

5 Minute Guide to HiPath 3800

Overview of the Siemens HiPath 3800

Supporting up to 500 extensions; the Siemens HiPath 3800 is the largest of the HiPath 3000 family. With its fully integrated IP communications and multi-site networking capabilities the HiPath 3800 delivers intelligence in communications.

The HiPath 3800 is based on the same hardware architecture as the larger HiPath 4000. It offers redundant power supplies and up to 22 expansion slots for TDM extensions and trunking and can be rack mounted or free standing.



	HiPath 3800	Comments
Max Digital Users	384	
Max Analogue Users	384	
Max IP Users	500	Via HG1500 card
Max Cordless users	250	Using CMI
optiClient Attendant	6	
ISDN Lines	180	ISDN30 or ISDN2
IP Trunks	128	Via HG1500 card
Slots for blades	22	9 in 1st cab 13 in expansion



HiPath 3800 provides:

- Unified Communications Applications (OpenScape Office)
- Open interfaces for the integration of external applications
- Mobility options for mobile employees
- Contact Centre and Multimedia Contact Centre (OpenScape Office Contact Centre)

Configuring the Siemens HiPath 3800

Contact senpresales@westcon.co.uk with a list of your customer's requirements for a parts list and price for your HiPath 3800.

Contact Centre and Multimedia Contact Centre (OpenScape Office Contact Centre)

OpenScape Office Contact Center provides convenient functions for the intelligent distribution of voice calls, faxes and emails, as well as powerful functions for wrapping up calls and for configuring queues and schedules. Integration with OpenScape Office's presence capabilities improves team visibility and ensures that calls aren't missed by absent agents.

OpenScape Office Contact Centre offers powerful functions in order to help maintain a high level of customer service. It is possible for calls, emails, faxes and call-back requests to be held in the same queue. Preferred agents can be set so that your important clients always speak to the same person.

Full skills based routing ensures that the right agent answers the call, email, fax or makes the call-back. VIP customers can jump to the front queue so ensuring that they have a rapid response time from agents.

myAgent is the primary user interface for OpenScape Office Contact Center agents, supervisors and administrators.

The Desktop functions include:



- An intuitive and simple user interface for processing:
 - Calls
 - Callback requests
 - Faxes
 - E-mails
- Reportable availability status
- Presentation of real-time statistics
- Instant Messaging
- Display of waiting calls, faxes and emails
- Requests for assistance
- Available agents can be integrated in the call processing flow via telephony functions or with a mouse click.
- Reports
- Display of the availability status of all internal OpenScape Office subscribers
- Access to the caller list
- Live Recording (depending on legal requirements)

Unified Communication applications (OpenScape Office)

OpenScape Office is a server-based application portal for HiPath 3000. A program of individual licensing permits different applications to be scaled according to customer requirements and put into operation. OpenScape Office is only released in stand alone scenarios. HiPath systems connected to OpenScape Office cannot be integrated into Hi-Path networks.

OpenScape Office supports the following functions and feature

- **Presence** - You can then tell if someone is in a meeting, conducting a call, when they will be again available and how best to reach them. Presence status can be changed via telephone or online when you are away from the office
- **myPortal** - Every staff member has access to the entire range of communication resources over a single screen. They can use this application to read, manage and answer e-mail, voicemail, fax and instant messages.
- **myAttendant:** Offers selective subscribers a user-friendly attendant, including information the Presence status.
- **VoiceMail** - Messages from your mobile phone and landline can be forwarded to your HiPath OpenOffice voicemail box.
- **Fixed Mobile Convergence** - Employees only need a single phone number their office number. They can also be reached on their mobile or home office phones via this number. When an employee makes an outgoing call from a mobile or home office phone, his or her office number is displayed as the origin on the called party's terminal.