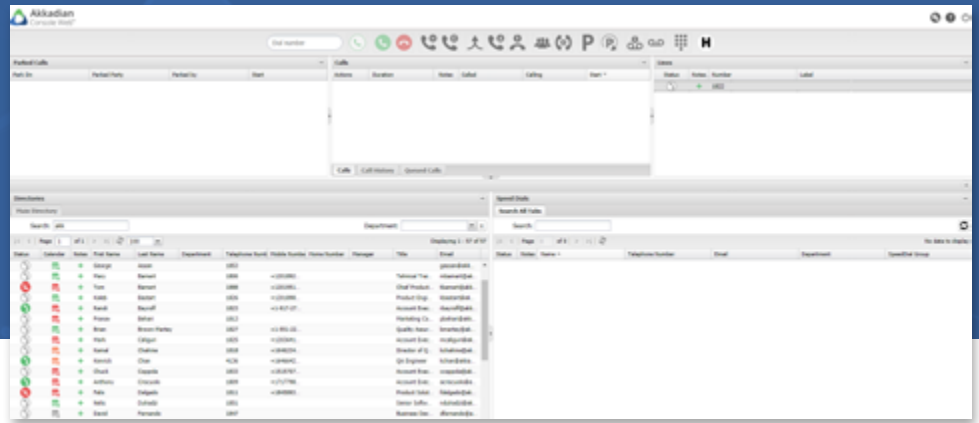**CASE STUDY**

Akkadian Console™

Cisco VAR Finds Reliable
UC Console for Busy Front Desk

COMPANY

ConvergeOne is a value-added reseller of Cisco Collaboration technology

CHALLENGE

Call management was inefficient with their old system

SOLUTION

A modern console with streamlined call handling and a flexible directory

CISCO
Preferred Solution Partner

About our Client — ConvergeOne

As a value-added reseller (VAR) of Cisco Collaboration technology, ConvergeOne uses Cisco Unified Communications Manager for its own collaboration infrastructure. Incoming calls are handled by their busy front desk staff, using attendant console software and a Windows-based PC. Prior to 2014, the receptionists used complimentary software provided with Cisco Unified Communications Manager to manage incoming calls.
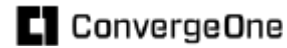
Challenge — A Distracting and Counterproductive Console

Receptionists found the complimentary console inefficient and a hindrance to managing their workloads, including serious issues with the user experience and functionality. As employees who are often moving throughout the office during the day, they were unable to be away from their desk to answer incoming calls. Furthermore, answering and transferring calls was cumbersome, with calls appearing in one field, then moving to another just prior to pick-up. This required extra dragging and dropping with the mouse. Other issues included the inability to transfer calls to cell or home numbers, and no freedom in changing font sizes. Far from being helpful, the old console system was an impediment. Thus began the search for a new solution.

Features at a Glance

Easy to install & learn

No single point of failure

Optional server and web versions

Drag-and-drop phone lines

Multiple language options

Customizable operator dashboard

Speed dials

Private and shared notes

Integration with Microsoft 365

> " The software is **glitch-free**. It's a dream.

ConvergeOne

Stephanie Chaffee
ConvergeOne, Receptionist

Solution — Team Finds an Intuitive and Flexible Console

Akkadian Console provides both features the front desk staff were searching for: streamlined call handling and a flexible directory. For example, with Akkadian Console, home and cell numbers are part of the directory. Previously, the team was required to save these ancillary numbers as speed dials. This led to an overwhelming speed dial list with over 120 numbers.

The team cut that number in half when they moved to Akkadian Console. "Our speed dial group was extensive; you learned to scroll quickly," said, Stephanie Chaffee, a receptionist at ConvergeOne "The ability to access cell numbers and even home numbers from the directory cut our speed dial list in half. The difference this console has made is remarkable."

Our Product Suite

Akkadian Provisioning Manager

Akkadian Site Builder

Akkadian Contact Manager

Akkadian Console

Result — Easy for the UC Admin as Well as the Receptionist

Akkadian Labs designed the Akkadian Console to have a flexible yet intuitive interface that would require end-users little need for training. It's not just the front office staff that found the console intuitive. The internal IT team for ConvergeOne was able to download the software directly from the Akkadian Labs site and set it up in 15 minutes.

Moreover, Akkadian Console has continued to evolve since it was first introduced. Akkadian Labs offers multiple deployment options in addition to the original server-less Akkadian Console, which has over 5,000 licenses deployed. Akkadian Console is also available as a web or server deployment.

Want to learn more?
Schedule a Demo

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.

CISCO
Preferred
Solution
Partner

SEPT20

Contact Us to Learn More About Our Software Products
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