

Standard WOC Features

- Special Instructions
- Conference Scanning
- Conference and System Logging
- Operator Login
- Operator Probe
- Scheduled Conferences View
- Operator History
- Operator List
- Customizable System Event Sounds
- Unicode Support
- Visual/Audio Cues for Assistance

DNIS/DID and ANI Features (where available through telephone service)

- Override Port Types
- Answer Filters
- Connect Callers with Conferences Automatically
- Override Default Greeting Messages
- Branded Services
- Conference Recording Playback
- ANI Lookup/Blocking

Directories

- Name and Phone Directory
- DNIS/DID Directory
- Preset Conference Directory
- Unattended Conference Directory

System Requirements

WOC PC Specifications

- Processor: Pentium IV 1.4 Ghz (minimum)
- Memory: 256 MB RAM (minimum) - 512 MB RAM (recommended)
- Hard drive: 160 GB hard drive (minimum)
- Display: SVGA video interface (capable of 1024 x 768 resolution)
- Operating System: Windows 2000, XP, Vista
- Disk Drive: CD-ROM

Connectivity

- Minimum Bandwidth Requirements: 250 Kbps
- Tolerable latency between WOC & bridge: up to 120 ms
- Network Connectivity: TCP/IP or LAN/WAN

Related Products

- CONTEX Operator Express™
- CONTEXWeb™
- CONTEX® Reservation, Scheduling, and Billing (RSB) System
- CONTEX Report™
- CONTEX Presenter™

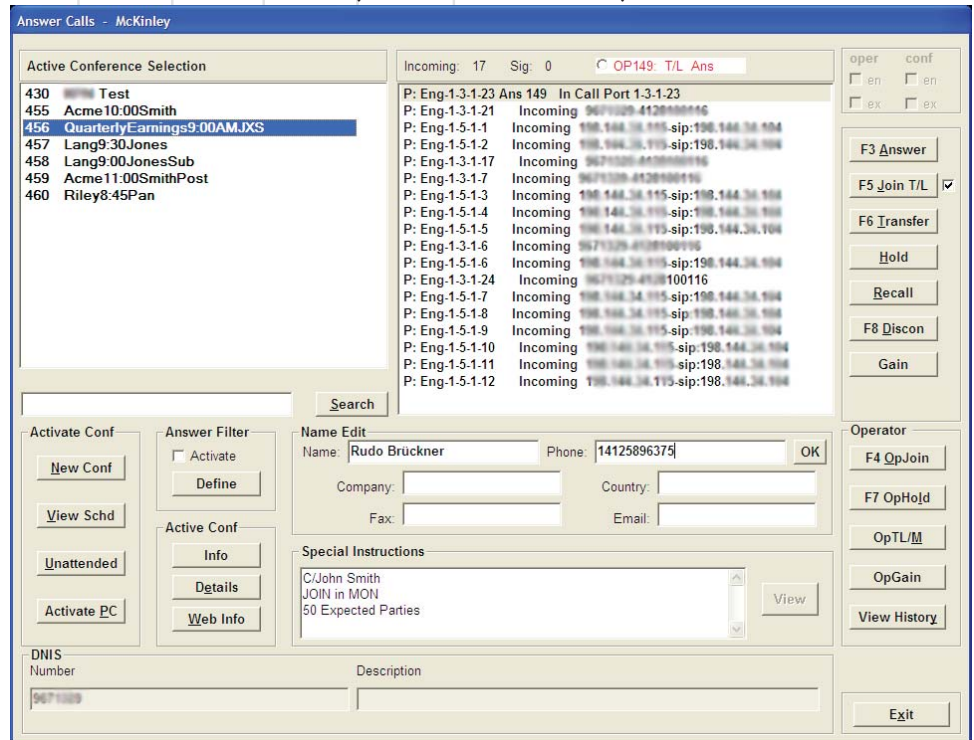
Conference Control Features

- **Sub-conferences:** Drag-and-drop any number of selected conferees from the primary conference into a private sub-conference, without disrupting the primary conference.
- **Question and Answer (Q&A):** Easily conduct Question & Answer sessions. Select, promote, and dismiss conferees who “raise their hands” via DTMF. Mute/unmute the podium.
- **Voting/Polling:** Conduct surveys or tests during a conference via DTMF. Store voting sets for reuse in the future.
- **Individual Party Gain Control:** Apply gain to any active party displayed in the Conference Control, Q&A, or Answer Calls windows.

Simplified Processing from the Answer Calls Window

As configurable tones and visual cues alert the operator to new incoming calls, the operator processes the calls through the Answer Calls window. This versatile window provides a single point for all incoming call processing, plus allows the operator to create last-minute conferences on the fly, check the conference schedule for upcoming events, activate a passcode, or search the unattended conference directory.

(Summit Answer Calls Window)



- **Answer Filter:** Filter calls by DNIS number, in order to concentrate on one conference, or to provide multiple language support or private label services.
- **Operator History:** View the operator’s actions through a history log that tracks answered calls and times, conference additions and deletions, windows opened and closed, and more.
- **View Schedule:** Display the schedule of conferences added to the system, and activate a conference for an incoming caller.
- **Minimize User Error:** Protect against user error with tools such as DNIS routing, conference locks, and the ability to instantly recall misplaced conferees.