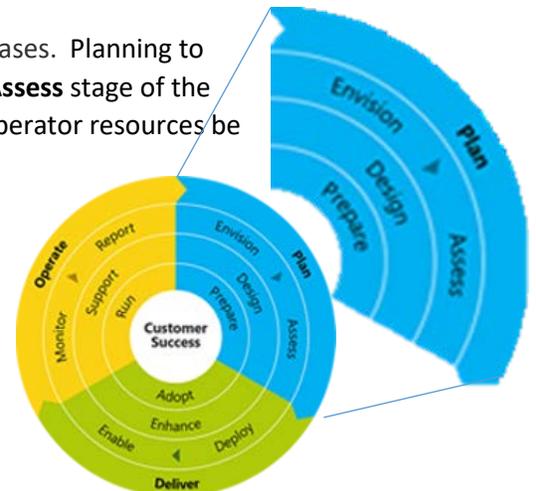


Figure 1 - Skype Operations Framework

Legacy PBX functions for evaluation

While the technology available in Skype for Business is very different from a PBX or IP Phone system, the needs of the users are not. These business cases are vital for a smooth transition, and adoption success in a Skype for Business deployment. This is often overlooked by architects and network administrators. A list of business cases to evaluate during the planning stage should include;

Handling of Multiple Simultaneous Calls

Being able to answer and handle multiple simultaneous calls is a must for many operators in an organization. The ability to queue calls may not exist depending on the deployment, and may not be wanted by some organizations who offer a personal touch to their vendors and customers. The Skype for Business client also has limitations in this regard, creating a new window for each call, making confusion likely for a high volume operator. Bridge Operator Console allows operators to see all audio / video calls in a single window, and allows easy switching with added visibility. The heads up display area will easily show the current call the user has selected, ensuring the proper call is transferred. See Figure 2.

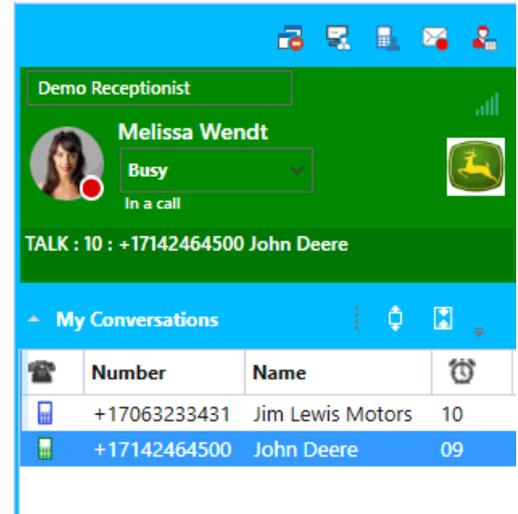


Figure 2 – Handling Multiple Calls

Enhanced Call Control

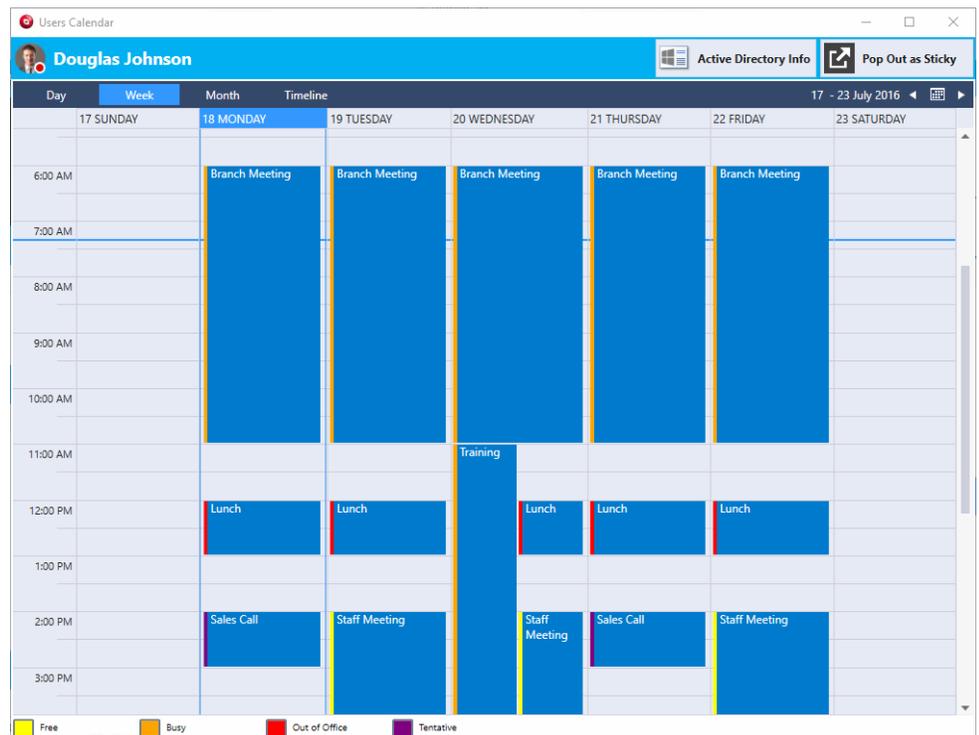
Many organizations need to go beyond a basic blind transfer to meet their call control needs. Bridge Operator Console extends Skype for Business offering Supervised or Attended transfer, Camp On, Transfer to Voicemail, Blind or Supervised Transfer to Mobile, Safe Transfer, Park For (with automatic IM notification), and a Free Form Transfer.

Forward of Ringing Call

An operator may know who a call is for, without answering it. Bridge Operator Console allows users to forward a ringing call to the destination of choice without answering it.

Extended Calendar Visibility

With Skype for Business users can see if a destination user is in a meeting or out of the office, but a caller may want to know when the user will be available. Providing this information can reduce extraneous calls and streamline future call flow. Bridge Operator Console can provide this information in a blind format without the need for users to provide calendar sharing to the operators. With this technology, operators are able to provide a return time to the caller.



Enhanced User Searching

An operator searching for a destination user requires fast, in depth user searching. Bridge Operator Console enhances searching by consuming data at an Active Directory level providing extended searching without the need to add and subscribe to users in the default client. BOC also removes the subscription limit in the Skype for Business client allowing organization with 50,000 endpoints to have the same search experience of organization with 50 users. Searching is provided on initials, first or last name, title, department, and telephone number.

Shared External Phone Book

Operators and End Users often need to access a shared list of contacts (vendors, suppliers, etc) for direct calling, or even transfers. Bridge Operator Console provides this functionality with a shared Global Address Book. It has permission settings to decided who is allowed to add and modify records, and is searchable from the main screen of the application. This allows operators and end users the ability to populate the data without the need for IT AD staff to create and maintain contacts.

Active Directory Phonebook

Depending on the organization's needs, required information like pager number, fax number, assistant, secretary, and manager may not be readily available in the default Skype for Business client. Bridge Operator Console provides an easy lookup for users that need to display and act on this data.

Shared Active Directory Group Actions

In the default Skype for Business client, groups can be created, allowing for quick group messages, and conference calls. Bridge Operator Console extends this capability to Active Directory departments, allowing the same functionality without each user having to build and maintain this lists. BOC adds group park for capability as well as group [SQUAT](#) function.

Changing Other's Presence

Some organizations require the capability to change other user's presence. Examples include personal assistants changing the status of their boss, and user's changing status of other users that may be out sick. Bridge Operator Console provides this in client server mode using UCMA, and client to client using our Boss-Admin Executive console for cloud users.

Sharing Call Information with 3rd Party Applications

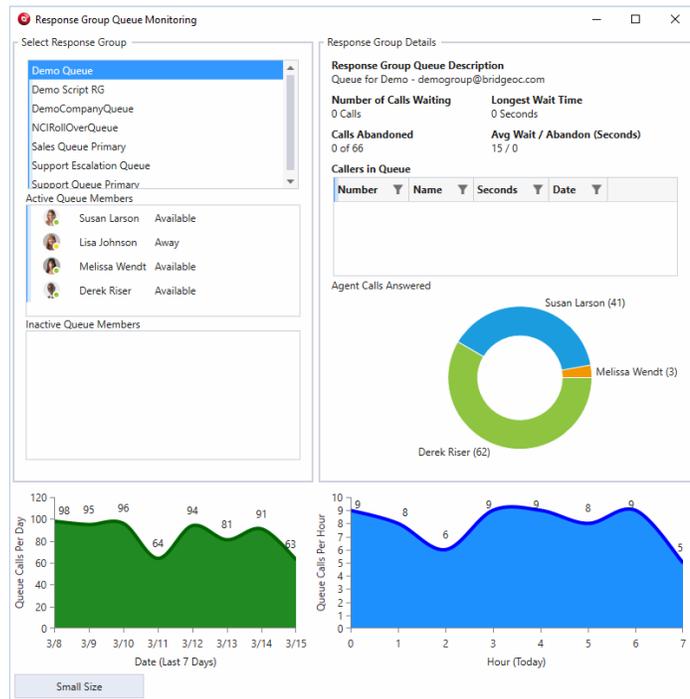
User's in the enterprise may require the ability to send information to other sources. A good example would be a screen pop to a CRM system. Bridge Operator Console allows this functionality to any exe or URL.

Response Group Monitoring

For deployments that make use of response groups, BOC gives users visibility to historical and live data. Users can see how many calls are waiting, see which other members of the group are available, and see historical data.

This allows users to take breaks when adequate overflow staff are available to answer calls in their absence.

The status bar on the main console screen also displays counts of waiting calls in all response groups the operator is a member of.



Caller ID and Parked Call Sharing Between Operators

The Skype for Business client will display “In a Call” state for users, however it stops short of the caller details. This may be a requirement in some environments. When a call is parked in the Skype for Business client that call information is visible only to the user who parked the call. This is another limitation the customer may need to overcome. Bridge Operator Console provides both the ability to share caller ID information between users, and the ability to shared parked call information between users, including who the call is parked for.

Related People

Often a user the caller wishes to be transferred to is not available to take a call. Some organizations will transfer those calls to voicemail, but others want a way to find a similar person for the caller to speak with. Bridge Operator Console introduced a related people function to help users overcome this situation. With related people, you can quickly find a user’s secretary, assistant, and manager and be able to transfer calls to those people quickly. Related people will also show people who share the same title, manager, and department, giving the users single click transfer to any of these related people.

Call Recording

Often organizations can’t afford, or do not need full compliance type recording. Bridge Communications provides a free tool for client side automatic or on-demand call recording. Bridge Operator Console hooks into this plug-in to trigger on-demand call recording of hostile callers, or the like. The BOC Call

Recorder also integrates with Microsoft Cognitive services providing transcription of the audio calls, and full text searching of all stored calls.

Enhanced User Presence Visibility

There are occasions where operators need more visibility into user presence than just Away, Busy, DND. Bridge Operator Console extends visibility of SimRing and Forward destinations. It also displays Team Ring members, and MWI status for users.

User Notes

The Skype for Business client allows users to share a note with others. Bridge Operator Console extends this function to allow operators to make both personal and shared notes that visible to other BOC users.

With over 10 years of experience providing best-of-breed attendant console solutions to users in all verticals, we sincerely hope this document will provide you previously unknown business cases to take into account when deploying Skype for Business, and simple solutions that can keep the project on track.

We provide the following services at no charge to potential and existing customers;

1. Live web based pre-sales meetings with full demo
2. 60-day trial with free professional services to aid in install
3. A reseller network with generous compensation
4. NFR keys and usage to all active resellers

Links

[Bridge Operator Console](#)

[Bridge Boss-Admin Executive Console](#)

[Bridge Call Recorder](#)

[Outlook Click to Dial](#)



BRIDGE OPERATOR CONSOLE

ATTENDANT CONSOLE FOR SKYPE FOR BUSINESS

ENTERPRISE-GRADE
SCALABLE

CLIENT/SERVER
OR STANDALONE

“BRIDGE OPERATOR
CONSOLE IS LIKE
SKYPE FOR
BUSINESS ON
STERIODS.”
-MICROSOFT TSP



The screenshot shows the Bridge Operator Console 3 for Skype for Business interface. It features a top toolbar with various call management icons like 'Hangup Call', 'Hold Call', 'Park Call', 'Park Call to VM', 'Call My Voicemail', 'Elevate Call', 'Record Call', 'Share Call Details', 'Show Call Location', 'Mute Me', 'Unmute Me', 'Conversation', 'Phone Books', 'Resp. Groups', 'OnPage', 'DTMF Keypad', 'Manage Exclusions', 'Scheduler', and 'Help'. Below the toolbar, there are several panels: a 'Parking Log' table, a 'My Conversations' list, a 'Directory Groups' list, and a 'Locations (9) Object' list. The main area displays a 'Directory (11)' table with columns for Name, Activity Status, Title, and Department. The table lists various employees and their current status.

Name	Activity Status	Title	Department
Anna Gomez	Available	Sales Associate	Sales
Annie Williams	Off Work		Sales
Bill Triplett	Available	IT	IT
Carl Williamson	Available	Sales Associate	Sales
Derek Riser	Be Right Back	Accounting	Accounting
Douglas Johnson	Available	Accountant	Accounting
Jay Geetle	In a Meeting	Sr Network Administrator	IT
Larry Jones	Do Not Disturb	Sales Manager	Sales
Larry Sanders	In a conference call	HR Director	Human Resources
Lisa Johnson	Off Work	Sales Associate	Sales
Melissa Wendt	Away	Receptionist	Reception
Mike Morris	In a call +15134235000 Eastern Equipment - 07	Receptionist	Reception
Susan Larson	Away	Systems Administrator	IT
		Head Accountant	Accounting

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