

## ez ATTENDANT OPERATOR CONSOLE

ez Attendant is LG's proprietary 'in-skin' Windows Operator Console (WOC). Combine the intelligence of your PC and the sophisticated call handling features of the LG IPLDK range of telephone systems and be better equipped to your inbound calls.



### BENEFITS

#### Cost Effective

Low cost Windows Operator Console (WOC).

#### Improved efficiency

Handle increased call volumes, more quickly and with the correct customer information.

#### Improved customer satisfaction

Customers get answered quickly and efficiently transferred to their desired destination.

#### Personalised service

Callers get answered by name based on information presented to the operator.

#### Efficient Message Handling

Internal Short Messaging Service (SMS) allows important messages to be sent to users, even if they are on the phone.

#### System Management

ez Attendant users can administer the system speed dials, ensuring that they are always up to date.

### FEATURES

- **Busy Lamp Field:** On-screen, graphical representation of user extension status, even when working on networked systems (Does require BLF Manager Software when networked).
- **Call control:** Make/receive calls, hold/un-hold calls, park/un-park calls, paging, transfer calls or initiate conference calls.
- **New database creation:** Create individual local databases from scratch for customised contacts.
- **Import databases (from MS Access, Outlook, ACT, Goldmine & Excel):** Use existing contact lists and share common data.
- **Export your contact management database (to MS Access, Outlook, ACT, Goldmine & Excel):** For backup or updating common Excel contact lists.
- **Screen Pop:** Preview incoming calls from local database contact list.
- **Print Address book:** For those who still enjoy hard copies of critical data.
- **Wake Up Calls:** Set reminders for other users on the system.
- **Always on top:** ez Attendant can always be the prominent active window on your PC.
- **Keyboard Mapping:** Use short keys on your PC keyboard for commonly used functions.
- **Call Log:** View multiple, missed and/or dialled call records.
- **'Click & Call':** Makes the call at the touch of a mouse.



## TECHNICAL INFORMATION:

### PC Requirements

These are the minimum specifications for a client PC\*, with recommendations made where necessary:

- **OS:** Windows 2000 or XP Professional
- **Recommended Processor:** Pentium III 800MHz or better
- **Recommended DRAM:** 256MB
- **Hard Disk Space:** 100MB
- **Monitor:** 17" (Recommend 19")
- **SVGA** (minimum 256 colours 1024 X 768)

*\* It is recommended that all client PCs be installed with a CDROM to speed up installation. Alternatively a network connection can be used for application installation from a shared network location.*

