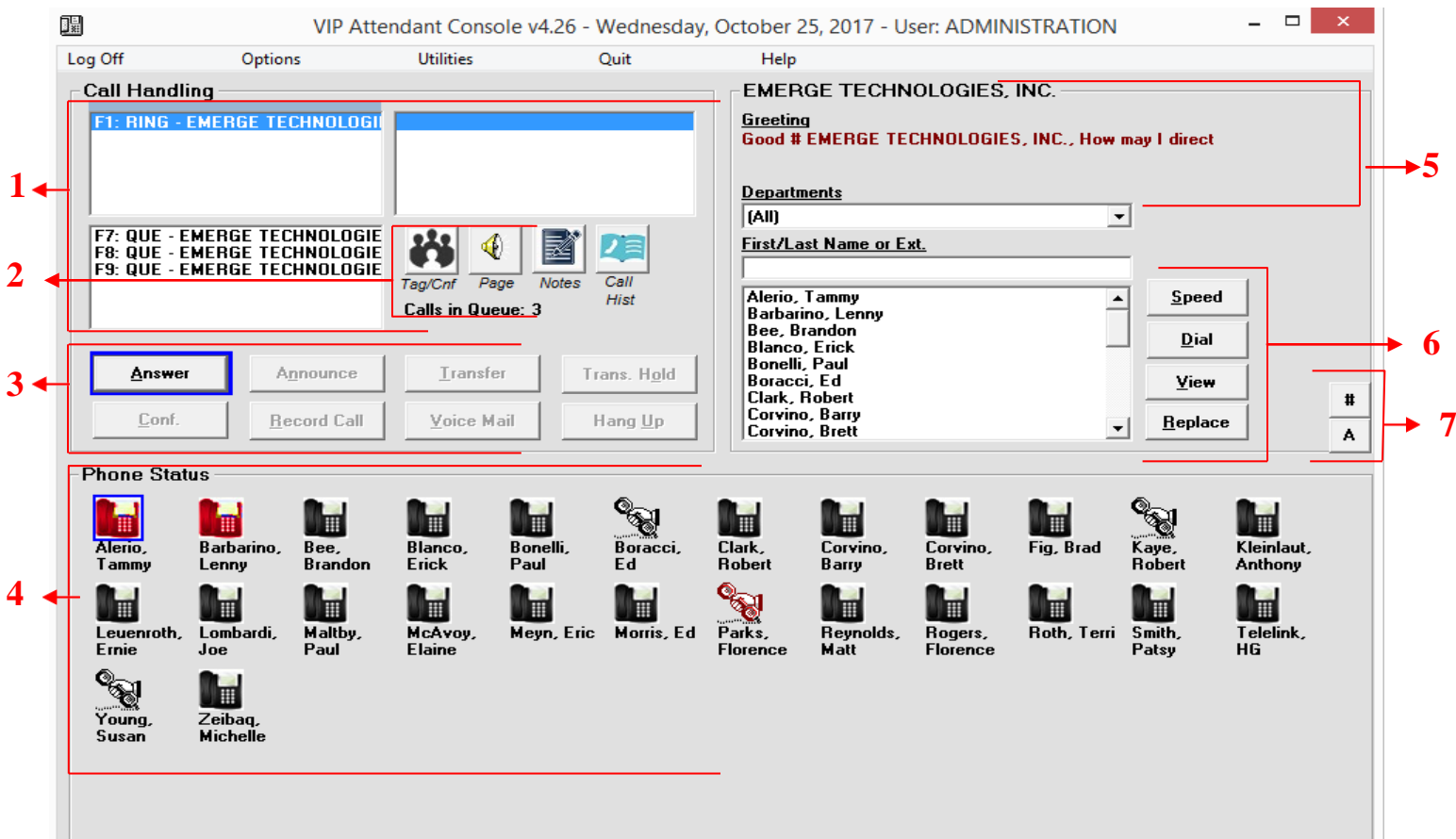


SIMPLIFIED CALL HANDLING FOR MEDIUM TO LARGE BUSINESSES



As advancing technology is becoming more and more a part of our daily lives, it is very imperative to keep up with the changing times. CTI's Attendant Console can help your business take a giant step into the fast-paced world of technology. Fading fast are the days of just answering the phone. Calls need to be processed correctly and in a quick, efficient manner. CTI's Attendant Console will assist your operator/attendant eliminate lost calls, extended call-holding time and help process calls quickly and professionally. Combining the functionality of a standard PC running Windows 8 or higher, with CTI Cloud's Hosted Platform, call handling has never been easier.

MAIN SCREEN INFORMATION

- 1. Call Information** – Displays any incoming/outgoing calls along with any calls in queue.
- 2. Tag** – used to tag or untag calls to eventually be conferenced together.
- Page** – used to announce a message over the intercom. **Notes** – used to make notes for the main company.
- 3. Call handling keys/transaction buttons**
- 4.** Shows list of employees and their extensions and their status (red phone = phone is in DND Mode (do not disturb), phone in hand = caller is on phone, black phone = idle phone)
- 5. Company Info.** – When a call comes, this area displays the information about the company for which the call is coming in. Also displayed are a department list and an employee directory.
- 6. Speed** – Press this button to bring up the Speed Dial Phonebook Window.
- Dial** – Press this to bring up dial pad.
- View** – When using the directory this button will display a profile in "View" mode. **Replace** – When using the directory, this button will replace the current profile in the call information window with the current name in the directory.
- 7. Alpha/Numeric View** – These two buttons allow the attendant to view extensions by either extension number or employee name.

CTI'S ATTENDANT CONSOLE BENEFITS & FEATURES

- Smart Call Handling** – An incoming call can be handled quickly because at a glance, the attendant can see whom the call is for and how the call should be handled. Customized setup of each employee's profile allows for single button call handling.
- Active Busy Lamp Field** – The attendant can see the phone status of all employees by looking at the computer screen.
- Customized Call Handling** – Each employee can have their calls handled differently based on how they set up their call handling profile.
- Integrated E-Mail** – Allows the attendant to send e-mail messages to employees.
- Call Forward Capability** – CTI Attendant Console can be programmed with an unlimited amount of employees' call forwarding numbers (i.e. cell phone, home phone, etc.)
- Text Messaging** – If an employee wishes to have text messages taken instead of going to voice mail, all the attendant needs to do is click the message pad in the employee's profile, type and send the message.
- Quick and Easy to Install** – CTI'S Global Employee Setup feature downloads the Cloud PBX database directly into CTI Attendant Console eliminating the need to set up each profile one at a time.

Call Logging – Will log all calls that come into CTI Cloud's Hosted PBX platform directly into the software.

Chat – Allows the attendant to send an instant message via the PC to an employee regarding call handling. Employee can send a response at the touch of a button informing the attendant how to process a call.

Department Maintenance Information Screen

Used to set up internal company department information.

Employee Departmental Assign Screen

Used to assign employees to the department they are in.

Employee Maintenance Screen

Used to enter and maintain an individual employee's information

Additional Numbers for Employee Screen

Used to add additional contact number for employees

Employee Text Message Screen

Used if an employee requests that text messages be taken for them.

Employee change status screen

Used to maintain an employee's status for the day.