

“Dream attendant functions”



Atiras Attendant for Avaya CM

The unique, **web-based attendant solution** Atiras tb-based console was developed by FROX AG in Switzerland. The attendant solution offers large and medium-sized companies from all industries integrated, multi-client capable UC functions.

The communication solution ensures that all incoming calls can be accepted and forwarded in an efficient and professional manner by call center staff, telephonists and receptionists. To this end, **intelligent functions** for call control, such as call assignment, queues, park and hold, and call distribution, are available. The powerful features are based on state-of-the-art technologies and can be flexibly adapted to customer requirements.

Whether cutting-edge use of the communication channel by means of **WebRTC** or effective call control with the integration of various directories and statistical reports – Atiras Attendant integrates these requirements into an effective complete solution.

Another major benefit of the **swiss made software** is the straightforward commissioning tailored to the architecture in question. Atiras Attendant can be seamlessly **incorporated** into existing environments, is **highly available** and can be integrated into the cloud at any time.

Right from day one, users are provided with professional support by experts at FROX AG – at every service level.

The use of Atiras Attendant significantly improves external and internal communication within the company. Call distribution is performed easily, quickly – and in a highly professional manner.

Thanks to the **intuitive, easy-to-use user interface**, employees can use the innovative functions immediately without the need for significant training. Relevant information is available in real time – in a compact and clear form – as status messages and availability indicators and using intelligent search functions. **Atiras Attendant can be operated from any location worldwide and by any number of operators**, via the Internet, using a computer or a mobile device. The modern attendant console therefore provides a **totally professional telephone service**, which increases both customer satisfaction and staff motivation.

You benefit from low operating costs and significant cost savings.

INTELLIGENT FUNCTIONS

Data search

Search engine
Phonetic search

Directories

Add, edit and delete directory entries
Data synchronization with Active Directory
Notes
Configurable column arrangement
Flexible directory columns
Tags (Keywords)
Absences
Calendar information from Microsoft Exchange
Support for multiple directories
Configurable colors and icons
Favorites

Call handling

Automated call distribution
Parallel ringing
Automatic caller identification
Consult calls
Blind transfers
Direct dialing
Picking calls directly from the queue
Holding calls
Mute
Toggling between caller and callee
Recalls
Time-based forwarding of calls from the queue
Tone when a new call is in the queue
Reject calls
Longest idle time
Call parking
DTMF support

Status information

Status display of logged-in operators
Status display of all main numbers
Avaya presence status
Display call forwarding settings of users

Options

Notifications and music while queued
Music on hold
Pause function for operators
Active Directory based user management
Multilingual (English and German)
Automatic login (remember me function)
WebRTC (no UC client required)

Customizable key shortcuts for all functions
Personal logbook
Centralized call journal for researches
Control of operating times and forwarding destinations
E-mail templates for notifications
Single Sign-On (SSO) with Active Directory
Multi-client capability
Alarming
Temporary forwarding of main number

OFFICIAL SALES PARTNERS

CEL, ITRIS Enterprise AG, Kapsch BusinessCom, Netcloud, SPIE, Swisscom, Vodanet

REFERENCES

on request

OUR MISSION

The Atiras Attendant Console is being continuously further developed on the basis of state-of-the-art and highest-performing technologies. The new requirements and wishes of our customers are incorporated into this, for our focus is on a single clear goal: offering our customers what is needed to really support their communication and processes!

The result: a stable complete solution for professional call handling, which thanks to its future-oriented design will also meet future stringent demands for professional communication.

We value cooperation as equals and thanks to short decision-making processes we remain flexible at all times.

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