PeterConnects Attendant

Enabling Meaningful Connections

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 enables meaningful connections by adding customer insight, reachability context and control to every omnichannel conversation in a single pane of glass. We offer a suite of software solutions that enhances your organization's communication.

This rich functionality is available for attendants/receptionists, contact centers and every employee:

· **Automatic Call Distribution (ACD)** – Handle and distribute large volumes of inbound conversations in an efficient way.

· **Customer Insight** – On the spot information from various line of business systems like Dynamics CRM, SalesForce, SAP and others.

· **Reachability Context** – View relevant customer information during every omnichannel conversation as well as employee availability, conversation history and reachability reporting.

· **Control** - Enable your employees to handle conversations quickly and efficiently.

· **Single pane of glass** – Display information from multiple sources in a single, integrated view.

· **Monitoring and Reporting** – Provide realtime statistics and performance information to maximize customer interaction and satisfaction.

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.

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.

PeterConnects Attendant Version 10

This product release includes both the familiar (classic) applications, as well as the new X technology. Because both versions can be used alongside each other, the user can decide when to switch to the new user interface.

PeterConnects Attendant X

Developed on a new, modular software architecture, our Attendant X 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 userinterface
+ Web-based
+ Customizable widgets
+ Context
+ Keyboard support
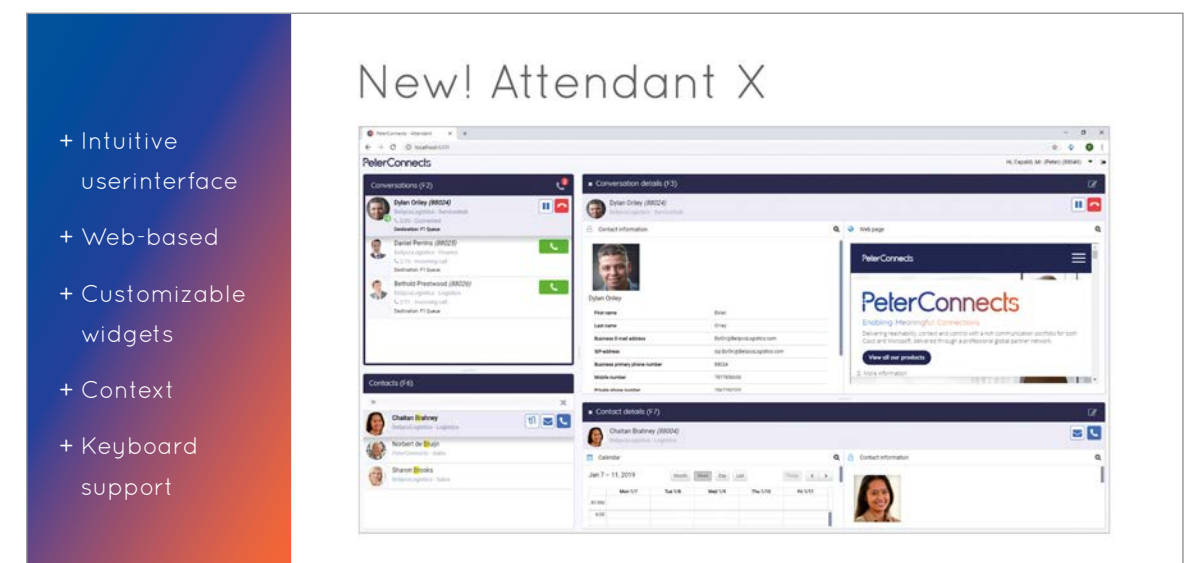
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The new Attendant is available in two editions that can be used alongside each other:

- **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.

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.

- **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, Webex Teams and Microsoft Teams.

- **Omnichannel support**

  Our new 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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Functionalities
Attendant

Functionality	Cisco (Classic)	Microsoft (Classic)	Cisco (X)	Microsoft (X)
Realtime call flow history	✔	✔	✔	✔
AD/ LDAP user authentication	✔	✔	✔	✔
Favorite contacts			✔	✔
Personal contacts	✔	✔	✔	✔
Multiple layouts	✔	✔	✔	✔
Color themes	✔	✔	✔	✔
High contrast mode	✔	✔	✔	✔
Tablet support			✔	✔
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

Attendant

Functionality	Cisco (Classic)	Microsoft (Classic)	Cisco (X)	Microsoft (X)
Recording security listening	✔			
Security functionality	✔			
Barge-in	✔			
Real time reporting	✔	✔	✔	✔
Busy Light from Plenom	✔	✔		
Headset integration	✔	✔		
Modern, web-based user interface			✔	✔
Customizable widgets			✔	✔
Widget SDK support			✔	✔
Contact notes	✔	✔	✔	✔
Photos of contacts			✔	✔
Omnichannel support			✔	✔

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Where to buy?

We deliver reachability, context and control with a rich communication portfolio. Both Cisco, Microsoft and Broadsoft delivered through a professional global partner network.

www.peterconnects.com/en/where-to-buy

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