

The ElectraCall™ PC Attendant from NEC

Increase Your Attendant's Span

The modern business environment is becoming more and more competitive.

Customers want, and deserve, a higher level of personalized service than ever before.

The challenge lies in delivering it. You already recognize Computer Telephony Integration (CTI) as a powerful technological tool that can help you meet that challenge. Now, how do you capitalize on its powerful potential?

Built to be Telephony Application Programming Interface (TAPI)-compliant, the ElectraCall PC Attendant allows organizations to

provide the power of CTI to their telephone attendants through a familiar and easy-to-use PC interface. Attendants will perform all their call-handling functions through their PCs, instead of spending time switching back and forth between computers and phones, allowing them to stay focused and improve their productivity. The attendant is alerted to incoming calls through a pop-up window, and can access a comprehensive database for information about the requested extension. Transferring calls is as simple as pointing and clicking a mouse. Messages can be typed electronically and sent

via e-mail or printed, or the conversation can be recorded through the PC and saved as a .wav file, thus allowing it to be forwarded as an attachment through e-mail. Best of all, by simply clicking onto the pop-up window, attendants can simultaneously use their standard Windows® programs, such as word processing or spreadsheets, while answering the phones.

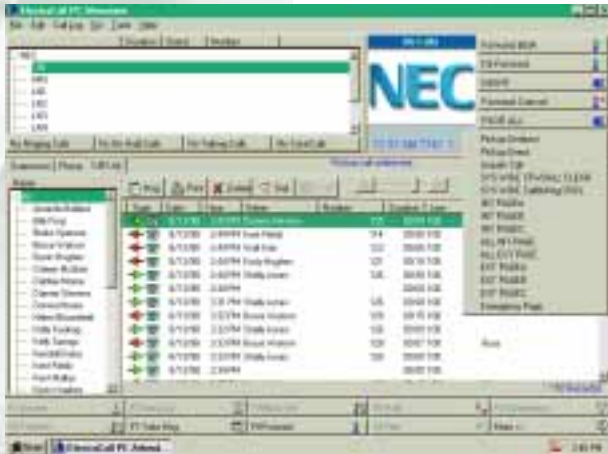
The ElectraCall PC Attendant's powerful functions open up a wide range of communications possibilities for your organization. Increase the efficiency of your attendants by allowing them to handle calls quickly, easily, and with less disruption to their daily tasks. Improve the quality of your inbound call handling by providing your attendants with instant access to information. The ElectraCall PC Attendant expands the palette of tools available to your attendants, helping improve your organization's bottom line.



Main Call Screen showing the Stations Database.

Superior Serv

unite the power of your telephone with the capabilities of a computer



The Call Log tracks all incoming and outgoing calls.

A More Attentive Attendant

Designed specifically to integrate with NEC's Electra Elite® Key Telephone System, the ElectraCall PC Attendant comes equipped with an impressive line-up of call handling features. With the ElectraCall PC Attendant, your telephone attendants are alerted to incoming calls via pop-up windows that jump directly to their desktop's foreground, ensuring that no calls are missed. Calls are answered by a simple mouse click or shortcut key. Caller ID functions are displayed on-screen, allowing for more

rapid and accurate call screening. The ElectraCall PC Attendant holds an extensive directory of extension names and extension groups, and sorts them alphabetically for convenience. Once a call has been taken, matching it up with the desired extension is as easy as typing a name into a field, eliminating both the time and effort of hunting through directory listings. Also, a "smart transfer" feature will remember the last extension a specific caller was transferred to, and automatically suggest that extension to the attendant the next time they handle that person's call.

The ElectraCall PC Attendant allows up to 30 extensions to be monitored, enabling the attendant to access a large scope of information about those extensions.

For instance, the attendant can tell at a glance if a monitored extension is in use or idle, or is marked for Do Not Disturb (DND). If the attendant transfers a call that is met with a busy signal, a menu of options, such as "quick transfer to voice mail" and "set auto call back," will be made available. More important, the ElectraCall PC Attendant allows your attendant to access a comprehensive database that holds important information about an almost limitless amount of monitored and unmonitored extensions, including: e-mail address, office extension number, title, cellular, fax and pager numbers, secretary name and number, and more. Having this information readily available will allow your attendant to service calls more efficiently, resulting in greater caller satisfaction.

Enhanced Messaging Management

With the ElectraCall PC Attendant, messaging is handled quickly and efficiently through the "Take Message" button, which allows the attendant to enter messages electronically on-screen.

multi-tasking capabilities

ice

increased productivity

This powerful feature ensures that your messages are delivered on time, accelerating the movement of vital information. The ElectraCall PC Attendant's



versatile features accommodate a wide variety of needs. A message notification field allows the attendant to enter up-to-date information about any individual. The field will automatically appear when that individual's record is accessed, allowing your attendant to service your caller's needs more effectively. For frequently dialed numbers, the ElectraCall PC

Attendant allows the attendant to create a virtually unlimited number of speed dial buttons on their PC interface, saving time and ensuring the accuracy of call attempts. In addition, the ElectraCall PC Attendant comes equipped with a call log that keeps a record of each user's incoming and outgoing calls, as well as a variety of information about each call, such as the time, date and length of each call, and caller ID information. Your attendant may also attach notes to each call log entry, allowing them to provide a more informed level of service.

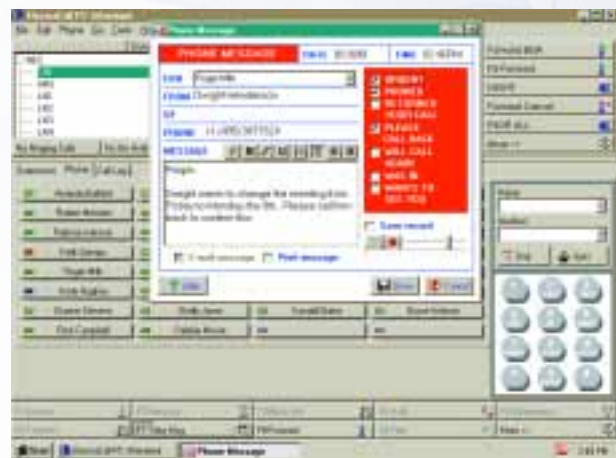
Custom-Made Convenience

The ElectraCall PC Attendant's configuration wizard makes configuring your system simple. After guiding attendants through a series of questions, the configuration



The Configuration Wizard guides you through set-up.

wizard will custom build an interface exactly to their needs, allowing attendants to achieve a higher degree of efficiency. Attendants can choose their own feature keys, and which features they want an on-screen shortcut button for, allowing them to build the console to fit their own personal preference.



Messages may be printed or e-mailed.

ElectraCall PC Attendant

from NEC

Features

- Stations Database
- Multiline Functionality
- Caller ID Support
- Intelligent Configuration Wizard
- Call Log Capture
- Unlimited Speed Dials
- Attendant Functions
- Live Record to .wav File with E-Mail Option
- Auto Greeting Player
- Remember Last Transfer (Smart Transfer)
- Programmable Feature Codes

The configuration wizard shortens your learning curve, and eases the frustration of implementing a new system.

The ElectraCall PC Attendant offers a variety of convenient features. The system can be set-up to automatically play greeting .wav files on incoming calls, and different messages can be available for different lines, flexibly automating routine tasks.

A Superior Performer

The ElectraCall PC Attendant unites the power of your telephones with the flexibility and multi-tasking capability of a personal computer, allowing your organization to significantly improve its ability to manage calls. Increase the productivity of your phone attendant. Offer a superior level of service to incoming callers. Speed the delivery of information within your organization. The NEC ElectraCall PC Attendant increases your attendant's span.

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ElectraCall is a trademark of NEC America, Inc.

Windows is a registered trademark of Microsoft, Inc.

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To find out more about ElectraCall PC Attendant, and how other NEC powerful, versatile and dynamic technology platforms can work for you, contact your local NEC dealer, call us at 1-800-TEAM-NEC or visit our website at:

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