

# Attendant Console for Microsoft Teams



## 1-Click Call Handling

Attendant Console is designed to make call transfer and handling as efficient as possible, and common tasks can be completed in one click. Definable shortcuts mean the experience can be optimized for the user.

## Familiar & Easy to Use

The user interface is modeled after Microsoft Teams so that users already familiar with the Microsoft UI will be right at home in Attendant Console. This means less training and transition time to Attendant Console.

## Simple to Implement

The software is literally minutes to initially setup. Because there is no complex configuration, this results in less IT involvement in the process to roll out.

## Full Unified Communication Functionality

Since Attendant Console runs either independent of the Teams client or side by side with it, your attendant users do not need to give up any Microsoft Teams functionality.



## Key Benefits

- Make console operators more productive, efficient, & happy with a Teams client optimized for efficient call transfer & handling
- Complete your Microsoft Teams Voice solution with minimal IT impact with 1 minute installation & zero additional servers.
- Use the Microsoft Teams Certified Headset of your choice

### DATA SHEET Attendant Console for Microsoft Teams

#### User Interface Features

- Looks and acts just like Microsoft Teams
- Familiar & Intuitive Interface means low training time
- User pictures
- Keyboard, mouse or touch support
- Scalable user interface
- Dark Mode & normal theme

#### Transfer Features

- 1-Click Transfer
- Transfer types: Blind, Safe, Consult, Add Participant or Chat Consult transfer
- "Transfer Mode on Answer" auto-selects your preferred transfer mode
- All Transfer types can be assigned shortcut keys & can be defined by user

#### Contacts Features

- Configurable contact layouts
- Related Contacts: See Organizationally related & Assistant
- Create contact groups
- 1-Click "Send an IM Chat Call Back Reminder"
- Simple "Email Call Back Reminder" template editor Microsoft Teams Out of Office indicator



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## Exchange Calendar Integration

- View Contact Outlook Calendars in 1 Click
- Exchange permission-based access is in effect

## Voicemail

- Voicemail count notification
- Visual Voicemail: listen and read transcription
- Read voicemails tracked & reflected in Microsoft Teams

## Presence

- Set presence
- Set presence duration
- Distinct "In a Call" presence indicator for Teams contacts

## Group Features

- Group Start Conference Call

## Instant Message

- Initiate instant message from current call via Microsoft Teams
- Initiate instant message with any contact via Microsoft Teams

## Definable Shortcut Keys

- Answer, Decline, Hold, Retrieve, Disconnect/Hang-up, Mute toggle, Transfer: Blind, Safe, Consult, Chat Consult, & Add Participant

## Search Features

- Saved searches
- Advanced filtering on Departments, Title, Office locations & Country.
- Search sources: Active Directory, Exchange or external web service
- Global filter

## Teams Call Queue Service Integration

- Supports Call Queue incoming calls
- Open panel to see/change signed in status for Teams Call Queues

## Call Pop (Call Context)

- Easy to setup
- Display URL/Web app on incoming call
- Call Pop "follows" call on hold/active, multiple concurrent call supported

## Setup Features

- 1 Minute initial setup process
- No additional server components for installation on server

## Basic Recording (Using Contact Center)

- Disabled (Default), On Demand, All Calls (No Pause), All Calls (Stop Allowed)
- No Server Required

## Quick Access Shortcuts

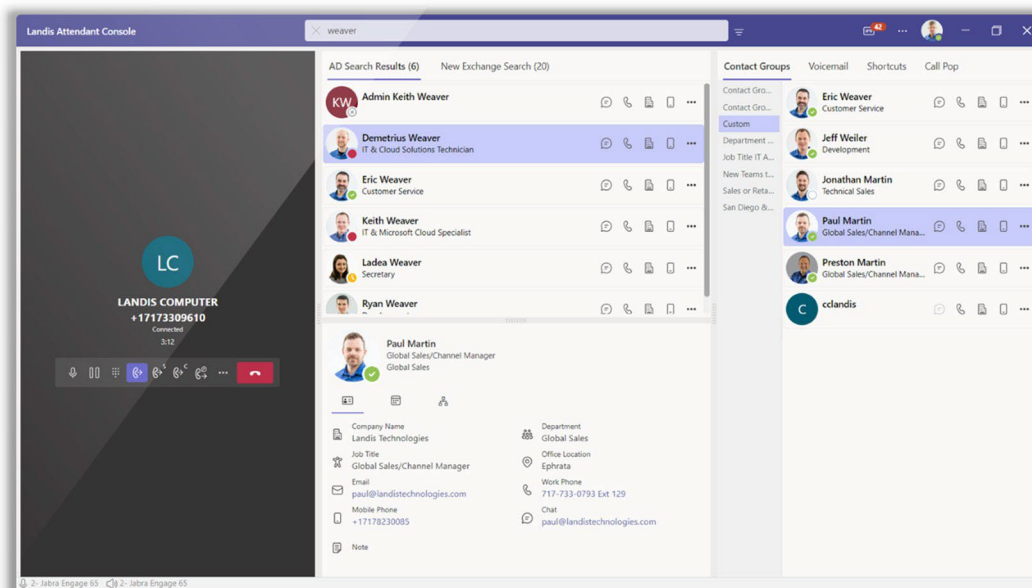
- Create 1-Click Shortcuts to common tasks:
- Call or Transfer to a contact
- Execute HTTP request
- Set Presence
- Set Audio Device
- Open URL
- Assign hotkey to any shortcut

## Device Support

- Audio support for all Microsoft Teams Optimized Headsets/Handsets

## Overall App Features

- Layout designer
- Multi-lingual user interface



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