



# ezAttendant

*ez Attendant is a proprietary 'in-skin' Windows Operator Console (WOC). Combine the intelligence of your PC and the sophisticated call handling features of the IPECS Platform and be better equipped to manage your inbound calls.*

## *Cost Effective*

Low cost Windows Operator Console (WOC).

## *Improved efficiency*

Handle increased call volumes, more quickly and with the correct customer information.

## *Improved customer satisfaction*

Customers get answered quickly and efficiently transferred to their desired destination.

## *Personalised service*

Callers get answered by name based on information presented to the operator.

## *Efficient Message Handling*

Internal Short Messaging Service (SMS) allows important messages to be sent to users, even if they are on the phone.

## *System Management*

ez Attendant users can administer the system speed dials, ensuring that they are always up to date.



## *Busy Lamp Field*

On-screen, graphical representation of user extension status, even when working on networked systems (Does require BLF Manager Software when networked).

## *Call Control*

Make/receive calls, hold/un-hold calls, park/un-park calls, paging, transfer calls or initiate conference calls.

## *New Database creation*

Create individual local databases from scratch for customised contacts.

## *Import Databases*

Use existing contact lists and share common data. (Access, Outlook, ACT, Goldmine & Excel)

## *Screen Pop*

Preview incoming calls from local database contact list.

## *Print Address book*

For those who still enjoy hard copies of critical data

## *Wake up Calls*

Set reminders for other users on the system.

## *Click & Call*

Makes the call at the touch of a mouse.