

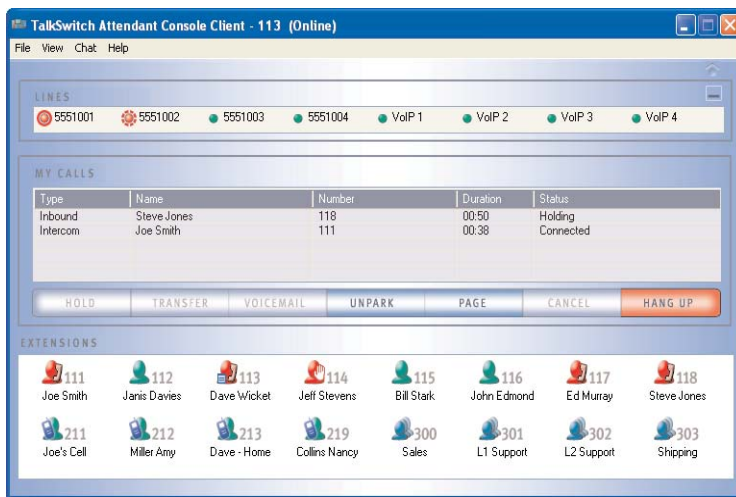
TALKSWITCH SOFTWARE

ATTENDANT CONSOLE

Monitor and manage your calls from your PC.

EXTRA POWER FOR YOUR PHONE

TalkSwitch Attendant Console gives you the power to see and control your calls right on your PC. It's a whole new set of superpowers that will change the way you use the phone.



NOT YOUR MILD-MANNERED, GARDEN-VARIETY ATTENDANT CONSOLE

TalkSwitch Attendant Console was designed to replace the standard old telephone hardware consoles that receptionists have been using for years. Ours is software, which gives it some distinct advantages:

- **Better value:** TalkSwitch Attendant Console does more and costs less than most hardware consoles.
- **Zero footprint:** it's not hardware, so it doesn't take up any room on your desk.
- **Obsolescence-proof:** hardware ages and breaks down. TalkSwitch Attendant Console? Nope.
- **One for all:** one licence per site covers all users, so everybody in your office gets the full application. What hardware console can do that?

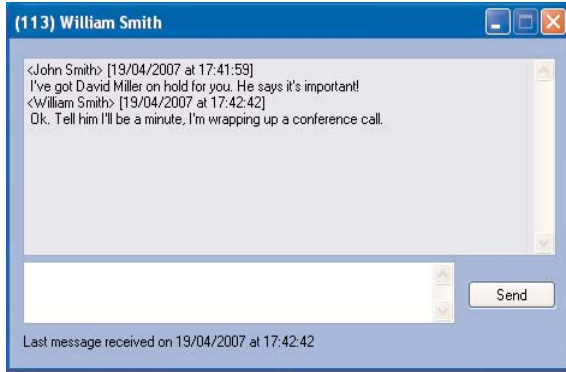
EVERY USER IN THE OFFICE?

Absolutely. Good thing, too, because as soon as they see its user-friendly interface, everybody is going to want one. Sure, receptionists use it the way they would a hardware console — transferring calls and monitoring lines. But TalkSwitch Attendant Console brings its mighty superpowers to all your users.

WHAT'S NEW IN 1.1?

- Drag and drop transfer to remote extensions or ring groups
- Auto discovery of Communications manager and TalkSwitch
- Parked call visibility and management
- Mouse-over call information
- Display preferences
- Call and chat notification sounds
- Chat presence
- Automatic login

- **See your calls:** you get caller ID, number, duration and status and whether a call is internal, inbound or outbound.
- **Manage queues and parked calls:** see the calls lined up for you, answer the important ones first and transfer the rest to someone else. View and grab calls from a list of parked calls on the system.
- **Touch your calls:** now this is power - drag and drop your calls directly to other extensions, remote extensions or ring groups, or send a call to voicemail, all without even touching your phone.
- **See your lines:** Need to monitor your lines or VoIP trunks? Choose to view line status and you'll see which are in use or ringing, and whether you're wasting money on under-used lines.
- **Unobtrusive:** Attendant Console can be configured to be always on top, or simply pop up at the bottom corner of your screen when a call comes in, so you can keep working and not worry about real estate on your screen.



ABSOLUTE POWER FOR MANAGERS

It's no secret that not all employees were created equal. If you're managing a sales team, support centre or any group that should be on the phone, Attendant Console's interface shows you at a glance who gets the carrot and who needs the stick. You can see call activity while it's happening, without leaving your desk.

➔ **TALKSWITCH TIP:** Mandate your phone-critical staff to log in as "available for chat". You'll be able to see who's at their desk making and taking calls. And who isn't.

AVAILABLE FROM:



EXTRA COMMUNICATION, BETTER CUSTOMER SERVICE

Got an important call waiting for someone who's on the phone? TalkSwitch Attendant Console includes instant messaging, so you can let them know another call is waiting. Your co-workers get better information to choose how to handle calls, so your callers get better service.

TRY BEFORE YOU BUY

Want a test-drive? Try Attendant Console for a free, fully functional 30-day demo. Download it at www.talkswitch.com.

LICENSE CODE CONVENIENCE

When you buy Attendant Console, you receive your license code via e-mail or on a printed card. For license codes that are delivered by em-mail, there's no waiting around for the courier to deliver your new application and there are no shipping costs.

Minimum requirements

Works on: All TalkSwitch VS Systems, 48-CA and 48-CVA systems with firmware 5.00 and connection via IP.

Doesn't work on: TalkSwitch 24-CA, 48-LS, 48-NLS or TalkSwitch 24.

Not sure which system you have?

Call us toll-free at 1.888.332.9322 x301 or visit www.talkswitch.com/products/identifyunit.asp

PC Requirements

OS — Windows XP, Windows Vista (32 bit), Server 2003, Windows 2000.

Communications Manager — Minimum requirements

HD: 15MB
RAM: 512MB
CPU: Pentium 3 @ 1 GHz
Screen: 800x600, 16-bit Color

Client — Minimum requirements

HD: 15MB
RAM: 256MB
CPU: Pentium 2 @ 400 MHz
Screen: 1024x768, 16-bit Color

About TalkSwitch

TalkSwitch® designs and develops award-winning phone systems for small, multi-location and franchise businesses. Since its establishment in 1990, TalkSwitch has dedicated itself to developing PBXs and IP PBXs that tens of thousands of small businesses across North America rely on. With a growing global network of resellers, distributors and partners, TalkSwitch phones and phone systems are changing the way small businesses communicate.

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