

Attendant Console

A decorative horizontal bar consisting of four colored segments: blue, green, grey, and yellow.

ADVANCED CUSTOMER CALL HANDLING

Customer satisfaction soars when their calls are handled smoothly, promptly and are directed to the right person for the information they need. The unique user interface of Attendant Console provides access to the information and features you need to ensure a state-of-the-art customer experience.

This powerful software also provides seamless integration between your computer and telephone so that you can work on your usual computer applications and handle phone calls quickly using your mouse or keyboard. When combined with a Computer Telephony-compatible database or contact management software, Attendant Console can also bring significant customer information right to your screen while you are handling a call. Additional features are available through key codes or up to 40 user-programmable shortcuts, which can be displayed on screen.

INSTANT MESSAGING BOOSTS PRODUCTIVITY

Attendant Console creates a user-friendly call processing environment, allowing operators - or anyone else in the office - to quickly and efficiently process and route calls. Offices without a dedicated receptionist will benefit from these robust multi-tasking capabilities because anyone can answer the phone and handle a call without undue interruption from their work. Specific messages can be communicated to callers (out of the office, on holiday until the 15th) based on your co-workers' alert messages displayed on the system. In busy networked offices that do have a dedicated receptionist, productivity will rise because of Attendant Console's ultra-fast call routing. Because Attendant Console works in a multi-node configuration, and each node is connected to your Axxess call routing system, you know the status of everyone on the system. Whether they're in London, Manchester or on the next floor of your building, you know what's going on with everyone's phone.

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FEATURES

- Seamless integration between your computer and telephone
- Caller Name, Information and History screen pop
- User-Friendly Interface
- Desktop DSS with real-time station status display
- User-programmable function keys and short-cut buttons
- 'Hot dialling' for faster calls and transfers
- Customisable settings

BENEFITS

- No more switching back and forth between phone and computer to do your work - answer your phone on your PC
- Shorten calls by 10 to 45 seconds with increased customer satisfaction
- Fast transfers, including split functionality
- Dramatically increased productivity and efficiency

INSTALLATION REQUIREMENTS

- Axxess 5.3 or Windows NT-based Axxess 5.3 CPU
- System Open Application Interface (OAI) premium features enabled on all nodes
- System OAI events
- TCP/IP Connection via:
 - System OAI switch transceiver (converts RS-232 to TCP/IP) connecting to RS-232 System Serial Port on Axxess or
 - Direct TCP/IP System OAI connection to CPS/CPC or
 - Direct TCP/IP System OAI connection to CT Gateway connecting to a multi-node Axxess

REQUIREMENTS FOR ATTENDANT PC

- Axxess Digital Phone
- Pentium CPU (200 MHz or higher recommended)
- 32 MB RAM
- 800x600 monitor resolution (1024x768 recommended)
- Microsoft Windows 98/ME/2000 or NT (version 4.0 with Service Pack 3 or later)