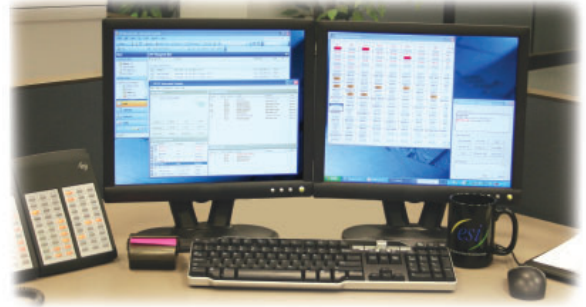# VIP™ PC Attendant Console

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.*

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.*

esi
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[1] 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:[2]

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*.
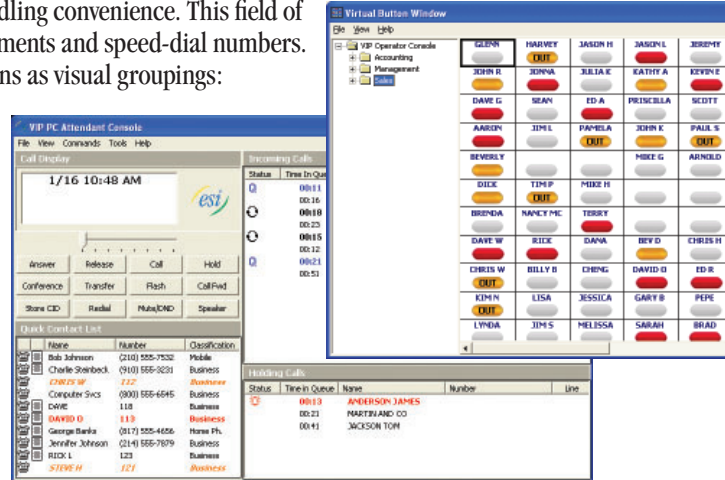
All queued up.

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[3] 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.
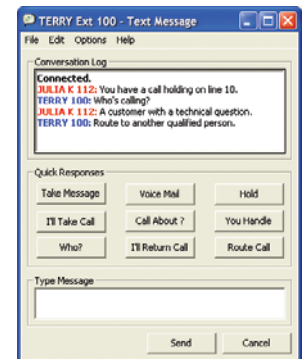
Free your attendant to really attend to your customers.

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.esicomservers.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.

ESI products are proudly created in the
United States of America.

We Make It Easy To Communicate