

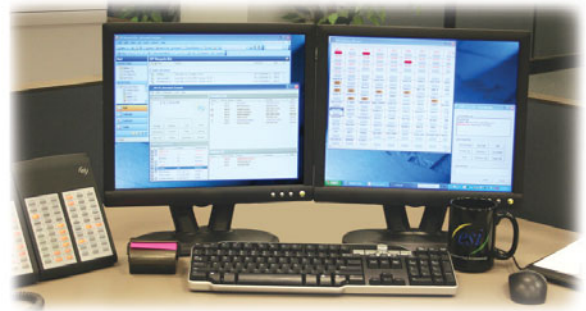
# VIP™ PC Attendant Console SE

*Connecting to customers . . . expertly*

**VIP PC Attendant Console SE** (Standalone Edition<sup>1</sup>) from ESI serves the needs of the busiest attendant. Everything your attendant needs to handle your customers efficiently is just a mouse-click away.

Multitasking is no task at all, even in high-traffic environments. With its built-in call-handling functions, **VIP PC Attendant Console SE** makes it easy to manage outside callers, internal users, recalls, and callers on hold.

**VIP PC Attendant Console SE** works with your ESI communications system to provide a complete productivity package — including one-click call handling, contact and call management, and text-messaging. For added productivity, dual monitors may be configured as an extended desktop so multiple applications can be used at all times.



## Location, location, location.

The layout of the **VIP PC Attendant Console SE** main screen positions all attendant functions in a logical, orderly view, allowing all functions to take place in one easy-to-read window.

**Call Display** — Call activity is presented on the three-line “LCD” that emulates the display of the 48-Key Feature Phone. A slide bar controls the volume of the phone handset or headset from the PC. Up to 16 of the 20 possible command keys may be configured to customize VIP PC Attendant Console SE for individual attendant preferences.

**Quick Contact List** — This permits the attendant to access all frequent contacts easily at all times. Calling any contact is easy by clicking the name or “phone” icon. Click the “memo” icon to quickly send an internal text message or e-mail. Station status is indicated by the use of color-coded text. Contacts can even be imported from Microsoft® Outlook.®

**Holding Calls** — Displaying all calls on bold in one central location ensures no caller is forgotten and makes them easier to manage efficiently. Calls on system hold and those put on hold by the attendant can be prioritized for handling based on recalling status, time in queue, or Caller ID.<sup>2</sup> Font weight and color, as well as intuitive icons, help the attendant make informed call handling decisions.

**Incoming Calls** — All calls presented to the attendant appear here, including inbound and re-routed calls. Recognizable icons and stylized text provide visual indications of the nature of each call, and the relative urgency to answer. VIP PC Attendant Console SE has its own queue where calls that can't be answered in a timely fashion are put on bold automatically.







We Make It Easy To Communicate.

## Build it your way.

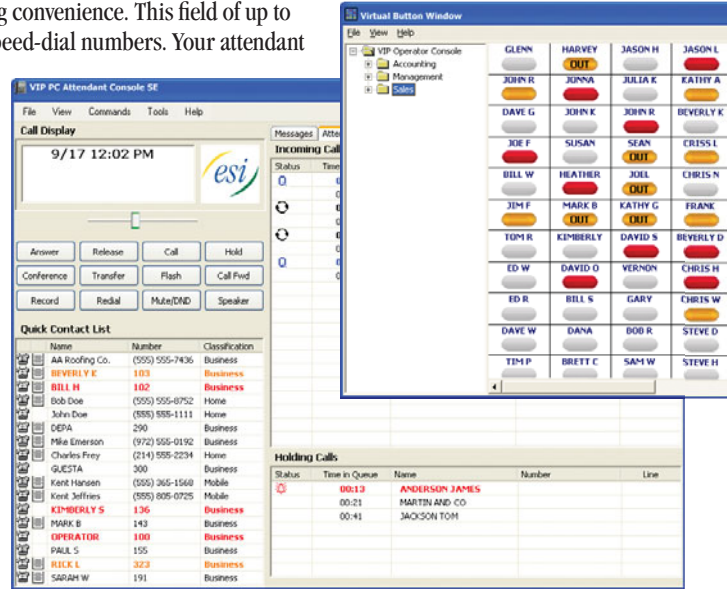
VIP PC Attendant Console SE's Virtual Button Window is the essence of call-handling convenience. This field of up to 400 buttons<sup>3</sup> provides single-click access to stations, mailboxes, departments and speed-dial numbers. Your attendant builds this field the way as desired, by arranging stations as visual groupings:

- Alphabetical department listing . . .
- Seating chart . . .
- Related job functions . . .
- . . . Or any other arrangement that makes finding a station's button more convenient.

Each displayed station icon is color-coded (see right) to increase easy, at-a-glance recognition of the station's status.<sup>4</sup>

-  Silver-gray = Idle station
-  Red = Busy station
-  Amber = Do Not Disturb mode
-  Amber **OUT** = Off-premises

Once the buttons are organized to your attendant's preference, call-handling is a simple matter of drag-and-drop. Inbound ringing calls can be dragged from the Incoming Calls field and dropped onto any button. Calls in the Attendant Queue can be dragged to an extension for faster processing or transferred to another VIP PC Attendant Console SE user.



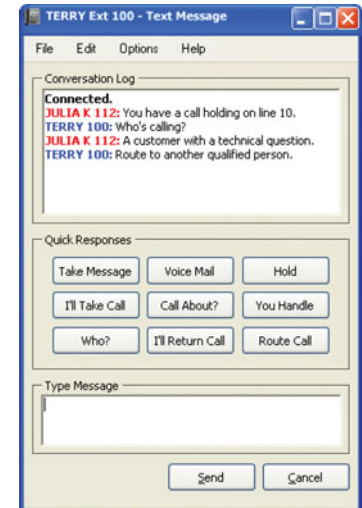
## All queued up.

VIP PC Attendant Console SE has its own call-waiting queue to help manage heavy-traffic periods. If the attendant can't answer a ringing call within a pre-set time, the caller hears a pre-recorded message informing them of the delay — for example, "All attendants are assisting other callers. Please hold." To retrieve the call from the queue, the attendant merely clicks the call. The attendant also can manually place calls into, and take them out of, this queue.

## Silence is golden with ESI's text-messaging.

No more disruptive background announcements in the workplace. No more interruptions from whisper-announce when on a call. VIP PC Attendant Console SE's text-messaging<sup>5</sup> changes all that forever!

Your attendant can now send you a subtle text message that appears silently on your PC monitor, informing you that you have a call, a guest is waiting in the lobby, or there's an emergency which you must handle immediately. It's easy for you to respond, too. Just type a reply in the **Type Message** box. For added convenience, up to 18 user-programmable responses let you reply quickly with a single click of your mouse.



## Free your attendant to really attend to your customers.

- Contact management . . . Speed in handling all types of calls . . .
- Complete call information at your attendant's fingertips . . .
- Customized station views to assist in call processing . . . Multitasking views

## VIP PC Attendant Console SE makes it easy to connect with your customers — expertly.

To learn more about VIP PC Attendant Console SE, consult your Certified ESI Reseller or visit [www.esicomsservers.com/Attendant](http://www.esicomsservers.com/Attendant).

VIP PC Attendant Console SE<sup>6</sup> works with ESI Communications Servers, as well as IVX<sup>®</sup> S-Class Generation II, IVX X-Class, and IVX E-Class Generation II.

1. ESI also makes a form of VIP PC Attendant Console that is Outlook-integrated, rather than a standalone application. To learn more, consult your ESI Reseller or visit [www.esicomsservers.com/Attendant](http://www.esicomsservers.com/Attendant). 2. VIP PC Attendant Console SE and your ESI Feature Phone display Caller ID information if your telephone service includes Caller ID service. If necessary, contact your provider for details. 3. On the ESI-1000 and ESI-600, quantity is 200 on other VIP PC Attendant Console SE-compatible ESI systems. 4. Off-premises indication requires optional ESI Presence Management. Status won't be displayed for remote stations, departments, or mailboxes connected to a system over an ESI-Link network. For details concerning this product, consult its brochure (ESI document 0450-0812) or visit [www.esicomsservers.com/presence](http://www.esicomsservers.com/presence). 5. Text messaging is available between any two users of the standalone and Outlook-integrated versions of VIP PC Attendant Console, VIP Professional, VIP ACD (Supervisor or Agent), or VIP Softphone on the same local area network. 6. Any 64-bit version of Windows is incompatible with any VIP software, including VIP PC Attendant Console SE. For additional information concerning software requirements and compatibility, consult the VIP SE brochure (ESI document 0450-1282) or visit [www.esicomsservers.com/VIP](http://www.esicomsservers.com/VIP).

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