

Create and control powerful, seamless conferences with the CONTEX Summit®

Windows Operator Client (WOCTM)

CONTEX Summit® WOCTM

Real-time System
Status Bar

Drag-and-drop Parties Between Conferences

Individual Party Gain Control

Sub-conferencing

Operator Probe Capability

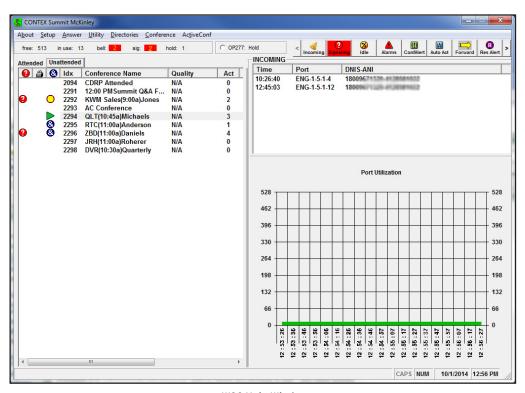
"ASAP"
Conference
Creation

The CONTEX Summit® Windows Operator Client (WOC™) is the simple, efficient interface used by conference operators to create, manage, and control conferences on the Summit system. Most of the Summit's powerful conferencing features can be accessed directly from the WOC's main screen, allowing operators to focus on the effectiveness of the conference, not the software. An intuitive interface design reduces the time required to learn and master the application.

Comprehensive View of System Activity in One Window

The Summit's main window provides a snapshot view of the entire system in real time. All pertinent information is displayed on one screen.

- Active Conference Window: See a list of active conferences with summary data. Icons alert the
 operator to signaling parties, locked/secured conferences, and recordings and playbacks in
 progress.
- System Shortcut Ribbon: Quickly access incoming calls, operator signal requests, system disconnects, and other key system data.
- System Status Bar: Get real-time data on ports, requests for assistance, and incoming calls.
- **Conference Control Window:** Join, hold, change, disconnect, probe, or view data on participants with ease. Control the conference on an individual or group level with the click of a mouse.



WOC Main Window

CONTEX Summit® WOC™

compunetix

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Standard WOC Features

Operator Probe
Special Instructions
Unicode Support
Conference Scanning
Conference and System Logging
Operator Login
Scheduled Conferences View
Operator History
Operator List
Customizable System Event Sounds
Visual/Audio Cues for Assistance
Q&A Priority

DNIS/DID and ANI Features (where available through telephone service)

Override Port Types
Answer Filters
Connect Callers with Conferences Automatically
Override Default Greeting Messages
Branded Services

Optional Features

Conference Recording Playback ANI Lookup/Blocking

Directories

Name and Phone Directory DNIS/DID Directory Preset Conference Directory Unattended Conference Directory Custom Message Directory

System Requirements

WOC PC Specifications

Memory: 445 MB RAM (minimum) Hard drive: 160 GB hard drive (minimum) Display: SVGA video interface (capable of up

Processor: Pentium IV 1.4 Ghz (minimum)

Display: SVGA video interface (capable of up to 1600 x 1200 resolution)

Operating System: Windows 2000, 2003, 2008, XP, Vista, 7, and 8

Disk Drive: CD-ROM

Connectivity

Minimum Bandwidth Requirements: 250 Kbps Tolerable latency between WOC & bridge: up to 120 ms

Network Connectivity: TCP/IP or LAN/WAN

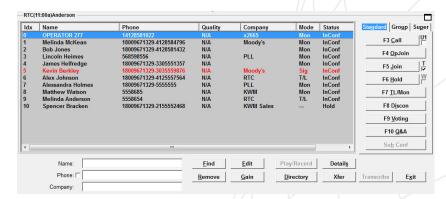
Related Products

CONTEXWebTM
CONTEX® Reservation, Scheduling, and Billing
(RSB) System
CONTEX ReportTM
CONTEX PresenterTM

Conference Control Features

The Conference Control window provides an easily accessible, straightforward interface that makes managing numerous conferences at once both easy and efficient.

- **Sub-conferences:** Drag-and-drop any number of selected conferees into a private sub-conference, without disrupting the primary conference.
- Question and Answer (Q&A): Easily conduct Question & Answer sessions. Select, promote, and dismiss conferees who "raise their hands" via DTMF. Mute/unmute the podium, prioritize conferees in the Question Queue, and call a party out of the Question Queue to speak with the individual one-on-one.
- Voting/Polling: Conduct surveys or tests during a conference via DTMF. Store voting sets for reuse in the future.
- Individual Party Gain Control: Apply gain to any active party displayed in the Conference Control, Q&A, or Answer Calls windows.
- Partitioning: Set up conferences to display only on specified WOC stations, limiting the callers and conferences that a WOC operator can view and assist.
- **Voice Capture:** Upon entering a conference, participants record information about themselves that the operator can then enter at their own convenience.



Conference Control Window

Simplified Processing in the Answer Calls Window

The Answer Calls window provides a single point for all incoming call processing, plus allows the operator to create last-minute conferences on the fly, check the conference schedule, activate a passcode, or search the unattended conference directory.

- Answer Filter: Filter calls by DNIS number in order to concentrate on one conference, or to provide multiple language support or private label services.
- Operator History: View the operator's actions through a log that tracks answered calls and times, conference changes, windows opened and closed, and more.
- **View Schedule:** Display the schedule of conferences added to the system, and activate a conference for an incoming caller.
- Minimize User Error: Protect against user error with tools such as DNIS routing, conference locks, and the ability to instantly recall misplaced conferees.