

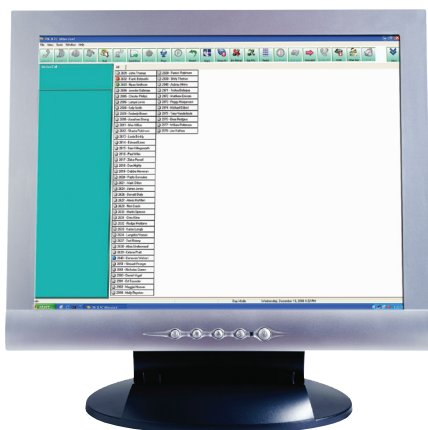


Elite IPK II PC Attendant

Boosting Operator Productivity **with the Desktop Console!**

KEY FEATURES

- Multi-Line Functionality
 - Call History
 - Call Park
 - Call Recording
 - Callback
- Call ID Support
- Intelligent Configuration Setup Wizard
- Call Log Capture
- Unlimited Speed Dials
- Attendant Functions
- Live Record to .wav File With E-Mail-Forward Options
- Auto-Greeting Player
- Programmable Feature Codes
- Last Number Redial
- Page
- Personal Greeting
- Night-Mode Switching
- Speed Dial from Contact List
- CRM Integration
- Quick Message to PC or Telephone's Display
- Dial Through MS-Outlook®



Now! The complete attendant console right on your operator's or receptionist's PC. With PC Attendant, you can significantly improve your organization's ability to manage calls while making your operators more productive. Complete Direct Station Selection (DSS)/Busy Lamp Field (BLF) for all extensions and outside lines.

Part of the Elite IPK II telephone system, the PC Attendant helps operators work more efficiently by placing their console where they're probably multi-tasking anyway—on their computer.

With PC Attendant, your receptionist or operator can transfer and manage calls on screen in a completely intuitive graphical user interface (GUI) environment. For example, the buttons that appear below the menu bar allow the operator to perform common functions such as Transfer, Park and Page—all accessible with a single mouse click.

It's all about productivity

When a call comes in, the attendant is alerted with a pop-up window. When the operator clicks on the window, the Attendant interface comes up with the call appearing in the active-call panel. In this way, your operator can simultaneously use MS-Word, MS-PowerPoint® or MS-Excel® programs without ever missing a call.

Basic Functions Made Easy

The operator can then access information about the requested line's status—idle, busy, ringing, do not disturb, and call forwarding. Transferring or parking calls or taking a message is as simple as pointing and clicking a mouse.

A More Attentive Attendant

Designed specifically as part of NEC's Elite IPK II telephone system, the PC Attendant comes equipped with an impressive array of call-handling features. Besides being alerted to incoming calls with pop-up windows, calls can be answered by a simple mouse click or shortcut key. Caller-ID functions are displayed on-screen, allowing for faster, more accurate call screening.

Leveraging CRM

In addition to providing easy access to IPK telephone features and providing fast, easy directory management, PC Attendant integrates with popular contact and CRM applications to leverage their efficiencies even more!

MS-Outlook is one of the applications PC Attendant integrates with. Your IPK II system can be configured so that, as soon as a call comes in, a search is initiated on your MS-Outlook database. When the incoming number is found, the MS-Outlook Contact window pops up on your screen with all the contact information filled in.

This "screen pop" approach can dramatically improve customer service and satisfaction. A customer or client feels "recognized" and "known." And "screen pops" can help your employees avoid asking callers to explain who they are or to repeat basic contact information. "Screen pops" save time, too. Your staff simply verify the information already in the database.

Dialing IPK II Calls through MS-Outlook

If you wish to use your MS-Outlook database to dial one of your contacts, just open the desired MS-Outlook contact window, click on the Dial button and pick up your phone and the number is dialed. Once the dialed call is answered, you can use any of the IPK feature icons for an active call, including: Transfer, Conference and Park. When it's time to hang up, you can do so either through PC Attendant or with the MS-Outlook end-call button.

Built-in Intelligence

The PC Attendant allows an operator to monitor as many as 256 extensions, 256 virtuals, and 200 outside lines, accessing a great deal of information about each extension. For even quicker access to information, departments or groups within your business can be segmented and arranged under tabs.

This personalization puts all information within easy view of the busy attendant.

The operator knows at a glance the status of a specific monitored extension. If an operator transfers to a busy line, a menu of options comes up, including, "quick transfer to voice mail" and "set auto call-back."

A call log records each user's incoming and outgoing calls along with time, date, call length and caller ID information.

Enhanced Message Management

Using the PC Attendant's quick message function your receptionist can send a personalized message to a user's PC or directly to their Multiline Display telephone. The quick message alerts them to a situation such as a call is waiting and offers a choice of 4 responses/actions. The user either responds via their PC or presses a soft key on their telephone.

Call Log Makes Everyone More Efficient

Every call made or received on the desk phone while PC Attendant is running is entered into the Call Log. You can click on Call Log at any time and see all calls made, including those dialed manually from the telephone, through Attendant, and through MS-Outlook or another CRM application. Calls can easily be dialed from the Call Log by double clicking on the row in the log.

If a call was recorded using the PC Attendant's "record" function, a small CD icon appears on the line of the log. The recorded conversation, in the form of a .wav file, can be replayed through the PC speakers, archived or emailed to someone else for playback.

Eight PC Attendants on one network!

As many as eight PC Attendants can now be networked on a single Elite IPK II system.

To find out more, visit necunified.com

