

PRODUCT OVERVIEW



VIP 7™

The VIP 7 applications: Better ways to communicate

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Benefits summary

- Lets you manage phone calls, voice mail, and contacts from your PC.
- Tracks inbound and outbound calls.
- Provides easy phone programming interface.
- Broad application family with specialized feature sets — attendant call management, ACD agent and supervisor functionality, and remote IP communications.

Available information

- **Color brochures:**
VIP 7 — ESI # 0450-1336.
Available for purchase from ESI.
Available from www.esi-estech.com/brochures or
www.esi-estech.com/Resellers/docs.
- **Setup and User's Guide:** ESI # 0450-1349.
Downloadable from
www.esi-estech.com/users/downloads
or www.esi-estech.com/Resellers/docs.



Introduction

ESI's **VIP 7** (*VIP* stands for *Visually Integrated Phone*) works with the advanced capabilities of a compatible ESI communications system to enhance day-to-day communication — including the ability to control calls and organize voice mail and contacts. *VIP 7* captures and catalogs details about every call for better management. In addition, *VIP 7* makes it easy to program the phone with just a few mouse clicks. The familiar *Windows*® graphical user interface (GUI) is intuitive and easy to learn, requiring minimal training. *VIP 7*'s interactive screens display colored visual cues to indicate a station's status; widgets allow quick population of fields and provide a quick shortcut to calling phone numbers and sending instant messages. With *VIP 7*, it's easy to:

- **Manage voice mail messages** — View voice messages, live call recordings, and personal memos; prioritize each message by importance; and select voice mail messages for playback, in any order. Save .WAV files of recordings and voice mail messages. The .WAV files can be forwarded to others as e-mail attachments (in the user's chosen e-mail application), or archived for future reference. Deleted voice messages can also be restored.
- **Organize contacts** — View personal contacts along with company speed-dial lists in a central location.
- **Manage telephone usage** — Incoming and outgoing calls, plus various ESI system features, are handled at the station via the desktop PC screen.
- **Capture all inbound and outbound calls** — View a history of the station's activity from *VIP 7*.
- **Quickly program the ESI desktop phone** — Program station options from the PC, including message notification, personal call routing and all feature keys.
- **Perform instant messaging** — Provides an immediate means of communications between *VIP 7* users that is non-intrusive, unlike the background announce feature offered by other systems. Instant messaging has two primary functions for the *VIP 7* user:
 - Non-disruptive station-to-station communications.
 - Silent sharing of information with a busy *VIP 7* station user, to ask a quick question, tell the user about a waiting call or guest, or similar textual conversations.

As a private *intra-net* application residing solely on the LAN, *VIP 7* instant messaging avoids exposing the customer's LAN to viruses common to Internet-based instant-messaging services.

- **Manage ACD** — *VIP 7 ACD* is a comprehensive PC-based software application designed around the specific needs of ACD supervisors and agents. Consisting of *VIP 7 ACD Supervisor*, *VIP 7 ACD Agent*, and a robust statistical report package, *VIP 7 ACD* provides the management reports and communication tools required to monitor and manage ACD departments and improve customer service.
- **Use softphone features** — *VIP 7 Softphone* gives you *VIP 7* features along with the ability to make and receive phone calls on your PC without the need for a desktop phone. This is particularly handy for traveling personnel with access to an Internet connection (including wi-fi), who can use *VIP 7 Softphone* to make calls and access the ESI system's voice mail as if they were in the office.

Each *VIP 7* application is easy to implement. It connects through an existing LAN and is non-invasive. There's no need to upgrade the network or install *Microsoft Exchange*® — thus avoiding a costly and impractical solution for the small to mid-size business.

VIP 7 advantages

- *VIP 7* works in tandem with most current ESI desktop phones.
- The familiar *Windows* interface, used daily by millions, reduces or eliminates the need for training.
- *VIP 7* is easy to install, and requires no physical connection between the desktop phone and computer. Screen-based instructions allow users to configure *VIP 7* on their own.
- With *VIP 7*, ESI puts practical, easy-to-use computer-telephone integration at the user's fingertips.

VIP 7: A visual overview



Here is a view of the main window for *VIP 7*.

On the left side, you see **widgets** which provide one-click access to key capabilities (described in further detail later on in this document) built into each *VIP 7* application:

- **Voice Mails** — Access to the user's voice mail messages and recordings. The "1" badge in this view indicates the user has one new voice mail message in the ESI system.
- **Contacts** — Complete management of the user's preferred contacts. For each contact, *VIP 7* shows his/her name, e-mail address, instant messaging status, three possible phone numbers, and presence status¹, as well as whether the contact should appear on the Quick Contact List. Contacts may be imported from *Microsoft Outlook*, *Google Mail*, and *Yahoo! Mail*.
- **Help** — Video-based² assistance for using *VIP 7*. This minimizes or eliminates the need to keep the *User's Guide* close at hand.
- **Call Log** — A list of the user's incoming, outgoing, transferred, and missed CO calls.
- **Hold** — A list of the system's currently holding calls along with Caller ID and phone line information, making it simple to select the correct call from hold.
- **Settings** — User preferences and station programming.
- **Messaging** — Instant messaging with all accessible *VIP 7* users on the system.

On the right side, you see the **Quick Contact List**, populated by the user's choices within the **Contacts** screen mentioned above.

Some of these items have **tearaway** functionality — *i.e.*, they can appear as separate windows outside of the main *VIP 7* window, so a user with a large display and/or multiple monitors can easily view more information at once.

On the bottom, you see a call-handling **ribbon** with a set of buttons. The ribbon takes one of three possible forms, depending on the station's status — idle, ringing, or in use. Each ribbon presents a specific set of buttons, each of which triggers an action (such as call recording or call forwarding) with just a click on the button. For maximum convenience, the user can customize which buttons will appear on each of the three ribbons, thus making it easier to use favorite (or frequently accessed) functions.

¹ Requires optional ESI Presence Management.

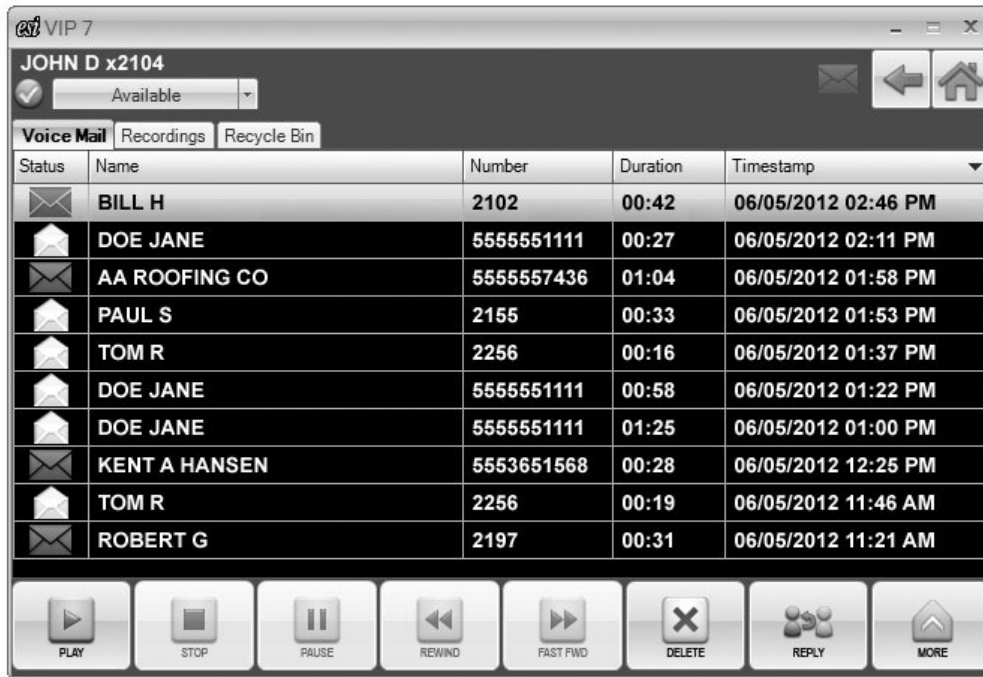
² Help videos are on ESI's YouTube™ channel — www.youtube.com/user/ESiphones.

Common features at a glance

Voice mail management

Clicking the **Voice Mails** widget from the main *VIP 7* screen brings you to a screen like the one below, with tabs for the three types of items available from this screen: **Voice Mail** messages, **Recordings**, and **Recycle Bin** items. Here's how *VIP 7* helps the user manage his/her voice mail traffic:

- **Displays voice mail** — By putting messages on-screen, *VIP 7* makes it easy to view, prioritize and retrieve messages by their importance, rather than on a first-in/first-out basis.



- **Synchronizes automatically with ESI system's voice mail** — Regardless of whether the phone dial pad or the *VIP 7* interface is used to handle a voice message, the on-screen voice mail headers provide a continually updated indication of new, old, and deleted messages.
- **Shows Caller ID data for each message** — *VIP 7* displays Caller ID information for each message. This information further helps prioritize which message to retrieve first.
- **Plays back through phone** — Virtually all voice mail management products play back messages through the PC's multimedia system. *VIP 7* uses the audio capabilities in the ESI desktop phone, so the user can still pick up the handset to hear messages privately. This eliminates the need to use a headset with the PC.
- **Saves voice messages as .WAV files** — *VIP 7* gives the user a choice of whether to save a message as a .WAV file. This spares the customer's network the burden of moving large .WAV files every time someone in the office gets a message.
- **Holds deleted messages** — The Recycle Bin keeps up to 10 most recently deleted voice messages. Any deleted message in the Recycle Bin can be restored quickly by selecting it and clicking the ribbon's **Restore** button.

Contact management

- **Imports/syncs contacts** — *VIP 7* imports contacts from *Outlook*, Google Mail, and Yahoo! Mail; it also syncs contacts with *Outlook* and Google Mail. This allows you to directly add your own contacts within *VIP 7* itself. *VIP 7*'s efficient contact management saves you the trouble of searching several database files to find a listing of company-wide speed-dial numbers, a current extension directory, or Esi-Link¹ site prefix (700–799).
- **Imports ESI system's speed-dial lists ("Dexes")** — Esi-Dex lists are valuable sources of contact information. Whenever a contact is added to or deleted from a System Dex list, *VIP 7* automatically synchronizes to match the change.²
- **Quick Contact List** — This integral part of the Call Control window provides easy access to frequent contacts. (For additional details, see "Call-handling," below).
- **Editing the contact list** — *VIP 7* allows effortless management of entries in the Quick Contact List.

Call-handling

- **Call Display** — Provides ESI desktop phone functions on-screen.
- **Customizable Esi-Keys** — You can easily set up to 144 Esi-Keys (on-screen programmable feature keys) for single-click access to stations, mailboxes, departments, speed-dial numbers, and most user functions.



- **Quick Contact List** — Makes it easy to call, or send an instant message to, those most frequently contacted parties. Dial any listed contact by double-clicking the appropriate icon for any of the three phone numbers — such as business, cell, and home — that you can save for the contact.
- **Simplifies setup of conference calls** — Saves time for the user and all members of a conference by assembling all participants' phone numbers *in advance*. Add additional parties during an active conference by dragging contacts into the Conference Window. The visual interface shows the phone numbers of all participants, making it clear who's connected and when.
- **Provides TAPI support** — *Outlook* and other TAPI-compliant software packages³ may be integrated for outbound dialing, "screen pops," and more.

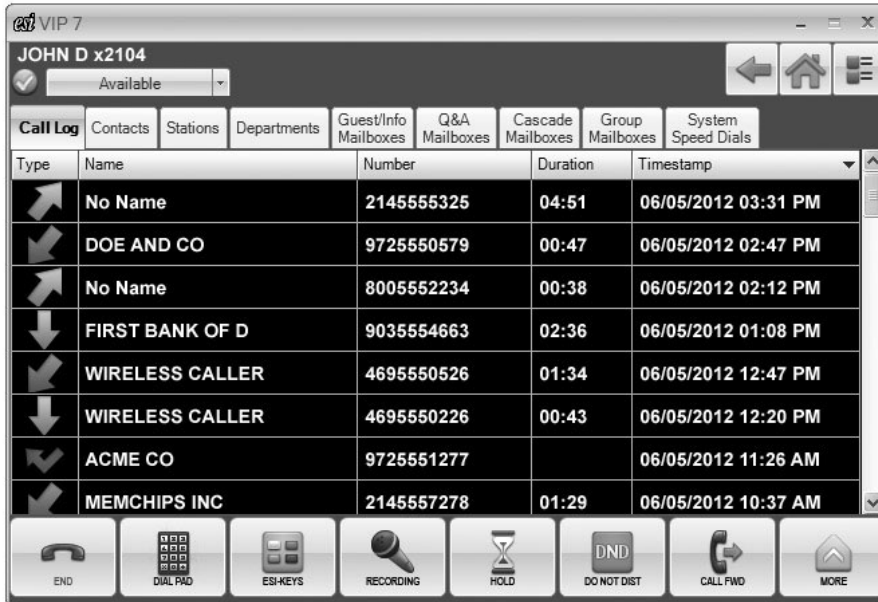
¹ Remote Location List for use only with ESI's Esi-Link multi-site VoIP product. See www.esi-estech.com/Esi-Link. (To use Esi-Link and other IP capabilities, an ESI-50L must be upgraded to an ESI-50.)

² *VIP 7* doesn't import from the user's Personal Dex.

³ An API "middleware" applet may be required by the selected software package for proper integration.

Call activity lists

The **Call Log** tab tracks all incoming and outgoing calls of the VIP 7 user's station. To return a call from this window, the user double-clicks the desired entry. Each call is identified in the **Type** field as incoming, outgoing, transferred, or missed — in the case of the latter, this means it's easy to call back even a caller who was reluctant to leave a voice mail message.



Type	Name	Number	Duration	Timestamp
↗	No Name	2145555325	04:51	06/05/2012 03:31 PM
↗	DOE AND CO	9725550579	00:47	06/05/2012 02:47 PM
↗	No Name	8005552234	00:38	06/05/2012 02:12 PM
↘	FIRST BANK OF D	9035554663	02:36	06/05/2012 01:08 PM
↗	WIRELESS CALLER	4695550526	01:34	06/05/2012 12:47 PM
↘	WIRELESS CALLER	4695550226	00:43	06/05/2012 12:20 PM
↗	ACME CO	9725551277		06/05/2012 11:26 AM
↗	MEMCHIPS INC	2145557278	01:29	06/05/2012 10:37 AM

Station programming

From the **Settings** screen, VIP 7 allows a user to get the maximum benefit from an ESI desktop phone by easily managing and customizing the phone's wealth of settings and options.

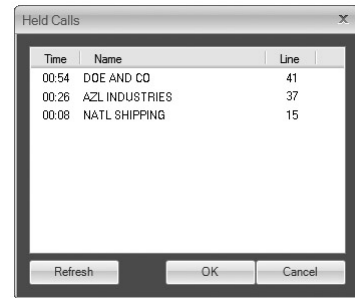


VIP 7 Settings	Extension Settings
Contact Sync Settings	Manage Greetings
Set Reminder	Voicemail Password Security
Station Audibles	Station Options
Feature Keys	Entry / Exit Settings
Quiet Time Schedule	Find Me / Follow Me
Reach Me	Mobile Messaging
Edit Ribbon Buttons	About Box VIP 7

Other user interface features

Call handling is easier with *VIP 7*'s intuitive user interface:

- **Held Calls screen** — By clicking the **Hold** widget from the main *VIP 7* screen, the *VIP 7* user can view all lines holding and Caller ID of the held parties as well as the current hold time for each held call.
- **Mini-alert** — *VIP 7* can be set to display a **mini-alert** in the lower right-hand corner of the user's PC screen whenever an incoming call arrives. The mini-alert shows Caller ID information for the call, so the busy user needn't look away from the PC screen to see who's calling.



Time	Name	Line
00:54	DOE AND CO	41
00:26	AZL INDUSTRIES	37
00:08	NATL SHIPPING	15

***VIP 7*'s Quick Contact List makes it easier to view, edit, and connect to selected contacts:**

- **Color-cued status indication** — A contact listing for an internal user whose phone is idle is shown with a white **status icon**. When the contact's phone is off-hook, the icon color changes to red. If an internal contact is in Do Not Disturb, the icon is amber. For those systems on which ESI's Presence Management is installed, an "OUT" indication indicates when the internal contact has scanned out (is off-premises).
- **Phone classification** — Three different icons indicate the types of contact phone number — business, home, or cell — that are listed for each contact. The user can select a default number for each contact and whether a number type should appear in the Quick Contact List.
- **Instant messaging** — An icon indicates whether a user is available for instant messaging (in which case, a green checkmark appears; double-clicking this checkmark enables the user to send an instant message to the other *VIP 7* user).

***VIP 7* ensures that everyday features are made simple enough to use, every day:**

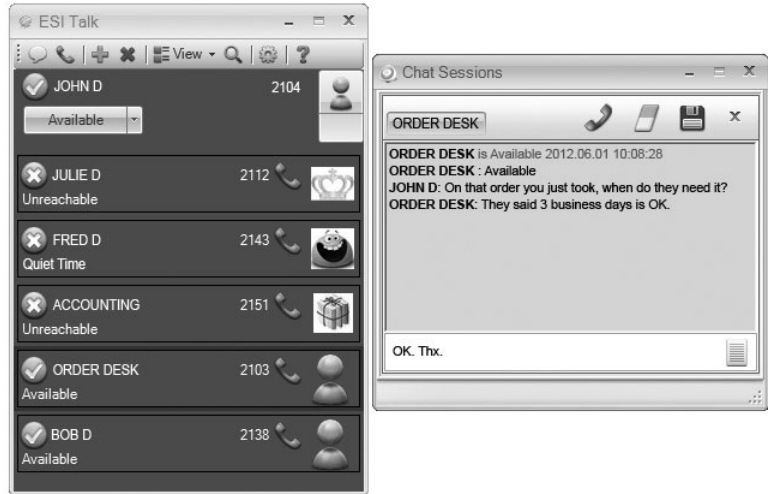
- **Call Forward command** — *VIP 7* makes it easy to define personal call forwarding parameters. Several different types of call forwarding can be selected by clicking on the **Call Fwd** widget in the ribbon. Each forwarding type may be programmed independently. When choosing to forward to a station, a complete station listing is displayed. When selecting to forward to an outside number, the number can be input directly from this screen.
- **Transfer command** — When the *VIP 7* user clickings the ribbon's **Transfer** widget while the station is on a call, choosing a name, department, or extension transfers the caller. The process can be completed as a supervised or unsupervised transfer.

Instant messaging

As an alternate method of communicating, instant messaging is used as an unobtrusive exchange among employees. Instant messaging ends the need for intrusive background announcements and whisper-paging.

- **Sending instant messages (IMs)**

— An IM can be sent instantly to any *VIP 7* user whose IM icon in the Quick Contact List indicates he/she is available to receive the message. To send an IM, double-click the user's IM icon. A familiar IM box appears, pre-populated with the name of the selected *VIP 7* contact.



A *VIP 7* user can send an IM whether the phone is idle or in use, increasing the overall benefits of instant messaging. While only two users can converse in any IM box, a user may have several IM conversations in progress at the same time.

- **Receiving IMs** — Receive and reply to an IM while idle or off-hook. Responses can be individually composed on the fly, or chosen from a list of user-programmable Quick Messages, making it easier to reply.
- **Private IM functionality** — ESI's instant messaging application is a "closed" system of communication, and cannot be accessed by Internet users at large. It is accessible **only** to *VIP 7* users. This guards users from unwanted viruses that are common when using other IM services. Additionally, it prevents instant messaging with the general on-line community, such as family members or friends. This increases the efficiency of instant messaging between employees by preserving the business purpose of this convenient form of communication.

VIP 7 PC Attendant Console features



VIP 7 PC Attendant Console is designed to serve the specific needs of the busiest attendant. Everything an attendant needs to efficiently handle the demands of a high-traffic environment is just a mouse click away. *VIP 7 PC Attendant Console* provides the same features as *VIP 7*, enhancing the power of your ESI communications system. This foundation gives attendants a comprehensive set of productivity tools, including one-click call handling, unified messaging, contact and call management, and instant messaging.

Multitasking becomes no task at all, with the built-in simultaneous call-handling functions of this powerful PC-based application. It is easy to manage outside callers, internal users, recalls, and held calls with familiar *Windows* views and operation.

The attendant can display *VIP 7 PC Attendant Console* screens on the same monitor used for other business applications, like Microsoft *Word*® and *Excel*®. For even more convenience and manageability, dual monitors may be configured as an extended desktop, so all concurrently running applications are always visible.

The main screen of *VIP 7 PC Attendant Console* assists in the smooth and professional processing of calls. Incoming calls appear in the order in which they arrive. Icons indicate one of several status conditions for each incoming call: active, on hold, in queue, or ringing.

By default, an **Att Queue** button appears in the *VIP PC Attendant Console* ribbon. Clicking it gives instant access to those calls in the **Attendant Queue**. A call that remains unanswered beyond a preset time threshold (customer-defined) is automatically routed to the Attendant Queue where a prompt is played, informing the caller of the delay. The call remains visible in the Incoming Calls window, but with a “Q” status icon. During periods of excessive incoming traffic, the attendant may elect to place a ringing call directly into the Attendant Queue by right-clicking the call line row. This eliminates needless ringing for the caller while waiting for the threshold period to expire, immediately routing him to the informative prompt.

Rerouted calls are those that have been previously handled by the attendant and have returned to the console for one of several reasons — e.g., they have been transferred back to the attendant for rerouting, or they dialed 0 while in an automated attendant menu. These call line rows are presented with a “refresh” icon. This helps the attendant avoid confusion when answering these types of calls. By being aware that these are rerouted calls, the attendant can greet the caller appropriately.

Call handling

Calls presented to *VIP 7 PC Attendant Console* can be answered in a variety of ways:

- Double-clicking any call. Using this method, the attendant is able to prioritize which calls to answer first and which can wait, based on Caller ID, time in queue, recalling callers, or any other criteria established by the customer.
- Clicking the **Answer** button in the *VIP 7 PC Attendant Console* default ribbon. This answers all waiting calls in the order of their arrival to *VIP 7 PC Attendant Console*.
- Both system-wide held calls and those placed on exclusive hold by the attendant are shown for easy identification. Held calls, regardless of their origin, are displayed in regular black font. When the system-wide or exclusive hold recall timer expires, the held call's "bell" icon changes to red to ensure the attendant's attention is drawn to this call.

Calls may be taken off hold by double-clicking any call row. The attendant can prioritize the order in which calls are taken off hold, based on time in the hold queue, the identity of the holding caller, or any other criteria established by the customer.

There are two ways an attendant can place a call on hold:

- When speaking to a caller, click the **HOLD** button in the ribbon. The call leaves the main screen and appears on hold in the calls list.
- Press the red **HOLD** key on the ESI desktop phone.

The attendant can place a call on hold to page a user. In case the user doesn't hear (or forgets) the CO line number that was announced, the attendant can see the line number in the list of calls.

VIP 7 ACD features

VIP 7 ACD is a comprehensive PC software application designed around the specific needs of ACD supervisors and agents. Consisting of *VIP 7 ACD Supervisor*, *VIP 7 ACD Agent*, and a robust statistical report package, *VIP 7 ACD* provides the management reports and communication tools required to monitor and manage ACD departments and improve customer service.

Agent productivity is enhanced using tools that complement their daily activities rather than interfering with them. Using the *VIP 7 ACD Agent* graphical user interface, agents can easily log in and manage calls directly from their PC and receive assistance from their supervisor instantly via built-in instant messaging. Supervisors have real-time access to monitor department performance and agent status directly from their desktop. Information on queue and call activity, current service level, and agent status can all be viewed simultaneously. Supervisors can easily communicate with agents using built-in instant messaging and monitor agents without intruding via the one-click service observe feature; an excellent way to train agents and maintain agent effectiveness. Historical statistical reports are accessed through *VIP 7 ACD Supervisor* and provide summary and detailed information on ACD activity. Reports may be viewed on-screen. Statistical data can also be archived and recalled for later use.

The foundation of *VIP 7 ACD* software is *VIP 7*, which enhances the power of the ESI communications system. This foundation provides supervisors and agents with a comprehensive set of productivity tools, including one-click call handling, unified messaging, contact management, call management, and instant messaging all from the familiar *Windows* environment. Additionally, supervisors and agents can display *VIP 7 ACD* screens on the same monitor used for other business applications, like *Microsoft Word* and *Excel*, eliminating the need for specialized equipment.

VIP 7 ACD Agent

In addition to the features already described for *VIP 7* applications in general, *VIP 7 ACD Agent* includes capabilities specifically designed to increase agents' productivity and complement their daily activities.

- **ACD department display** — A list with color-coded icons indicates the currently selected department and provides access for agents to switch the Agent Contact List among several departments.
- **Agent contact list** — Shows the name, extension number, and color-coded current status (IM and calling) for each member of the currently selected department. Choosing another department will cause the list to refresh with data from the selected department. Dial any listed agent by double-clicking the name.
- **Specialized command buttons** — Placed on the ribbon, these provide one-click access to commonly used ACD agent functions including log in/out, agent wrap, and headset mode.

The screenshot shows the 'VIP 7 ACD Agent' window. It has two main sections. The top section is a table for departments, and the bottom section is a table for agents. Both tables have a 'Wrap Duration: 00:00' indicator at the bottom left.

Department	Queue	Wait	Log In	Log Out
ADMIN (2882)	1	00:11		
SALES (2883)	3	00:32		
SHIPG (2884)	2	00:27		

Agent	Ext	IM Status	Status
AMY S	2119		
BEVERLY	2103		
BILL H	2102		
BRAD B	2126		
CATHY T	2107		
CHRIS S	2116		

Headset integration

Agents can remain focused on their work when taking advantage of the **headset integration** in *VIP 7 ACD Agent*. Using a headset plugged into the ESI desktop phone keeps the agent's hands free to take notes or type call records into a customer service program.

VIP 7 ACD Supervisor

The *VIP 7 ACD Supervisor* screen has distinct sections that make it easy for users to monitor department performance and agent status.

The screenshot displays the VIP 7 ACD Supervisor interface. At the top, a 'Department' dropdown menu is set to 'SALES (2883)', with a 'Reports' button to its right. Below this, a statistics section shows: Agents: 3, Queue: 1, ACD Calls: 19, Answered: 24, Avg. Queue Wait: 02:15, Non-ACD Calls: 5, Abandoned: 2, Longest Wait: 02:31, and Service Level: 92%. The interface is divided into two main sections: 'Logged In Agents' and 'Logged Out Agents'. Each section contains a table with columns for Status, Svc Obs, IM Status, Agent, Ext, Caller ID Name, Number, and Duration.

Status	Svc Obs	IM Status	Agent	Ext	Caller ID Name	Number	Duration
			BEVERLY	2103			
			JOHN R	2138	ACZ TECH SVCS	7855550294	01:47
			PAMELA	2131			

Status	Svc Obs	IM Status	Agent	Ext	Caller ID Name	Number	Duration
			AMY S	2119			
			BILL R	2107			
			CHRIS S	2146			
			CHRIS S	2081			
			JASON L	2134			
			JULIA	2112			
			JUSTIN M	2126			
			MARK C	2145			

- Department Details** — A drop-down menu provides access for supervisors to switch to any of up to four departments and indicates the currently selected department. Choosing another department will automatically refresh the screen with data from the selected department. Monitor department performance using the real-time statistics for the currently selected department. Statistics indicate the most current state of the department and include the following fields:
 - Agents** — The number of agents currently logged into the queue.
 - Answered** — Total ACD calls answered live by an agent. This does not include calls that are still in queue, abandoned, or forwarded to voice mail or some other automatic routing.
 - Abandoned** — The number of ACD callers that hung up while waiting to be answered.
 - Queue** — The number of calls currently in queue for the selected department.
 - Avg. Queue Wait** — The average queue time is the average amount of time it takes before ACD calls are answered by agents.
 - Longest Wait** — The number of minutes and seconds the oldest call in queue has been waiting to be answered.
 - ACD Calls** — The number of ACD calls currently in progress.
 - Non-ACD Calls** — The number of non-ACD calls currently in progress. These include any outgoing calls made by an ACD extension, incoming calls not answered via the queue or transferred calls directly to ACD extensions.
 - Service Level** — The percentage of calls answered within the user-defined service threshold.
- Logged In Agents** — Name, number, and current status for each logged-in agent of the currently selected department is shown in this color-coded listing. (See the chart, page 13, for available status). Caller ID name and number information for incoming calls is displayed as well as call or wrap time duration.
- Logged Out Agents** — Agents currently logged-out of the current department queue are listed. Extension names and numbers are provided along with present status indicated via color-coding (see chart, page 13).

Common features in VIP 7 ACD Supervisor

Common functions across the **Logged In Agents** and **Logged Out Agents** lists make it easier to view and connect with selected agents:

- **Color-coded status indication** — Status icons for logged-in and logged-out agents are displayed in colors to indicate agents' current status:

When icon is . . .	Logged-in agent's status is . . .	Logged-out agent's status is . . .
White	Idle	Idle
Red	In use/Off-hook	In use/Off-hook
Amber	In wrap mode	Do-not-disturb
Amber and showing "OUT" ¹	Off-premises	Off-premises

- **Call status** — Displays phone numbers and call durations for logged-in agents' calls.
- **Click to contact** — Instant access to contacts is provided through simple mouse clicks. Double-click the agent's name to initiate a call.
- The **IM icon** simplifies sending instant messages (IMs) to agents. Double-clicking it will initiate an IM.
- The **service observe icon** creates a simple method for a supervisor to check on any agent with a single click. Observing agents by listening in on a call without intruding is an excellent way to train new agents and to monitor agent effectiveness.

Supervisor instant messages

Supervisors can send instant messages to agents at any time. This function of *VIP 7 ACD Supervisor* is particularly useful when the supervisor is service-observing an agent call, because the supervisor can provide guidance to the agent without intruding on the call. This allows the supervisor to remain productive at his/her workstation and results in fewer interruptions. As with agent instant messaging, each instant message can be individually written, allowing the supervisor to include a detailed description or specific guidance in the message. For example, a message might be sent to inform a busy agent that *"Jim Johnson wants to add Item XYZ to his order."* The agent may respond with a personalized reply, such as *"Tell him I will call him right back,"* or can use a Quick Response.

¹ Off-premises indication requires optional ESI Presence Management.

Reports

A *VIP 7 ACD Supervisor* user has access to many built-in historical reports which can be viewed and printed. Each report can be generated in hourly, daily, weekly, or monthly increments. Reports are accessed by clicking the **Reports** button in the application's **ACD Supervisor**. (See also "Report samples," beginning on page 15.)

Report types

- **Department** — Four available **department reports** provide summary or detailed information for a department over the specified time interval:
 - **Department Summary** — Information on one or more selected departments and includes the number of incoming ACD calls answered and recovered, total talk time, and answered and outgoing non-ACD calls.
 - **Department Detail** — Detail for one or more departments over the specified time interval, including ACD calls answered, rerouted, abandoned ACD calls, total and average talk time, and longest and average queue time.
 - **Abandoned Calls** — Details on calls that were abandoned prior to being answered from the ACD queue. Information includes the date and time of each call, hold time, CO line and Caller ID for each abandoned call.
 - **CO Line Summary** — The number of ACD calls directed to a department, ACD calls answered, and calls abandoned for each CO line.
- **Agent** — Two pre-formatted **agent reports** give summary or detailed information for one or more agents over the specified time interval:
 - **Agent Activity Summary** — Log-in duration, number, and duration of ACD calls answered, and a summary of non-ACD calls.
 - **Agent Detail** — Specific chronological information on logged-in agents' inbound and outbound calls, ACD and non-ACD calls, calls coming from the ACD queue, and internal calls.
- **Custom reports** — Advanced users can create customized reports through use of a third-party report generation tool.

Reports database

Data is automatically collected by the PC running *VIP 7 ACD Supervisor* for the user identified as the "database owner" in Installer/Administrator programming. All ACD activity is recorded directly into the database through the database owner's PC running the application. The database may be stored locally, or on a local area network drive in a shared folder, so other supervisors may access the data for report generation. Customers operating on a 24/7 basis must provide a PC which runs the *VIP 7 ACD Supervisor* application continuously to maintain data collection.

Report samples

Department Summary

Department Summary Report								
Department Name: SALES			Report Weekly					
Start: 8/12/2012 12:00:00 AM								
End: 8/19/2012 12:00:00 AM								
Day	ACD Calls	Answered	Rerouted	Abandoned	Total Talk Time	Average Talk Time	Longest Queue Time	Average Queue Time
08/13/12 Mon	16	13	1	2	0:31:02	0:02:39	0:01:00	0:00:21
		15	2	3	0:29:15	0:02:34	0:01:15	0:00:11
		17	0	1	0:31:40	0:02:25	0:01:30	0:00:08
08/16/12 Thur	29	25	1	3	0:51:06	0:02:04	0:01:02	0:00:06
		20	0	3	0:38:20	0:02:31	0:01:35	0:00:06
Totals:		90	4		3:01:23	0:02:44	0:01:35	0:00:10
Date printed: 08/21/12 Tue								
Page 1 of 1								

Department Detail

Department Detail Report

Department Name: SALES

Report Daily

Start: 8/13/2012 12:00:00 AM

End: 8/15/2012 12:00:00 AM

		Incoming ACD			Non-ACD Calls			
		Duration			Duration			
Ext	Name	Answered	(H:MM:SS)	Recovered	Answered	(H:MM:SS)	Outgoing	Duration
08/13/12 Mon								
0	ACD Calls	0	0:00:00	0	0	0:00:00	0	0:00:00
5001	THOMAS P	6	0:08:40	0	1	0:05:32	0	0:00:00
5002	PHILLIP S	8	0:14:15	0	0	0:00:00	0	0:00:00
5003	WENDY T	3	0:04:02	1	2	0:03:02	1	0:05:27
		17	00:26:57	1	3	00:08:34	1	00:05:27
08/14/12 Tue								
0	ACD Calls	0	0:00:00	0	0	0:00:00	0	0:00:00
5001	THOMAS P	7	0:12:40	0	0	0:00:00	0	0:00:00
5002	PHILLIP S	10	0:18:45	0	1	0:03:27	0	0:00:00
5003	WENDY T	5	0:15:20	0	0	0:00:00	1	0:07:14
5004	SAMUEL M	6	0:07:15	0	0	0:00:00	2	0:15:06
Totals:		28	00:54:00	1	1	00:03:27	3	00:22:20

Date printed: 08/16/12 Thur

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Abandoned Call Detail

Abandoned Call Detail Report				
Department Name: SALES		Report interval: Weekly		
Start: 8/12/2012 12:00:00 AM				
End: 8/19/2012 12:00:00 AM				
Time	CO Line	Queue Time	Caller ID Number	Caller ID Name
08/13/12 Mon				
10:49 AM	2	0:00:21	2145550103	SMITH SHARON
10:54 AM	4	0:00:15	9725550103	ABC TELECOM
		Avg Queue Time	0:00:18	Total abandoned: 2
08/14/12 Tue				
11:39 AM	1	0:00:31	8145559514	AAA CABLE
12:44 PM	5	0:00:16	9875553214	AKMAN TOM
		Avg Queue Time	0:00:24	Total abandoned: 2
08/15/12 Wed				
9:19 AM	2	0:00:11	2015559874	ACCESS PLUS
10:59 AM	5	0:00:20	8255558523	JONES JENNIFER
		Avg Queue Time	0:00:16	Total abandoned: 2
08/16/12 Thur				
3:49 PM	3	0:00:15	4155556541	MORRIS PHIL
		Avg Queue Time	0:00:15	Total abandoned: 1
08/17/12 Fri				
8:49 AM	1	0:00:05	5105559632	MACDONALD ED
1:54 PM	2	0:00:17	8175559137	XYZ ELECTRIC
4:24 PM	4	0:00:18	9725550103	DALLAS DIRECT
		Avg Queue Time	0:00:13	Total abandoned: 3
Date printed: 08/21/12 Tue		Page 1 of 1		

CO Line Summary

CO Line Summary Report				
Department Name: SALES		Report interval: Daily		
Start: 8/13/2012 12:00:00 AM				
End: 8/14/2012 12:00:00 AM		CO Lines:		
08/13/12 Mon				
CO		ACD Calls	Answered	Abandoned
2	LINE 2	15	14	1
4	LINE 4	29	27	2
Total		44	41	3
08/14/12 Tue				
CO		ACD Calls	Answered	Abandoned
2	LINE 2	14	14	0
3	LINE 3	22	21	1
4	LINE 4	25	24	1
Total		61	59	2

Date printed: 08/21/12 Tue	Page 1 of 1
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Agent (activity) Summary

Agent Summary Report									
Department Name: SALES				Agent FRED		Report interval: Weekly			
Start: 8/12/2012 12:00:00 AM				Ext 5004					
End: 8/19/2012 12:00:00 AM									
Date	Day	Logon Time	Logon Duration	Incoming ACD			Non-ACD Calls		
				Answered	Duration (H:MM:SS)	Recovered	Answered	Duration (H:MM:SS)	Outgoing
08/13/12	Mon	9:46 AM	4:52:17	15	0:31:02	0	0	0:00:00	1
08/14/12	Tue	8:15 AM	5:50:15	22	0:29:15	0	1	0:02:06	1
08/15/12	Wed	8:05 AM	5:46:19	19	0:31:40	0	1	0:03:27	0
08/16/12	Thur	8:00 AM	5:15:02	18	0:51:06	0	0	0:00:00	0
08/17/12	Fri	12:20 PM	2:31:25	8	0:18:20	0	0	0:00:00	1
Totals:			24:25:28	82	2:41:23	0	2	0:05:33	3
Date printed: 08/21/12 Tue									
Page 1 of 1									

Agent Detail

Agent Detail Report

Department Name: SALES

Report interval: Daily

Start: 8/13/2012 12:00:00 AM

Agent FRED

End: 8/14/2012 12:00:00 AM

Ext 5004

Event	Time	Duration	Detail	
Logon	8:00 AM	3:00:00		
ACD Call	8:27 AM	0:02:14	2015559874	ACCESS PLUS
Wrap	8:29 AM	0:05:00		
Non-ACD Inc Call	9:15 AM	0:05:32	4155559568	COLEMAN NTH
ACD Call	10:01 AM	0:03:48	2145550103	SMITH SHARON
Logoff	11:00 AM			
Logon	12:02 PM	4:58:00		
ACD Call	12:22 PM	0:03:08	5105559632	MACDONALD ED
ACD Call	12:25 PM	0:03:19	8175559137	XYZ ELECTRIC
Wrap	12:28 PM	0:05:00		
ACD Call	1:05 PM	0:02:10	8145559514	AAA CABLE
ACD Call	1:31 PM	0:03:28	9875553214	AIKMAN TOM
Wrap	1:34 PM	0:05:00		
ACD Call	2:02 PM	0:02:54	4155556541	MORRIS PHIL
ACD Call	2:22 PM	0:03:31	8255558523	JONES JENNIFER
Non-ACD OG Call	3:52 PM	0:05:09		
Logoff	5:00 PM			

Totals

Logged On:	2	7:00:00	Average ACD Talk Time:	0:02:56
ACD Calls:	7	0:20:04	Average Wrap Time:	0:05:00
Wrap:	3	0:15:00	Average OG Call Talk Time	0:05:09
Non-ACD OG Calls:	1	0:05:09	Average Inc Call Talk Time	0:05:32
Non-ACD Inc Calls:	1	0:05:32		

Date printed: 08/21/12 Tue

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VIP 7 Softphone features

VIP 7 Softphone provides the ESI system user¹ with VIP 7 features **and** the capabilities of an ESI desktop IP phone. It is especially useful for those who travel frequently or have a small workspace.

Call handling

- **Zero-footprint phone** — Make and receive phone calls on your PC without the need for a desktop phone.
- **Expandability** — The VIP 7 Esi-Keys provide single-click access to extensions, mailboxes, departments, and speed-dial numbers. Each displayed Esi-Key is color-coded to increase easy, at-a-glance recognition of its status.²
- **High-quality audio** — A USB headset (user-supplied) ensures quality audio communications.³

Local or remote operation

- **Locally** — Operates on your LAN as a local phone.
- **Remotely** — Operates in remote locations, such as small-office/home-office environments.



¹ Because VIP 7 Softphone requires an IP Server 900 or IP-compatible ESI Communications Server, VIP 7 Softphone is incompatible with the ESI-50L (unless it is upgraded to an ESI-50).

² Status won't be displayed for remote stations, departments, or mailboxes connected to a system over an EsiLink network.

³ Usability is determined by a number of factors, including: PC applications that may interfere with audio and realtime performance; broadband speed and responsiveness; and hotel/business routers and firewalls.

Requirements

Compatible systems

Any *VIP 7* application can be used with any IP Server 900 or ESI Communications Server¹; please note that use of *VIP 7 Softphone* with an ESI Communications Server requires that the system be equipped with an IVC (Intelligent VoIP Card).² Each compatible system has a built-in Network Services Processor (NSP), which is necessary for interaction between *VIP 7* and the system. Any *VIP 7* application can co-exist in any system that is running another NSP application, such as ESI Presence Management with time and attendance tracking.

Upgrade and installation notes

ESI hardware

Each licensed *VIP 7* user must be equipped with an ESI 60 Business Phone (IP or digital), ESI 40 Business Phone (IP or digital), 48-Key Feature Phone (IP or digital), or 24-Key Feature Phone.

ESI system software

Minimum operating software versions for the compatible ESI systems are shown in this table:

ESI system	Minimum ESI system software version
IP Server 900	[All production versions]
ESI-1000	18.6.01.00
ESI-600	16.6.01.00
ESI-200	14.6.01.00
ESI-100	12.6.01.00
ESI-50 or ESI-50L	11.6.01.00

Existing users of legacy *VIP* applications (*i.e.*, pre-*VIP 7*) on *VIP 7*-compatible ESI systems may migrate their client licenses to the latest features for continued operation under *VIP 7*.

Licensing

Licenses for *VIP 7*, *VIP 7 ACD Agent*, and *VIP 7 Softphone* are sold in four-packs and 16-packs; *VIP 7 PC Attendant Console* and *VIP 7 ACD Supervisor* are sold in **single-seat** licenses. The *VIP 7 Softphone* license is selected at the time of purchase for local or remote operation. For part numbers and other purchasing details, consult the unified ESI Price Schedules (ESI # 0450-1257), available from www.esi-estech.com/Resellers/owners (owner-level access required).

¹ Use of *VIP 7 ACD* (either *Agent* or *Supervisor*) or *VIP 7 Softphone* on an ESI-50L requires that the system be upgraded to an ESI-50.

² An IVC is built into the ESI-50.

Computer requirements

PC software

VIP 7 applications are supported by these Microsoft operating systems: *Windows 7*, *Vista*, and *XP*.¹

PC hardware

Any PC on which a VIP 7 application will be installed requires:

- A CPU running at 2 GHz (or better)
- 2 GB RAM
- Free hard drive space — 200 MB for VIP 7 (except VIP 7 ACD Supervisor, which requires 5 GB due to database storage requirements)

VIP 7 Softphone additionally requires a USB headset (not available from ESI).

Notes

- Installation of a *Microsoft Exchange* server is **not** required for operation of any VIP 7 application.
- ESI neither has tested whether, nor claims that, its VIP 7 applications should work alongside synchronization software for PDAs or “smart” cellphones. You must be at a PC, with a compatible ESI desktop phone, to use ESI software’s messaging and call-control features.
- VIP 7 is incompatible with the following (i.e., if any licensed VIP 7 product and **any** of these are installed on the same PC, the VIP 7 application won’t run):
 - A Citrix, *Windows Terminal Services*, or other similar environment.
 - Any *Oncontact*® application.
 - *BitDefender*®.
 - LexisNexis *Time Matters*®.
 - Any CA™ eTrust™ application.
- Caller ID service from the customer’s telephone provider is highly recommended. It is possible to use VIP 7 without CID service, but many of the product’s most compelling features require it.
- No VIP 7 application can be used simultaneously with *ESI Personal Programmer* on an ESI Communications Server, because any VIP 7 application and *ESI Personal Programmer* are mutually exclusive. However, there is **no** problem in using a VIP 7 application simultaneously with *Web ESI Personal Programmer* on the IP Server 900.

¹ VIP 7 is compatible with 64-bit versions of *Windows 7* and *Windows Vista*, but not the 64-bit version of *Windows XP*. For further details, consult the *VIP 7 Setup and User’s Guide* (ESI # 0450-1349).

Glossary

This glossary is provided to assist you in fully understanding the productivity tools offered by the various *VIP 7* applications (*VIP 7* itself, *VIP 7 PC Attendant Console*, *VIP 7 ACD Agent*, *VIP 7 ACD Supervisor*, and *VIP 7 Softphone*). Unless it is otherwise stated, any reference within this glossary to *VIP 7* refers also to the other *VIP 7* applications.

Click to contact — In the *VIP 7* user's Quick Contact List, each entered name may have several telephone numbers. This eliminates the need to return to other applications when it is necessary to use a secondary contact for frequently called entries. Alternate contact information for each entry can be viewed by right-clicking a name in the Quick Contact List (and, if necessary, choosing from a list of numbers), or by right-clicking the "phone" icon.

Color-cued station status — The status of stations that are displayed in the Quick Contact List is indicated by icon color. Red indicates a busy station and amber identifies stations that are in do-not-disturb. Amber with an "OUT" indication further says that the station user has scanned-out through ESI Presence Management and is off-premises.

Display of hold time — The *VIP 7* user may click the **Hold** widget to view all lines that are currently holding in the system. The user can also view the current length of time that each of the waiting lines has been on hold (to update the hold time indication while the window is open, the user can click **Refresh**). This is helpful in prioritizing which holding caller should be assisted first.

Enhanced conference GUI¹ — Conferencing is made easy for all *VIP 7* users. When the user clicks the **Conf** button in the ribbon, a pop-up window appears that can be populated with all phone numbers for those with which you wish to conference. Once all numbers are assembled, each conference member is called by clicking his or her phone number in the Conference window.

ESI Cellular Management programming — In a system where ESI Cellular Management is installed, a user may use *VIP 7* to control how the ESI system manages the user's cell phone for greater convenience and productivity. For more information on ESI Cellular Management (which is part of ESI Bluetooth Voice Integration), see www.esi-estech.com/BT.

ESI Presence Management programming — In systems where ESI Presence Management is installed, a user may define how he wants his or her phone to operate when the user scans in and out of the building. This is easily accomplished in *VIP 7* through intuitive, logically arranged programming screens. Programmable options include forwarding options, personal greeting choices, message notification and quiet time schedules.

Help — All *VIP 7* users have access to operational assistance through the extensive Help capabilities, both video- and text-based.

Installation Wizard — Loading of the *VIP 7* client license is made easy through the Installation Wizard applet provided. This wizard is used at initial implementation of *VIP 7* as well as when upgrading from older versions of the *VIP 7* software. For the initial installation, the user is prompted to enter his or her ESI voice mail password. The Installation Wizard "auto-finds" the system NSP's IP address and automatically opens *Windows* firewall ports specific to *VIP 7*. For applicable users, the Installation Wizard also installs *ESI Media Manager* and *ESI Video Viewer*.

Programmable feature key (PFK) programming enhancements — Every *VIP 7* user can make assignments to his or her phone's programmable feature keys, as well as assign a name and font color for each. To help make PFK programming even easier, *VIP 7* displays a menu tree, showing "accordion-style" drop-down lists containing all available extensions, departments, feature codes, and more. These lists automatically synchronize with the ESI system; therefore, the lists and their contents cannot be edited. When one views an item from the menu tree, the selected content can be dragged onto any available key.

Quick Contact List icons — *VIP 7* users enjoy the added benefit of two forms of communication associated with each Quick Contact List contact entry. For each of three possible phone numbers associated with a contact, a special icon is used to call the contact with a single click. The instant messaging icon is used to send an IM to the contact (if the contact is a *VIP 7* user, too).

Quick Contact List number classification — Each *VIP 7* user sees a column in his Quick Contact List in which each number for a contact is classified as business, home, or cell. These numbers can be modified in *VIP 7*.

Quick Responses — While a *VIP 7* user can respond to any received instant message by typing his own individual reply, various programmable Quick Responses are provided that cover a broad range of business situations. For instance, a user might be informed via an IM that Bill Jones is holding on Line 4. If the user knows he will not be able to answer the call in a timely fashion, he can use a Quick Response to indicate that he wants the caller to be transferred to voice mail instead of having to wait. All fixed responses are available when a user receives an IM.

Right-click menu options — In many instances, the *VIP 7* user has access to a series of right-click menus that provide helpful shortcuts to other menus, such as for additional *VIP* features.

¹ An acronym for *graphical user interface*; typically pronounced the same as *goosey*.

Send instant message from Quick Contact List — *VIP 7* users have the ability to send and receive instant messages from other *VIP 7* users (instant messaging to remote IP phone users, remote *VIP Softphone* users, or via Esi-Link to extensions on remote cabinets isn't supported.). There are two ways to initiate an IM session with another *VIP 7* user: **(1.)** Clicking the IM status icon beside the user's name in the Quick Contact List (this will pop up a window displaying a prompt for instant messaging); or **(2.)** Right-clicking the person's name in the Quick Contact List and choosing **Text** from the resulting pop-up menu.

Station programming GUI enhancements — Similar or related functions are logically grouped to make it faster for *VIP 7* users to program their stations. **Personal settings** include reminder notification, password modification, and password and voice mail security levels. This category also includes a screen to record and manage the three individual Personal Greetings of the user's mailbox. **Station settings** include configuring the user's audible tones and volume, setting station options and preferences, and programming feature access keys. In addition to personal settings and station settings, the *VIP 7* user can also program ESI Presence Management and ESI Cellular Management preferences.

TAPI integration — *VIP 7* uses many of the operations common to standard TAPI applications. For this reason, many TAPI-compliant business software packages can be integrated with *VIP 7* to perform incoming call screen pops and outbound preview dialing. *VIP 7* is TAPI 2.0-compliant.

Note: Some commercially available TAPI software packages may require the purchase or download of an API (application programming interface) for proper operation. Questions regarding the need for an API should be directed to the manufacturer or distributor of the TAPI-compliant software.

Transfer feature enhancement — While the *VIP 7* user is on a call, clicking the **Transfer** button allows the user to transfer the call in progress to the selected extension, mailbox, or department by double-clicking on its name from the same synchronized list. Alternately, the call in progress can be transferred directly into a station's mailbox or to an external number. If the external number does not already exist in the list, it may be entered directly from the transfer pop-up window.

USB headset — *VIP 7 Softphone* requires use of a Universal Serial Bus (USB) headset, which must be provided by the user.

Note: For more complete details on the *VIP 7* applications, consult the *VIP 7 Setup and User's Guide* (ESI document #0450-1349). ESI Resellers may download this and other informative documents from www.esi-estech.com/Resellers (password required).

About ESI

ESI (Estech Systems, Inc.) designs and manufactures high-performance phone systems for businesses and organizations. ESI uses advanced technology to design IP and digital communications systems that integrate built-in capabilities, advanced features, and highly differentiated applications into flexible products that are easy to use and keep employees productive. ESI has sold over 250,000 business communications systems through hundreds of factory-trained Certified Resellers. Founded in 1987, ESI is a privately held corporation with headquarters in Plano, Texas.



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