myICT
Connecting People Tools and Services
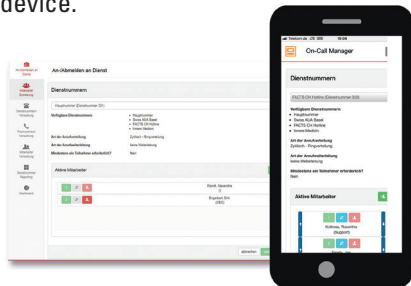
esuits² On-Call Manager

Innovative and flexible telephone management for on-duty service teams.

Engelbart Software provides with esuits² On-Call Manager a powerful tool for professional management of telephone and call routing settings for on-duty services.

esuits² On-Call Manager enables our customers to handle the administration and management of their telephone on-call services in an easy and secure way assisted by our intuitive and modern self-service web interface.

By using the web interface, on-call service numbers can be created and modified, teams and team members can be administrated and employees can be assigned to their on-call service based on service schedules.

Employees are able to easily check in or check out of their on-duty service by accessing esuits² On-Call Manger with their computer or smart device.
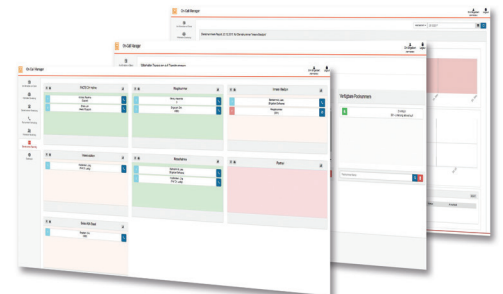

esuits² On-Call Manager Key Features

- Easy to use, intuitive user interface, access via browser
- Client server architecture – no client installation required
- Fully configurable dashboard with wall-screen & presentation modus
- AVAYA Communicator integration for mobile on-duty services
- Supports smart devices, computers, wall and touch displays
- Presence status of on-duty teams and members
- Extensive configuration of on-duty phone numbers e.g. call routing, fallback number, scheduled availability, last member, …

Dashboard & Reporting

The real-time dashboard offers access to all important information at a glance. The on-duty teams, their phone numbers and their current assigned members are shown with their presence status (free or busy) as well as details about phone calls (phone number, duration, missed calls, etc.).

The reporting functionality provides all related information in detail - visualized and in list view. Custom reporting can be created and shared with others and 3rd party systems by the provided interfaces and export functionality. Both features will help you to manage the telephone services of on-duty teams in an efficiency manner.

Advanced Integration

Combine esuit² On-Call Manager with your Mobile Device Management solution to utilize the features of both systems: Location Based Services – automatic check in and check out for on-duty member when entering or leaving a specific area, Availability Control – warn and remove members from on-duty phone numbers if battery is low or connectivity is not given.

Connect esuits² On-Call Manager with your Active Directory/ LDAP for automatic user and rights management and for Role Based Services – automatic assignment to on-duty teams by business role.

esuits² On-Call Manager comes with interfaces to many Enterprise Resource Planning systems to receive and integrate existing duty rosters.

Engelbart
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