

## Windows Operator Console

Centralised phone operation via a Windows based application for effective call handling.



# Operator Positions

## Windows Operator Console

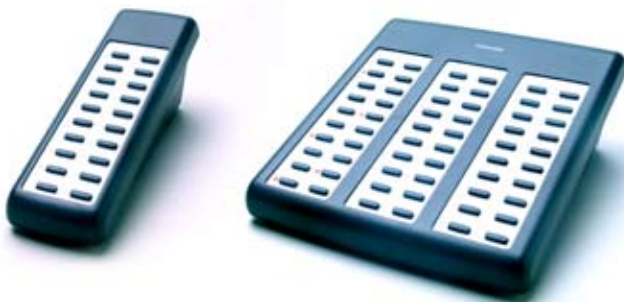
Toshiba's Windows Operator Console (WOC) provides centralised phone operation in a familiar Windows environment. Using drop down menus driven by either a mouse or a keyboard, WOC gives operators, managers and supervisors a high level of call management and control, and makes it very easy to transfer calls to the correct people.

Operators are able to quickly take messages, clicking on the name of the intended recipient and then typing the message into a dialogue box, which automatically notifies the recipient through the message waiting lamp, or the LCD on their featurephone. Alternatively, operators can very quickly drop the call directly into the desired voicemail.

WOC can also be set-up to display an on-screen company directory, and features a high level of management reporting to show, for example, incoming call volumes to identify times of peak demand. The software can also run in background mode, allowing the operator to work in other applications until a call is received. An IP-WOC is also available which can operate as a soft phone, removing the need for a featurephone at the operator location.

## Key Customer Benefits

- Calls can be quickly and easily transferred to the desired extensions from the operator.
- Provides visual confirmation of who is available to take calls, who is already on the call, or who is in Do Not Disturb (DND) mode.
- Maximises customer satisfaction as all calls can be handled quickly and efficiently.
- Operators can handle calls swiftly, reducing call waiting times.
- WOC provides statistics on call volumes such as the number of calls in each hour, and how long they had to queue.
- IP-WOC reduces the need for additional hardware as it can act as a soft phone, not requiring a fixed featurephone on the desktop.



#### **Add-on Modules and Direct Station Select Consoles**

Toshiba also provides a 20-key Add-on Module (ADM) and 60-key Direct Station Select (DSS) to provide more programmable buttons to our Classic and IP series of featurephones. These programmable buttons can be used for direct extension selection, Busy Lamp Field (BLF) functionality, one-touch call processing or frequently used calling features.

#### **Key Customer Benefits**

- Allows operators to quickly and easily transfer calls to the desired extensions.
- Provides visual confirmation of who is available to take calls, who is already on a call, or who is in Do Not Disturb (DND) mode.
- Maximises customer satisfaction as all calls can be handled quickly and efficiently.
- Reduces call waiting times as operators can transfer calls more swiftly.

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Toshiba is committed to developing the next generation of converged communications solutions for the enterprise marketplace.

We will provide communication solutions that deliver complete mobility of operations and ease of configuration. Toshiba offers best in class migration, quality and reliability and is dedicated to protecting our customers' investment. With flexibility and choice, Toshiba is empowering the enterprise to do business the way they want to.

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