

# More Calls, Better Service

## IP Attendant Console Application, iPECS Attendant

iPECS Attendant is a powerful PC based attendant console, designed to enhance call handling and control functions of the attendant, through superb intuitive drag & drop actions. It also allows the attendant to manage the directory with ease of use and graphical user's interface.

### More calls in less time with greater ease

Do more with less: the iPECS Attendant enhances 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; and thus, at a glance, the attendant is aware of the presence of employees through graphical icons: idle, busy, DND, calls waiting, and so on. Real-time 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. Should the user be 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 E-mail are easily set or accessed.

### Soft Phone integration

The iPECS Attendant connects over your LAN to the system and synchronizes with the

attendant's telephone. Regardless of the geographic location of your attendant, the iPECS Attendant software synchronizes with the system to provide the attendant real-time 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 easily 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 prioritize 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

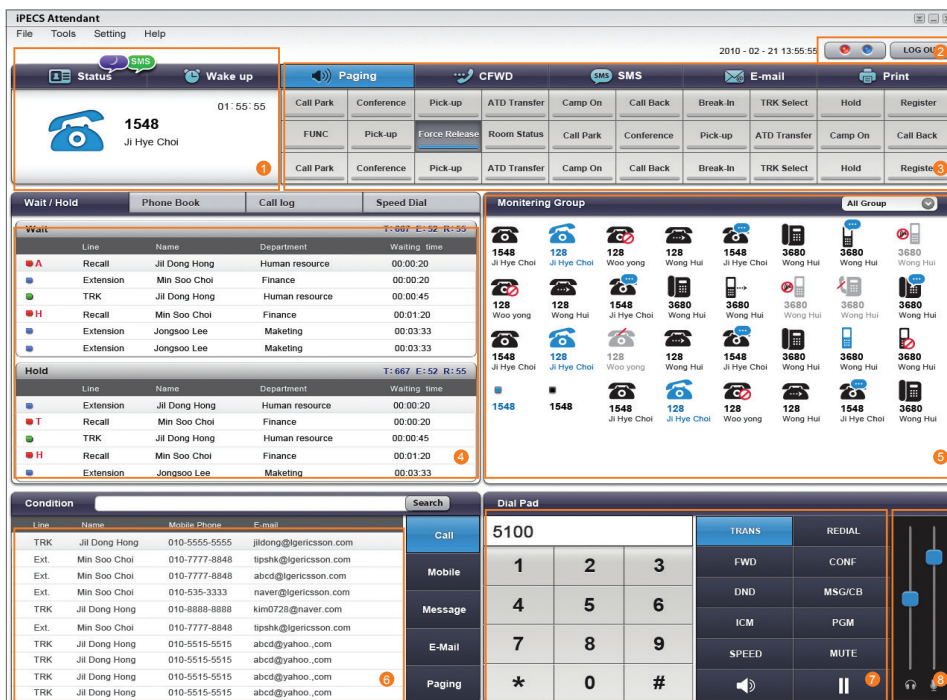
## Flexible Call Handling

- 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 for iPECS-UCP & iPECS-eMG80



- 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 (2Ghz recommended)
- Memory: 1GB (2GB recommended)
- Hard Disk: 100GB (300GB recommended)
- OS: Windows 10 (v2.3 or higher)

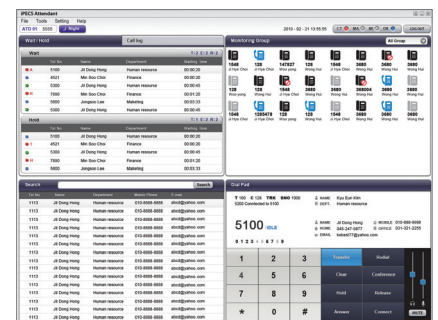
## PBX firmware requirement:

- iPECS UCP & eMG80: Unified 3.5 or higher

## PC display:

- 1280 x 1024 (1920 x 1080 recommend)

User Interface for iPECS-CM



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

© Ericsson-LG Enterprise Co., Ltd. 2019 Version 3.0

Ericsson-LG Enterprise Co., Ltd.  
 (431-749) 77, Heungan-daero 81 beon-gil, Dongan-gu, Anyang-si, Gyeonggi-do, South Korea  
 www.ericssonlg-enterprise.com | www.iPECS.com

iPECS is an Ericsson-LG Brand

