

peterConnects[®] manager/assistant

The Peter Connects Manager/Assistant Switch is a very effective and full-featured system for controlling the selective reachability of employees. It is intended for groups of employees who handle each other's calls. Excelling in user friendliness, ease of configuration and management, Manager/Assistant presents a great alternative to Cisco's IPMA switch.



- Flexibly-defined roles
- Easily-configurable reachability
- Easily-controllable replacements
- Clear display on IP phone
- Toolbar on PC with click-to-dial
- Management module for use over intranet
- Special facilities for the Attendant
- Works with Extension Mobility

Simply and effectively controlling the selective reachability of employees

Features

Flexibly-defined roles

The Manager/Assistant Switch allows employee groups to be defined that can handle each other's calls. All users can have an own role. Assistants, secretaries, managers, telephone operators and directors can be part of such a group.

Easily-configurable reachability

Users can set their own reachability and assign replacements while absent, busy, or unresponsive within a specific time.

Easily-controllable replacements

A call can be automatically forwarded to an employee's replacements. The calls are sent to replacements based on first available, longest idle, or a fixed sequence.

Clear display on IP phone

Several statuses can be shown clearly on the IP phone, such as the own status, the status of other group members, or the number of logged-in and busy replacements. The contents of this status line are variable.

Advanced reporting on missed call

Reports missed calls on the IP phone. Both own calls and

calls handled as a replacement. Can also be sent to own e-mail address.

Toolbar on PC

With the smart toolbar one can use the PC to keep an eye on the phone availability of groups of employees. A single click provides you with a series of useful functions, such as calling, forwarding, call pickup, changing the reachability status of colleagues, or placing messages on phones. The toolbar also provides information on incoming calls.

Management module for use over intranet

A number of settings for reachability and replacement can also be set via the intranet, such as removing and adding replacements, toolbar contents, changing the status line on the IP phone and changing/adding permitted callers for a specific status.

Special facilities for the Attendant

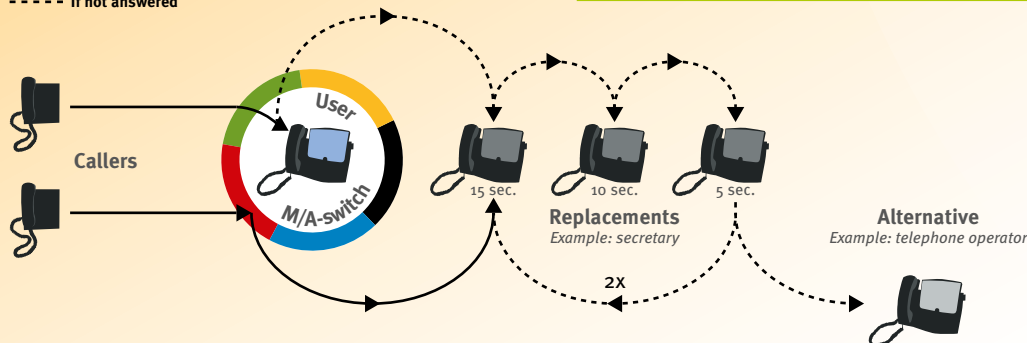
As an option, Attendants can override the Manager/Assistant routing. Attendants can see the current status of the Manager/Assistant users in the telephone directory.

Outline

M/A Switch reachability settings

- All callers
- Nobody
- Colleagues
- Own replacements
- Other status (user-defined)

----- If not answered



Call goes to replacements if the M/A user:

- is not available for the caller
- is busy
- does not answer
- has been logged off (via Extension Mobility)
- or if the phone

Distribution to replacements:

- First available
- Cyclic
- Longest Idle

Extra advantages:

- Customization possible for specific customer wishes;
- Seamlessly integrates with Peter Connects Attendant and runs on the same server as the Attendant;
- Software functions already present in Peter Connects Server. Manager/Assistant can be used directly for a small additional price.

More information:
www.peterconnects.com/manager-assistant

Also available:

- attendant
- servicedesk
- voicemail
- in-house paging
- message bridge

