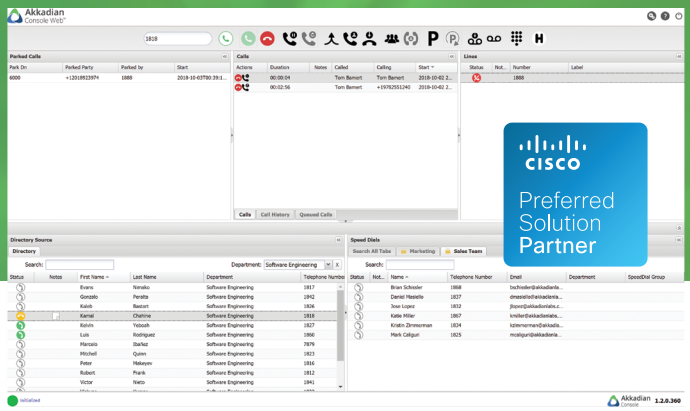
PRODUCT INFOSHEET

Akkadian Console™



Intuitive Call Handling for CUCM

Our operator console provides a complete, easy-to-setup and easy-to-use tool for managing incoming calls for CUCM. Busy operators and receptionists in high volume environments at hundreds of companies love the clean modern interface.

- **Easy for operators to learn —** minimal training time
- **Customizable workspace** — including shared and private notes
- **Powerful directory** — quickly direct calls where they need to go. Support for CUCM, LDAP, CSV, SQL and MySQL sources
- **Rapid installation and streamlined administration**
- **Flexible deployment options** — makes it easy for administrators to deploy and maintain

Business Benefits

- Improved customer satisfaction
- Employee productivity
- Efficient use of IT/Telephony dept. resources
- Resource utilization reports

Flexible Deployment Options

- **Unmanaged client**
  Lightweight and serverless for rapid deployment
- **Managed**
  Client/server model for centralized management and reporting
- **Web-based**
  For multi-platform support. Run from any browser, across OSs.

Simplified Call Handling from a Flexible Console

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Key Features

Easy to Learn
Our clean, modern interface is intuitive and makes multi-tasking easy.

Customizable Dashboard
Operators love how customizable their dashboards can be. Operators can even change font sizing.

Drag-and-Drop Call Handling
With a click of the mouse, operators can direct calls by dragging and dropping incoming calls.

Speed Dials
Unlimited speed dial groups allow operators to organize and access important contacts.

Multiline Support
Akkadian Console consolidates the most complex phones into one user interface.

Line Status
Colored line statuses include available, ringing, and busy states.

Multiple Language Options
Operators may opt for the English, Spanish, or French versions.

Private and Shared Notes
Operators use their notes to track employee schedules and call information.

System Requirements

Cisco Unified Communications Manager
- CUCM versions 10+
- BE6K, BE7K version 10.x to 12.x
- IP access to CUCM

Unmanaged Client
- 1 GHz Intel or higher CPU
- 1 GB or greater RAM
- Windows 7 and Windows 10

Managed and Web-based
- VMWare ESXi 5.x+
- Chrome 53+, Mozilla Firefox 52+, Safari, Edge

Want to learn more?
Schedule a Demo

Contact Us

cisco Preferred Solution Partner

ABOUT US

Collaboration, an increasingly fundamental characteristic of successful businesses, is often overlooked. Creating software that helps people collaborate is our focus. We offer software products and solutions that integrate Unified Communications environments as well as other business focused enterprise applications.

Technology is complex. We make it simple.

Our Product Suite

Akkadian Provisioning Manager

Akkadian Site Builder

Akkadian Contact Manager

Akkadian Console

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Contact Us to Learn More About Our Software Products
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