



MITEL 5000 ATTENDANT CONSOLE

THE POWERFUL BENEFITS OF ADVANCED CUSTOMER CALL HANDLING



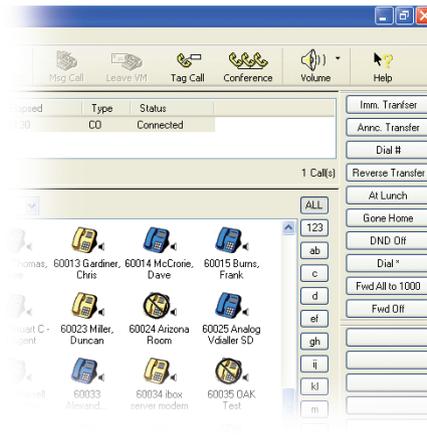
Customer satisfaction soars when their calls are handled smoothly, promptly and are directed to the right person for the information they need. The unique user interface of Attendant Console provides access to the information and features you need to ensure a state-of-the-art customer experience. This powerful software also provides seamless integration between your computer and telephone so that you can work on your usual computer applications and handle phone calls quickly using your mouse or keyboard. When combined with a Computer Telephony-compatible database or contact management software, Attendant Console can also bring significant customer information right to your screen while you are handling a call. Additional features are available through key codes or up to 40 user-programmable shortcuts, which can be displayed on screen.

BOOST PRODUCTIVITY - EVEN IF YOU DON'T HAVE A FULL-TIME RECEPTIONIST

Attendant Console creates a user-friendly call processing environment, allowing operators - or anyone else in the office - to quickly and efficiently process and route calls. Offices without a dedicated receptionist will benefit from these robust multi-tasking capabilities because anyone can answer the phone and handle a call without undue interruption from their work.



Extension details pop-up and extension list on-screen



Intuitive single-click functions

MULTI-SITE SOLUTION

In busy multi-site networked environments that have a dedicated receptionist, productivity will rise because of Attendant Console's ultra-fast call routing. Because Attendant Console works in a multi-node configuration you know the status of everyone on the system. Also, specific messages can be communicated to callers (out of the office, on holiday until the 15th) based on your co-workers' alert messages displayed on the system.

FEATURES

- Seamless integration between your computer and telephone
- Answer your phone using your PC
- Caller Name, Information and History screen pop
- User-Friendly Interface Desktop DSS with real-time station status display
- User-programmable function keys and short-cut buttons
- Hot dialling for faster calls and transfers
- Customisable settings
- Fast call transfers
- Dramatically increase productivity and efficiency

MINIMUM TELEPHONY REQUIREMENTS

- All versions of 5000 software (plus Axxess 5.3 or Windows based Axxess 5.3 CPU or later)
- Works with Mitel 53XX series IP phones and Mitel 8528 / 8568 digital phones (plus Inter-Tel digital or IP phones)
- System Open Application Interface (OAI) premium features enabled on all nodes
- System OAI events
- TCP/IP Connection via:
 - Direct TCP/IP System OAI connection to CPS/CPC or 5000
 - Direct TCP/IP System OAI connection to CT Gateway connecting to a multi-node Axxess or multi-node 5000 network

MINIMUM PC REQUIREMENTS

- Pentium CPU (200 MHz or higher recommended)
- 32 MB RAM
- 800x600 monitor resolution (1024x768 recommended)
- Microsoft Windows 98/2000/XP/Wins7 32 bit



Features access through Windows interface

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