

## Efficient Call Management

A **functional** attendant console that simply works.



DRAG AND DROP



EASY TO USE



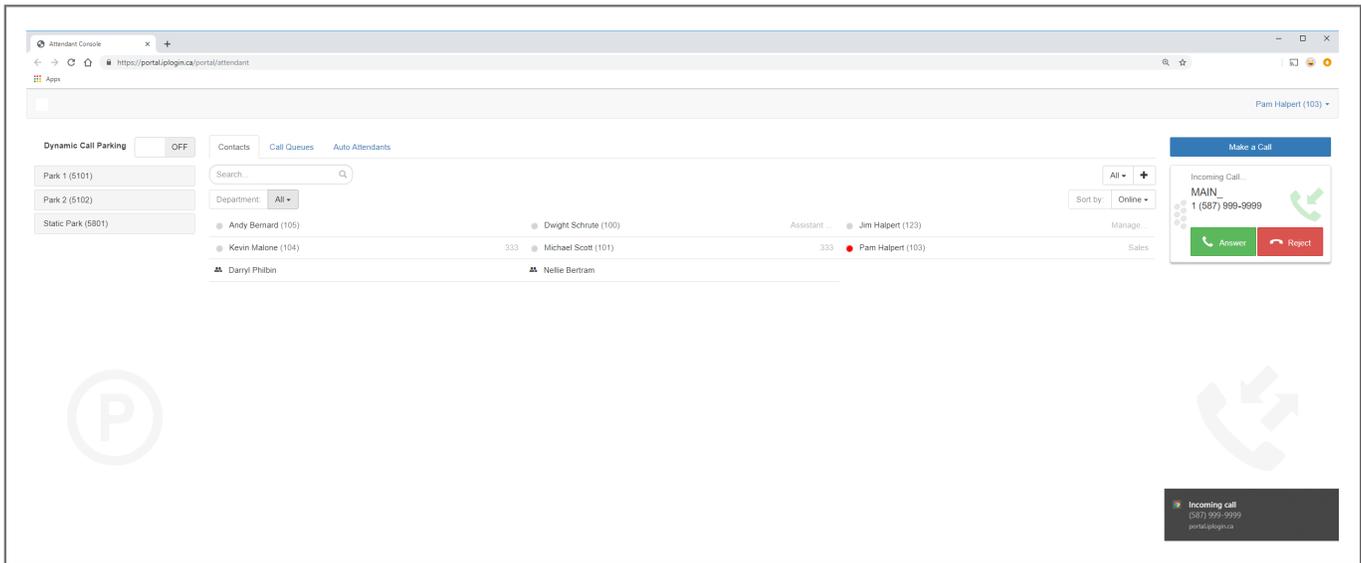
TIME SAVING

The attendant console provides control for many call management features and can answer and route incoming calls with a simple yet interactive graphical interface.

Manage high volumes of calls from customers, employees, and business partners smoothly and efficiently. The Attendant Console gives corporate operators and receptionists the tools they need to professionally handle incoming calls with ease. The powerful call queuing engine helps your operators easily manage a high call volume from a variety of sources. Live presence indicators provide transparency for agent availability with the option to transfer directly to voicemail, blind transfer, or attend the transfer clearly and simply indicated through the interactive user interface.



# Attendant Console



## What Are the Benefits?

- Makes receiving and routing calls simple
- Calls are handled smoothly improving the customer experience
- Allow operators to work more efficiently
- Handle complex requests that an auto attendant cannot handle

## Simple and User Friendly

Easy to use with plenty of features for enhancing the user experience. The dynamic graphical user interface allows for click to transfer as well as drag and drop. Transfer calls to agents, direct voicemail, call queues, and even auto attendants.

## Call Control and Ease of Use

Answer, park, hold, transfer and monitor all calls directly from the console. Send calls directly to any desk phone from the dial pad interface.

## Multi-Language

- English
- French
- Spanish

## The First Point of Contact

Your receptionist or operator is often the first point of contact with your organization, so it's vital you create a positive impression by dealing with callers' inquiries efficiently. The Attendant Console enables a receptionist or operator to provide exceptional service through an intuitive interface which automatically prompts the most relevant and up-to-date information while amplifying the capabilities of your phone system.

