

peterConnects[®] attendant

Peter Connects Attendant is a powerful operator station allowing fast and easy handling of large numbers of phone calls. The software is easy to use and provides a range of smart features for flawless call handling.



- Easy call handling
- Combines telephone directories from various sources
- Determines employees' current location
- Caller recognition
- Sends text messages to IP phones
- Sends messages to pagers

Fast and easy handling of large numbers of phone calls

Features

Easy call handling using keyboard or mouse

All actions, such as answering calls, placing on hold, transferring, conferencing in another caller and setting up conference calls are easy to perform.

Combining telephone directories from different sources

Telephone directories can be compiled from up to 10 sources. All common database link standards are supported. The telephone directory is synchronized with the sources on a daily base. The telephone list can optionally be made available on the telephones of all users or on the intranet (using Click-to-dial).

Determining the current location of employees and adding information fields

The current location of logged-in employees (with Extension Mobility) is displayed on the operator station, based on the location of their phones. In addition, the operator station can add information fields to employees, e.g. on holiday (with end date).

Caller recognition

Telephone numbers of external callers are recognized and when a call comes in, name and details are displayed on the operator station (as well as on the phones). In addition, common call forwarding numbers are preselected and priority can be given in the queue. This allows important callers to receive priority service.

A web-based link to a CRM application is also possible. This allows immediate display of the records of a calling client.

Sending text messages to employee IP-phones

Sending short text messages to employees even when the destination phone is busy. Messages are delivered with a sound signal, with confirmation option if desired, for fast communication with the busy employee.

Sending messages to pager

Quick and easy sending of text or number messages to pagers. This requires a link between the paging system and Peter Connects.

Optional features

Automatic call answering and routing

Calls can be answered automatically using a welcome message. Based on a menu, calls can be sent in the right direction. If the telephonist is busy, the queue position is given. Day/night forwarding plays a message to the caller when closed and allows them to be routed to an alternative destination (e.g. voice mail or a different phone number).

Determining the location of WiFi phones and tags

Displays the current location of an employee on a map on the operator station based on the location of (wireless) WiFi phones (or tags).

Multi-tenant

Setting up multiple separate operator stations and phone directories is possible using a Peter Connects system (e.g. collective office buildings).

Insight into employee calendars

A link with Microsoft Outlook and Lotus Notes allows the attendant to view the calendars of employees.

Statistics

All data of incoming calls at the operator station(s) is collected. This data can be used to compile various reports to help monitor the quality of the operator station(s).

Displaying employee presence status

Shows 'Presence' status of employees from MS/Office Communications Server and/or Lotus Same Time on the operator station.

Sending e-mail to employees

Sends e-mail directly from the phone directory. The call data is automatically inserted into the e-mail message.

Texting employees (SMS)

Sends SMS messages directly from the phone directory.

Broadcasting messages over telephone speaker

Spoken announcements from the operator station to the loudspeakers of one or more phones simultaneously.

Real-time reports

Up-to-date overview of incoming calls and how they are being handled. With extensive information on waiting times, number of calls and the performance of the attendants.

Screen layout

The screenshot displays the Attendant main window with several key sections:

- F2 - Work queue for whole group - 1402:** A table showing call history with columns for Ext.0, Int.0, Caller, Has called, Transferred to, Attendant, and Duration. A red circle '2' is placed over the table.
- F1 - Incoming calls - 1401 - 09:00-18:00 OPENED:** A table showing incoming calls with columns for Ext.0, Int.0, Caller, Has called, Transferred to, Attendant, and Duration. A red circle '1' is placed over the table.
- F3 - Own telephone - 1101:** A table showing calls on the attendant's own IP-telephone with columns for Line, Caller, Has called, Transferred to, Attendant, and Duration. A red circle '3' is placed over the table.
- F5 - Selecting from telephone directory:** A form with fields for Keyword, Organisation, Department, Building, and Name start. A red circle '5' is placed over the Organisation field.
- F4 - Current call - 1101:** A section showing the current active call with details like '0698753458 - Primas -> 0105927892 - External Call'. A red circle '4' is placed over the call details.
- Directory:** A table with columns for Telephone, Name, Forward, Altern, Mobile, and E-mail work. A red circle '6' is placed over the Forward column.
- Employee/Department Details:** A section showing detailed information for a selected employee, including Family name, Phonenummer, Alternative, Mobile, Fax, Private number, Dpt, Sub-dpt, Building, Postal address, Present, Function, Tasks, and E-mail address. A red circle '7' is placed over the Private number field.
- Bottom Panel:** A navigation bar with buttons labeled a through f, and a status bar at the bottom with buttons labeled 0 through 8.

The Attendant main window

Explanation of the fields on the main window of the Attendant program

- Incoming (new) calls
- Work queue with returned and parked calls
- Calls on own IP-telephone
- Current active call
- Criteria to select employees in the telephone directory.
- Telephone Directory (corporate and Attendant's own)
- Various information (can be displayed full-screen as well):
 - Detail data of the selected employee or department.
 - Routing history of the selected call.
 - List of calls waiting until the destination becomes available.
 - List of participants in a conference call.
 - Appointments in the agenda of the selected employee.
 - Web-browser (also usable for CRM and webcam integration).
 - List of handled and missed calls.

More information:
www.peterconnects.com/attendant



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Suitable for:

- telephonists;
- receptionists;
- secretaries.

Also available:

