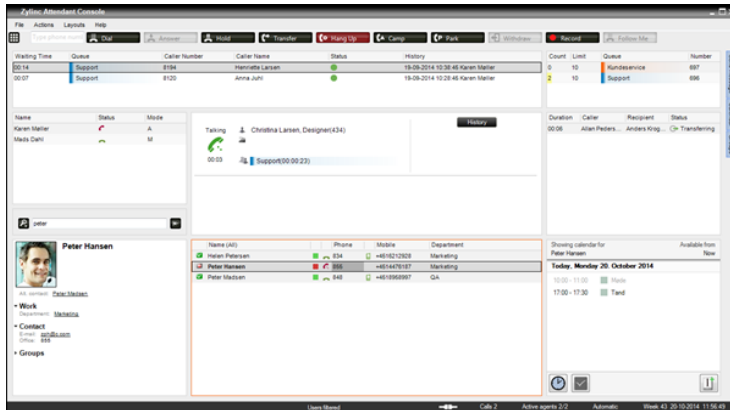




# **Zylinec Attendant Console**

## **Product overview**

## Zylinec Attendant Console feature highlights

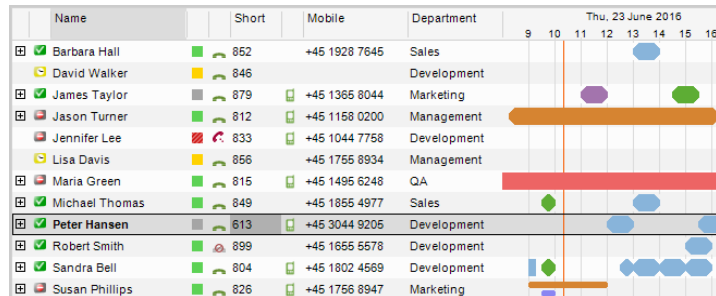


- Full-screen client for the ultimate overview of calls as well as colleagues and resources (meeting rooms, projectors, etc.)
- Optimized for full focus on handling calls
- If agents minimize the Attendant Console window, a smaller version of the window automatically appears in the lower right corner of agents' screens when they receive a call.
- Quickly search for available colleagues, and get an instant overview of their availability and their calendar appointments
- Transfer calls to colleagues
- Made together with experienced agents and operators, based on their user experience from busy enterprises, and continuously optimized together with the most experienced users in the business
- Web-based Administration Portal
- More cost-effective than similar products on the market
- Because a Zylinec solution stores and processes phone numbers, e-mail addresses, and other data that can be used to uniquely identify a person, people who use the Zylinec solution are affected by GDPR. That's why you get a number of features with which you can safely use your Zylinec solution under the GDPR requirements. The Zylinec solution also has audit logging features.


## Ultimate overview of co-worker availability

- Synchronized directory integration makes it easy to find the right people and transfer inquiries to them. Search in organization-wide directories from all major vendors. Users can change their personal data and change presence/forwarding settings.

- Search results combine users' calendar status, phone line states, mobile line states, and IM presence. You can view multiple users' calendars together in a Gantt diagram.



- Use the calendar integration to search for available time, and schedule meetings for groups of people. Quickly create new calendar entries for specific people or resources. The calendar integration supports Microsoft Exchange and Office 365, IBM Notes, Google, and CalDAV.
- View the line states of co-workers, just like they can view your line state. Line state overview works with Cisco, BroadWorks, Skype for Business, generic SIP, and many leading mobile service providers.
- View IM presence of co-workers, just like they can view your IM presence. IM presence overview works with Cisco Jabber, Skype for Business, BroadSoft UC-One, and IBM Sametime.

 For more information about the Zylinec Attendant Console user experience, also try the prize-winning Zylinec Unified help on [help.zylinec.com](http://help.zylinec.com).

## Great set of features for handling calls

When agents answer calls, the Zylinec solution gives them a great set of tools for handling the calls in the best possible way:

- Transfer calls
- Put calls on hold
- Consult a colleague via chat while speaking with the caller
- Leave a colleague a message about the call via e-mail or SMS text—both methods offer time-saving message input templates

### Automate call distribution and call flow

With the Zylinec solution's rich feature set, you can tailor your organization's call flows and call distribution to suit your exact needs.

- Use multiple phone numbers, country code detection, IVR menu selections, caller number lookup in a database, or manual call transfer to place incoming calls in the correct phone queue with the correct language and priority.
- Route calls to the most appropriate agent or queues based on caller priorities, agent skills, language, A-number, available agents, agent priority, queue priority, or how long the call or the agents have been waiting.
- Use VIP routing to create a database with phone numbers that should receive a higher or lower priority compared with normal inquiries.
- If a caller makes more than one inquiry within a specified time frame, you can use historical routing to route their inquiries to the same agent, if the agent is available.
- Assign skills to agents and queues to automatically route calls to the most relevant agent.
- You can choose to disable the automatic call distribution, so that agents can cherry-pick any call that they want, from any of your queues.
- Agents can be on standby and not receive calls unless queues get very busy, or unless they're the only agent left on a queue.
- Play audio messages, queue position, and music on hold while callers wait in queues.
- Specify queue opening days and hours, and play different audio messages or transfer calls to other queues during closing hours.
- Calls that have waited too long, or wait in queue where no agents are logged in, can automatically fail over to other queues, phone numbers, or voicemail.
- When callers are transferred from one queue to another, they can be credited on the new queue with the amount of time that they've spent waiting in the first queue.
- The Zylinec solution supports not only IVR (Interactive Voice Response) menus, but also in-queue IVR so that you can offer callers special options if they've waited in a queue for more than, for example, 30 seconds.

### Monitor your team's service level

Get a comprehensive overview of all logged-in agents, and the number of calls that wait for their attention, in all of your organization's phone queues.

View how long inquiries have been waiting in queues, and monitor your organization's ability to meet agreed service levels.

Statistics, combined with the Zylinec solution's supervisor tools, help manage your workforce efficiently. Supervisors can:

- Listen in (listen to the conversation between agent and caller)
- Whisper (give the agent short pieces of advice for training or problem solving)
- Barge in (enter, and take part in, the conversation between the agent and the caller)

### Tailor the solution to suit your needs

Use keyboard shortcuts, and change shortcuts if required to match any other software that you use.

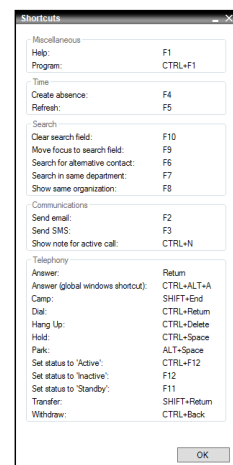
Customize the appearance and behavior of the Zylinec program to match individual users' needs and work habits. Windows, individual user interface components, and functions can be customized per user or profile.

The Zylinec solution comes with standard music on hold and standard system voice prompts in different languages. You can also use your own audio files, or record audio messages directly from your phone by calling a special number.

Time zones support your global organization.

Calendar-based forwarding can automatically forward calls to specific phones to other phones during meetings or other activities in users' calendars.

Spoken absence can automatically play audio messages to inform callers about when busy colleagues will become available again.



## Rich support for different phone types



- Use any Cisco-compatible device that supports JTAPI call control.
- Use any BroadWorks-certified device that supports Advanced Call Control.
- Use any Microsoft Skype-certified USB-connected device that supports the SfB client API.
- Use the built-in Zylinec soft phone to connect a USB or Bluetooth headset to your computer, and then receive calls as an agent without even having a phone or phone number.  
Jabra or Plantronics headsets provide additional features, for example you can answer, end, or mute calls with buttons on the headset, hear the ring tone in the headset, and if you mute the headset, the caller will hear music on hold instead of silence.
- Use a third-party softphone together with the Zylinec client, and get additional features. For example you can click-to-chat, initiate an outgoing call, or answer a call in the softphone via the Zylinec client user interface.  
Compatible third-party softphones include Skype for Business, BroadSoft UC-One, and Cisco Jabber.
- Use any SIP-connected IP device with support for auto-pickup. It's a special kind of phone integration known as Call Offer Mode, where the call is always offered in the client before it's routed to the phone.
- Receive calls as an agent with Zylinec Mobile Agent and get a rich set of agent features in the mobile app. The app is available for iOS and Android.
- Receive calls as an agent with the clientless voice queue member feature. You don't need to have client software installed. Instead, you simply call a special number, and press 1 to log in to your queues, press 2 to log out, etc. The feature is so powerful that it even lets you handle callbacks.
- Use the Follow Me function to receive your calls on an external phone, and then use the phone keypad to transfer calls. This way, an agent can leave their seat and still receive and transfer calls from another phone, typically a mobile phone.
- Use Mobile Operator to get a phone book in a mobile app, where you can find your co-workers and view their availability via real-time line state and calendar data. The app is available for iOS and Android.

### Record calls

If you use Zylinec softphones as agent devices, you can record calls without the need for third-party software. When you use Zylinec softphones, you get these call recording features:

- Even if you begin to record in the middle of a conversation, the call will be recorded from the beginning
- The recording will contain both directions of the call
- When you end the last active call, the recording automatically stops
- After the recording ends, agents can be asked to provide information about why they recorded the call
- Recordings will be available to selected people, such as supervisors

If you don't use Zylinec softphones, the Zylinec solution works with third-party call recording solutions from Apresa, BroadWorks, or Recordit.

## Get in touch with Zylinec

The Zylinec sales team will be happy to help you assess your needs and recommend the right implementation for you. Contact the Zylinec sales team on [info@zylinec.com](mailto:info@zylinec.com) or on +45 7023 2328.



© 2018 Zylinec A/S

Document version: 11 December 2018