



The interface extends Ivanti® Voice enabling call control buttons of Plantronics® headsets for Communicator, an Ivanti® Voice softphone.

This improves the experience and efficiency of Voice agents:

- **Let agents do more.** With wireless Plantronics® headset, there is no need to stay by PC to answer calls anymore;
- **Improve agent availability and reduce call abandon rates.** Agents do not need to put themselves to "Not Ready" state when leaving the PC.

The interface is a client-side application that runs in background and provides the following functions:

- Use headset call-control button to answer and hang-up an incoming or a call that is currently being answered;
- Flash function: put current call on hold and answer other incoming call, or call being held (depends on the headset model);
- Multiline call flash: including mobile phone connected over Bluetooth.

The application is constantly monitoring events coming from both Ivanti® Voice and the headset device. Calls can be controlled from either the headset or Ivanti® Voice softphone.

The application can be installed in silent mode facilitating remote application packaging and distribution.

#### Requirements - Software:

- **Ivanti® Voice** versions: 5.8, 2015.x – 2016.x
- **.NET Framework** 4.0 minimum
- **Plantronics® Hub** 3.x to be installed on client PCs. The last release is available here: <http://www.plantronics.com/us/product/plantronics-hub-desktop>
- **Client OS:** Windows 7, Windows 10

#### Requirements – Headset devices:

- Plantronics® SAVI 700 series
- The support of other devices is not fully tested. Please check the supported Plantronics® Hub versions at <http://www.plantronics.com/us/product/plantronics-hub-desktop> and install the trial version before purchasing.

Download the trial version from our web-site <http://ermolov.pro/plantronics-voice>

The interface is provided by experts having more than 12 years Voice implementation experience. Should you have any questions, please check our web-site for latest information or feel free to contact us:

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