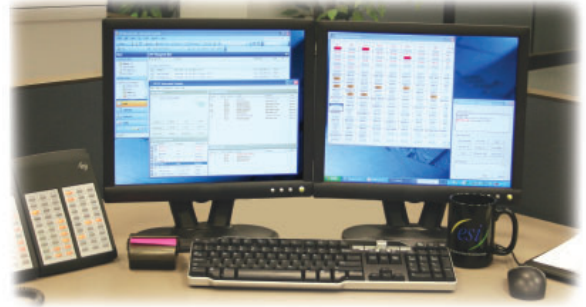


# VIP™ PC Attendant Console

*Connecting to customers . . . expertly*

**VIP PC Attendant Console** from ESI serves the needs of the busiest attendant. Everything your attendant needs to handle your customers efficiently is just a mouse-click away. Multitasking is no task at all, even in high-traffic environments. With its built-in call-handling functions, *VIP PC Attendant Console* makes it easy to manage outside callers, internal users, recalls, and callers on hold.

*VIP PC Attendant Console* combines the power of the ESI communications system and *Microsoft® Outlook®*. The result? A complete productivity package, including one-click call handling, unified messaging, contact and call management, and text-messaging. For added productivity, dual monitors may be configured as an extended desktop so multiple applications can be used at all times.



## Location, location, location.

The layout of the *VIP PC Attendant Console* main screen positions all attendant functions in a logical, orderly view, allowing all functions to take place in one easy-to-read window.

**Call Display** — Call activity is presented on the three-line “LCD” that emulates the display of the 48-Key Feature Phone. A slide bar controls the volume of the phone handset or headset from the PC. Up to 16 of the 20 command keys may be configured to customize *VIP PC Attendant Console* for individual attendant preferences.

Name	Number	Classification
Bob Johnson	(210) 555-7532	Mobile
Charlie Steinbeck	(910) 555-3231	Business
CHRIS W	112	Business
Computer Svcs	(800) 555-6515	Business
DAVE	118	Business
DAVID D	113	Business
George Banks	(817) 555-4656	Home Ph.
Jennifer Johnson	(214) 555-7879	Business
RICK L	123	Business
STEVE H	121	Business

Status	Time In Queue	Name	Number	Line
	00:11	DOE JOHN	555-555-1111	Line 3
	00:16	BROWN AARON	555-555-1112	Line 2
	00:18	MOORE ALLAN	555-555-1113	Line 1
	00:23	MILLER PLUMBING	555-555-1114	Line 5
	00:15	JONES ROBERT	972-555-1234	Line 16
	00:12	SMITH ALICE	555-555-1121	Line 15
	00:21	MC DONALD FRANK	1-800-555-5074	Line 10
	00:51	PHILLIPS NANCY	555-555-1125	Line 18

Status	Time In Queue	Name	Number	Line
	00:13	ANDERSON JAMES		
	00:21	MARTIN AND CO		
	00:41	JACKSON TOM		

**Quick Contact List** — Populate Microsoft Outlook Contacts with a simple drag-and-drop, permitting the attendant to access all frequent Contacts easily at all times. Calling any contact is easy by clicking the name or “phone” icon. Click the “memo” icon to quickly send an internal text message or e-mail. Station status is indicated by the use of color-coded text.

**Holding Calls** — Displaying all calls on hold in one central location ensures no caller is forgotten and makes them easier to manage efficiently. Calls on system hold and those put on hold by the attendant can be prioritized for handling based on recalling status, time in queue, availability of a requested station, or Caller ID. Font weight and color, as well as intuitive icons, help the attendant make informed call handling decisions.

**Incoming Calls** — All calls presented to the attendant appear in this section, including inbound and re-routed calls. Recognizable icons and stylized text provide visual indications of the nature of each call, and the relative urgency to answer. *VIP PC Attendant Console* is equipped with its own queue where calls that can't be answered in a timely fashion are put on hold automatically.







We Make It Easy To Communicate

## Build it your way.

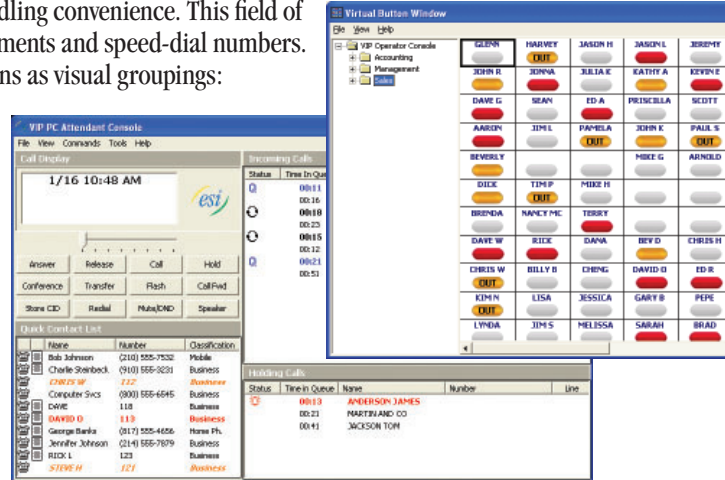
*VIP PC Attendant Console's* Virtual Button Window is the essence of call-handling convenience. This field of up to 400 buttons<sup>1</sup> provides single-click access to stations, mailboxes, departments and speed-dial numbers. Your attendant builds this field the way they want to use it, by arranging stations as visual groupings:

- Alphabetical department listing . . .
- Seating chart . . .
- Related job functions . . .
- . . . Or any other arrangement that makes finding a station's button more convenient.

Each displayed station icon is color-coded to increase easy, at-a-glance recognition of the station's status:<sup>2</sup>

-  Silver-gray = Idle station
-  Red = Busy station
-  Amber = Do Not Disturb mode
-  Amber **OUT** = Off-premises

Once the buttons are organized to your attendant's preference, call-handling is a simple matter of drag-and-drop. Inbound ringing calls can be dragged from the Incoming Calls field and dropped onto any button. Calls in the Attendant Queue can be dragged to an extension for faster processing or transferred to another *VIP PC Attendant Console*.



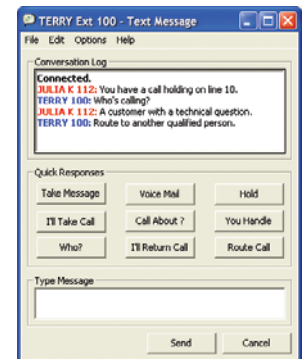
## All queued up.

*VIP PC Attendant Console* has its own call-waiting queue to help manage heavy-traffic periods. If the attendant can't answer a ringing call within a pre-set time, the caller hears a pre-recorded message informing them of the delay — for example, "All attendants are assisting other callers. Please hold." To retrieve the call from the queue, the attendant merely clicks the call. The attendant can manually drag calls into and out of their queue, as well.

## Silence is golden with ESI's text-messaging.

No more disruptive background announcements in the workplace. No more interruptions from whisper-announce when on a call. *VIP PC Attendant Console's* text-messaging<sup>3</sup> changes all that forever!

Your attendant can now send you a subtle text message that appears silently on your PC monitor, informing you that you have a call, a guest is waiting in the lobby, or there's an emergency which you must handle immediately. It's easy for you to respond, too. Just type a reply in the **Type Message** box. For added convenience, up to 18 user-programmable responses let you reply quickly with a single click of your mouse.



## Free your attendant to really attend to your customers.

*Windows Outlook* integration . . . Speed in handling all types of calls . . .

Complete call information at your attendant's fingertips . . .

Customized station views to assist in call processing . . . Multitasking views

*VIP PC Attendant Console* makes it easy to connect with your customers — expertly.

To learn more about *VIP PC Attendant Console*, consult your Certified ESI Reseller or visit [www.esicom servers.com/Attendant](http://www.esicom servers.com/Attendant).

*VIP PC Attendant Console* works with ESI Communications Servers, as well as IVX® S-Class Generation II, IVX X-Class, and IVX E-Class Generation II.

1. On the ESI-1000 and ESI-600, quantity is 200 on other *VIP PC Attendant Console* compatible ESI systems. 2. Off-premises indication requires optional ESI Presence Management. Status won't be displayed for remote stations, departments, or mailboxes connected to a system over an ESI-Link network. For details concerning this product, consult its brochure (ESI document 0450-0812) or visit [www.esicom servers.com/presence](http://www.esicom servers.com/presence). 3. Text messaging is available between users of *VIP PC Attendant Console*, *VIP Professional*, *VIP-ACD* (Supervisor or Agent), and *VIP Softphone*.

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