

# Attendant Console

## Easily and effectively route incoming calls



### Embracing Cloud Economics

For most organizations, attendants/receptionists/operators deliver a critical first impression to incoming callers. As with any first impression, if it isn't positive, it's challenging to overcome. Cloud Communications Attendant Console is designed to deliver easy-to-use and effective call routing tools reduce the burden of high call volumes. A better tool gives an attendant more time to deliver better service. Cloud Communications Attendant Console is a web browser-based call handling tool focused on expediting incoming calls. It's integrated into the organization's Cloud Communications Business directory to save time and assure that contact information is accurate. The attendant can quickly see if a recipient is on the phone and decide how best to manage the caller's expectations and route the call.

### Web-based and Delivered from the Cloud for Maximum Flexibility

Unlike dedicated console hardware or PC/Mac applications, Cloud Communications Attendant Console is not tied to a single physical location or computer; it is delivered from the cloud. Attendants can access it from almost any computer with an internet connection and Chrome browser. This is ideal for organizations that want to spread phone answering duties across a geographically dispersed workforce, need to manage vacations/absences or wish to enable employees to work from home.

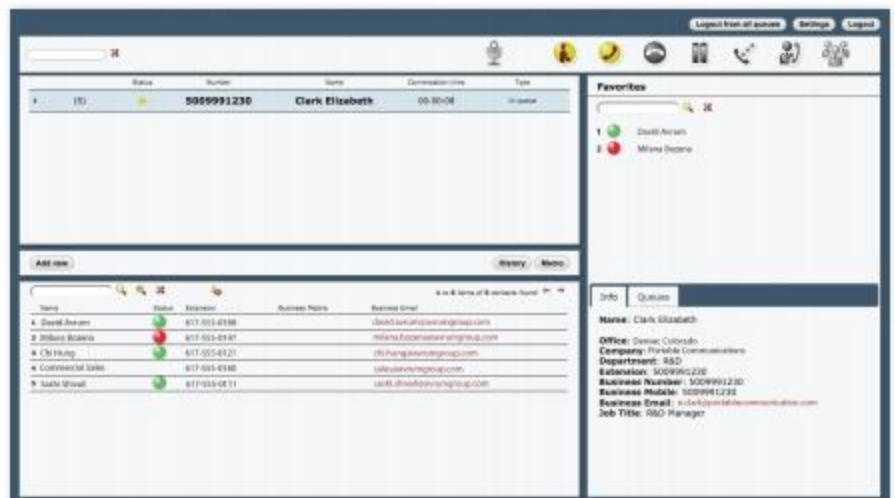
### Integrated into Cloud Communications Business Solutions and Cloud Communications Call Center

Since the Cloud Communications Attendant Console is delivered from the cloud, it makes sense that it works seamlessly with Cloud Communications Business Solution's cloud unified communication and call center solutions. It can also work in conjunction with, or as a replacement for, SIP-based desk phones. The solution even offers configurable keyboard shortcuts to turn multi-step call transfer actions into a single click – saving time and improving the customer experience.

### Cloud Communications Attendant Console

#### Key Features:

- Secure web-based login
- Manage up to 6 voice incoming calls at one time
- Easily search corporate directory
- Visual notification of users' busy lamp field (BLF) status
- Call Park support
- Keyboard shortcuts for call answer, call hold, resume, direct transfer, consultative-transfer & hang-up
- Compatible with braille keyboard for visually impaired operators
- Speed dial options with configurable buttons
- CRM-ERP integration using URL pop-up on incoming calls.
- Access to call history including incoming, outgoing, and missed calls



\*Requires a PC or Mac with a Google Chrome Browser - USB headset suggested