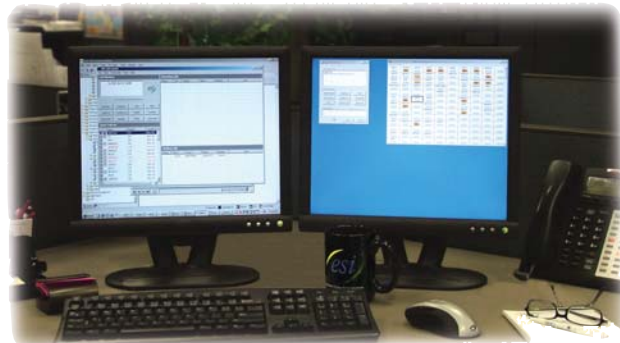


ESI PC Attendant Console

Connecting to customers . . . expertly

ESI PC Attendant Console 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, **ESI PC Attendant Console** makes it easy to manage outside callers, internal users, recalls, and held calls.

ESI PC Attendant Console combines the power of the ESI phone system and **Microsoft® Outlook®**. The result? A complete productivity package, including one-click call handling, unified messaging, 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 **ESI PC Attendant Console** 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 command keys may be configured to customize ESI PC Attendant Console for individual attendant preferences.

Status	Time In Queue	Name	Number	Line
Q	00:11	DOE JOHN	555-555-1111	Line 3
	00:16	BROWN AARON	555-555-1112	Line 2
	00:18	MOORE ALLAN	555-555-1113	Line 1
	00:23	MILLER PLUMBING	555-555-1114	Line 5
Q	00:15	JONES ROBERT	972-555-1234	Line 16
	00:12	SMITH ALICE	555-555-1121	Line 15
	00:21	MCDONALD FRANK	1-803-555-5874	Line 10
	00:51	PHILLIPS NANCY	555-555-1125	Line 18

Name	Number	Classification
AA Roofing Co.	(555) 555-7436	Bus. Ph.
AMY H	102	Bus. Ph.
John Doe	(555) 555-1111	Home Ph.
DEPA	290	Bus. Ph.
Mike Emerson	(972) 555-0192	Bus. Ph.
QUESTA	300	Bus. Ph.
Kent Hansen	(555) 365-1568	Mobile
Kent Jeffries	(555) 805-0725	Mobile
OPERATOR	100	Bus. Ph.
ORLANDO OFC	104	Bus. Ph.
Susan	555-967-2834	Home Ph.

Status	Time In Queue	Name	Number	Line
	00:13	ANDERSON JAMES	555-555-1116	Line 6
	00:21	MARTIN AND CO	555-555-1118	Line 7
	00:41	JACKSON TOM	555-555-1119	Line 8

Quick Contact List — Populate Microsoft Outlook Contacts by a simple drag-and-drop, permitting the attendant to access all frequent Contacts easily at all times. Calling any contact is easy by clicking on 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.

Holding Calls — Displaying all held calls in one central location ensures no caller is forgotten and makes them easier to manage efficiently. Calls on system hold and those held by the attendant can be prioritized for handling based on recalling status, time in queue, availability of a requested station, or Caller ID. Font size, font color, and intuitive icons help the attendant make informed call bandling decisions.

Incoming Calls — All calls presented to the attendant appear in this section, 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. ESI PC Attendant Console is equipped with its own queue where calls that cannot be answered in a timely fashion are put on hold automatically.







We Make It Easy To Communicate

Build it your way.

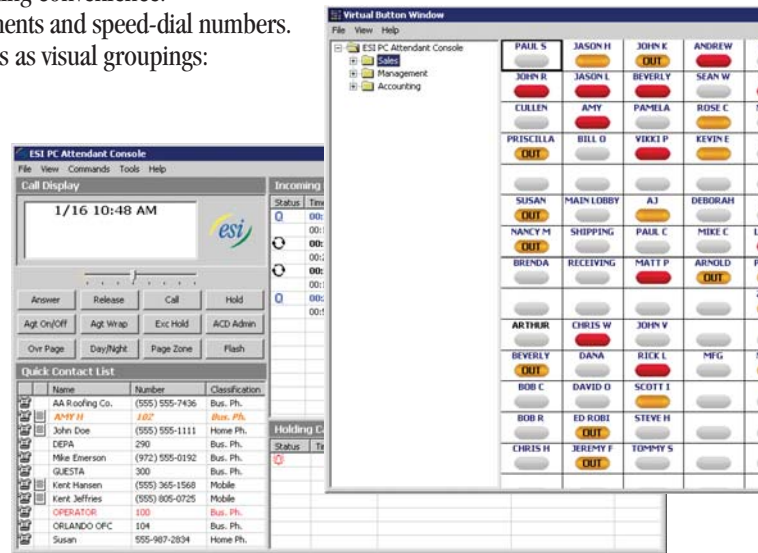
ESI PC Attendant Console's Virtual Button Window is the essence of call-handling convenience. This field of buttons provides single-click access to stations, mailboxes, departments and speed-dial numbers. Your attendant builds this field the way she wants to use it, by arranging stations as visual groupings:

- 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 to increase easy, at-a-glance recognition of the station's status:

-  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 *ESI PC Attendant Console*.



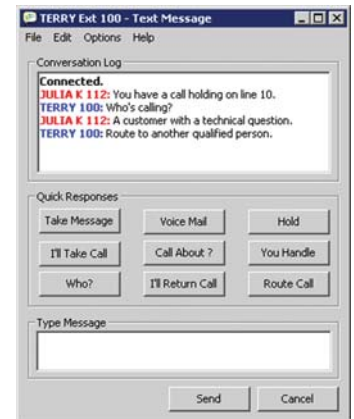
All queued up.

ESI PC Attendant Console 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 him 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 can manually drag calls into and out of her queue, as well.

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. *ESI PC Attendant Console's* text-messaging* 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, nine common responses are pre-programmed so you can reply quickly with a single click of your mouse.



Free your attendant to really attend to your customers.

- Windows Outlook* integration . . . 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

ESI PC Attendant Console makes it easy to connect with your customers — expertly.

To learn more about *ESI PC Attendant Console*, consult your Certified ESI Reseller or visit www.esiivx.com/Attendant.

ESI PC Attendant Console works with the ESI-600, IVX® X-Class, IVX E-Class Generation II, and IVX S-Class Generation II phone systems.

* Text messaging is available between all *ESI PC Attendant Console* and *VIP Professional™* users.

Copyright © 2006 ESI (Estech Systems, Inc.). *IVX* is a registered trademark, and *VIP* and *VIP Professional* are trademarks, of ESI. ESI phone systems are protected by various U.S. Patents, granted and pending. ESI is an ISO 9001:2000-certified company. **Product details and features described herein are subject to change without notice.** Some features may not be available at initial release. Visit ESI at www.esiivx.com.