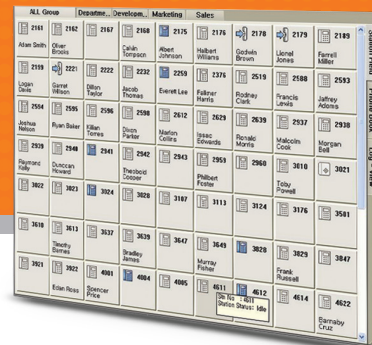Unified communications solution for SMB

iPECS
ez-ATTENDANT

PC BASED APPLICATIONCONSOLE

THE ez-ATTENDANT GIVES YOUR ATTENDANT POWERFUL
CALL HANDLING AND PRODUCTIVITY ENHANCING TOOLS.
WITH THE EASE OF USE AND SUPERB GRAPHICAL USER
INTERFACE YOUR ATTENDANT QUICKLY EMBRACES
THE ez-ATTENDANT CAPABILITIES

Easy to be an attendant

ez-Attendant enhances handling of your valuable inbound business calls. With ez-Attendant your busy receptionist can route calls with the click of a mouse. The Presence window shows the status of all other system users; at a glance the attendant knows the state of a user with clear icons, idle, busy, DND, calls waiting, etc. Real-time presence lets the attendant take alternate action; send the call to voice mail, or just click the station icon to transfer.

Flexible call handling

The attendant queue window displays the call waiting list along with queue times. Click to pick-up a call for further action, or drag and drop the call from the queue list to another station for handling. While on a call, the attendant can type the destination name or number to transfer the call quickly. If the user is busy, the attendant can send a short text message or, if conditions warrant, intrude on the user's call to notify them of the important waiting call. Easily accessed features such as Paging and Call Park add to the flexible call handling capability.

IP base attendant

ez-Attendant connects over your LAN to the system and synchronizes with the attendant's telephone. No matter the geographic location of your attendant, ez-Attendant synchronizes with the system to provide the attendant real-time system and user information over a TCP/IP connection. For high volume call handling, your system can support up to five (5) ez-Attendant consoles and for networked environments, ez-Attendant can act as the centralized attendant for all the connected systems.

Directory management

ez-Attendant links with local and corporate contact databases for quick access to contact phone numbers. ez-Attendant is compatible with Outlook, Access, Excel, ACT! and Goldmine formats. Include those VIP callers in the DB and, when a call is received, the callers contact information is displayed on the ez-Attendant console for VIP treatment. ez-Attendant also displays shared Exchange schedules so atendants are aware of the latest group or shared schedules.

Even more productivity tools

ez-Attendant can quickly locate other users and send important business text messages to any iPECS phone with display including wireless DECT or WiFi handsets as well as remote terminals. Local language support displays prompts and text in any desired language so your attendant can be more productive no matter the language. With ez-Attendant, the attendant can perform basic admin functions for other users, assigning flexible buttons, alarm/wake-calls, and defining station groups.
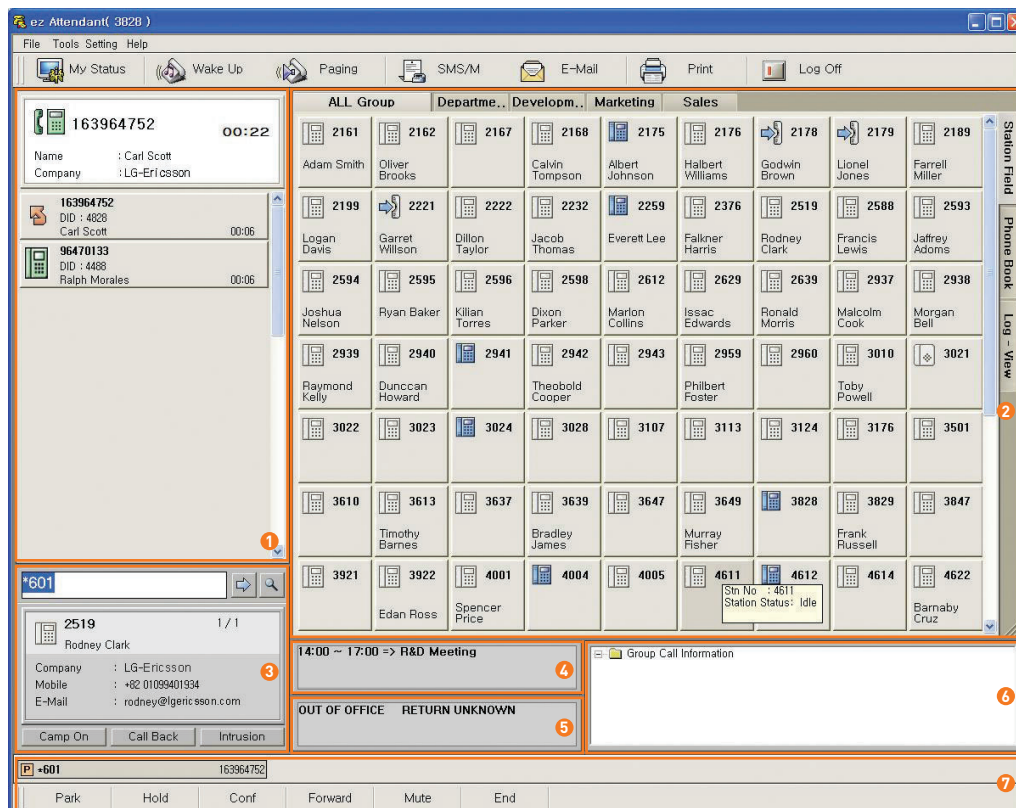
Easy User Interface

• Optional station field display mode: Icon type (small/mid/large) / List type

• Intuitive display icons: Station field(12), Queue window(8), Tool bar(7)

• BLF information display

• Local language selection: Local or English

• Shortcut keys for frequently used functions: ALT/Ctrl/Shift + ….

• Pre-selected and Customized station status message setting

• Station setting modification: station name, COS, Temporary COS, Attendant cancel, Music selection

• Attendant status change: Day/Night/On demand/Weekend/Auto ring/ Forward

• Station flexible button programming: individual/group

• Station group management

• Station and ez-Attendant activity log saving: call type/caller/callee/date /time/duration/answered….

• Local phone book import: MS Outlook, Access, Excel/Goldmine/ACT

• Phone book management: register/edit/delete, 16 data field, dynamic search/sort/filter

Flexible Inbound Call Handling

• Call forward: attendant call forward for alternative station

• Call park: location bar show/hide option

• Answering incoming call from queue window

• Screened/Unscreened call transfer by search and go/drag and drop

• Call queuing (Max 20 calls): CLI, Name, Company, Waiting time display

• Message wait indication …Call back   • Hold call / Call park and retrieve

• Camp on to busy station   • Forced intrusion

• Screen call pop up

Productivity Enhancement

• Text message sending & receiving : internal(to DKT, DECT , IP Phone, Phontage, UCS, Ez Phone), external(via GSM/CDMA gateway)

• Wake up call management: individual/group setting

• Multiple attendant: 5 per system

• Making outbound call: key pad dialing, click to call for Phone book, Station icon, Log view, Speed bin

• Conference call

• Paging: internal/external, individual/group

1. Queue Windows

2. Station Window/Phone Book/Log-View, Display option(Icon/List)

3. Search and Station Information

4. MS Outlook Scheduler

5. Preselected Message display

6. SMS/Group Call Information

7. Park Location(Optional)

System requirement:
ipLDK 20/60/100/300/Nexer v3.6 or higher
iPECS LIK Micro/50/100/300/600/1200 v5.0 or higher
iPECS MG v1.0 or higher
System data connection: TCP/IP
Protocol: ez Attendant protocol (LG-Ericsson proprietary)
Voice handling: by linked station (DKT, IP Phone)
O/S: Window 98/200/ME/XP/Vista

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