

PhoneEasy IP Console



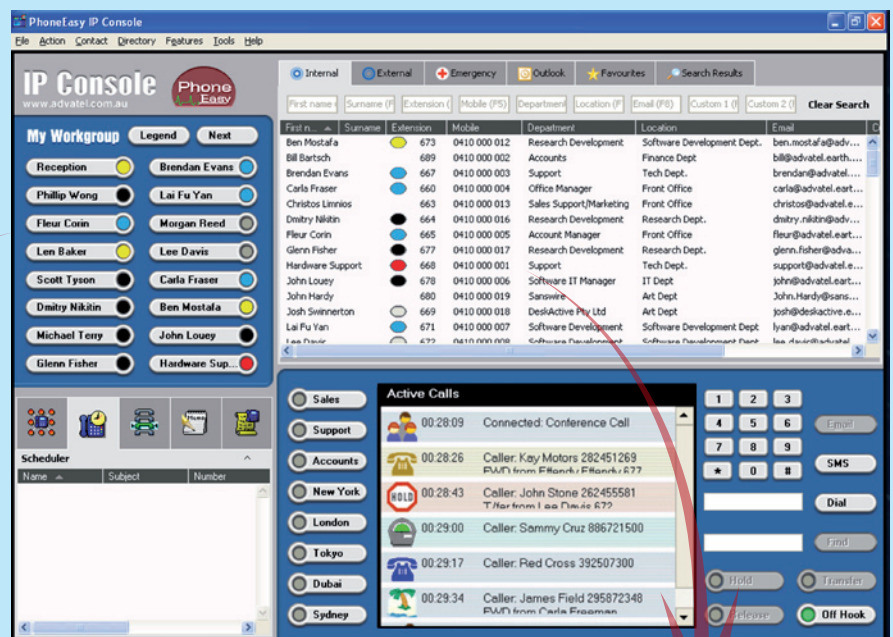
"Communication is the heartbeat of your business"



"PhoneEasy IP Console's call handling features and Outlook / Lotus Notes Calendar mining capabilities will enable your attendants to manage their phone calls more efficiently"

AdvaTel's innovative screen based console puts the benefits of a hardware console on the attendant's PC screen. Encompassing both keyboard and mouse call control, the console is equally beneficial for the frequent or occasional user.

PhoneEasy IP Console incorporates the "traditional" telephony touch and feel, including LED's for simulated Busy Lamps, and software buttons that can be "pressed." The familiar features ensure a smooth transition path to the software console, and the intuitive design means there is no need for costly, time-consuming training sessions.



Directories

All company wide contacts are listed in the **Internal**, **External** and **Emergency** directories.

The user can also access any contacts in their **Outlook/ Lotus Notes** folder, and add personal contacts to their **Favourites** directory.

Quick Search Facility

Retrieving details of your contacts has never been easier. Search the centralised database using any of the fields e.g. Last Name, Department - or any combination.

Results are filtered instantaneously as you type, so you can locate the desired record quickly. With a simple point and click you can contact the person via telephone, email or SMS.

First n...	Surname (F)	Extension (I)	Mobile (P5)	Department	Location (F)	Email (F8)	Custom 1 (C)	Custom 2 (C)
Ben Mostafa		673	0410 000 012	Research Development	Software Development Dept.	ben.mostafa@adv...		
Bill Bartsch		689	0410 000 002	Accounts	Finance Dept	bill@advatel.eart...		
Brendan Evans		667	0410 000 003	Support	Tech Dept.	brendan@advatel...		
Carla Fraser		660	0410 000 004	Office Manager	Front Office	carla@advatel.eart...		
Christos Limnios		663	0410 000 013	Sales Support/Marketing	Front Office	christos@advatel.e...		
Dmitry Nikitin		664	0410 000 016	Research Development	Research Dept.	dmitry.nikitin@adv...		
Fleur Corin		665	0410 000 005	Account Manager	Front Office	fleur@advatel.eart...		
Glenn Fisher		677	0410 000 017	Research Development	Research Dept.	glenn.fisher@adv...		
Hardware Support		668	0410 000 001	Support	Tech Dept.	support@advatel.e...		
John Louey		678	0410 000 006	Software IT Manager	IT Dept	john@advatel.eart...		
John Hardy		680	0410 000 019	Sanswire	Art Dept	John.Hardy@vans...		
Josh Swinnerton		669	0410 000 018	DeskActive Pty Ltd	Art Dept	josh@deskactive.e...		
Lai Fu Yan		671	0410 000 007	Software Development	Software Development Dept	lyan@advatel.eart...		
Lee David		672	0410 000 008	Software Development	Software Development Dept	lee.david@advatel...		

My Workgroup enables the console operator to **easily monitor and contact** the people who they deal with most frequently in their organisation.

Simply click once to dial, or right-click to Email or SMS the contact. There is provision for 32 contacts to be included in **My Workgroup**.

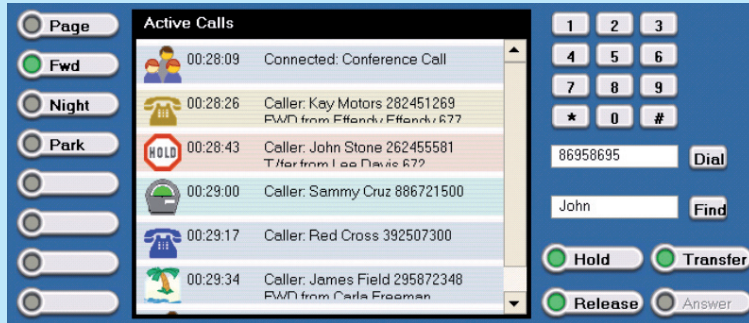
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Active Calls

The **Active Calls** section represents the user's telephone. Using their keyboard or mouse the user can manage their calls, e.g. make a call, transfer a call, etc. The Active Display Icons allow the user to see **at a glance** the status of their calls, for e.g. calls on hold.



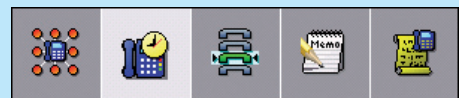
Simulated Busy Lamp Fields

The Busy Lamp Fields allow the operator to make **more informed** choices when determining how to handle a call. At a glance the user can see:

- Who is free to take a call (no colour)
- Whose extension is ringing (quick flashing blue); who is on a call (solid blue); and who is on a call, and has another call waiting (slow flashing blue)
- Who has forwarded their phone to voicemail or another number (solid yellow)
- Who has put their phone on Do Not Disturb (solid red)

PhoneEasy IP Console also mines Outlook / Lotus Notes, which enables the operator to see:

- Who is in a meeting (flashing black)
- Who is away (solid black)



Time-saving Tools

Drag and drop contacts into the **Call Stack** and it will automatically dial the numbers in sequence. If your call goes unanswered, simply click to send an email or SMS direct from your PC keyboard.

Call Scheduler... never forget to make that important call again. Drag and drop a contact into the Call Scheduler and a 'pop up' window will remind you when the call is due, and your reason for calling.

Conference Calls? Easy! With the 'drag & drop' interface you can initiate a conference call, or extend an existing conversation to incorporate other parties, effortlessly.

Transfer announced and unannounced calls with ease. Simply drag and drop the phone number from any directory into the transfer box, or enter the number manually.

The **Activity Log** stores a record of calls received, made and missed – as well as SMS messages sent. Save time by double-clicking on any number to dial, or queue missed call.

Contact **AdvaTel** now for a **FREE** demonstration of PhoneEasy IP Console



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