

## Enghouse Attendant for Skype

	Enghouse Attendant for Skype Cloud PBX (call queues)	Enghouse Attendant for Skype on-premise (response groups)	Communications Center Console CTI Server
<b>Environment</b>	Skype for Business	Skype for Business	Avaya, Cisco, NEC, and Skype for Business
<b>Installation</b>			
Installation	Installed by user from download. Focus on quick, self-discovery, minimal steps	Installed by user from download. Focus on quick, self-discovery, minimal steps	Install Master (wizard) for server and database first-time setup and/or migration. Install wizard includes server prerequisite checking at point of install, upgrade or migration.  Client installation by way of packaged MSI, or direct to FAT client via collection management.
Configuration	Mainly in the Office 365 Admin Portal.  The user has some preferences they are able to set on the client.	Mainly on the SfB server.  The user has some preferences they are able to set on the client.	Manual implementation process by accredited CC support and service partners, or their resellers. Direct regional Enghouse Services engagement also available.  Remote installation is common, but where discovery and training is required, often an onsite resource is sent to deliver consulting, installation and training services.
<b>User interface features</b>			
Contact directory view	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>
Directory contact notes visible	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>
Console client preferences stored on server	<b>No</b>	<b>No</b>	<b>Yes</b>
View queue statistics	<b>Yes – Operator Stats</b>	<b>Yes – Operator Stats</b>	<b>Yes</b>
View your own stats	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>
Accessibility support	<b>Yes – Partial</b>	<b>Yes – Partial</b>	<b>Yes – Partial</b>



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The Operator State Panel	Yes	Yes	Yes
Contact Search Box	Yes	Yes	Yes
Favorites group	Yes	Yes	Yes
Recent transfers	Yes	Yes	Yes
Frequent transfers	Yes	Yes	Yes
Contact groups	Yes	Yes	Yes
<b>Queue features</b>			
Queues supported	No	No	Yes
Intelligent queuing	No	No	Yes
Cherry pick	No	Yes	Yes
Queue mode change	No	No	Yes
Configurable queue names and priority	No	No	Yes
Show all calls in all queues option	No	Yes	Yes
Queue AA greeting	Yes	Yes	Yes
Queue updates / wait times / number in queue	No	Yes	Yes
Show & pick calls from each Queue	No	Yes	Yes
Call Delivery - longest waiting operator	No	No	Yes
Call Delivery - circular	No	Yes, Configured in RG	Yes
Queue wait time overflow (maximum wait time overflow)	Yes, Configured in CQ	Yes, Configured in RG	Yes, nonstandard configuration
Queue limit overflow (# of calls)	Yes, Configured in CQ	Yes, Configured in RG	Yes
Operator overflow (# operators)	No	No	Yes
Queue overflow destinations supported	Yes	Yes	Yes
Overflow options	Yes	Yes	Yes
Regular expressions dial plan support	Yes	Yes	Yes. Currently up to 16 digit, Note: excludes full E.164 support



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<b>Service options</b>			
Emergency mode switch	<b>No</b>	<b>No</b>	<b>Yes</b>
Emergency mode destination	<b>No</b>	<b>No</b>	<b>Yes</b>
Night service switch	<b>No</b>	<b>Yes</b>	<b>Yes</b>
Night service hours/timing	<b>No</b>	<b>Yes</b>	<b>Yes</b>
Night service destination	<b>No</b>	<b>Yes</b>	<b>Yes</b>
<b>Directory features</b>			
Directory size supported	Dependent on Skype for Business	Dependent on Skype for Business	10,000 officially supported limit, with site specific / assessed scalability up to 60,000.
Multiple Directory Groups	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>
Mobile number support	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>
Internal directory support	Dependent on Skype for Business	Dependent on Skype for Business	<b>Yes</b>
External directory support	Dependent on Skype for Business	Dependent on Skype for Business	<b>Yes</b>
Integration options	Dependent on Skype for Business	Dependent on Skype for Business	<b>Yes. Integration / sync of directory by source to: Active Directory, ODBC (SQL/DSN etc), CSV import. User access permissions also available to be set via mapping tool.</b>
Speed dials	<b>Yes - Favorites</b>	<b>Yes - Favorites</b>	<b>Yes - Favorites</b>
Alternative number search (hotkey)	<b>No</b>	<b>No</b>	<b>Yes</b>
Alternate names/contacts search	<b>No</b>	<b>No</b>	<b>No</b>
Keyword search	<b>No</b>	<b>No</b>	<b>No</b>
AND searching	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>
Wildcard searching	<b>No</b>	<b>No</b>	<b>No</b>
Search results drill down feature	<b>No</b>	<b>No</b>	<b>No</b>
Click to Dial from other applications	<b>Yes – Skype for Business</b>	<b>Yes – Skype for Business</b>	<b>Yes - Plugin</b>
Color highlight by contact	<b>No</b>	<b>No</b>	<b>No</b>
Phonetic searching	<b>No</b>	<b>No</b>	<b>No</b>



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<b>Large Enterprise functionality</b>			
Operator multi-tenant support	<b>No</b>	<b>No</b>	<b>Yes. Ability to configure multiple operator classes; hide queues and directories (configurable) based on permissions.</b>
Directory: Multi-tenant support	<b>No</b>	<b>No</b>	<b>Yes. Ability to configure multiple operator classes; hide queues and directories (configurable) based on permissions.</b>
Different Music On Hold per Queue	<b>Yes</b>	<b>Yes</b>	<b>Yes. Route point MOH support is retained per queue. Queues can be configured / hidden per Operator class.</b>
Multiple PBX connections from one server	<b>Not applicable</b>	<b>Not applicable</b>	<b>No.</b>
<b>Presence / Status features</b>			
Calendar view (via Outlook client)	<b>No</b>	<b>No</b>	<b>Yes. Unified messaging integration available for back office to synchronize presence with exchange calendaring</b>
<b>Telephony features</b>			
Blind transfer (Line Blind Transfer)	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>
Supervised transfer	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>
Safe / Standard transfer	<b>Yes</b>	<b>Yes</b>	<b>No</b>
E-mail from Console	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>
IM from Console	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>
Transfer Reversion (Call Recall)	<b>No</b>	<b>No</b>	<b>Yes</b>
Transfer to voicemail	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>
Call Hold	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>
Call hold with notes	<b>No</b>	<b>No</b>	<b>Yes</b>
Undirected Call park (finds first slot)	<b>No</b>	<b>Yes</b>	<b>Yes</b>
Park for	<b>No</b>	<b>Yes</b>	<b>Yes</b>
Park recall	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>



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Park recall from other operators	<b>No</b>	<b>No</b>	<b>Yes</b>
Wait times	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>
Call notes	<b>No</b>	<b>No</b>	<b>Yes</b>
Call toggle	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>
Camp on	<b>No</b>	<b>No</b>	<b>Yes</b>
Serial Calling	<b>No</b>	<b>No</b>	<b>No</b>
Set CFWD and DND on contact endpoints	<b>No</b>	<b>No</b>	<b>Yes, configurable</b>
Conference	<b>No</b>	<b>No</b>	<b>Yes</b>
<b>System features</b>			
Server requirement	Server less solution	Server less solution	See supporting docs - hard or virtual servers supported. Different resource req. specified depending upon call traffic
Virtual server platform support	<b>Server less solution</b>	<b>Server less solution</b>	<b>Yes, VMWare 5.5, HyperV</b>
Virtual client platform sprt	<b>Server less solution</b>	<b>Server less solution</b>	<b>Yes - mixed, see PSS doc.</b>
Database engine	SQL lite	SQL lite	<b>SQL Express/Standard/Enterprise, (legacy Faircom)</b>
Database integration supported	<b>No</b>	<b>No</b>	<b>Yes - for custom reporting and directory</b>
Client silent install (MSI package) supported	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>
Client server model	<b>No</b>	<b>No</b>	<b>Yes</b>
Keyboard driven	<b>Yes, Hotkeys</b>	<b>Yes, Hotkeys</b>	<b>Yes, Hotkeys</b>
System logging	<b>Yes, configurable</b>	<b>Yes, configurable</b>	<b>Yes, Fully configurable, includes alerting</b>
Reporting	<b>No</b>	<b>No</b>	<b>Yes. OOB reporting + extensible opt for external reporting services / blending</b>
<b>System options</b>			
Voice Connect (IVR, custom MOH, in queue messaging)	<b>No</b>	<b>No</b>	<b>Yes</b>
Wallboard	<b>No</b>	<b>No</b>	<b>Yes. EICC Snapshot</b>
Reporting client	<b>No</b>	<b>No</b>	<b>Yes. EICC Supervisor</b>
Administration option	<b>No</b>	<b>No</b>	<b>Yes</b>
Publisher - Subscriber server model (resilience)	<b>No</b>	<b>No</b>	<b>Yes. Failover / redundancy-sync based</b>
Bespoke database integration available	<b>No</b>	<b>No</b>	<b>Yes. Advanced Services</b>
Call Recording integration available	<b>No</b>	<b>No</b>	<b>Yes. Using vendor or third party integration</b>