

## Expediting live call handling – improving customer service

In today's competitive landscape, many organizations still count on old-fashioned personal service to differentiate themselves. Greeting longtime customers or new prospects with a friendly voice while efficiently meeting their needs never goes out of fashion.

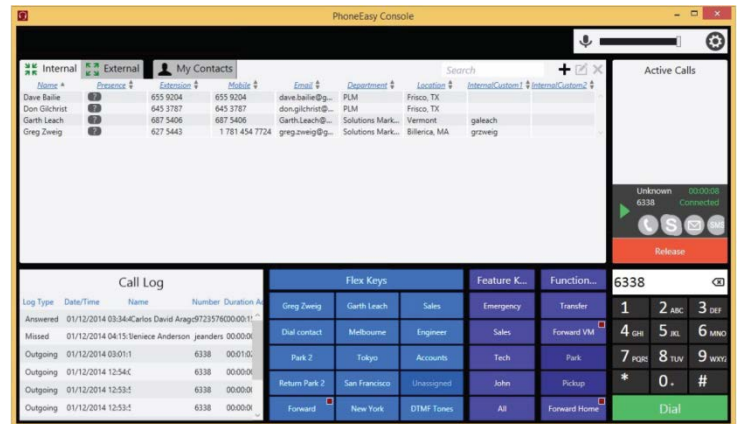
Temovi's IP Attendant Console software provides receptionists and operators with a powerful tool to deliver superior customer service by efficiently answering and managing large volumes of inbound calls. In seconds an attendant can view the availability status of staff and rapidly redirect callers to the right person or department.

Unlike legacy hardware solutions, there is no longer a need to remember complex button sequences or view an array of flashing lamps; Temovi's attendant console software makes call management both intuitive and point & click simple. The IP Attendant Console intelligently combines presence status from the Temovi Application Server along with data mined from Outlook Calendar to give an attendant instant access to a users' status.

### Features

The IP Attendant Console is software that loads on a Windows PC to provide a screen-based alternative to traditional hardware-based attendant consoles. The interface is purposefully designed to speed call answering and call transfer; it's equally valuable for the busiest operator or the occasional user. With the ability to scale to over 1000 extensions, the IP Attendant Console provides:

- Quick views of group line status
- User Presence (status) from Desktop & Mobile Clients as well as Outlook Calendar
- Drag and drop call answering and distribution
- Rapid retrieval of contact details
- 'Point and click' dial capabilities
- Call pickup, call park and quick park retrieval
- Live handoff or blind transfer



### Business Benefits

- Increases customer satisfaction by speeding call answer
- Reduces staffing requirements by accelerating call handling

### Additional Features

- Runs on standard PC – no special equipment required
- Works as standalone console or as part of a larger pool
- Supports answering multiple incoming directory numbers
- Active call screen
- Departmental views
- Configurable flex keys
- Call scheduler
- Call stacker
- Call logs
- Script windows – custom answering scripts based on called/calling number
- Multiple directories: internal, external, emergency, outlook, favorites
- Custom branding available

### Supported Platforms

- Windows Vista, 7, 8 and 8.1
- Interface to Outlook 2007, 2010 and 2013
- Supported on the Temovi Application Server

For more information contact us through our website at [temovi.cloud](http://temovi.cloud)

### Digitel Europe Ltd

Communications Centre, 1 Ivy Street, Priory Industrial Estate, Birkenhead, Wirral CH41 5EE  
Tel: 0151 650 0065 ♦ Fax: 0151 650 1162 ♦ Web: [www.digitaleurope.co.uk](http://www.digitaleurope.co.uk) ♦ Mail: [mail@digitaleurope.co.uk](mailto:mail@digitaleurope.co.uk)

This document and any products or functionality it describes are subject to change without notice. Please contact Temovi for additional information and updates.