



# Attendant Pro

## for Lync & Skype for Business

The Attendant Console of Choice for Lync & Skype for Business

### DATA SHEET

## Attendant Pro for Lync & Skype for Business

### 1-Click Call Handling

Attendant Pro is designed to make voice calling as efficient as possible and common voice handling functionality are one click. Definable shortcuts means the experience can be tailored to the attendant user's tastes.

### Familiar & Easy to Use

The user interface is similar to Skype for Business and Lync so that users already familiar with Microsoft UI will be right at home in Attendant Pro and means less training and transition time to Attendant Pro.

### Simple to Implement

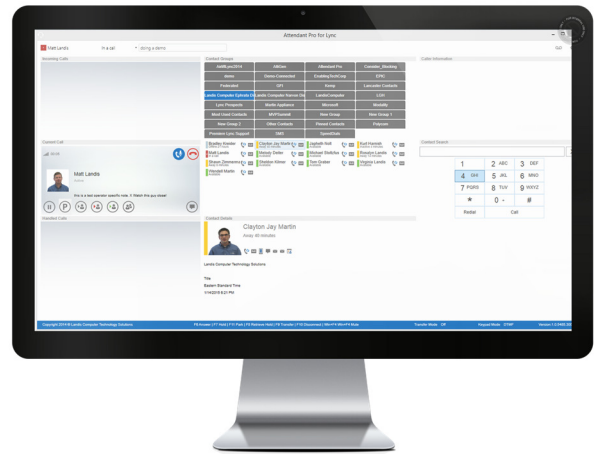
The software is literally seconds to install. Because there are no server component requirements this results in less IT involvement in the process to roll out. If IT wants to roll out setting centrally, standard GPO can be used leveraging IT's existing expertise.

### Full Unified Communication Functionality

Since Attendant Pro runs side by side with Skype for Business or Lync client your attendant users don't need to give up any functionality: screen sharing, video, meetings and group instant message works just like it always did.

### Full Device Support

Attendant Pro supports Lync Phone Edition with USB Better Together, Lync Qualified IP phones such as Polycom VVX, snom UC Edition and Audiocodes HD that support Better Together over Ethernet. All other Skype for Business or Lync Optimized USB headsets and handset are supported with Attendant Pro.



## Benefits

- Make console operators more productive, efficient & satisfied.
- Complete your Lync / Skype for Business Enterprise Voice solution with minimal IT impact with 1 minute installation & zero additional servers.
- Select the Lync / Skype for Business Qualified or Optimized device of your choice to pair with Attendant Pro for zero compromise.
- Your key Lync / Skype for Business get the complete UC experience and functionality.

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#### User Interface Features

- Looks and acts just like Skype for Business/Lync client
- Skype for Business Users Interface
- Lync User Interface
- Intuitive Interface means low training time
- User pictures
- Onscreen Keypad (touch/click)
- Configure UI: turn off unused panels

- Multilingual user interface including Chinese, Danish, Dutch, English, French, German, Italian, Japanese, Hebrew, Korean, Lithuanian, Norwegian, Portuguese, Romanian, Russian, Spanish & Swedish

#### Transfer Features

- 1-Click Transfer
- 1-Click Transfer Blind, Safe, Consult or Invite New User at point of transfer

- "Transfer Mode on Answer" Means just click Contact, not even transfer
- All Transfer types can be assigned shortcut keys (can be defined by user)

#### Advanced Transfer Features

- Hold on Begin Transfer: Determine whether caller gets Skype4B/Lync music on hold while attendant searching for contact

- Clear Transfer Mode on Hold

### Presence Features

- Distinct "In a Call" Presence indicator
- Full Skype4B/Lync Presence

### Exchange Integration

- 1-Click Outlook Calendar Integration Access
- Full Outlook Calendar Functionality 1-Click from any Contact
- Exchange Security is in effect
- End User editable Contact and/or Phone Number Memo/Notes
- Contact/Phone Number Memo/Notes stored in standard Outlook Contact List
- Contact/Phone Number Memo/Notes accessible from any PC via EWS
- Voicemail count indicator

### Shortcut Menu

- Speed dial plus DTMF
- Turn off Forwarding
- Forward to Voicemail
- Forward to Any SIP URI or Phone Number

### Contacts Features

- Contacts & Contacts Group Automatically flow from Skype4B/Lync client
- Contact and Group management
- 1-Click "Send an Email Call Back Reminder"
- Simple "Email Call Back Reminder" content editor
- Use XAML to customize contact layouts
- Select between 6 preset contact layouts
- 1-Click contact layout design means easy access to powerful features

### Group Features

- Park for Group - Group Park notification

- Group Instant Message
- Group Start Conference Call
- Exchange Distribution Group support
- Groups Management (Create New, Rename, Delete)
- No additional add-on or server(s) required for Group Features

### Definable Shortcut Keys

- Answer
- Hold
- Retrieve Hold
- Disconnect
- Park
- Grab Focus
- Blind Transfer
- Safe Transfer
- Consult Transfer
- Add Participant
- Park for User
- Park for Group
- Select Dial
- Select if shortcut key is application or global level

### Skype for Business/Lync Client Control Features

- Suppress Active Call Window: Skype4B/Lync Active Conversation Window kept out of way
- Suppress Call Toast/Alert: Not using the Skype4B/Lync Incoming Call Toast? Suppress it

### Instant Message

- Initiate instant message from current call
- Initiate instant message from any contact

### Response Group Service Integration

- Fully supports RGS incoming calls
- Response Group Queue Monitoring
- At a glance, regularly updated RGS Agent group status
- See signed in status for formal groups

- Open RGS sign in/sign-out page
- No Additional Server(s)--Uses built-in Skype4B/Lync servers

### Communication Enabled Business Processes

- Setup Incoming Call Pop in just 1 Minute
- Display and URL on incoming call
- Transform phone number of incoming call using REGEX patter (just like Skype4B/Lync)

### Setup Features

- 1 Minute Install Process
- No server(s) required even for many advanced features
- No additional server components for installation on server
- Click-Once Installer (smaller installations)
- MSI Installer (larger installations)
- Automatic updates (via Click-Once Installer)
- Built-In Skype4B/Lync Server Redundancy provides Attendant Redundancy
- Centrally manage Attendant Pro settings via Group Policy Objects--No Additional Servers

### Device Support

- Supports Lync Phone Edition devices with Better Together USB
- Supports Lync Qualified devices with Better Together over Ethernet (VFX, snom, Audiocodes)
- Supports all Lync Optimized Headsets/Handsets

### Approvals/Certifications

- Microsoft Lync 2013 Platform Ready Validated (Platform Ready Test v4.2)