

Modern Attendant Console for Cisco Platforms /The ANDTEK solution allows Cisco users to manage phone calls via desktop computer

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Munich/Hallbergmoos, September 2 – Unified communications specialist ANDTEK GmbH provides an attendant console solution of high value. Voice recording, phone call statistics, attendant and user status, detailed information about the caller, integration of complete corporate databases - With “AND Desktop AC” Cisco users can benefit from all relevant functions of a modern attendant console.

ANDTEK’s attendant console solution “AND Desktop AC” includes all corporate directories allowing a complete overview about all phones within the company. The user can link directories having a different format, among others Active Directory and LDAP, SQL databases, MS Exchange Server (address directories) and communications manager user databases. Additionally to the possibility of connecting standard directory services it is also possible to integrate address directories of the telephone system or MS Outlook contacts.

In case of incoming phone calls the attendant has the possibility to get a complete overview about the status of all phones within the company. A secondary display with touch screen can be used to speed up call handling. The attendant knows immediately if there are active internal or external phone calls and it is possible to see the phone number they are talking to at the moment.

The attendant can get detailed information about a caller as well - for example customer numbers, order information or information about the last contact date. Also a call history with filters to see answered or missed calls as well as personal contacts to create personal directories in a flexible and easy way.

Users of “AND Desktop AC” appreciate the so-called wallboard function, since this function allows an overview of the status of phones in an intuitive way. This also includes service level information like the average duration of a call, number of accepted or missed phone calls, etc. Banks, insurance companies and call centers value such type of information since it provides important information to enhance customer satisfaction. The wallboard function will be generally available in the fourth quarter of 2010.

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 connected back to the attendant.

The attendant console software “AND Desktop AC” is running under all current Windows operating systems and is highly scalable. Enterprises can start with just one attendant console and simply extend attendant console services worldwide at any time and as required.

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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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