

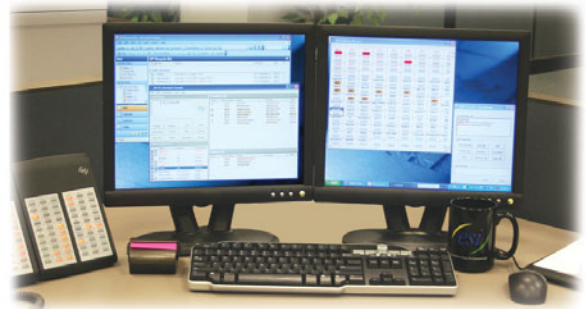
VIP™ PC Attendant Console SE

Connecting to customers . . . expertly

VIP PC Attendant Console SE (Standalone Edition¹) from ESI 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, **VIP PC Attendant Console SE** makes it easy to manage outside callers, internal users, recalls, and callers on hold.

VIP PC Attendant Console SE works with your ESI communications system to provide a complete productivity package — including one-click call handling, 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 **VIP PC Attendant Console SE** 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 found on most ESI phones. A slide bar controls the volume of the phone handset or headset from the PC. Up to 16 of the 20 possible command keys may be configured to customize VIP PC Attendant Console SE for individual attendant preferences.

Quick Contact List — This permits the attendant to access all frequent contacts easily at all times. Calling any contact is easy by clicking 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. Contacts can even be imported from Microsoft® Outlook.®

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	1-800-555-5874	Line 10
	00:51	PHILLIPS NANCY	555-555-1125	Line 18

Name	Number	Classification
AA Roofing Co.	(555) 555-7436	Business
BEVERLY K	103	Business
BILL H	102	Business
Bob Doe	(555) 555-8752	Home
John Doe	(555) 555-1111	Home
DEPA	290	Business
Mike Emerson	(972) 555-0192	Business
Charles Frey	(214) 555-2234	Home
GUESTA	300	Business
Kent Hansen	(555) 365-1568	Mobile
Kent Jeffries	(555) 805-0725	Mobile
KIMBERLY S	136	Business
MARK B	143	Business
OPERATOR	100	Business
PAUL S	155	Business
RICK L	323	Business
SARAH W	191	Business

Status	Time in Queue	Name	Number	Line
	00:13	ANDERSON JAMES		
	00:21	MARTIN AND CO		
	00:41	JACKSON TOM		

Holding Calls — Displaying all calls on bold in one central location ensures no caller is forgotten and makes them easier to manage efficiently. Calls on system hold and those put on hold by the attendant can be prioritized for handling based on recalling status, time in queue, or Caller ID.² Font weight and color, as well as intuitive icons, help the attendant make informed call handling decisions.

Incoming Calls — All calls presented to the attendant appear here, 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. VIP PC Attendant Console SE has its own queue where calls that can't be answered in a timely fashion are put on bold automatically.







We Make It Easy To Communicate

Build it your way.

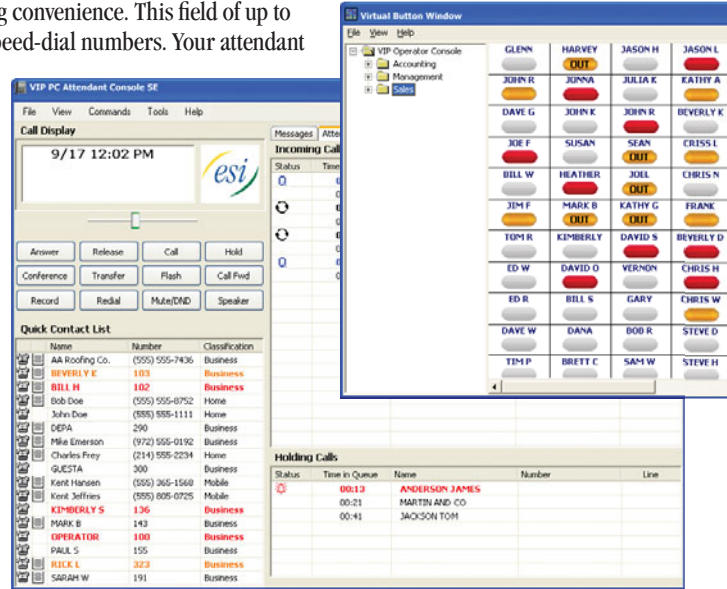
VIP PC Attendant Console SE's Virtual Button Window is the essence of call-handling convenience. This field of up to 400 buttons³ provides single-click access to stations, mailboxes, departments and speed-dial numbers. Your attendant builds this field the way as desired, by arranging stations as visual 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 (see right) to increase easy, at-a-glance recognition of the station's status.⁴

-  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 VIP PC Attendant Console SE user.



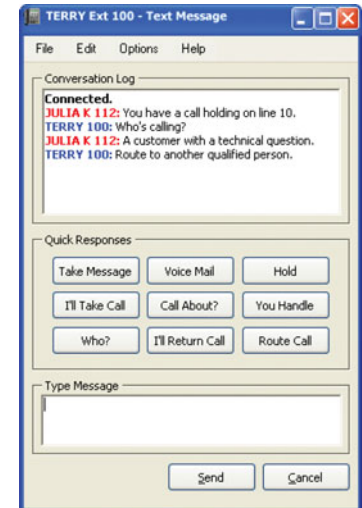
All queued up.

VIP PC Attendant Console SE 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 them 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 also can manually place calls into, and take them out of, this queue.

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. VIP PC Attendant Console SE's text-messaging⁵ 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, up to 18 user-programmable responses let you reply quickly with a single click of your mouse.



Free your attendant to really attend to your customers.

- Contact management . . . 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

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



Scan me
for instant access to this
ESI product's Web page.
(QR code app required.)

VIP PC Attendant Console SE⁶ requires appropriate licensing. To learn more about VIP PC Attendant Console SE (including details on which ESI systems support it), consult your Certified ESI Reseller or visit www.esi-estech.com/Attendant.

1. ESI also makes a form of VIP PC Attendant Console that is Outlook-integrated, rather than a standalone application. To learn more, consult your ESI Reseller or visit www.esi-estech.com/Attendant.
2. VIP PC Attendant Console SE and your ESI phone display Caller ID information if your telephone service includes Caller ID service. If necessary, contact your provider for details. 3. On the IP Server 900, ESI-1000, and ESI-600; quantity is 200 on other VIP PC Attendant Console SE-compatible ESI systems. 4. Off-premises indication requires optional ESI Presence Management. Status won't be displayed for remote stations, departments, or mailboxes connected to a system over an ESI-Link network. For details concerning ESI Presence Management, consult its brochure (ESI document 0450-0812) or visit www.esi-estech.com/presence. 5. Text messaging is available between any two users of the standalone and Outlook-integrated versions of VIP PC Attendant Console, VIP Professional, VIP AGD (Supervisor or Agent), or VIP Softphone on the same local area network. 6. The 64-bit version of Windows XP is incompatible with any VIP software, including VIP PC Attendant Console SE. For additional information concerning software requirements and compatibility, consult the VIP SE brochure (ESI document 0450-1282) or visit www.esi-estech.com/VIP.

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