

DAKS-Pro Application Module

# Role-based Telephony

Reachability management for standby duty and on-call services

Quick and full accessibility is essential to standby and on-call services. To guarantee this, the frequent, shift-dependent and short-notice service changes must be implemented reliably on an organizational level and as quickly as possible to ensure that whenever the service number is called, the caller will always reach the responsible on-duty staff member.



With the help of the DAKS application module 'Services-Based Telephony', you can organize your standby and on-call duty in a straightforward and reliable way for best access to all functional roles.

**Organize your standby and on-call duty easily and flexibly and increase accessibility**



Forward callers directly to the service member on duty



Role owners login, logoff and changeover autonomously



Use preset rules to guarantee best reachability



Use operation anywhere via end devices or

# Organize your on-call duty in a user-friendly and reliable structure



## Login

- For on-duty team members: From anywhere via button telephone, mobile device or desktop browser
- For the headquarter: Via the DAKS-Operator Tool



## Accept call

- Identify calls through the service hotline by way of announcement or display text, to distinguish them from personal calls



## Changeover

- Change your reachability temporarily (e.g. to switch from a landline to a mobile device), and do so just as independent and from anywhere



## Logoff

- By using preset rules, you can deny logoff when no other on-duty team member is logged in anymore (with notification)
- Use an automatic logoff for all targets at the end of the shift

## Product details

### ✔ Time-dependent activation

- According to the time of the day and day of the week
- With holiday assessment
- Up to 40 individual service times per week, in a 5-minute grid (server-wide up to 5000 service time entries)
- Automatic logoff all subscribers at the end of the service time
- Automatic Broadcast (= Alarm) if nobody is switched to active when the service time begins

### ✔ Subscriber / Operator

- Target = Potential on-duty team members who can login and logoff via browser and/or over the phone
- Up to 10 responsible supervisors who can activate/deactivate on-duty team members via browser

### ✔ Preset rules

- Intelligent selection of targets per random algorithm and assessment of line-busy signals (when a subscriber's line is busy, the next subscriber is automatically called)
- During the activity period and when the application is activated manually outside regular service times, you can configure if only one target is called in phase 1, or all targets
- Apply special routing when service is inactive: Send a line-busy signal, play an announcement, or forward the call to the subscriber's 1st phone number
- Prevent the logoff of the last subscriber during the active service hours (can be deactivated)

### ✔ Logging

- Process logging: Login/logoff of subscribers, activation/deactivation of services, calls to services

## Order Information

TNK:A8-DBT – Application module Role-based Telephony  
(Only available in combination with TNK:A8-CP – Application Call Profiles)