SOFTEL

Skype for Business Auto-Answer Interface for Financial Services

Providing Secure Units with auto-answer, locked-down, robust voice and video communication terminals.

WHAT IS THE AUTO-ANSWER INTERFACE?

SOFTEL's minimal interface for Microsoft Skype for Business provides an auto-answer solution, to support scenarios where end users are not permitted to physically interact with the interface to accept incoming calls. This solution is in demand to support consultations within Financial establishments or remote branches, where the solution runs as a stripped-down version of a Skype for Business client, with no tools or functions displayed within the interface. It runs in the background and it restarts if the host device reboots, for a fully-robust service. Callers to the remote interface must be designated or identified through a Microsoft Active Director (AD) Policy profile, so only authorised callers can connect to the device. The caller maintains control of the call throughout – the Remote Unit device will auto answer in voice or video mode – and it will automatically hang up when the caller ends the call.

In this Offer

- Minimal Installation
- Robust Design
- Secure Interface
- Tamper-Proof Operation
- Voice or Video Inbound
- Remote Call Control Only
- Authorized Users Only
- Runs Silently in the System Tray

INCLUDED IN THE AUTO-ANSWER INTERFACE:

- **SILENT RUNNING**– Runs in the Windows System Tray,
- **AUTO-ANSWER**– Auto-connects in Voice or Video Mode
- **REMOTE CONTROL** – Remote callers control all communications
- **ROBUST**– Solution restarts when device is rebooted
- **TAMPER-PROOF**– Can run without keyboard/mouse
- **HANDS-FREE** – No on-screen interaction required,
- **SECURED**– Authorized callers only
- **MINIMAL INTERFACE**– Voice or Video interface only

ROBUST SOLUTIONS FOR SECURE UNITS

SOFTEL are a Microsoft Gold Partner, Service Integrator and Microsoft ISV. Our primary areas of operations are within Unified Communications, Customer Experience, Digital Transformation and Contact Center Solutions. Our experience in developing custom Microsoft solutions - and packaging them as offers within the Microsoft marketplace - lead to the development of this secure solution, currently deployed at the New York City Department of Correction, supporting their needs for secure voice and video interactions.

SOFTEL have developed and deployed this auto-answer solution for Microsoft Skype for Business, to support cases where end users are not permitted to physically interact with the user interface to accept incoming calls. In the majority of cases, this is to facilitate voice and/or video calls being instigated by judiciaries to inmates in remote, secure locations. Through extended development during 2020, SOFTEL are also planning to emulate the same functionality for **Microsoft Teams**, as a migration path for end consumers and new customers.

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