

DAKS-Pro Application Module

Call Profiles

For fastest access, always

Especially in tense situations when every second counts, having to find out who the right person to contact is and, once that person has been identified, going through various different phone numbers to try to reach that person soon ends in annoying delays and causes stress-related errors.

The paramount objective must therefore be to increase the access and reachability, to reduce wait times and delays, and to simplify the actual calling process for callers and make it more user-friendly.



With 'Call Profiles', you only need to dial a single number to have the system automatically call every telephone of that person you need to reach ASAP. These calls are made in part at the same time (in parallel) and in part one after the other (sequentially). As a caller, you are entered into queue and get a dial tone, a wait melody and/or voice messages.

If needed, the system can also identify the callers and thru-connect only those callers who are authorized. Specifically administrated destination numbers can be replaced with an 'Active Number'.

Greater security and better reachability



VIP phone numbers with call screening and confidential call destinations



Hotlines answered by information staff or service technicians



Mobile networks without roaming (One-Number-Service)



Use of wireless and wired phones



Telephones in hotel suites



Flexible offices

Increase access and minimize wait times and delays for...



Personal calls

By internally assigning several end devices to one person (both stationary and mobile), you can always reach that person under one and the same number (One-Number-Service), no matter where the person is actually located at that specific moment. This makes it possible to significantly increase the reachability of mobile users and, by doing so, reduce the wait time caused to the callers.



Group calls

By dialing a single group number, you automatically have the system call every member of that group or team, all at the same time. The team member who takes the call first gets it. The perfect solution e.g. for service hotlines.

Product Details

☑ General

- Define individual Call Profiles with up to 4000 subscriber assignments to Call Profiles
- 2 dial-up phases (with the appropriate parameterization, i. e. configuration of a wait time within the phases, up to 4 steps possible during the dial-up)
- Up to 10 subscribers per dialing phase
- Call every destination number either at once or with a time delay
- With the option to apply route optimization after thru-connect

☑ Announcements

- Playback announcements or wait melodies to callers during the switching processes
- Playback of a notification announcement to the called persons before the call is put through
- Record new info and request announcements on the spot

☑ Additional performance features

- Configurable wait field
- Various behavior when a line is busy: Release the call, repeat the call (if needed several times), or activate the 2nd call phase
- Activate Call Profiles with direct dial (DDI), or in a dialog with an info message to the caller
- Optionally with a call acceptance code required
- Call Profiles with a high priority cancel all low priority activities
- Option to replace call destinations with an active number (for worldwide follow-me)
- Call back function in combination with pagers
- Call screening with up to 20 authorized callers in up to 9 different priority levels: unauthorized callers either get an announcement, are forwarded to a specific user (e.g. to the assistant's office), or get a busy signal

Order Information

TNK:A8-CP – Application Module Call Profiles