

# More Calls, Better Service

**iPECS**  
Your Communications Solution

## IP Attendant Console Application, iPECS Attendant

iPECS Attendant is a powerful PC based attendant console, designed to provide enhanced call handling and control functions through an intuitive user interface.

### More calls in less time, with greater ease

Do more with less: the iPECS Attendant enhances the handling of your valuable inbound calls. With the iPECS Attendant software, your busy receptionist can route calls with the click of a mouse, or drag and drop without switching PC and phone. The monitoring window shows the status of all users, allowing the attendant to see at a glance their colleagues presence through graphical icons; including 'idle', 'busy', 'DND', 'calls waiting', and so on. Realtime presence lets the attendant take alternate action, such as sending the call to voice mail, or just clicking the station icon to transfer.

### Flexible and efficient call handling

The queue window displays the call waiting list along with waiting time and priority. By using simple mouse clicks or drag and drop action, calls can be answered in order of importance. While on a call, the attendant can search the directory or the phone book to find the destination name or number, so as to quickly transfer calls. If the user is busy, the attendant can send a text message or, if conditions warrant, intrude on the user's call to alert them of an important call waiting for them. By using programmed keys, alternative call handling features such as paging, call park or email are easily set and accessed.

### Soft Phone integration

The iPECS Attendant connects over your LAN to the system and synchronises with the attendant's telephone. Regardless of the geographic location of your attendant, the iPECS Attendant software synchronises with the system to provide the attendant realtime system and user information over a TCP/IP connection. The iPECS Attendant has an embedded soft phone that enables various call features without additional hardware, such as a desktop phone. Using simple and flexible configurations, your attendant can be fully productive with or without a hard phone, thus reducing the total cost of ownership of the system.

### Simple directory management

The iPECS Attendant links with local and corporate contact databases for quick access to contact phone numbers. The iPECS Attendant software is compatible with Excel, ACT! and Goldmine formats. Flexible local database interface and back up to the local hard disk drive enable the attendant to manage all contacts. The operator can easily add, modify and delete the information as well as import and export external data from and to the directory.

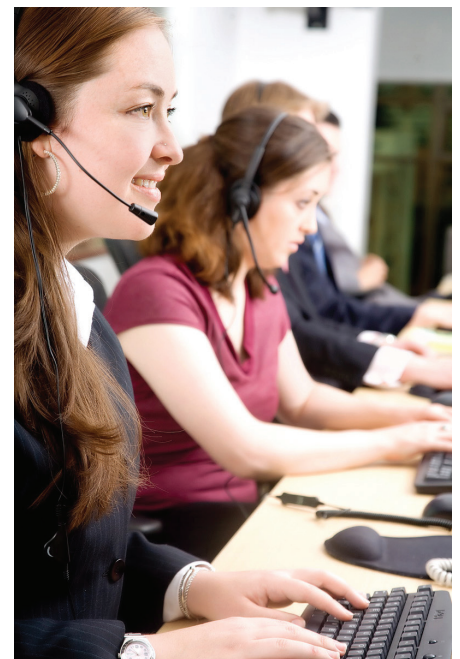
### Intuitive User Interface

The ability to provide efficient and quick call handling is the key for attendants and the iPECS Attendant's intuitive user interface provides the operator with clear user status and traffic information to be able to prioritise calls in any order. The attendant can also set up the display layout, icon or list type, font and button labels depending on his or her individual preference or company specific requirements or policies.

### Even more productive enhancement tool

The iPECS Attendant software can quickly locate other users and send important text messages to any iPECS phone with display including wireless DECT or Wi-Fi handsets as well as to remote terminals. Local language support displays prompts and text in any desired language so your attendant can be more productive without any language barrier.

With the iPECS Attendant software, the operator can perform basic administrative functions for other users, such as assigning flexible buttons, alarm/wake-up calls and defining station groups. Management can run statistical reports so as to understand call flow, number, density, and handling of calls.



## Easy User Interface

- Optional station field display mode: Icon or list type
- Intuitive display icons: Monitoring window, Queue window and tool bar
- Busy Lamp Field (BLF) and status information display
- Local language selection
- Shortcut keys for frequently used functions
- Pre-selected and customized station status message setting
- Station setting modification: Station name, COS, Temporary COS, attendant cancel, music selection
- Attendant status change: Day / Night / On demand / Weekend / Auto ring / Forward
- Station flexible button programming: Individual / Group
- Station group management
- Display layout change

## Simple Directory and Database Management

- Local phone book import and export
- Database and system component back up to the local hard disk drive
- Multiple local database interface
- Phone book management: Register / Edit / Delete, 17 database fields, Dynamic search / Sort / Filter
- ODBC Integration : Works with MySQL, MSSQL
- Various options for conducting queries

## Flexible Call Handling

- Various call features of the iPECS platform via embedded soft phone:
- Call transfer, conference, call park, hold & retrieve, redial, mute,
- call pick-up, call answer, restriction, series call, call recording
- Call forward: attendant can call forward to alternative destinations (call park, page/message and e-mail)
- Video calls with other video terminals
- Screen call pop-up
- Answering incoming call from queue window
- Drag and drop call control
- Call queuing: display name, date, waiting time, destination and call type (internal, external, recall, etc.)
- Manual trunk selection for urgent outgoing call

## More productivity enhancements

- Internal Text messages can be sent and received
- Wake-up call management: multiple wake-up, group set, optional set
- Multiple attendants
- Trunk monitoring
- Making outbound call: keypad dialing, click to call from the phone book, station icon, log view
- Superb statistical reporting of all calls
- Call statistics for each operator
- Real-time recent call history window / Missed call notification

## User Interface

The screenshot displays the iPECS Attendant software interface. At the top, there's a menu bar with 'File', 'Tools', 'Setting', and 'Help'. Below it, a status bar shows the date and time '2010-02-21 13:55:55' and a 'LOG OUT' button. The main interface is divided into several sections:

- Top Bar:** Includes icons for Status, SMS, Wake up, Paging, CFWD, SMS, E-mail, and Print. Below these are two rows of function buttons: 'Call Park', 'Conference', 'Pick-up', 'ATD Transfer', 'Camp On', 'Call Back', 'Break-In', 'TRK Select', 'Hold', and 'Register'.
- Wait / Hold Section:** Contains a 'Phone Book' and 'Call log' tab. The 'Wait' section shows a table with columns for Line, Name, Department, and Waiting time. The 'Hold' section also shows a similar table.
- Monitoring Group Section:** Displays a grid of station icons with status indicators (e.g., busy, idle, CFWD, DND, PRESELECT) and names like '1548 Ji Hye Choi', '128 Woo yong', '3680 Wong Hui'.
- Condition Section:** A table with columns for Line, Name, Mobile Phone, and E-mail, listing various extensions and their contact information.
- Dial Pad Section:** A numeric keypad with buttons for 'Call', 'Mobile', 'Message', 'E-Mail', 'Paging', and function buttons for 'TRANS', 'REDIAL', 'FWD', 'CONF', 'DND', 'MSG/ICB', 'ICM', 'PGM', 'SPEED', and 'MUTE'.

1. Call popup window
2. Alarm display
3. Function buttons
4. Queue window: Waiting and holding list
5. Status monitoring: Extension & Trunk
6. Search & Phone book
7. Dial pad
8. Volume control



## Minimum PC requirement:

- Processor: CPU 1GHz
- Memory: 1 GB
- Hard Disk: 100GB
- OS: Windows XP SP2, Windows Vista, Windows

The content of this document is subject to revision without notice due to continued progress in methodology, design and manufacturing. Ericsson-LG Enterprise shall have no liability for any error or damage of any kind resulting from the use of this document

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