

## winConsole – Screen Based Console

winConsole transforms your PC into a powerful, multi-tasking operator console. winConsole's features are packaged to meet the needs of all answering positions - from small businesses to large organization with sophisticated multifunctional needs.

### Benefits

- ▶ Use the computer for fast and efficient call handling
- ▶ Look up information and auto-dial from the directory
- ▶ Automatically queue, prioritize and answer incoming calls
- ▶ Monitor the status of analog and digital telephones
- ▶ Use call statistics to improve customer service
- ▶ Build custom directories in 'white' or 'yellow' page formats
- ▶ Simplify administration by automating the regular maintenance tasks
- ▶ Access #5ESS operator features

### Open, Standard Computer Telephony Integration

Convert your desktop PC into a powerful, but easy-to-use operator console by simply connecting it to a digital telephone with a serial cable. winConsole supports the industry standard TAPI and ISDN Application Programming Interfaces to provide a cost-effective and fail-safe configuration - one that will allow operators to continue providing telephone answering service even when the PC is not available. With its open, standard-based architecture you can seamlessly integrate the winConsole with your existing telephone, networking and messaging infrastructure to provide a feature-rich, integrated software solution that can evolve and grow with your needs.

### PC-based Console for Operators

winConsole's Computer Telephony Integration helps operators improve performance and deliver better customer service by integrating call handling, information lookup and providing messaging services. From its graphical user interface, you can view call queues, answer and greet callers in priority order, quickly locate and accurately transfer calls - all from the PC keyboard. Features such as emulation of the switched loop keys, display of incoming calls in prioritized queues, providing automatic answer/release options, displaying caller information and integrated dialing from directories help operators and receptionists provide a higher level of customer service.

### Corporate Directories with Integrated Dialing

You can create multifunctional, customized directories with personnel, organization, product and location information to provide fast access to all the information needed by the operators to process calls. These directories can be virtually unlimited in size, stored on the local disk or shared on the network, and customized to fit your organization's needs. You can set up access rights to control who can view or update and/or delete sensitive directory data.

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Operators can enter a few letters to quickly locate people by name, number, department or other sorts and automatically dial the number from the keyboard. Directory information can be viewed in 'white pages' or 'yellow pages' style. Additional details such as multiple contact numbers, notes and photographs, addresses can be obtained. You can automatically synchronize your directories with data from other organizational repositories. With the CallComm's Internet Directory Services you can publish the directory information on your intranet making up-to-date contact information available on-line to everyone in your organization.

## **Graphical Icons Display Busy/Idle Status**

Know the busy/idle status of key employees in your workgroup by glancing at the Status Monitor window. Icons display idle, ringing, busy or held call conditions. You can selectively view only the idle stations to send calls to available parties or busy stations to avoid forwarding calls to them. Receptionists can pick up calls that are unanswered to provide a personalized service to the caller.

## **Use Call Statistics to Improve Performance and Service**

Do you know what levels of service is being provided to your callers? How many calls were received, answered or abandoned? Volume of calls by queue by hour of day? How long callers wait before disconnecting? How the calls are distributed among your operators? These questions and more can be answered with the winConsole call statistics and reporting tools which provide supervisors with unparalleled management information and visibility into the workings of your environment.

## **Access #5ESS ISDN Attendant Features**

winConsole supports the simplified Custom ISDN Attendant(S-ISAT) features of the #5ESS Central Office. On ISDN lines provisioned with the S-ISAT capabilities, the winconsole provides a graphical interface to the #5ESS attendant features. It lets operator view calls in attendant queues, put multiple calls on hold, busy out positions or set the night service, camp-on to busy stations or barge-in to the call. The station management features let the operator verify busy stations, change call forward routings on the stations and even control access to facilities and voice terminals in the Centrex Group. WinConsole, combined with the S-ISAT features, provides a powerful robust attendant console replacement for the 311 consoles.

## **Simplify Administration by Automating Routine Tasks**

Pick up the call statistics reports from printer on your way to getting coffee in the morning. While you are looking at the reports, your previously scheduled backup, import of data from other organization databases and other regular maintenance items can be running automatically on the server.