CALLTOWER'S ATTENDANT CONSOLE FOR MICROSOFT TEAMS

1-CLICK CALL HANDLING

CallTower's Attendant Console is designed to make call transfer and handling as efficient as possible and common tasks can be completed in one click. Definable shortcuts mean the experience can be optimized for the user.

FAMILIAR & EASY TO USE

The user interface is modeled after Microsoft Teams so that users already familiar with the Microsoft UI will be right at home in CallTower's Attendant Console. This means less training and transition time to CallTower's Attendant Console.

SIMPLE TO IMPLEMENT

The software is literally seconds to install. Because there are no server component requirements this results in less IT involvement in the process to roll out.

FULL UNIFIED COMMUNICATION FUNCTIONALITY

Since Attendant Pro runs side by side with the Microsoft Teams or Microsoft Teams client your attendant users don't need to give up any functionality: screen sharing, video, meetings and group instant message works just like they always did.

KEY BENEFITS

Make console operators more productive, efficient & satisfied.

Complete your Microsoft Teams Enterprise Voice solution with minimal IT impact with 1 minute installation & zero additional servers.

Select the Microsoft Teams Qualified or Optimized device of your choice to pair with Attendant Pro for zero compromise.

Your key Microsoft Teams users get the complete UC experience and functionality.

FEATURES & BENEFITS

USER INTERFACE FEATURES

- Looks and acts just like Microsoft Teams
- Microsoft Teams User Interface
- Familiar & Intuitive Interface mean slow training time
- User pictures
- Keyboard, mouse or touch support
- Configure UI: turn off unused panels
- Resizable fonts

TRANSFER FEATURES

- 1-Click Transfer Blind, Safe, or Invite New User at point of transfer
- "Transfer Mode on Answer" auto-selects your preferred transfer mode
- All Transfer types can be assigned shortcut keys (can be defined by us-er)

PRESENCE FEATURES

- Full Microsoft Teams Presence

EXCHANGE CALENDAR INTEGRATION

- 1-Click Outlook Calendar Integration View
- Full Outlook Calendar Functionality 1-Click from any Contact
- Exchange Security is in effect
- Voicemail count indicator

CONTACTS FEATURES

- Related Contacts: See Organization-ally related & Assistant
- Full Contact and Group management
- 1-Click "Send an IM Chat Call Back Reminder"
- Simple "Email Call Back Reminder" template editor Microsoft Teams Out of Office indicator

GROUP FEATURES

- Group Start Conference Call

INSTANT MESSAGE

- Initiate instant message from current call via Microsoft Teams

- Initiate instant message with any contact via Microsoft Teams

SEARCH FEATURES

- Saved search

- Search results returned

DEFINABLE SHORTCUT KEYS

- Answer, Hold, Retrieve Hold, Disconnect/Hangup, Blind, Safe, Consult Transfer & Add Participant

TEAMS CALL QUEUE SERVICE INTEGRATION

- Supports Call Queue incoming calls

- See/Change signed in status for Teams Call Queues

COMMUNICATION ENABLED BUSINESS PROCESSES

- Setup Incoming Call Pop in just 1 Minute
- Display and URL on incoming call

BASIC RECORDING (USING CALLTOWER'S CONTACT CENTER)

- Disabled (Default), On Demand, All Calls (No Pause), All Calls (Stop Allowed)

- No Server Required

QUICK ACCESS SHORTCUTS

- Create 1-Click Shortcuts to common tasks: Call Forwarding, Call/Transfer to a Contact, Run EXE or URL, Speed dial plus DTMF, Conference Call, saved Instant Message & More

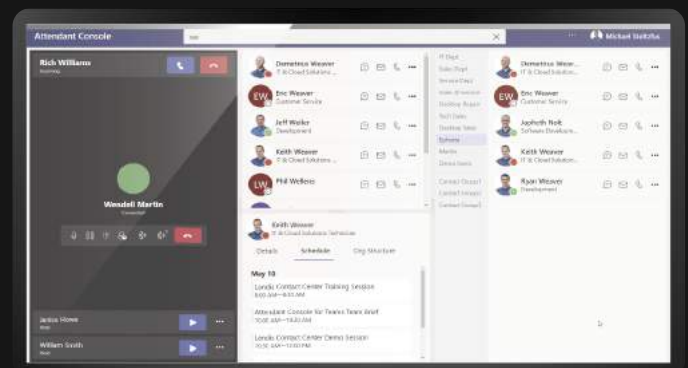- Assign hotkey to any shortcut

SETUP FEATURES

- 1 Minute Setup Process

- No additional server components for installation on server

DEVICE SUPPORT

- Supports all Microsoft Teams Optimized Headsets/Handsets

- Works with Microsoft Teams & Office 365

APPROVALS/CERTIFICATIONS

- Available in the Microsoft Teams App Store

SCHEDULE TEAMS CONSULTATION