PeterConnects Attendant

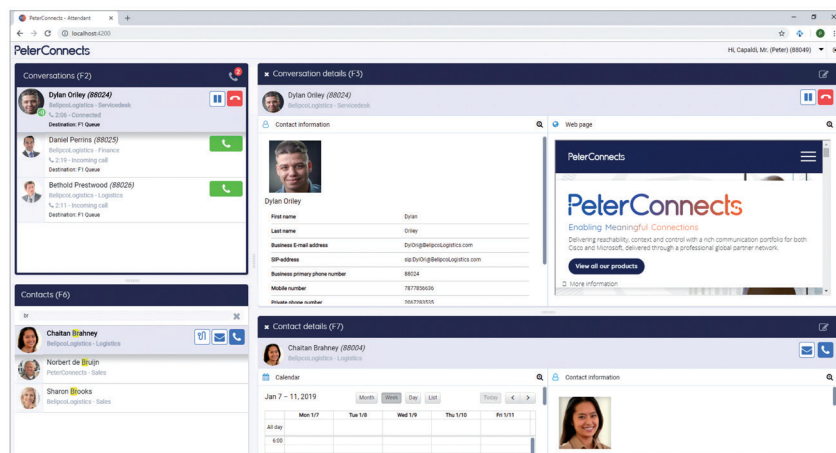## Enabling Meaningful Connections

Optimising connections

PeterConnects Attendant is a powerful telephone operator's console providing a range of smart features for fast and easy call handling and efficient call distribution for organisations of all sizes.

After multiple years of development, we are excited to present PeterConnects Attendant Version 10. Developed on a new, modular software architecture, Attendant Version 10 will have all the options and functionality our users know and love in a contemporary, future-proof package that offers superior usability and flexibility.

New! Attendant X

+ Intuitive User Interface

+ Web-based

+ Customizable widgets

+ Context

+ Keyboard Support

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The new Attendant is available in two editions that can be used alongside each other:

· **Attendant X** – For users who want to enjoy the benefits or our new, state-of-the-art user interface and new software architecture
· **Attendant Classic** – For users who need specific functionality not initially available in the new interface

How PeterConnects Attendant X makes the difference

PeterConnects Attendant X represents our next generation of software applications, designed for the future with mobile usage and the cloud in mind. Among multiple advantages, these are the key benefits PeterConnects Attendant X has to offer:

Best of both worlds

PeterConnects Version 10 offers all the PeterConnects applications you know and rely on, combined with the state-of-the-art interface of Attendant X.

Intuitive User Interface

Our new user interface sets new standards for ease of use and customization options. Among many options, window size and layout can easily be adapted to personal needs and preferences.

Web-based

Because PeterConnects Version 10 has a web-based architecture, our new generation of applications can be used at any location and any device with internet access.

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Customizable widgets

Create your own workspace by adding and customizing your preferred widgets. PeterConnects also supports the integration of third-party widgets and applications.

Keyboard support

As professional tools designed for intensive daily use, our software applications naturally offer keyboard support for quick and easy operation.

Compatibility

PeterConnects software continues to be supported by Cisco Unified Communications Manager and Microsoft Lync and Skype for Business. Our new software architecture also allows support for other communication/collaboration platforms such as Broadworks and Webex and Microsoft Teams. Our new technology can be deployed on Linux, VMWare ESC, Cisco Container Platform (CCP) or any of the big public cloud platforms (Azure, Google, Amazon).

Omnichannel support

Our new Operator Attendant application offers you an integrated workspace for monitoring and processing calls from multiple channels, including telephone and chat messaging services such as WhatsApp.

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About PeterConnects

Receptionists, switchboard operators and service desk employees have a key role in the success of your business. Every time they pick up the phone or respond to a message, they shape the way customers perceive your company.

PeterConnects offers a set of software solutions that transform your organization's communication. We enable you to handle calls not just more efficient and effective, but to create meaningful connections with added value for your customers. Our software makes this possible through reachability, context and control:

Reachability

Make your organization easier and more convenient and pleasant to get in touch with – 24/7.

Context

See not just who is calling, but also why they call and how you can help them.

Control

Enable your employees to handle calls more quickly and efficiently, creating both increased productivity and a better customer experience.

All PeterConnects products are developed by JDM Software. With over 30 years of experience,
JDM Software has the experience and expertise to offer quality solutions with superior real-world performance and world-class support.
JDM Software is both Cisco Preferred Solution Partner and Microsoft Partner.

Functionalities

Functionality	Cisco (Classic)	Microsoft (Classic)	Cisco (X)	Microsoft (X)
Hook state monitoring	✔	✔	✔	✔
Standard call control (answer, hold, drop, bind transfer and consulted transfer)	✔	✔	✔	✔
Caller details			✔	✔
Contact details	✔	✔	✔	✔
Drag and drop transfer of calls	✔	✔	✔	✔
Keyboard, mouse or touch screen	✔	✔	✔	✔
Displaying presence	✔	✔	✔	✔
Caller recognition	✔	✔	✔	✔
Priority callers	✔	✔	✔	✔
Sending email messages	✔	✔	✔	✔
Automated Attendant	✔	✔	✔	✔
Displaying appointments from calendars	✔	✔	✔	✔
Statistics	✔	✔	✔	✔
Reports portal	✔	✔	✔	✔
One directory from multiple data sources	✔	✔	✔	✔
Employee details	✔	✔	✔	✔
Multi-tenant, solo hub or branch office solution	✔	✔		
Clipboard notes for sharing information	✔	✔		
Determining location of employees	✔			
Text messages to IP telephones	✔			
Access for visitors through barriers	✔	✔		
Visitor registration and badge printing	✔	✔		
Text messaging - SMS	✔	✔		
Instant messages (chat)		✔		
Show physical presence	✔	✔		
Broadcasting messages	✔			

Functionalities

Functionality	Cisco (Classic)	Microsoft (Classic)	Cisco (X)	Microsoft (X)
Recording security listening	✔			
Security functionality	✔			
Barge-in	✔			
Real time reporting	✔	✔	✔	✔
Busy Light from Plenom	✔	✔		
Headset Support	✔	✔		
New items:				
Realtime Call flow history	✔	✔		
LDAP user authentication	✔	✔	✔	✔
Favorite contacts			✔	✔
Personal contacts	✔	✔	✔	✔
Multiple layouts	✔	✔	✔	✔
Color themes	✔	✔	✔	✔
High contract mode (accessibility)	✔	✔	✔	✔
Tablet support			✔	✔

Where to buy:

Delivering reachability, context and control with a rich communication portfolio for both Cisco and Microsoft, delivered through a professional global partner network.

peterconnects.com/wheretobuy

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