

Telecor *Attendant*™

The reception desk becomes a productivity powerhouse.

The Telecor **Attendant** reception console application enables a receptionist to direct and process calls on a PC while working in other Windows®-based applications. This robust CTI client application for the Telecor VS1 business telephone system adds the functionality of a reception console to the PC, eliminating the need for a costly separate switchboard. Routine call processing operations such as setting up conference calls, paging over an intercom system, and parking calls can be performed on the desktop, in a Windows environment, while at the same time easily moving into and out of other Windows-based applications.

The application is simple and easy to use, so that gains in efficiency are immediately apparent. No extensive training or experience is required to use **Attendant**. Maximum efficiency is built into the interface – more calls can be answered quickly and more information can be passed along with each call.

Smart Features for Better Connections

The efficient call handling and routing processes of **Attendant** are clearly organized in the main screen, which is divided into Calls, Extensions, and Transfer windows:

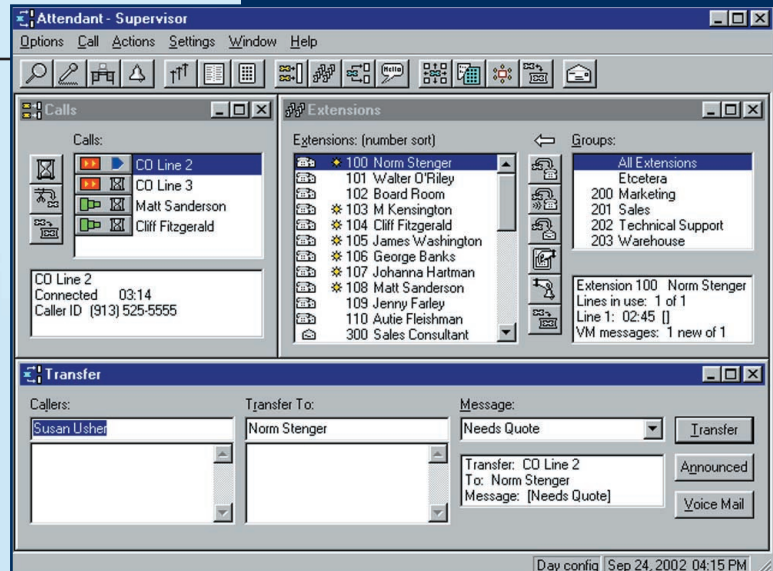
Calls Window - When the phone rings, users of **Attendant** can glance at their screen and see instantly which calls have come in first. If Caller ID is enabled, a status panel supplies useful information about each call. Call processing buttons simplify and speed basic operations.

Extensions Window - The extensions window provides a directory of extensions and groups, and shows the receptionist which extensions are in use. Each extension's voice mail status is also displayed.

Transfers Window with Caller Database - After a new caller's name has been entered in the "callers" text box, **Attendant** automatically records the name in the Caller Database. The next time the person calls, the receptionist can simply click the name and transfer the call. The person who receives the call will know immediately who's calling. To add additional information about a caller, the receptionist simply attaches a text message before transferring the call.

Automatic Call Distribution - A window within **Attendant** enables easy access to ACD groups for monitoring and transferring.

Paging and Park Zones - Dialog boxes simplify configuration of these functions.



In a growing business, the ability for employees to multitask is essential. Telecor **Attendant** allows you to realize the full potential of your entire staff, so higher call volume and increased work load translate into maximum profitability.

Telecor **Attendant** eliminates the need for a separate switchboard by integrating the receptionist console with a PC. Between calls, the receptionist can work in other Windows-based applications, easily moving between windows to route incoming calls.

telecor™

When Business Communications Means Business

Using Telecor **Attendant**, a receptionist can easily answer calls with a click of the mouse, and process them as effectively as with a traditional PBX system – while simultaneously working in other Windows-based applications.

Understanding the program is intuitive to anyone familiar with the Windows operating system.

The Text Messaging feature provides the receptionist with the ability to attach a text message about a call before it is transferred – helping the user decide whether to pick up, transfer, etc.

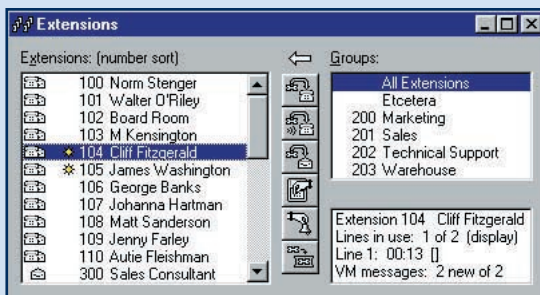
Caller ID name and number enables the user to transfer Caller ID information to other extensions.

Shortcut function buttons speed up frequently repeated operations.

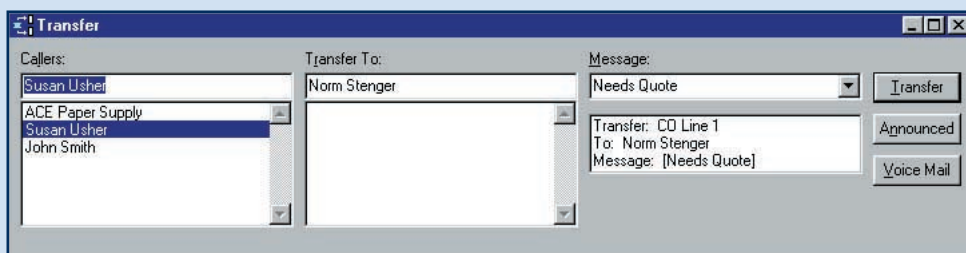
When questions arise, on-line help is available for quick answers.



The Calls window in **Attendant** indicates incoming calls. Calls are arranged with the most recent call appearing at the bottom of the Calls window. Callers can be transferred to the appropriate extension using the drag-and-drop feature.



The Extensions window provides a directory of extensions and the current status of each. Detailed information appears when an extension is highlighted, showing number of lines in use, duration of the current call, and number of Voice Mail messages.



The Transfer window interfaces with the Caller Database (available on each extension). This keeps a record of the call, showing Caller ID, the name of the caller and with whom the caller has spoken in the past. The Transfer window also enables the receptionist to enter a text message, if required.

Product Specifications: Telecor **Attendant** CTI Client Application

System Requirements:

- Pentium 120 PC or faster, 32 MG of RAM, 1 GB hard drive
- Windows® 98, Windows® Me, or Windows® 2000
- Open COM port with dedicated IRQ

To be used within the Telecor VS1 business telephone system

Product Ships With: PC Card or CTIM

Ordering Information:

Telecor VS1 Attendant Software Only	part no. PV-SCT-A01
Telecor VS1 Attendant Upgrade	part no. PV-SCT-U40
Telecor VS1 PCOM Hardware	part no. PV-HCT-M01
Telecor VS1 CTIM Hardware	part no. PV-HCT-C01
Telecor VS1 PCCL Hardware	part no. PV-HCT-P01

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