

SMART CONSOLE

Smart Console puts you at the forefront of your call network. **Smart Choice** gives you the opportunity to oversee your entire network's activity at any given time, all on one screen. With Smart Console, enjoy the convenience of controlling your call network and desk phone via your computer, so you can save time and increase productivity.

FEATURES

Oversee Call Activity

Observe all call data (call length, extensions in use, etc.) with ease and in real time.

Queue Wait View

View real time status information of live call queues.

Drag & Drop Calls

Make a call from your deskset's speakerphone simply by dragging and dropping your username onto the intended recipient. You can also use blind transfer to connect calls by dragging and dropping one user's name onto another.

Call Park

Put a call on hold from one telephone and continue the conversation from any other telephone from any location in the world.

Spy & Whisper

Enter a call and listen in without disturbing the parties on the line. Users on the same network can whisper in without the customer ever hearing them.

Barge

Designated users (with permissions) can listen in on a call and enter the conversation at will.

Direct to Voicemail

Skip the ringing and go straight to recording a message for the intended recipient.

Basic Call Recording Support

Record calls in real time for future playback (currently only available to Enterprise users).

