

WE HAVE HAD LEADING EXPERTS ON THE CASE!

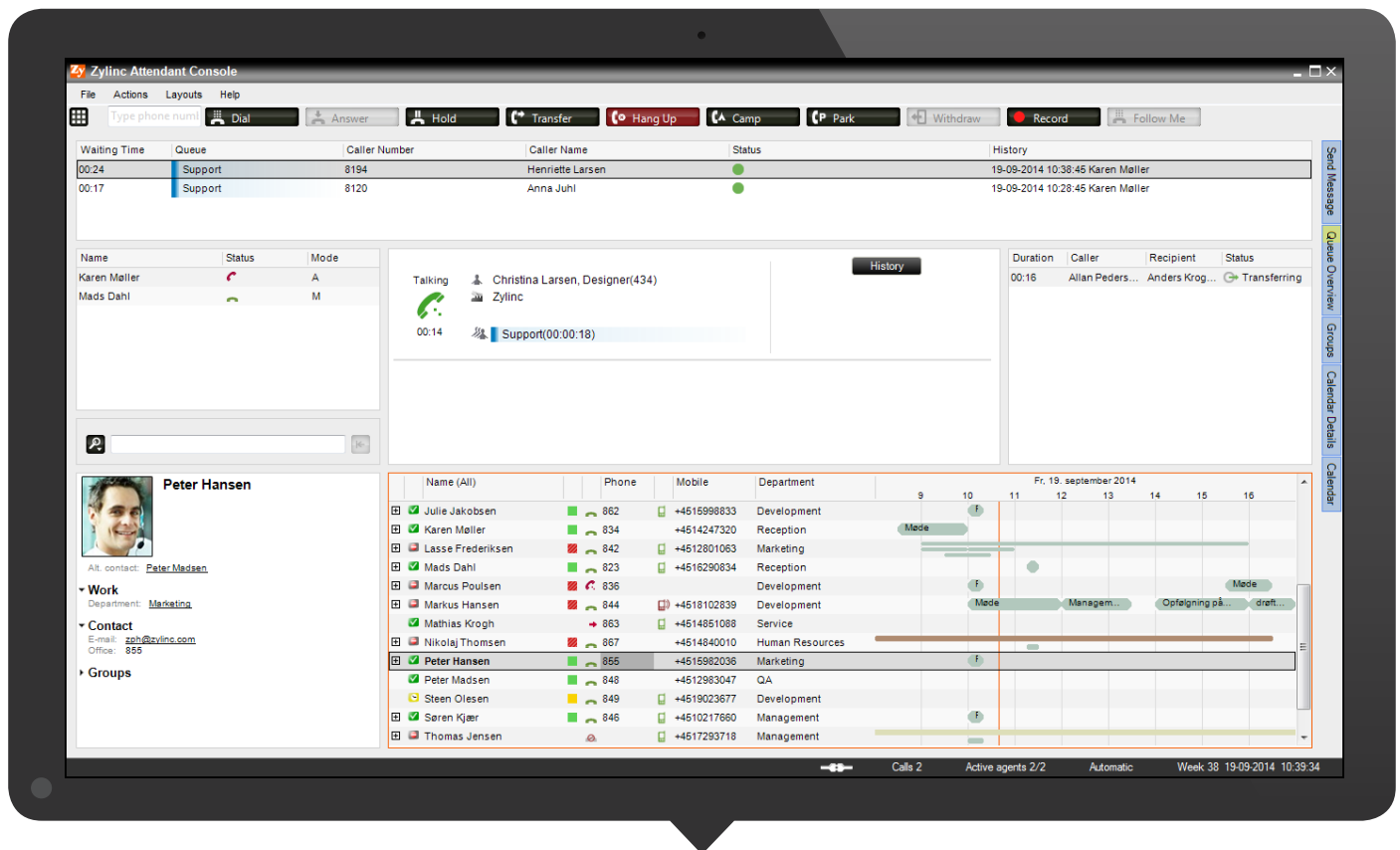
ZYLINC ATTENDANT CONSOLE

Zylinec Attendant Console is designed, tested and improved in cooperation with a handful of Denmark's most experienced receptionists. The rest is just technique.

The Attendant Console is the company's face to the world. It is crucial that customers are served quickly and efficiently.

At the same time, it is important that the Attendant Console is a user-friendly tool for the receptionists.

That is why Zylinec Attendant Console is developed in cooperation with experienced receptionists.



Supported platforms



- Teams
- Skype for Business
- Lync



- Communication Manager
- Unified Presence & Jabber

GENERIC SIP

- Business Trunks
- Direct SIP
- Q-Sig or ISDN through SIP Gateway

CALENDAR INTEGRATION



- Microsoft Exchange
- IBM Lotus Notes
- Google Calendar

Contact us directly and let us tell you how we can adjust our solutions to your company!

FACILITIES

Integrating e-mail, text messages and instant messaging.

Real-time calendar updates and unique search features, enables the receptionist to search for individual employees and specific competences across the company.

Personal greetings, presenting the receptionist using his/her own recorded voice.

Web-based statistics and reporting system, enables the company to track status on call-handling.

Monitored call-handling, gives the receptionist full control over waiting, served, and returned calls.

Extended control enables the receptionist to withdraw calls.

Based on the newest SIP technology, Zylinc Attendant Console integrates to all types of PBX's & IP phone systems.

See status on the colleagues chat clients, soft phones, IP phones and cell phones.

Opening and closing hours based on calendars with several options on overflow and messages.



■ Faster response time

Zylinc Attendant Console makes it easier to collaborate when the company has more than one receptionist. They are provided a continuous overview of each other's availability and can relieve each other at breaks or long call queues. This gives the customers a significantly better experience.



■ Bring the Attendant Console with you!

The receptionist can use an integrated SIP telephone, to handle the Attendant Console, using pc keyboard and headset, IP telephone control or cell phone control. This enables the receptionist to work anywhere, using either cell phone or pc.



■ Full integration

Zylinc Attendant Console functions as a stand-alone solution. You can obtain more benefits and create synergy by implementing other Zylinc solutions, enabling the enterprise to communicate efficiently and provide the best customer service possible.

■ Improved customerservice

A web-based statistics and reporting system, makes it easy to track status on call-handling and also fully optimize the internal resources.

■ Find the right employee - always!

With real-time calendar updates and a unique search feature, the receptionist can search for both individual employees and competences across the company. This enables the receptionist to find and transfer calls to the employee best suited for answering the customer's call.

"It worked instantly"

Lene Kreipke, receptionist ,
Toyota Denmark

