

„Cisco Networkers“: A Red-Hot Trend - Voice and Data Communication via IP Phone

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Agency: **Fuchs Pressedienst und Partner, Journalisten PartG**

München/Hallbergmoos, July 26 – Efficient administration and flexible attendant console extension via IP phone was one of the main topics at the “Cisco Networkers 2010” in Las Vegas in July. At the ANDTEK booth many visitors received detailed information about the unified communications solution “AND Phone” and how they can easily control a large variety of unique functions required for an up-to-date attendant console using a simple user friendly interface.

The visitors were very surprised in the fact that it is also possible to use the attendant console functions simply on an IP phone and completely independent from any computer.

Besides the functions via telephone the attendant has the possibility to use a console offering a very simple handling with the desktop computer client. This ensures e.g. a quick overview about the user status on the telephone and all contact information can be recalled very easily since all corporate directories are completely integrated.

It is very easy to transfer or forward incoming calls and therefore increases satisfaction of callers. By entering only one search term attendants can automatically search in all databases and immediately get the search results of all contacts found and can forward callers directly. The solution offers an unlimited number of queues per attendant in order to manage complex environments. By means of the queues it is not only possible to forward callers directly to the attendant phone but users have the possibility to install stand-by positions e.g. call park queue to forward the caller to the attendant if need be.

An automatic fallback is important when calls are transferred to busy phones because this ensures that these calls will not be lost but are automatically reconnected to the attendant.

Additionally the attendant has the possibility to display detailed information about the caller, even a call history with filters to see answered or missed calls.

Another highlight presented to visitors: ANDTEK software for the attendant console can also be operated on a virtual machine running on any physical corporate server. This way companies have the possibility to react extremely flexible to changing standards regarding their business communication, they can concentrate IT resources and can use the capacities of physical servers in a clearly more efficient way. This way companies save costs for e.g. hardware, cooling systems, storage space and energy.

The migration of ANDTEK’s communications solutions from a hardware-based server to a virtual machine is done trouble-free. It is possible to use for example presence functions for directory integration and manager/assistant services in a running system.

The attendant console functions of the ANDTEK solutions also include extensions like e.g. voice recording and company-wide zone paging and emergency broadcasts.

For text copy and pictures please visit www.fuchs-pressedienst.de

ANDTEK GmbH, founded in the year 2000, is specialized in intelligent and custom-made unified communications applications and additional benefit services. The solutions developed and implemented by ANDTEK support companies of all areas of business in improving communication processes and open up innovative possibilities to use the IP telephony like for example voice recording, presence services or security applications. Among other things ANDTEK's IP communications solutions are predestined for finance companies, public service, health care, trade, industry and judiciary.

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