

**marvin**

Contact Management for  
Centrex & Virtual PBXs

# Centrex Application Suite

## Features & Functions in Marvin

### Marvin applications

Switchboard attendant  
editions:  
Provider, Enterprise and  
Switchboard.

WEB application for office  
users

Company & Directory  
administration

Visitor management

Database & Calendar sync

### Contact

Marvin is part of  
TeliaSonera's Centrex offer,  
contact Telia sales, see  
[www.telia.se](http://www.telia.se).

Contact Trimum through  
[www.trimum.se](http://www.trimum.se) or mail  
[sales@trimum.se](mailto:sales@trimum.se).



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## Marvin – Application Suite for Centrex

### Introduction

Marvin is a family of software application for Centrex providers and their customers. The current version has been sold to Ericsson's Centrex customers since 2002. Due to the fact there are some very demanding large customers new features and functions are continuously implemented. Now, Marvin has become a very feature-rich software application suite for all kinds of requirement in this business model.

The Centrex telephony provider has several options how to sell Marvin to end-users. Administration, provisioning and license model support both the hosted and non-hosted concept.

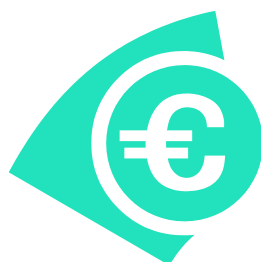
### Business Model

The application suite includes applications for various roles at both the end-user companies and the Centrex Provider:

1. End-users, i.e people who are part of the company's phone directory
2. Switchboard attendants
3. Attendant service providers , i.e the attendans serve a lot of companies simultaneously
4. Company and directory administrators on end-user level (at the company using Centrex)
5. System administrators at the Centrex provider level

A service provider can decide to offer either hosted or local, CPE, Marvin services or both in combination. The easiest and most straight-forward model is to just sell Marvin Enterprise, the CPE-model. In this case, the distribution, operation and maintenance effort is minimal.

The hosted concept requires more from the service provider, but once processes have been established it is easy to ship the service to both small and large end-users. Hosted services are becoming more and more popular, both on the market for small and large enterprise business and Marvin Provider-Maxi/Multi supports that. One detail, often requested by enterprises cutting costs, is the possibility to outsource the attendant work. Marvin Multi makes that possible.



## License model

The license model allows selling of a lot of options. Following summary shows what applications and options can be licensed in the Marvin

| Application                         | Function  | License                             |
|-------------------------------------|---|-------------------------------------|
| <b>Marvin Provider – Maxi/Multi</b> | Directory, hosted                                   | Included in basic setup             |
|                                     | System administrator                                | Included in basic setup             |
|                                     | Company administrator                               | Optional, per end-user company      |
|                                     | Directory administrator                             | Optional, per administrator         |
|                                     | Web-access to Marvin, hosted or local               | Optional, per end-user company      |
|                                     | Attendant console                                   | Optional, per attendant console     |
|                                     | Statistics, hosted                                  | Optional, per attendant console     |
|                                     | Messaging, SMS/fax/e-mail, hosted                   | Optional, per end-user company      |
|                                     | Database sync, LDAP, local                          | Optional, per end-user company      |
|                                     | Calendar sync, Exchange, Notes and Groupwise, local | Optional, per end-user company      |
| <b>Marvin Enterprise-Midi</b>       | Directory, local (CPE)                              | Included in basic setup per company |
|                                     | Company administrator                               | Included in basic setup per company |
|                                     | Directory administrator                             | Optional, per administrator         |
|                                     | Web-access to Marvin, local                         | Optional, per end-user company      |
|                                     | Attendant console                                   | Optional, per attendant console     |
|                                     | Messaging, SMS/e-mail, local                        | Optional, per end-user company      |
| <b>Marvin Switchboard</b>           | Softphone, local client only                        | Optional, per phone                 |

The basic license process:

1. Trimum provides a pool of licenses or single licenses. The pool is convenient in cases where the Centrex provider/distributor doesn't want call off licenses for every single company or attendant.
2. The provider/distributor creates a **certificate** in the license tool. The certificate holds license-keys and login data needed when the user shall activate the service.

## Administrative Roles

### Centrex Provider

The System Administrator role at a service provider can handle an unlimited number of connected companies. Basically, the SA creates new customer companies, their default settings and client design, rights and authorities and their number of users and attendants.

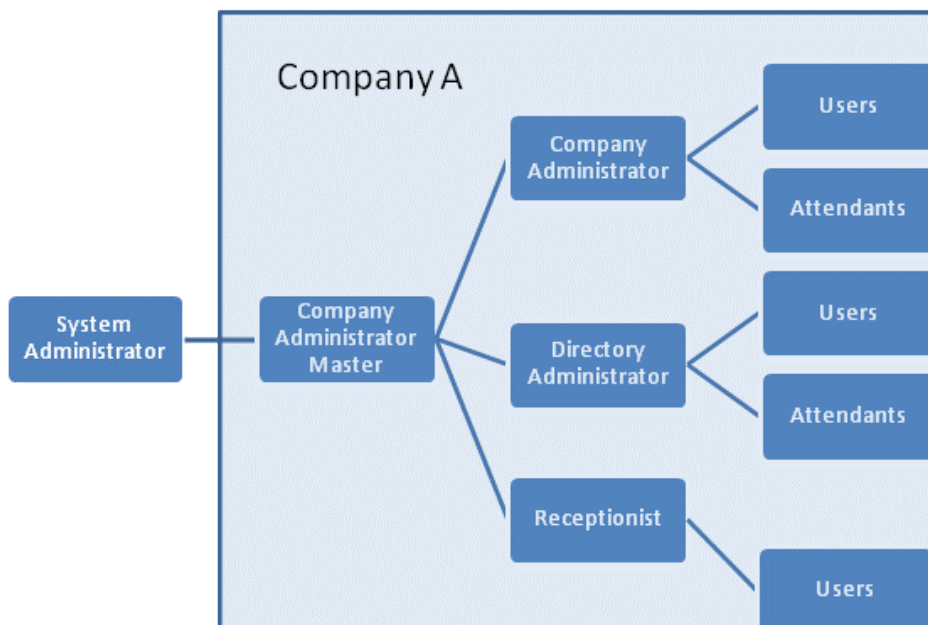
Operation and maintenance staff has tools for remote on-line supervising and remote download of software upgrades.

### End-user Company

Most of the administrative work is handled, locally, by the company administrator and the underlying directory administrators and attendants.

The Company Administrator creates and sets authorities for further company administrators, if needed, directory administrators, attendants and users.

The Directory Administrator populates and maintain the directory, creates attendants and control access rights to individuals and their directory data.



## Security

Directory data often needs to be secured and protected for mis-use. Marvin has a well established method to achieve a sufficient level of protection and security.

Note, if a customer doesn't require any specific set up the default handling can be shipped, as is, and in most small enterprise customer cases that's more than enough.

In Marvin,

- Each directory item is assigned a **requirement level** (0..9), and
- Each user, administrator and attendant is assigned an **authority level** (0..9)
- Administrators on system, company and directory level, can be assigned **key codes** to control who has the right to create and change directory posts

Example: Using this method it's possible for the directory administrator to control what directory users see and can change. Typically, it can be used to hide home phone numbers, home addresses and similar data for temporarily employed staff or giving just one administrator the right to change critical data, a s o

It's also possible to **hide a person** completely



## System Administration

### System Administrator's Menu

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|                                   |  |
|-----------------------------------|--|
| <b>Company Data</b>               | Create/Change/Remove customer company.<br>Set up: N:o of attendant workstations and their default features, optional licenses for Web, statistics, external IVR, access to SMS, fax and E-mail |
| <b>Create Workstation</b>         | Assign attendant workstation licenses for this customer company  |
| <b>Attendant Workstation Data</b> | Connect attendant workstations to customer company and set up username and password.<br>Create certificate.  |
| <b>Attendant Group Data</b>       | Define traffic groups of the customer company. A feature for large organisations where attendants are grouped wrt departments etc.   |
| <b>Extension Group Data</b>       | Define extension groups of the customer company. A feature for large organisations where sub-directories are needed  |
| <b>Attendant Data</b>             | Create customer attendant and assign her/him to workstations. Assign authority levels and key codes  |
| <b>Attendant Information</b>      | Send message to attendant workstation(s).<br>Intended for communication between system administrator and one, more or all workstations.  |
| <b>User Name and Password</b>     | Create/change usernames and passwords for system and/or company administrators. Assign authority levels and key codes for company administrators.  |
| <b>Multi Attendant Group</b>      | Connect companies to multi-attendant workstations  |
| <b>New licenses</b>               | Add new licenses to the license pool   |
| <b>DigiTala</b>                   | Export fields to the external IVR (market adaption)  |

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## Report Administration

Set-up report types (five different) and distribution channel (e-mail, fax, ftp) of statistics reports

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## Operations

In the Provider concept,

- ◆ A new service pack to the client software is announced when attendants log in and they self choose when to download and activate the new service pack
- ◆ The Marvin servers are continuously supervised on application level and by SNMP it's integrated in most existing O&M tools.

Marvin servers can be installed in a virtualised environment, if required, and the clients support Windows XP and Vista. Firefox and IE are certified as web browsers.

The Enterprise concept is self-contained and operated by the local enterprise administrator, only.





## Company Administration

### Directory Administrator

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#### Directory Entries

Create, change or delete.

Set/reset options:

SMS- or E-mail messages from attendant

Connected to IVR

Secondary extension (if more posts share one phone number)

Include/exclude in exports

Hidden post: The post is completely hidden for viewers with lower authority

Group changes are allowed

Delayed changes are allowed, typically to be used for database changes to take place during nights.

#### Search Items

Create or change the search item list. Example, define Secretary, PC-Support, Project Manager, etc as standard search items

#### Organisation Tree

Create or change the organisation tree

#### Export

Export directory data to Excel-file

#### Import

Import directory data from Excel-file

#### Username, passwords & keycodes

Set usernames, passwords and keycodes for Web-users

#### Attendant/Directory Admin Data

Assign authorities and groups, if used, to individual attendants/administrators.

#### Manage users' phones

The users' extensions can be open/closed and forwarded (on request)

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## Company Administrator's Functions

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|  |   |
|--|---|
| <b>Table Design</b>                        | Define how to display and use the directory. Which fields are used and their headings. Organisation tree and search items are defined, if used. |
| <b>Screen Design, Web-users</b>            | Define headings and fields to be displayed for Web-users  |
| <b>Screen Design, Attendants</b>           | Define headings and fields to be displayed for Web-users  |
| <b>Authority levels</b>                    | Define appropriate authority levels for the directory items   |
| <b>Telephony Settings</b>                  | Define attendants' dialog wrt acll answer, transfer and presentation. Both default values and permission for attendants to change themselves.   |
| <b>Usernames, passwords &amp; keycodes</b> | Set usernames, passwords and keycodes for enterprise and directory administrator  |
| <b>Attendant/Directory Admin Data</b>      | Assign authorities and groups, if used, to individual attendants/administrators.  |

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## Directory Data

The directory database is the core of all Marvin systems, both hosted Provider, where many end-customer companies share the same database, and CPE, where one Marvin server just holds one company. Here, a summary of the most important static data is shown. In addition, there's a lot of on-line data, statistics a.s.o, stored and shown momentarily.

| Function                | Type      | Size    |
|-------------------------|-----------|---------|
| Extension number        | NUMBER    | 20 char |
| First name              | NAME      | 50 char |
| Alternative spelling    | NAME      | 50 char |
| Alternative spelling    | NAME      | 50 char |
| Last name               | NAME      | 50 char |
| Alternative spelling    | NAME      | 50 char |
| Alternative spelling    | NAME      | 50 char |
| Middle initial          | GENERAL   | 10 char |
| Keyword (search item)   | FREE LIST | 50 char |
| Organisation            | TREE      | 50 char |
| Email address           | GENERAL   | 66 char |
| Direct telephone number | NUMBER    | 50 char |
| Alternative number      | NUMBER    | 50 char |
| Home telephone number   | NUMBER    | 50 char |
| Telefax number          | NUMBER    | 50 char |
| Mobile number           | NUMBER    | 50 char |
| FREE (extra mobile no)  | GENERAL   | 50 char |
| FREE (paging number)    | GENERAL   | 50 char |
| FREE USAGE              | GENERAL   | 50 char |
| FREE USAGE              | GENERAL   | 20 char |
| FREE USAGE              | GENERAL   | 20 char |
| FREE USAGE              | GENERAL   | 20 char |
| FREE USAGE              | GENERAL   | 20 char |
| FREE USAGE              | GENERAL   | 80 char |
| FREE USAGE              | GENERAL   | 80 char |
| FREE USAGE              | GENERAL   | 80 char |
| FREE USAGE              | GENERAL   | 80 char |
| FREE USAGE              | GENERAL   | 80 char |
| RESERVED                | GENERAL   |         |
| FREE USAGE              | GENERAL   | 20 char |
| RESERVED                |           | 20 char |
| -----                   | -----     |         |
| RESERVED                | SYSTEM    | Digit   |
| RESERVED                | SYSTEM    | Digit   |
| RESERVED                | SYSTEM    | 8 char  |
| RESERVED                | SYSTEM    | 8 char  |
| RESERVED                | SYSTEM    |         |

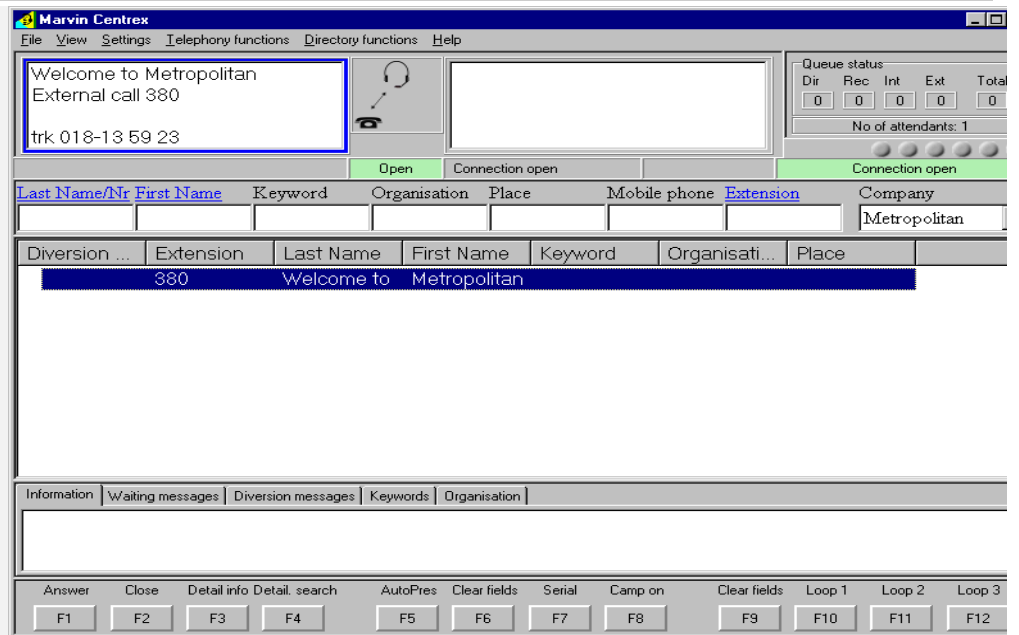
## Attendant Functionality

### Telephony Features

Note, the telephony functionality and features, in some call cases, depend on the underlying Centrex/PBX-functionality.

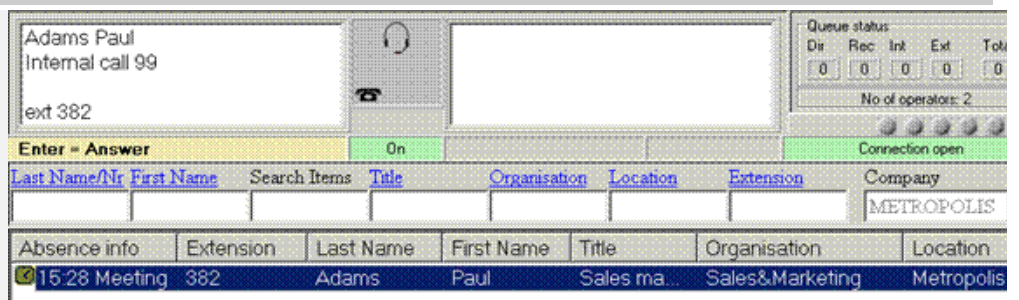
#### Inbound External Call

Info about the company (i.e. dialled number) is flashed to assist attendant.



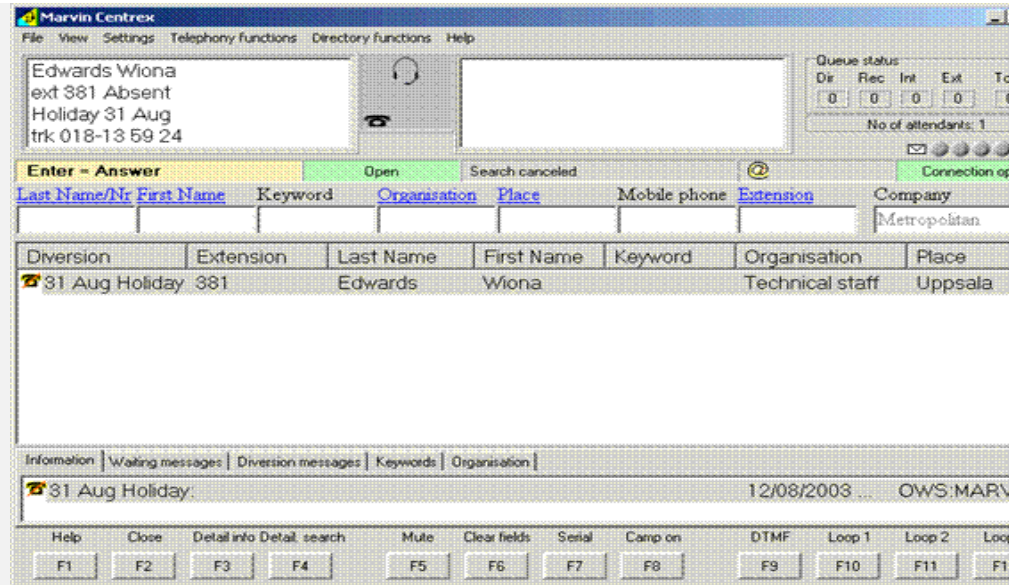
#### Inbound Internal Call/ Direct Call to Operator

Info about the caller is flashed.



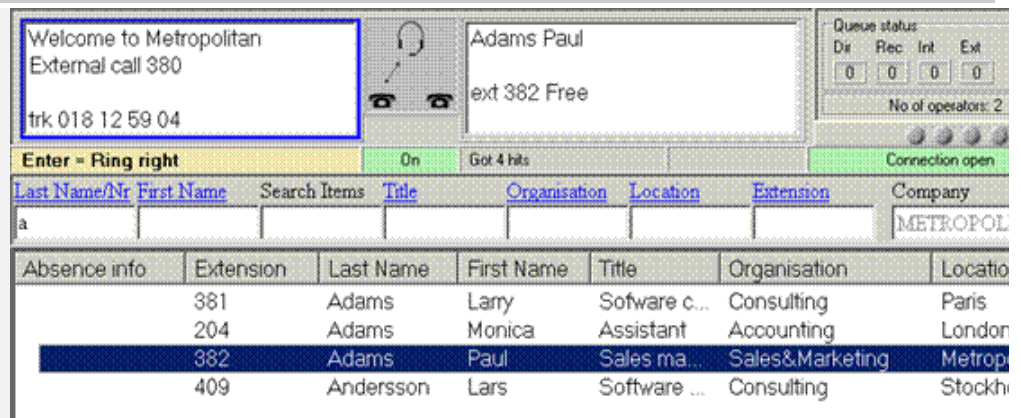
Inbound Forwarded  
(Diverted) Calls

On busy, no answer,  
absence or  
unconditionally



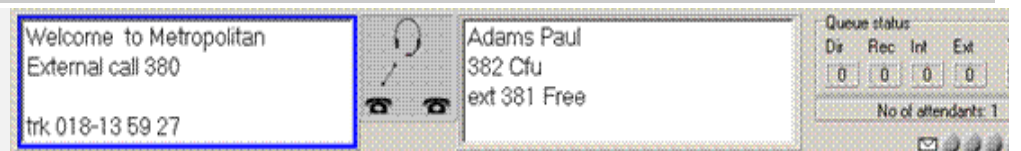
Call Transfer

The searched extension is  
free. If the extension is  
busy or forwarded, the  
attendant is informed  
and transfer is stopped

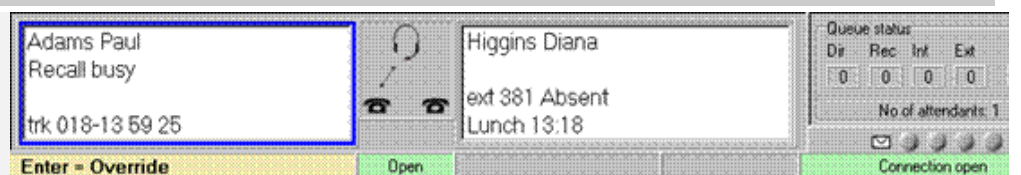


Call Transfer to a  
Forwarded Extension

The attendant is  
informed and can inform  
the caller and/or choose  
to follow the forwarding



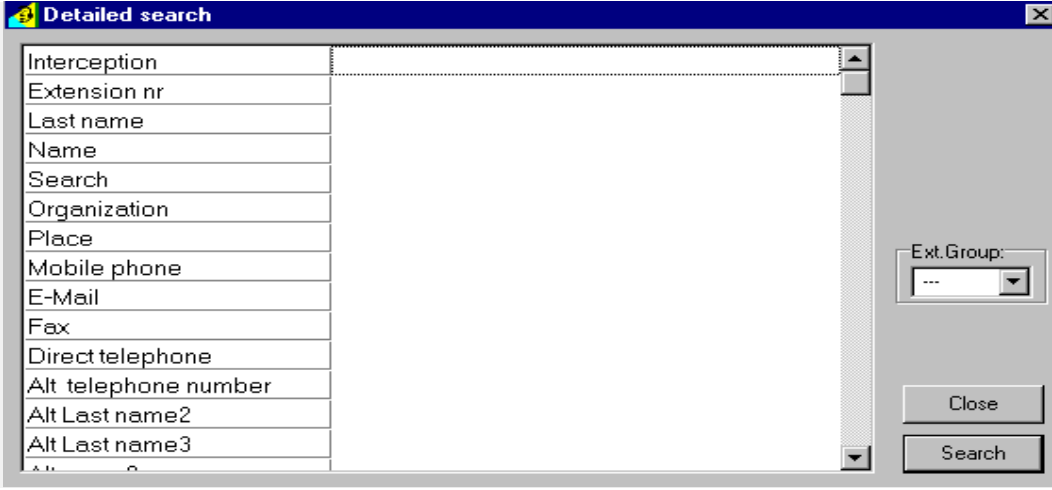


Override a forwarded  
extension (marked  
absent)



| <p>Call Transfer to Busy</p> <p>In this call case the attendant has three options: Intrusion, put in queue or camp on.</p> | <p>The screenshot shows a call transfer to a busy extension. The left pane displays 'Welcome to Metropolitan External call 380' and 'trk 018-13 59 25'. The right pane shows 'Adams Paul' and 'ext 382 Busy'. A 'Queue status' panel on the right shows 'Dir: 0, Rec: 0, Int: 0, Ext: 0' and 'No of attendants: 1'. The bottom status bar indicates 'Enter = Transf. to busy', 'Open', and 'Connection open'.</p>  |              |               |            |              |          |           |         |     |       |       |               |            |       |          |
|--|--|--------------|---------------|------------|--------------|----------|-----------|---------|-----|-------|-------|---------------|------------|-------|----------|
| <p>Recalls</p> <p>Recall while waiting for a busy extension. Info about the busy extension is flashed.</p>                 | <p>The screenshot shows a recall action. The left pane displays 'Adams Paul Recall busy' and 'trk 018-13 59 25'. The right pane shows 'Adams Paul' and 'ext 382 Busy'. The 'Queue status' panel shows 'Dir: 0, Rec: 0, Int: 0, Ext: 0' and 'No of attendants: 1'. The bottom status bar indicates 'Enter = Transf. to busy', 'Open', and 'Connection open'.</p>  |              |               |            |              |          |           |         |     |       |       |               |            |       |          |
| <p>Manager/Secretary Calls</p>   | <p>The screenshot shows a manager/secretary call. The left pane displays 'Adams Larry 381 Secretary' and 'ext 382 Answer'. The right pane is empty. The 'Queue status' panel shows 'Dir: 0, Rec: 0, Int: 0, Ext: 0' and 'No of operators: 1'. Below the call area is a directory table:</p> <table border="1"> <thead> <tr> <th>Last Name/Nr</th> <th>First Name</th> <th>Title</th> <th>Organisation</th> <th>Location</th> <th>Extension</th> <th>Company</th> </tr> </thead> <tbody> <tr> <td>381</td> <td>Adams</td> <td>Larry</td> <td>Software c...</td> <td>Consulting</td> <td>Paris</td> <td>METROPOL</td> </tr> </tbody> </table> <p>The bottom status bar indicates 'On' and 'Connection open'.</p> | Last Name/Nr | First Name    | Title      | Organisation | Location | Extension | Company | 381 | Adams | Larry | Software c... | Consulting | Paris | METROPOL |
| Last Name/Nr   | First Name   | Title        | Organisation  | Location   | Extension    | Company  |           |         |     |       |       |               |            |       |          |
| 381  | Adams  | Larry        | Software c... | Consulting | Paris        | METROPOL |           |         |     |       |       |               |            |       |          |
| <p>Conference Calls</p> <p>The attendant adds participants to a conference</p>   | <p>The screenshot shows a conference call. The left pane displays 'Welcome to Metropolitan Incoming' and 'cnf 018 12 59 04'. The right pane shows 'Adams Larry' and 'ext 381 Free'. The 'Queue status' panel shows 'Dir: 0, Rec: 0, Int: 0, Ext: 0' and 'No of operators: 1'. The bottom status bar indicates 'Enter = Ring right', 'On', and 'Connection open'.</p>   |              |               |            |              |          |           |         |     |       |       |               |            |       |          |
| <p>Park Calls</p> <p>Up to 6 calls can be parked</p>   | <p>The screenshot shows a parked call. The left pane is empty. The right pane is empty. The 'Queue status' panel shows 'Dir: 0, Rec: 0, Int: 0, Ext: 0' and 'No of operators: 1'. The bottom status bar indicates 'On' and 'Connection open'.</p>  |              |               |            |              |          |           |         |     |       |       |               |            |       |          |

## Directory Functions

| <p><b>Quick Search Fields</b></p> <p>The quick search fields and in which order they are shown is set up for every attendant by the company administrator</p> |  <table border="1"> <thead> <tr> <th>Last Name/Nr</th> <th>First Name</th> <th>Search Items</th> <th>Title</th> <th>Organisation</th> <th>Location</th> <th>Extension</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>   | Last Name/Nr | First Name | Search Items | Title    | Organisation | Location | Extension |  |        |  |              |  |       |  |              |  |        |  |     |  |                  |  |                      |  |                |  |                |  |
|---|--|--------------|------------|--------------|----------|--------------|----------|-----------|--|--------|--|--------------|--|-------|--|--------------|--|--------|--|-----|--|------------------|--|----------------------|--|----------------|--|----------------|--|
| Last Name/Nr  | First Name   | Search Items | Title      | Organisation | Location | Extension    |          |           |  |        |  |              |  |       |  |              |  |        |  |     |  |                  |  |                      |  |                |  |                |  |
|   |  |              |            |              |          |              |          |           |  |        |  |              |  |       |  |              |  |        |  |     |  |                  |  |                      |  |                |  |                |  |
| <p><b>Search Organisation Tree</b></p> <p>The administrator can create organisation trees making it easier to find users in large company directories</p>     |  <ul style="list-style-type: none"> <li>[-] Metropolis             <ul style="list-style-type: none"> <li>[-] Administration                     <ul style="list-style-type: none"> <li>Accounting</li> <li>Finance</li> <li>Human Resources</li> </ul> </li> <li>Consulting</li> <li>[-] Management                     <ul style="list-style-type: none"> <li>Board of directors/Committee</li> </ul> </li> <li>Manufacturing</li> <li>[-] Sales&amp;Marketing                     <ul style="list-style-type: none"> <li>Asia</li> <li>Europe</li> <li>ROW</li> <li>US</li> </ul> </li> <li>Support</li> </ul> </li> </ul>   |              |            |              |          |              |          |           |  |        |  |              |  |       |  |              |  |        |  |     |  |                  |  |                      |  |                |  |                |  |
| <p><b>Detailed Search</b></p> <p>There are 25 searchable directory fields that can be used when the Quick search is insufficient.</p>                         |  <div style="border: 1px solid gray; padding: 5px;"> <p><b>Detailed search</b> [X]</p> <table border="1"> <tr><td>Interception</td><td></td></tr> <tr><td>Extension nr</td><td></td></tr> <tr><td>Last name</td><td></td></tr> <tr><td>Name</td><td></td></tr> <tr><td>Search</td><td></td></tr> <tr><td>Organization</td><td></td></tr> <tr><td>Place</td><td></td></tr> <tr><td>Mobile phone</td><td></td></tr> <tr><td>E-Mail</td><td></td></tr> <tr><td>Fax</td><td></td></tr> <tr><td>Direct telephone</td><td></td></tr> <tr><td>Alt telephone number</td><td></td></tr> <tr><td>Alt Last name2</td><td></td></tr> <tr><td>Alt Last name3</td><td></td></tr> </table> <div style="text-align: right; margin-top: 10px;">             Ext. Group: <input type="text" value="..."/><br/> <input type="button" value="Close"/><br/> <input type="button" value="Search"/> </div> </div> | Interception |            | Extension nr |          | Last name    |          | Name      |  | Search |  | Organization |  | Place |  | Mobile phone |  | E-Mail |  | Fax |  | Direct telephone |  | Alt telephone number |  | Alt Last name2 |  | Alt Last name3 |  |
| Interception  |  |              |            |              |          |              |          |           |  |        |  |              |  |       |  |              |  |        |  |     |  |                  |  |                      |  |                |  |                |  |
| Extension nr  |  |              |            |              |          |              |          |           |  |        |  |              |  |       |  |              |  |        |  |     |  |                  |  |                      |  |                |  |                |  |
| Last name   |  |              |            |              |          |              |          |           |  |        |  |              |  |       |  |              |  |        |  |     |  |                  |  |                      |  |                |  |                |  |
| Name  |  |              |            |              |          |              |          |           |  |        |  |              |  |       |  |              |  |        |  |     |  |                  |  |                      |  |                |  |                |  |
| Search  |  |              |            |              |          |              |          |           |  |        |  |              |  |       |  |              |  |        |  |     |  |                  |  |                      |  |                |  |                |  |
| Organization  |  |              |            |              |          |              |          |           |  |        |  |              |  |       |  |              |  |        |  |     |  |                  |  |                      |  |                |  |                |  |
| Place   |  |              |            |              |          |              |          |           |  |        |  |              |  |       |  |              |  |        |  |     |  |                  |  |                      |  |                |  |                |  |
| Mobile phone  |  |              |            |              |          |              |          |           |  |        |  |              |  |       |  |              |  |        |  |     |  |                  |  |                      |  |                |  |                |  |
| E-Mail  |  |              |            |              |          |              |          |           |  |        |  |              |  |       |  |              |  |        |  |     |  |                  |  |                      |  |                |  |                |  |
| Fax   |  |              |            |              |          |              |          |           |  |        |  |              |  |       |  |              |  |        |  |     |  |                  |  |                      |  |                |  |                |  |
| Direct telephone  |  |              |            |              |          |              |          |           |  |        |  |              |  |       |  |              |  |        |  |     |  |                  |  |                      |  |                |  |                |  |
| Alt telephone number  |  |              |            |              |          |              |          |           |  |        |  |              |  |       |  |              |  |        |  |     |  |                  |  |                      |  |                |  |                |  |
| Alt Last name2  |  |              |            |              |          |              |          |           |  |        |  |              |  |       |  |              |  |        |  |     |  |                  |  |                      |  |                |  |                |  |
| Alt Last name3  |  |              |            |              |          |              |          |           |  |        |  |              |  |       |  |              |  |        |  |     |  |                  |  |                      |  |                |  |                |  |

| <p><b>Presentation</b></p> <p>Presentation order and which fields to show is set up by the company administrator.</p> <p>Detailed presentation is also available.</p> | <table border="1"> <thead> <tr> <th>Diversion</th> <th>Extension</th> <th>Last Name</th> <th>First Name</th> <th>Keyword</th> <th>Organisation</th> <th>Place</th> </tr> </thead> <tbody> <tr> <td></td> <td>102</td> <td>Adams</td> <td>Larry</td> <td></td> <td>Members</td> <td>Uppsala</td> </tr> <tr> <td></td> <td>409</td> <td>Adams</td> <td>Lars</td> <td></td> <td>Administration</td> <td>Uppsala</td> </tr> <tr> <td>📞 12:00 Lunch</td> <td>382</td> <td>Adams</td> <td>Paul</td> <td></td> <td>Administration</td> <td></td> </tr> <tr> <td></td> <td>404</td> <td>Baker</td> <td>Darryl</td> <td></td> <td>Administration</td> <td>Stockholm</td> </tr> <tr> <td></td> <td>410</td> <td>Baker</td> <td>Laura</td> <td></td> <td>Administration</td> <td>Stockholm</td> </tr> <tr> <td>✉️</td> <td>201</td> <td>Brown</td> <td>Joseph</td> <td></td> <td>Purchase</td> <td>Uppsala</td> </tr> <tr> <td></td> <td>105</td> <td>Cook</td> <td>Robert</td> <td></td> <td>Members</td> <td>Uppsala</td> </tr> <tr> <td>📞 31 Aug Holi...</td> <td>381</td> <td>Edwards</td> <td>Wiona</td> <td></td> <td>Technical staff</td> <td>Uppsala</td> </tr> <tr> <td></td> <td>101</td> <td>Edwards</td> <td>Hannah</td> <td></td> <td>Members</td> <td>Stockholm</td> </tr> <tr> <td></td> <td>503</td> <td>Hamilton</td> <td>Linda</td> <td></td> <td>Members</td> <td>Stockholm</td> </tr> <tr> <td></td> <td>500</td> <td>Hamilton</td> <td>Karin</td> <td></td> <td>Members</td> <td>Stockholm</td> </tr> </tbody> </table> | Diversion | Extension     | Last Name  | First Name      | Keyword   | Organisation | Place |      | 102   | Adams        | Larry      |  | Members | Uppsala |       | 409           | Adams      | Lars |  | Administration | Uppsala | 📞 12:00 Lunch | 382 | Adams | Paul |  | Administration |  |  | 404 | Baker | Darryl |  | Administration | Stockholm |  | 410 | Baker | Laura |  | Administration | Stockholm | ✉️ | 201 | Brown | Joseph |  | Purchase | Uppsala |  | 105 | Cook | Robert |  | Members | Uppsala | 📞 31 Aug Holi... | 381 | Edwards | Wiona |  | Technical staff | Uppsala |  | 101 | Edwards | Hannah |  | Members | Stockholm |  | 503 | Hamilton | Linda |  | Members | Stockholm |  | 500 | Hamilton | Karin |  | Members | Stockholm |
|---|---|-----------|---------------|------------|-----------------|-----------|--------------|-------|------|-------|--------------|------------|--|---------|---------|-------|---------------|------------|------|--|----------------|---------|---------------|-----|-------|------|--|----------------|--|--|-----|-------|--------|--|----------------|-----------|--|-----|-------|-------|--|----------------|-----------|----|-----|-------|--------|--|----------|---------|--|-----|------|--------|--|---------|---------|------------------|-----|---------|-------|--|-----------------|---------|--|-----|---------|--------|--|---------|-----------|--|-----|----------|-------|--|---------|-----------|--|-----|----------|-------|--|---------|-----------|
| Diversion   | Extension   | Last Name | First Name    | Keyword    | Organisation    | Place     |              |       |      |       |              |            |  |         |         |       |               |            |      |  |                |         |               |     |       |      |  |                |  |  |     |       |        |  |                |           |  |     |       |       |  |                |           |    |     |       |        |  |          |         |  |     |      |        |  |         |         |                  |     |         |       |  |                 |         |  |     |         |        |  |         |           |  |     |          |       |  |         |           |  |     |          |       |  |         |           |
|   | 102   | Adams     | Larry         |            | Members         | Uppsala   |              |       |      |       |              |            |  |         |         |       |               |            |      |  |                |         |               |     |       |      |  |                |  |  |     |       |        |  |                |           |  |     |       |       |  |                |           |    |     |       |        |  |          |         |  |     |      |        |  |         |         |                  |     |         |       |  |                 |         |  |     |         |        |  |         |           |  |     |          |       |  |         |           |  |     |          |       |  |         |           |
|   | 409   | Adams     | Lars          |            | Administration  | Uppsala   |              |       |      |       |              |            |  |         |         |       |               |            |      |  |                |         |               |     |       |      |  |                |  |  |     |       |        |  |                |           |  |     |       |       |  |                |           |    |     |       |        |  |          |         |  |     |      |        |  |         |         |                  |     |         |       |  |                 |         |  |     |         |        |  |         |           |  |     |          |       |  |         |           |  |     |          |       |  |         |           |
| 📞 12:00 Lunch   | 382   | Adams     | Paul          |            | Administration  |           |              |       |      |       |              |            |  |         |         |       |               |            |      |  |                |         |               |     |       |      |  |                |  |  |     |       |        |  |                |           |  |     |       |       |  |                |           |    |     |       |        |  |          |         |  |     |      |        |  |         |         |                  |     |         |       |  |                 |         |  |     |         |        |  |         |           |  |     |          |       |  |         |           |  |     |          |       |  |         |           |
|   | 404   | Baker     | Darryl        |            | Administration  | Stockholm |              |       |      |       |              |            |  |         |         |       |               |            |      |  |                |         |               |     |       |      |  |                |  |  |     |       |        |  |                |           |  |     |       |       |  |                |           |    |     |       |        |  |          |         |  |     |      |        |  |         |         |                  |     |         |       |  |                 |         |  |     |         |        |  |         |           |  |     |          |       |  |         |           |  |     |          |       |  |         |           |
|   | 410   | Baker     | Laura         |            | Administration  | Stockholm |              |       |      |       |              |            |  |         |         |       |               |            |      |  |                |         |               |     |       |      |  |                |  |  |     |       |        |  |                |           |  |     |       |       |  |                |           |    |     |       |        |  |          |         |  |     |      |        |  |         |         |                  |     |         |       |  |                 |         |  |     |         |        |  |         |           |  |     |          |       |  |         |           |  |     |          |       |  |         |           |
| ✉️  | 201   | Brown     | Joseph        |            | Purchase        | Uppsala   |              |       |      |       |              |            |  |         |         |       |               |            |      |  |                |         |               |     |       |      |  |                |  |  |     |       |        |  |                |           |  |     |       |       |  |                |           |    |     |       |        |  |          |         |  |     |      |        |  |         |         |                  |     |         |       |  |                 |         |  |     |         |        |  |         |           |  |     |          |       |  |         |           |  |     |          |       |  |         |           |
|   | 105   | Cook      | Robert        |            | Members         | Uppsala   |              |       |      |       |              |            |  |         |         |       |               |            |      |  |                |         |               |     |       |      |  |                |  |  |     |       |        |  |                |           |  |     |       |       |  |                |           |    |     |       |        |  |          |         |  |     |      |        |  |         |         |                  |     |         |       |  |                 |         |  |     |         |        |  |         |           |  |     |          |       |  |         |           |  |     |          |       |  |         |           |
| 📞 31 Aug Holi...  | 381   | Edwards   | Wiona         |            | Technical staff | Uppsala   |              |       |      |       |              |            |  |         |         |       |               |            |      |  |                |         |               |     |       |      |  |                |  |  |     |       |        |  |                |           |  |     |       |       |  |                |           |    |     |       |        |  |          |         |  |     |      |        |  |         |         |                  |     |         |       |  |                 |         |  |     |         |        |  |         |           |  |     |          |       |  |         |           |  |     |          |       |  |         |           |
|   | 101   | Edwards   | Hannah        |            | Members         | Stockholm |              |       |      |       |              |            |  |         |         |       |               |            |      |  |                |         |               |     |       |      |  |                |  |  |     |       |        |  |                |           |  |     |       |       |  |                |           |    |     |       |        |  |          |         |  |     |      |        |  |         |         |                  |     |         |       |  |                 |         |  |     |         |        |  |         |           |  |     |          |       |  |         |           |  |     |          |       |  |         |           |
|   | 503   | Hamilton  | Linda         |            | Members         | Stockholm |              |       |      |       |              |            |  |         |         |       |               |            |      |  |                |         |               |     |       |      |  |                |  |  |     |       |        |  |                |           |  |     |       |       |  |                |           |    |     |       |        |  |          |         |  |     |      |        |  |         |         |                  |     |         |       |  |                 |         |  |     |         |        |  |         |           |  |     |          |       |  |         |           |  |     |          |       |  |         |           |
|   | 500   | Hamilton  | Karin         |            | Members         | Stockholm |              |       |      |       |              |            |  |         |         |       |               |            |      |  |                |         |               |     |       |      |  |                |  |  |     |       |        |  |                |           |  |     |       |       |  |                |           |    |     |       |        |  |          |         |  |     |      |        |  |         |         |                  |     |         |       |  |                 |         |  |     |         |        |  |         |           |  |     |          |       |  |         |           |  |     |          |       |  |         |           |
| <p><b>More search options</b></p> <p>Alternative spelling</p> <p>Phonetic search</p> <p>Search same (see figure)</p> <p>Search profiles</p>                           |   |           |               |            |                 |           |              |       |      |       |              |            |  |         |         |       |               |            |      |  |                |         |               |     |       |      |  |                |  |  |     |       |        |  |                |           |  |     |       |       |  |                |           |    |     |       |        |  |          |         |  |     |      |        |  |         |         |                  |     |         |       |  |                 |         |  |     |         |        |  |         |           |  |     |          |       |  |         |           |  |     |          |       |  |         |           |
| <p><b>Message options</b></p> <p>Send message to one or more people in the directory: SMS, fax, E-mail or Web.</p>  | <table border="1"> <thead> <tr> <th>Ank</th> <th>FNamn</th> <th>ENamn</th> <th>EMail</th> <th>SMS</th> <th>Fax</th> </tr> </thead> <tbody> <tr> <td>382</td> <td>Paul</td> <td>Adams</td> <td>paul_adam...</td> <td>0708364215</td> <td></td> </tr> <tr> <td>404</td> <td>Darryl</td> <td>Baker</td> <td>darryl_bak...</td> <td>0704316428</td> <td></td> </tr> </tbody> </table>   | Ank       | FNamn         | ENamn      | EMail           | SMS       | Fax          | 382   | Paul | Adams | paul_adam... | 0708364215 |  | 404     | Darryl  | Baker | darryl_bak... | 0704316428 |      |  |                |         |               |     |       |      |  |                |  |  |     |       |        |  |                |           |  |     |       |       |  |                |           |    |     |       |        |  |          |         |  |     |      |        |  |         |         |                  |     |         |       |  |                 |         |  |     |         |        |  |         |           |  |     |          |       |  |         |           |  |     |          |       |  |         |           |
| Ank   | FNamn   | ENamn     | EMail         | SMS        | Fax             |           |              |       |      |       |              |            |  |         |         |       |               |            |      |  |                |         |               |     |       |      |  |                |  |  |     |       |        |  |                |           |  |     |       |       |  |                |           |    |     |       |        |  |          |         |  |     |      |        |  |         |         |                  |     |         |       |  |                 |         |  |     |         |        |  |         |           |  |     |          |       |  |         |           |  |     |          |       |  |         |           |
| 382   | Paul  | Adams     | paul_adam...  | 0708364215 |                 |           |              |       |      |       |              |            |  |         |         |       |               |            |      |  |                |         |               |     |       |      |  |                |  |  |     |       |        |  |                |           |  |     |       |       |  |                |           |    |     |       |        |  |          |         |  |     |      |        |  |         |         |                  |     |         |       |  |                 |         |  |     |         |        |  |         |           |  |     |          |       |  |         |           |  |     |          |       |  |         |           |
| 404   | Darryl  | Baker     | darryl_bak... | 0704316428 |                 |           |              |       |      |       |              |            |  |         |         |       |               |            |      |  |                |         |               |     |       |      |  |                |  |  |     |       |        |  |                |           |  |     |       |       |  |                |           |    |     |       |        |  |          |         |  |     |      |        |  |         |         |                  |     |         |       |  |                 |         |  |     |         |        |  |         |           |  |     |          |       |  |         |           |  |     |          |       |  |         |           |



Mark users as absent/set forwarding (diversion)

Can be scheduled to start and end at certain times and repeated every day, week etc. for individual or groups of users,

**Hard** means the physical phone is forwarded. **Soft** is a note in the directory, if it's combined with forwarding on no reply, for instance, it makes it possible for the attendant to give appropriate answers.

**Diversion**

Diversion code: Lunch  
 Diversion start: (empty = now)  
 Diversion end: 14:00 (yy-mm-dd hh:mm)  
 Hard diversion  
 Soft diversion

| Extension | First name | Last name | Ext.Group |
|-----------|------------|-----------|-----------|
| 301       | Robyn      | Williams  | ExtGrip1  |
| 302       | Ted        | More      | ExtGrip1  |
| 303       | Tori       | Taylor    | ExtGrip1  |
| 382       | Paul       | Adams     | ExtGrip1  |

Message to attendant

Repetition type: Weekdays  
 Calendar end: 03-08-29 (empty = until further)

Calendar active

Buttons: Apply, Ok, Cancel

Information Tabs

Additional information are easily accessed

Information | Waiting messages | Diversion messages | Keywords | Organisation

12:00 Lunch 12/08/2003 ... OWS:MARV...  
 This is a message intended for the Attendant 12/08/2003 ... OWS:MARV...

Multi-company mode

In a multi-company environment the current directory is "locked" automatically on incoming calls.

Queue status:

| Rec | Int | Ext | Total |
|-----|-----|-----|-------|
| 0   | 0   | 0   | 0     |

No of attendants:

Connection open

Company: Metropolitan



## Users' Options

### Web-access to Directory

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#### Directory Search

Search the directory for colleagues or any other possible information in the database

#### External search

Link to external directory (118, for instance)

#### Telephony

Two options:

Forward always, at no answer and/or at busy my extension to a predefined number or any other number  
Redirect with a message to callers and to attendants.  
Delayed and/or scheduled

#### Messages

Four possible channels (licenseable options) for short messages to colleagues:

SMS

Fax

E-mail

IM, using Marvin Web

Messages to attendants use the Marvin channel

#### Visitor

Register and check-out visitors. The visitor is linked to you and can be found by the receptionist.

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