



Unify your Communication with

ESCAUX

www.escaux.com

Kick-Off Meeting

Customer Requirement Survey

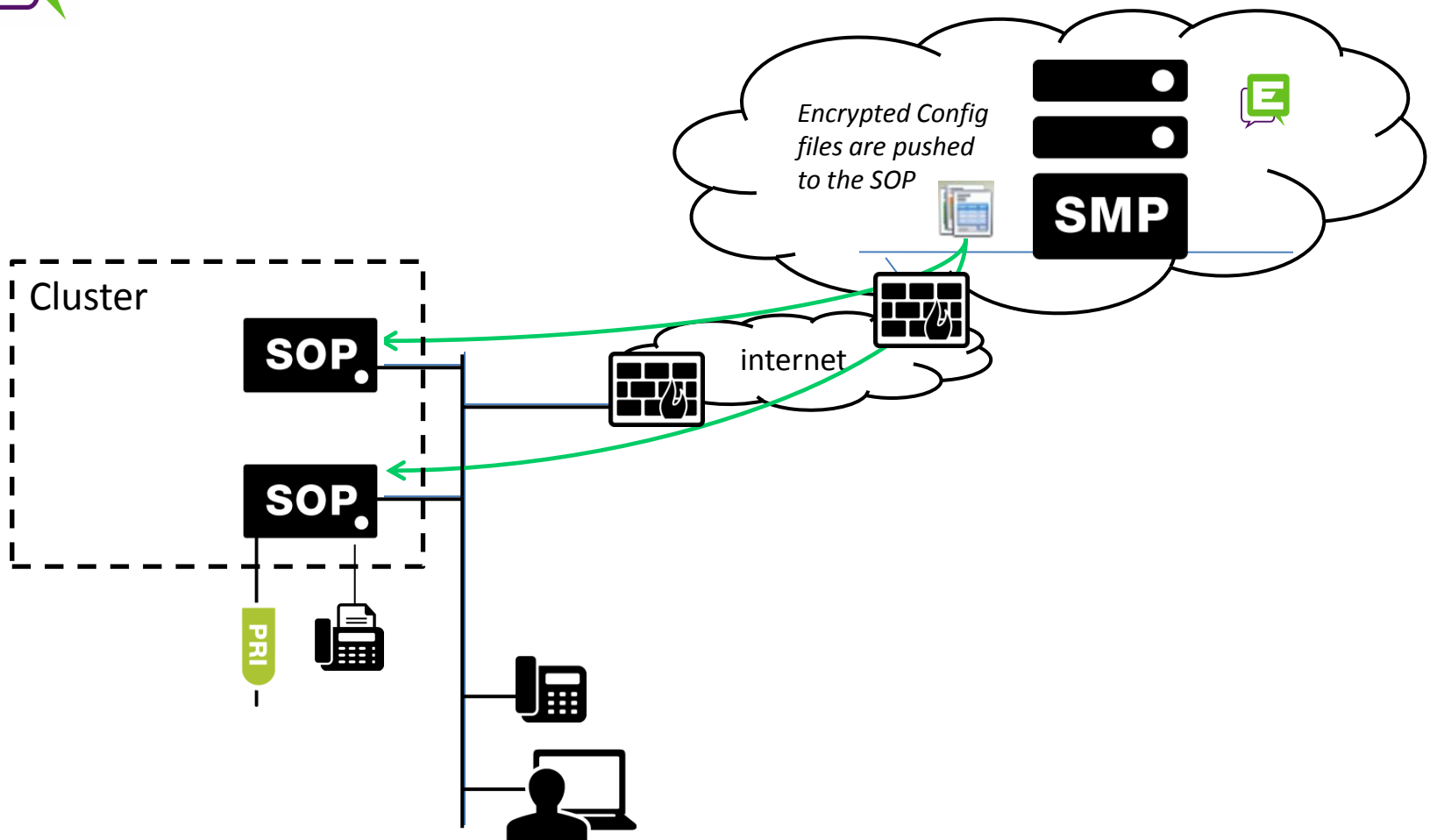


Agenda

1. Architecture & Services
2. Template Presentation
3. Project Plan
 - Planning
 - Technical Information gathering
 - Installation requirements
4. Support & Trainings

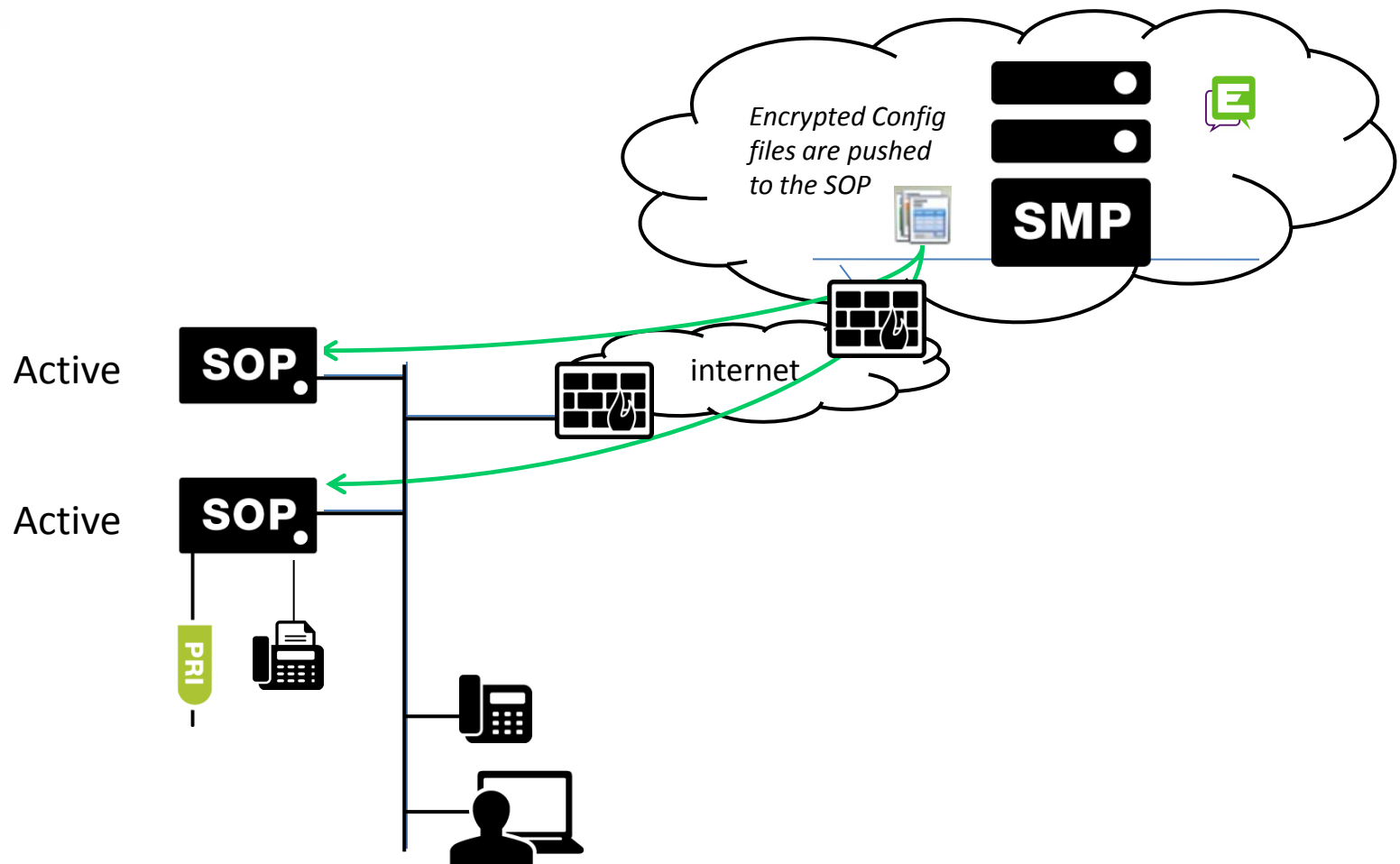


Architecture & Services



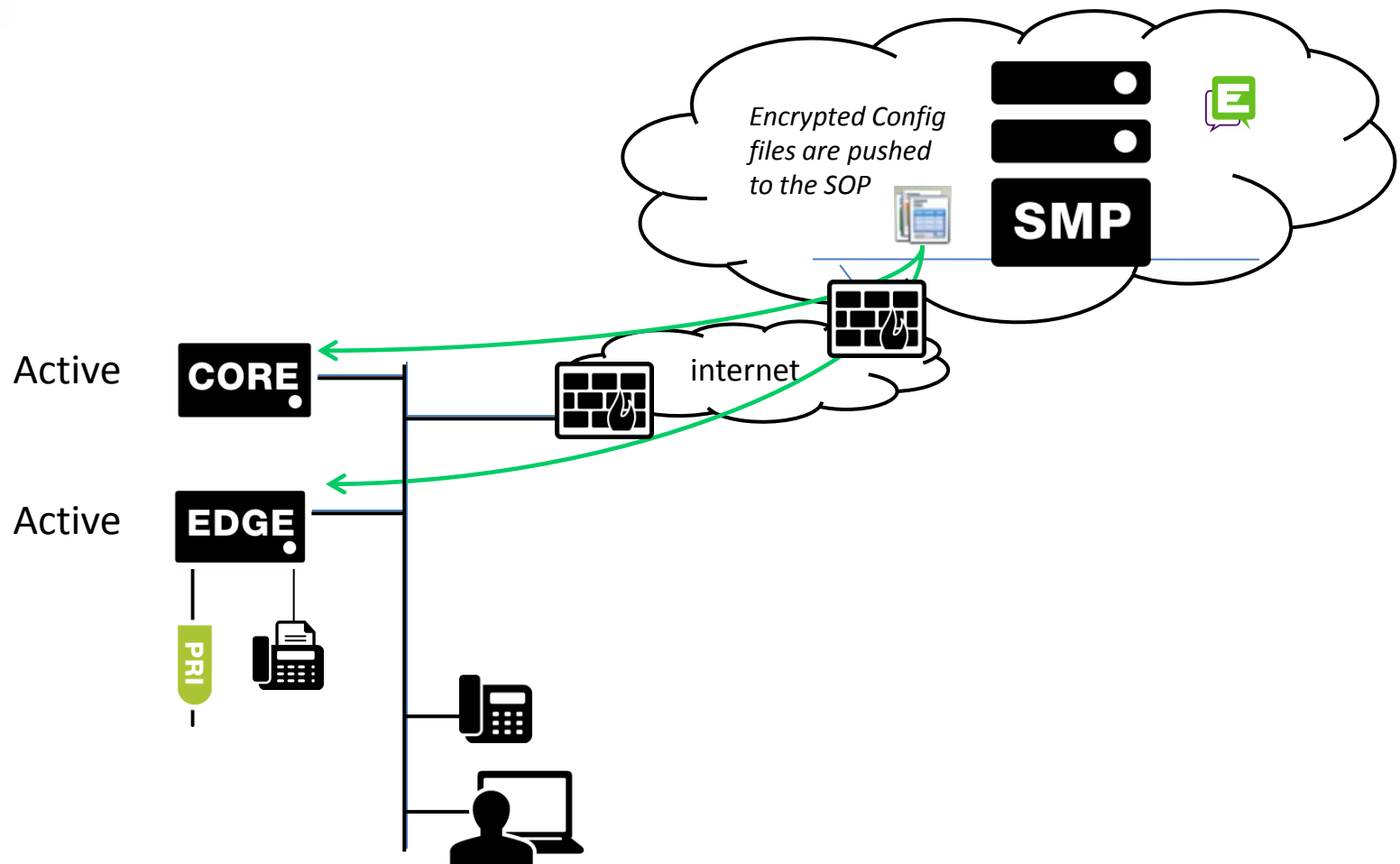


Architecture & Services



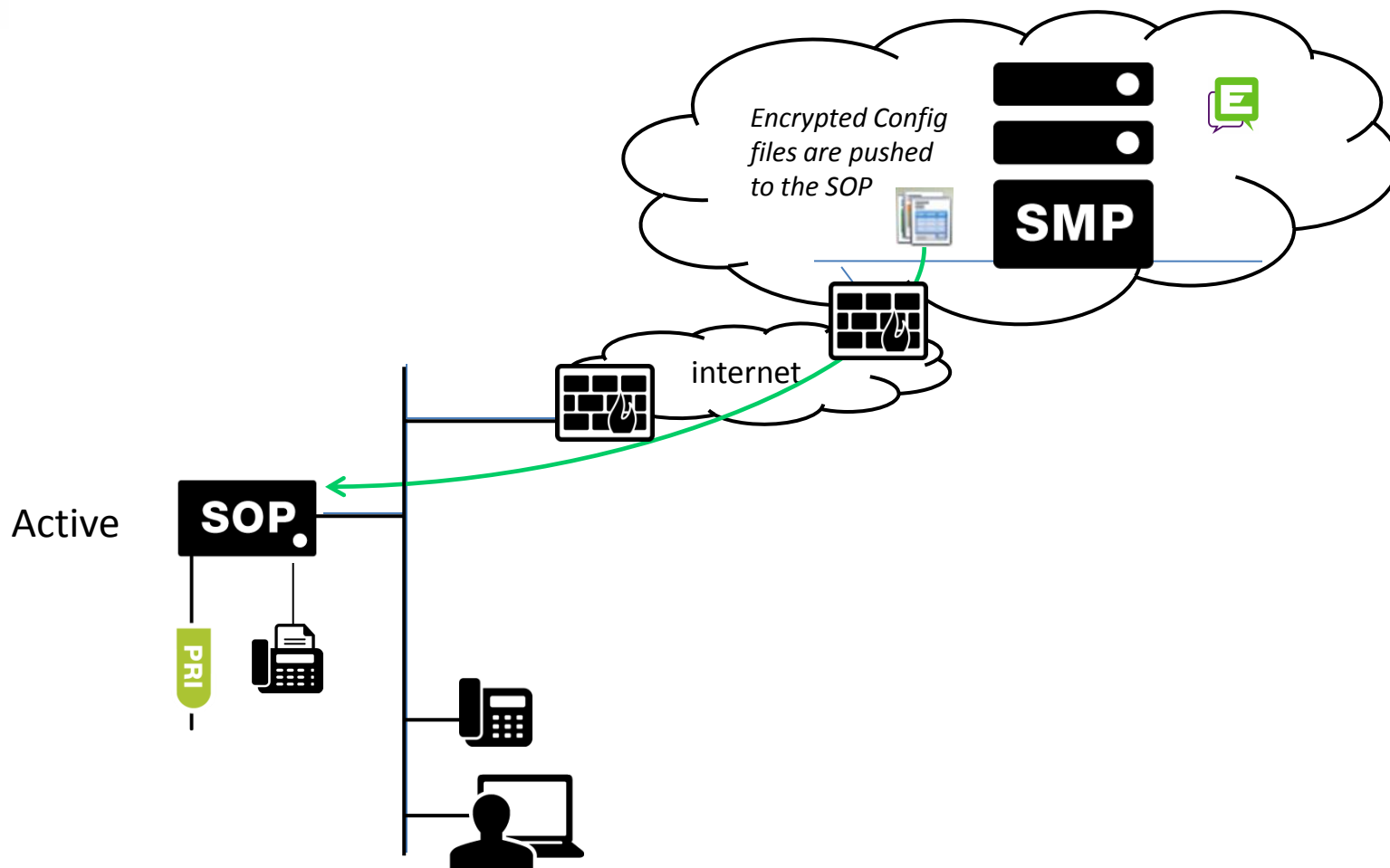


Architecture & Services





Architecture & Services



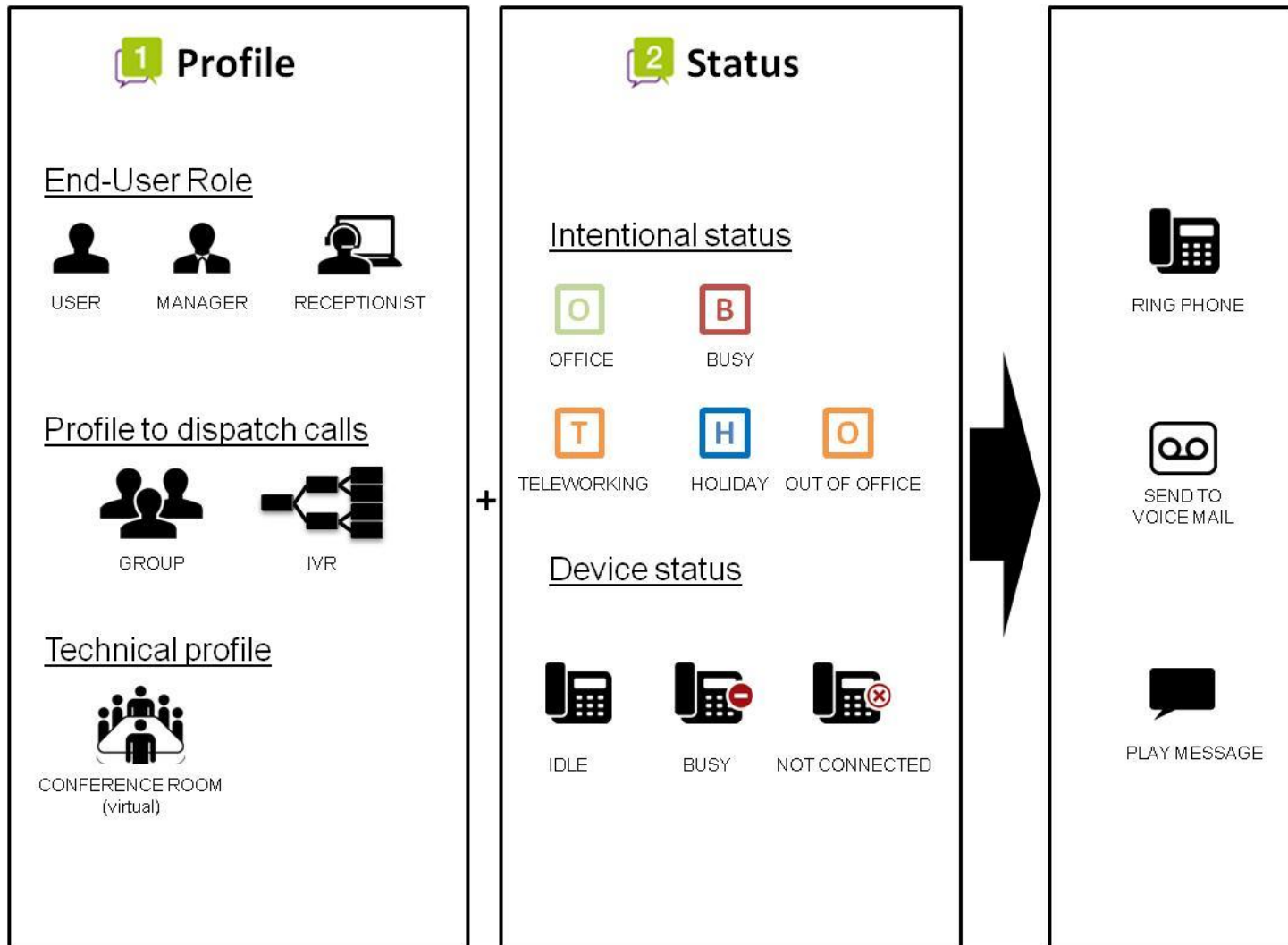


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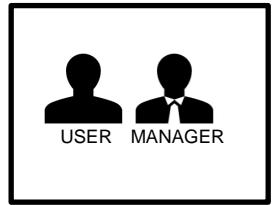


Communication Flow

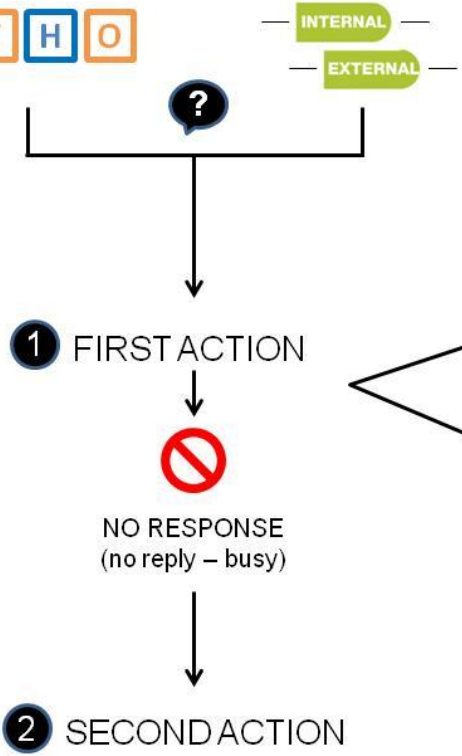




Profile : User / Manager



O B T H O

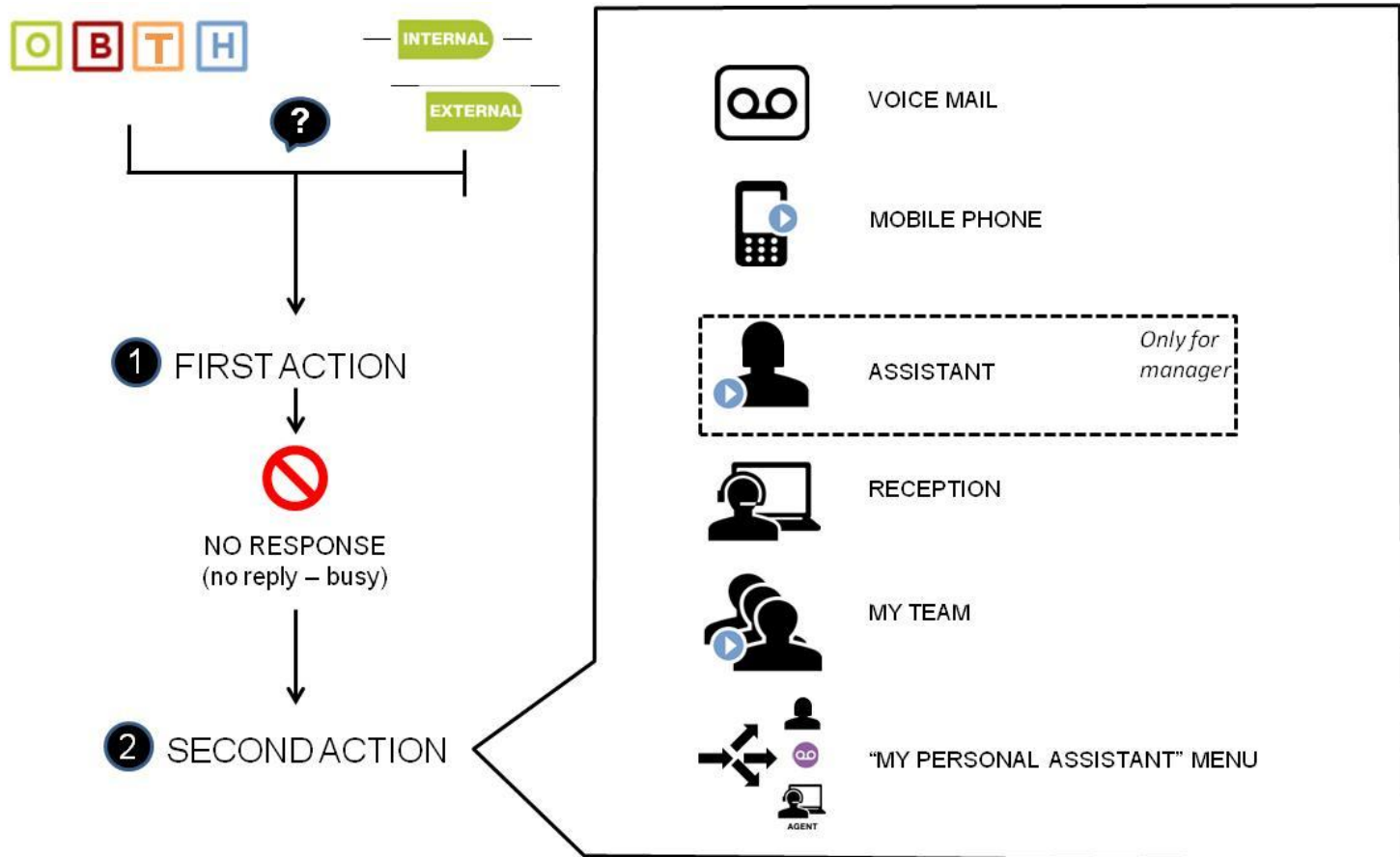
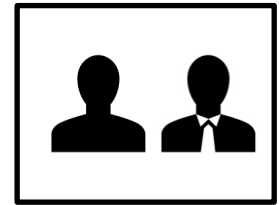


- 1 RING PRIMARY PHONE
- 2 RING SECONDARY PHONE
- 1 + 2 RING PRIMARY + SECONDARY PHONE
- Only for manager*
RING ASSISTANT
- PLAY A HOLIDAY OR BUSY MESSAGE
- OPTIONS WHEN PHONE BUSY
 - CALL WAITING
 - CALL FORWARD ON BUSY

Note : user/manager subscribes automatically to a group when changing his status

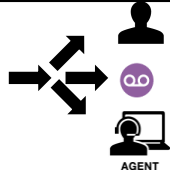
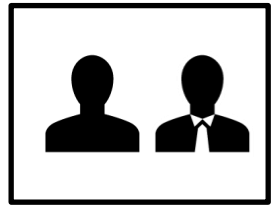


Profile : User / Manager





Profile : User / Manager

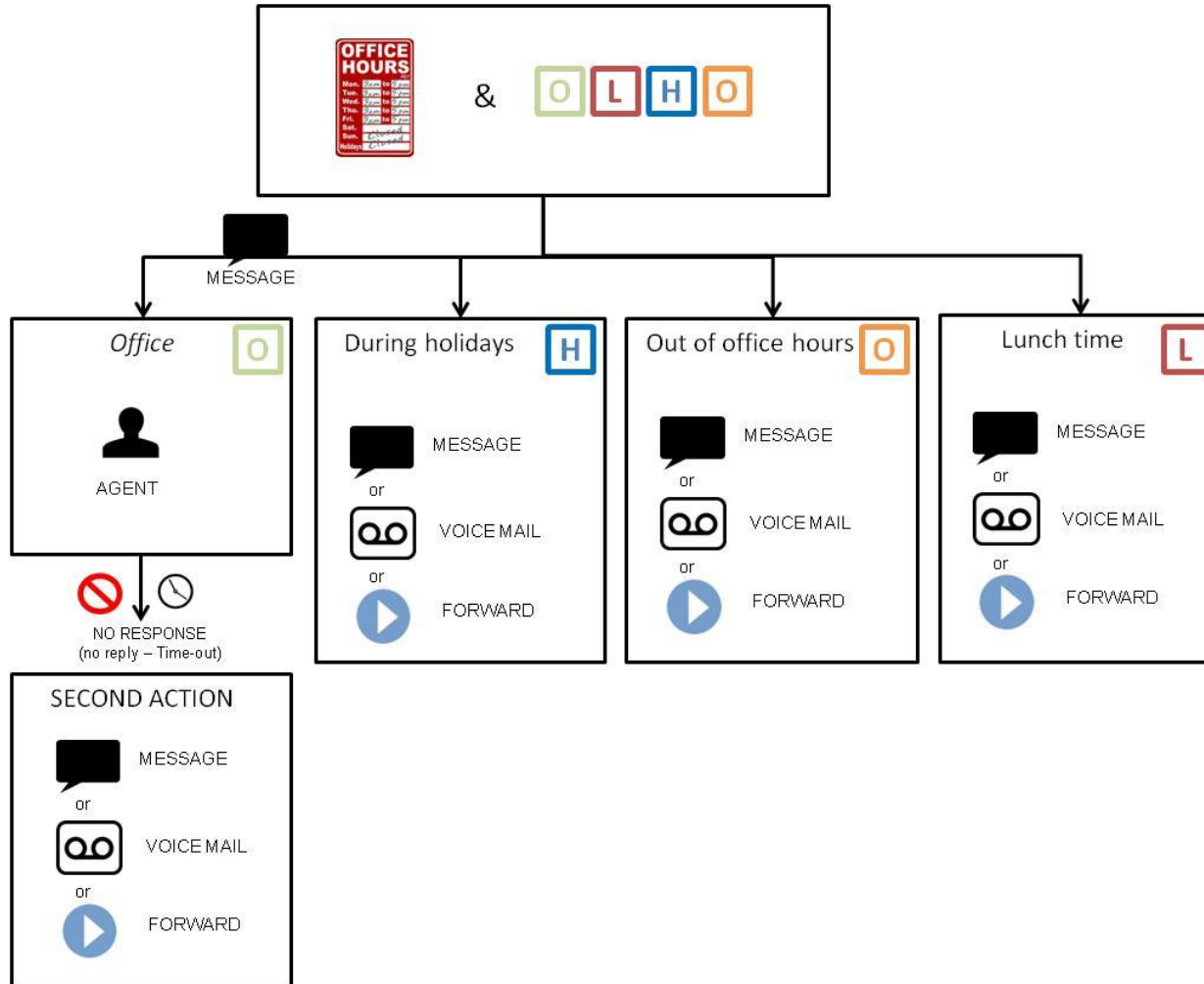


“My Personal Assistant” menu = IVR

- Decide what options will be presented to calling party
 - Send to voicemail
 - Send to mobile
 - Talk to assistant
 - Talk to reception
 - Forward to cell phone
 - Forward to your alternative number (e.g. home, hotel, ...)
 - Call-back (internal numbers only)
 - Only for internal calls
 - Limited number of tries

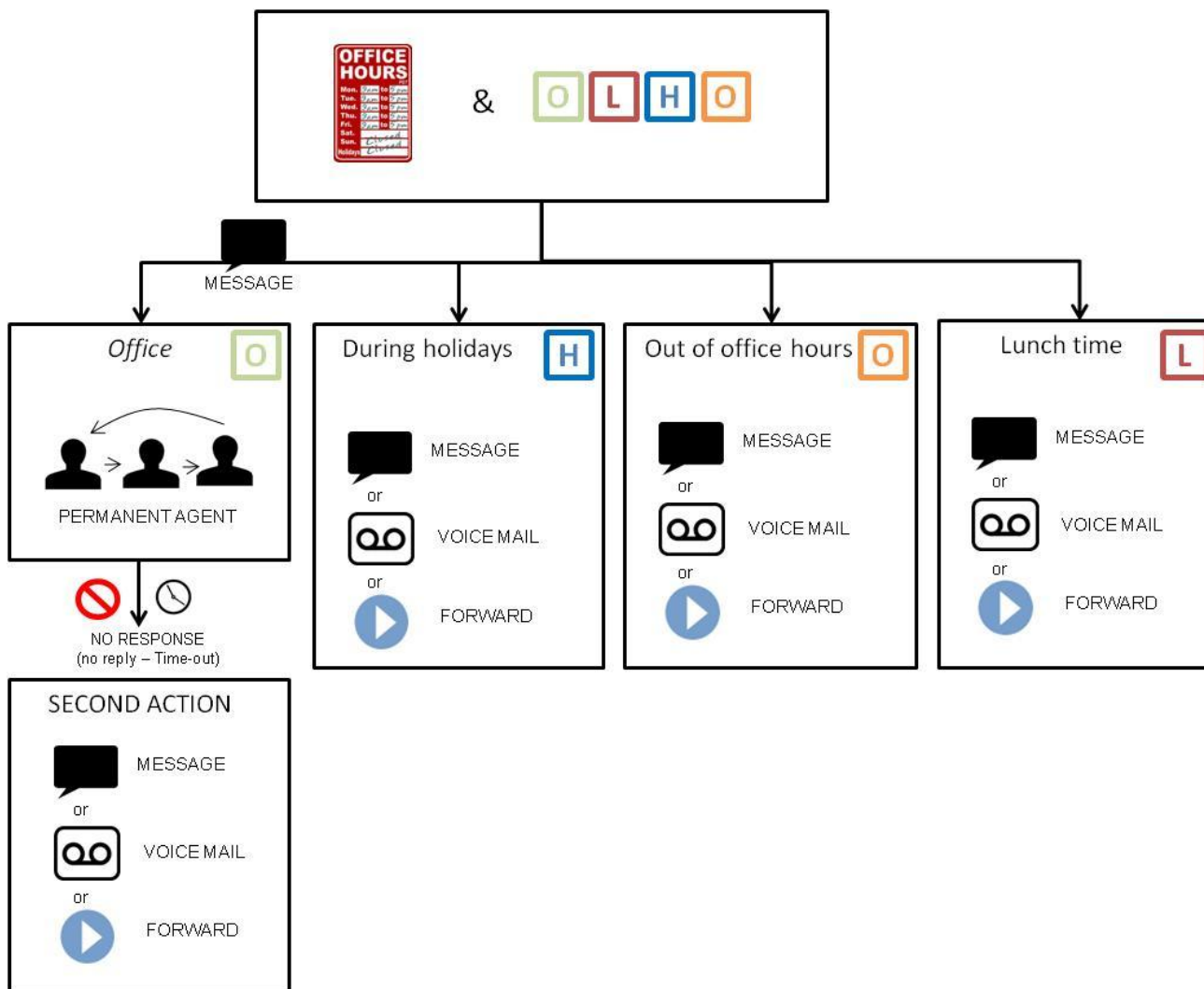


Profile : Call Queuer





Profile : Hunt Group

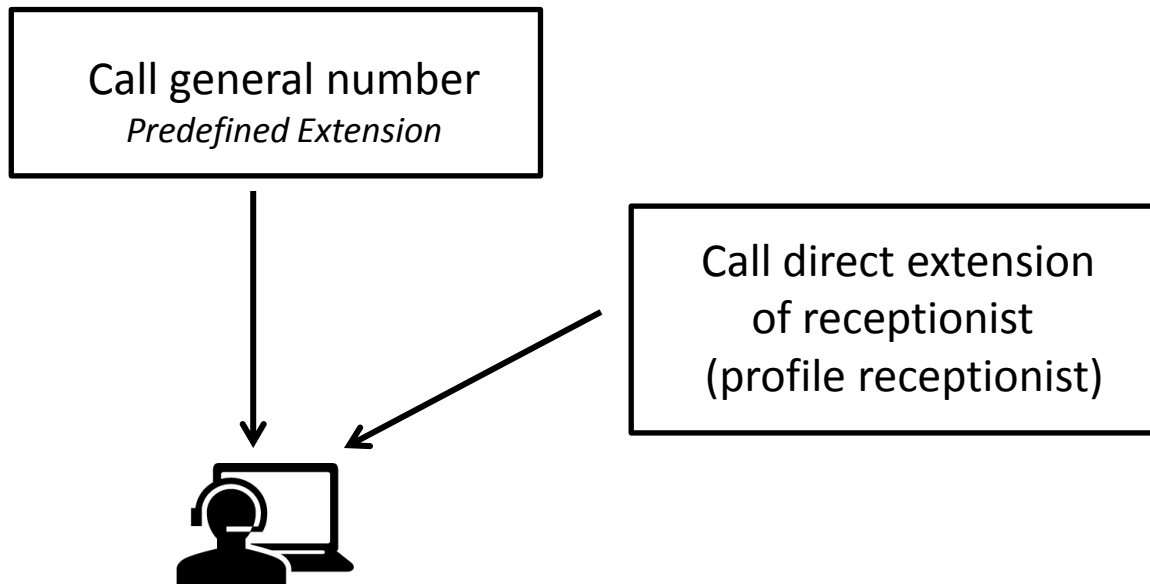




Receptionist Profile

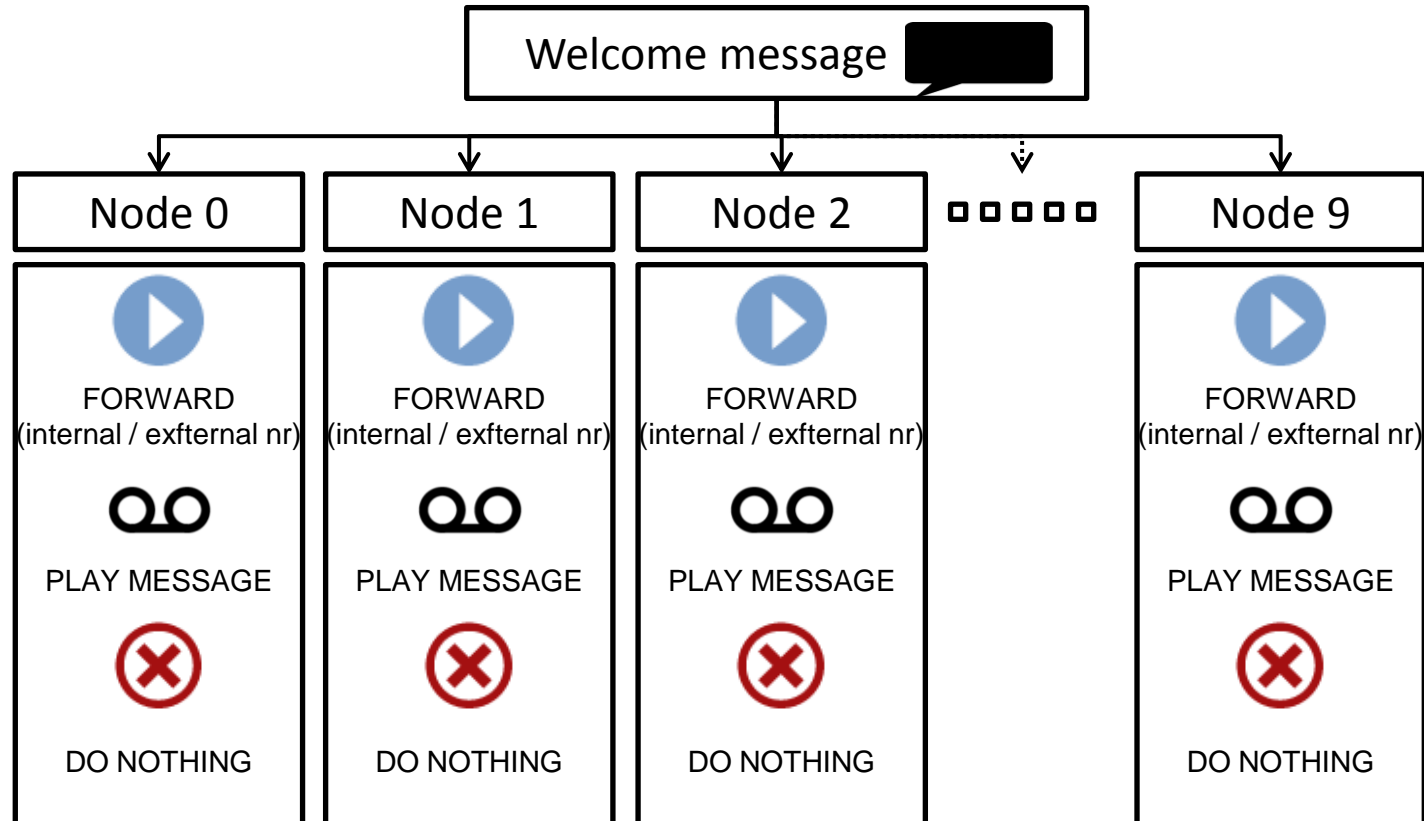
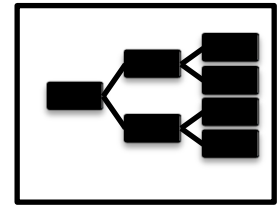


- This profile is given to receptionists with net.Console .
 - Attention this is not the profile of the main reception number



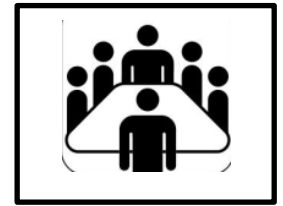


IVR Profile





Profile : Conference Room



- Link conference room extension to virtual conference room
 - Possible to link multiple numbers to same conference room, e.g.:
 - Number for internal use – no pincode required
 - Number for external use – pincode required
 - Up to 20 virtual conference rooms available !



Dial « conference number »
and enter a « pincode »



Analog connection



- It's important to define which type of device will be connected to the SOP
 - “ATA” Boxes are used to connect the following analog devices
 - ⇒ FAX
 - ⇒ Analog phone
 - “FXS ports” are used to connect the following analog devices
 - ⇒ Modem
 - ⇒ Stamp Machine
- For Modem and stamp machine it's important to use the right connection method as it's quite sensitive

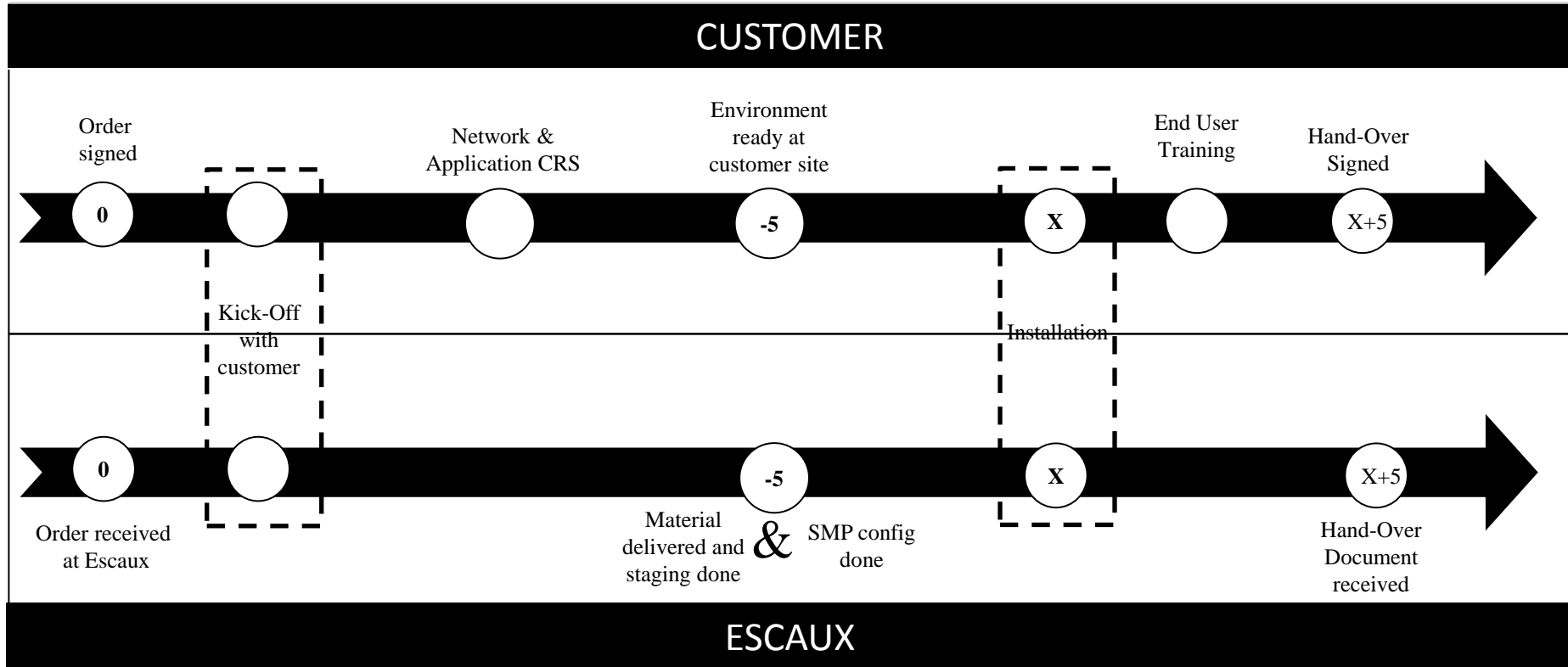


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Project Plan : Planning



(X) = workdays



Project Plan :

Installation Requirements

1. Order connectivity services

Connectivity services like Internet Access, PSTN access or VPN access should be ordered asap, as telecom operators also need time to deploy their services.

2. Site Requirements

Server dimensions; Switch dimensions & POE; Patch cord dimensions; Temperature conditions, UPS connection

3. Remote management connectivity

When your ESCAUX SOP boots, it tries to contact the SMP by using your internet connection. This requires opening up some ports on your firewall from the inside (LAN) to the outside (internet).



Project Plan :

Installation Requirements

4. Application Requirement

- net.Console
- net.Desktop

5. Other Specific Requirement

- DHCP
- LAN (VLAN, QoS,...)
- Analog connection : FAX, Modem, phone & stamp machine
- Doorphone integration : SIP or Analog
- Softphone

Find all the requirements via this link :

<https://www.escaux.com/docs/UcTemplate30InstallationRequirements.html>



Project Plan :

CRS gathering sheet

The exchange of technical & business information between customer and ESCAUX is done via the CRS gathering Sheet

⇒ ***See sheet CRS.xls***

The sheet contain the following tabs:

- General Information: *Information related to the project*
- Network: *Technical information (IP address, SMTP Server, DNS,...)*
 - *This information is necessary to do the staging of the SOP*
- Users: *List of users (extension, external number, language,...)*
- Service Group: *List of Groups (extension, external number,...)*
- Short number: *List of extensions linked to specific external number*



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Support & Trainings

Portal Access : <https://www.escaux.com/docs/WebHome.html>

1. Legal documentation
2. Technical documentation
3. Contact information

Portal Access : <https://www.escaux.com/service/>

1. Support ticket overview
2. Ticket creation
3. Link to documentation
4. Login & password is provided by your project manager

Procedure Support : <https://www.escaux.com/docs/SupportProcedure.html>

1. Two categories :
 - Normal - ticket (via mail or site)
 - Urgent - ticket + phone call (Attention : Support credits = 2x)
2. In case of IP address change
→ this must be planned at least 2 weeks in advance!



Support & Trainings

Training

1. Advance administrator training
 1. www.escaux.com > support >
 1. Training certification : description of the trainings
 2. Training Calendar
2. Train the trainer and basic admin training
 1. Onsite – to be planned with the ESCAUX Project manager