

4059EE ATTENDANT CONSOLE

CUSTOMER PRESENTATION

APRIL 2022



Need for quality customer welcome

70%

Of mobile searchers call a business directly from search results (1).

94%

Of new customers who cannot reach a business do not call back (2).

75%

Of customers have trouble reaching a business contact (3).

(1) Source Google/Ipsos: <https://www.thinkwithgoogle.com/research-studies/click-to-call.html>

(2) Source information cited from uk-telecoms.com

(3) Source: <http://fr.slideshare.net/helpscout/75-customer-service-facts-quotes-statistics>

IN A BUSINESS, A TELEPHONE CALL IS OFTEN THE FIRST POINT OF CONTACT.
A QUALITY CUSTOMER WELCOME ALLOWS A COMPANY TO CREATE A
SUCCESSFUL CUSTOMER RELATIONSHIP

A PROFESSIONAL ATTENDANT SOLUTION

Alcatel-Lucent 4059EE Attendant Console



The 4059EE Attendant Console offers :

- **Visual call handling and call dispatch**
- **High call traffic with queue management**
- **Excellent voice quality** on dedicated phone or softphone
- **At-a-glance display of contacts' presence** (including Rainbow users)
- **A USB keyboard with attendant functions***
- **Centralized dispatch for multi-site welcome**
- **Multiple color themes**

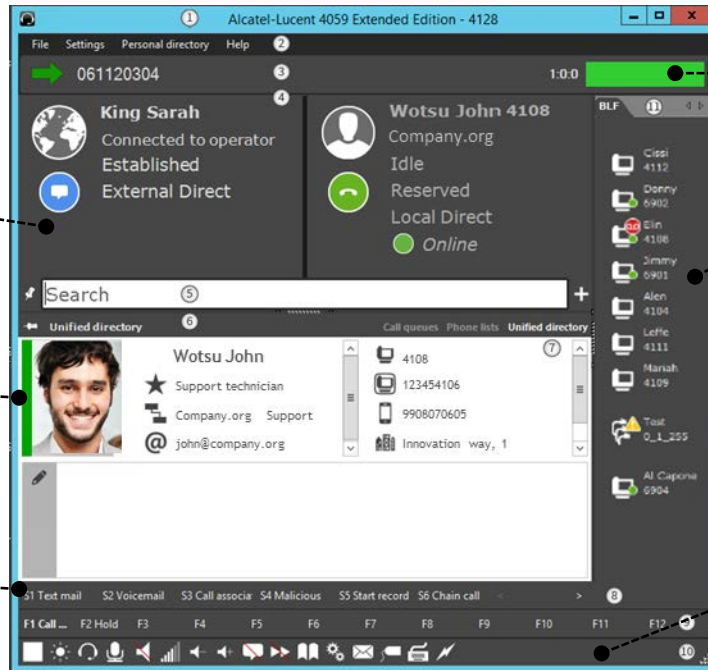
PROFESSIONAL
WELCOME WITH A
PERSONAL
TOUCH

EFFICIENT
CALL DISPATCH

SINGLE OR
MULTI-SITE
WELCOME

A PROFESSIONAL WELCOME WITH A PERSONAL TOUCH

Efficient call handling and dispatch



Call handling windows

Queue Bar

BLF feature

Presence

S-keys Toolbar: easy access to speed-dial keys or most used features

Status bar : indicates the status

The smart visual interface is intuitive and very easy to use. Receptionists can handle high volume of calls in parallel with queue management.

Benefits:

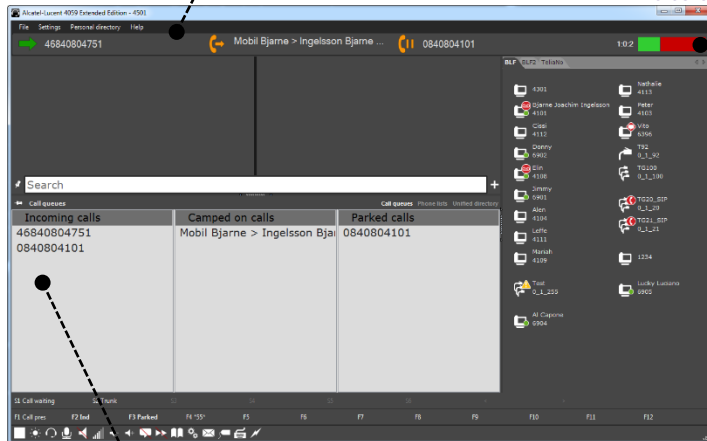
- A clear visibility on incoming calls and the possibility to pin the queues
- The receptionist instantly knows if there are many waiting calls

A PROFESSIONAL WELCOME WITH A PERSONAL TOUCH

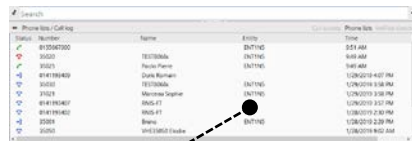
Every call is answered

Call waiting bar: instant view on 3 upcoming calls to handle
Color code indicates #Normal, #Medium, #Urgent calls

The colors indicate the percentage



Call queues: instant view of incoming, camped on and parked calls



Phone lists/Call log: just click to re-dial

Benefits :

- At-a-glance view: phone list, call log
- Instant view of incoming calls quantity
- Convenient graphical view to handle strong traffic
- Calls can be redirected to another site if no one is answering: all calls have an answer

A PROFESSIONAL WELCOME WITH A PERSONAL TOUCH

Outstanding voice quality



e-HD wideband audio

ALE DeskPhones

ALE-20h



Large backlit screen

6 contextual keys

ALE-30h



Compact phone

Large color screen

10 contextual keys

ALE-300



3D HD Audio

Modular design

Large color screen

10 contextual keys

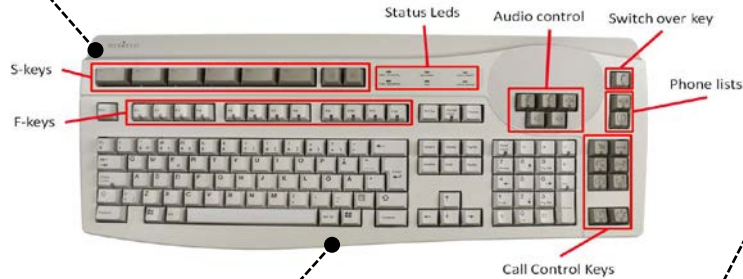
Companion desk phone offers:

- Audio comfort: high-quality handset or headset
- Intuitive audio controls
- Reliable voice communications

QUALITY ANSWER FOR EXCELLENT CUSTOMER SATISFACTION

Fast call transfer

S-keys: instant access to phone features or frequent contacts



A dedicated keyboard with specific call handling keys and leds

The **Busy Lamp Field** gives a fast information about callees availability. A background picture can be defined



Intuitive and powerful keyboard and visual interface for fast call transfer by putting through to the right people in a few seconds.

Efficient tools:

- A USB keyboard*
- A Busy Lamp Field visual application
- A contact speed dial (S-keys) for most frequently dialed contacts
- “Drag and Drop” phone-number to avoid typing mistake

QUALITY ANSWER FOR EXCELLENT CUSTOMER SATISFACTION

Database lookup for improved quality of call transfer



A screenshot of a search results table. The search bar at the top contains the text 'sourcetek solna'. Below the search bar, the text 'Unified directory' is visible. The table has the following columns: Name, Phone, Mobile, Title, Company, Department, Email, and Number. The 'Company' column is highlighted with a red box. The first row of the table is highlighted in blue and contains the following data: Alerus Cecilia, 4112, [redacted], Customer Car..., SourceTech, Marknad, cissi@sourcetek.se, 0840804112. The other rows are: Andersson Leif, 4111, [redacted], Sales Manager, SourceTech, OXE, leffe@sourcetek.se, 46840804100; Åslund Peter, [redacted], Software Engi..., SourceTech, R&D, peter@sourcetek.se, 46840804100; Corleone Don, 6902, [redacted], SourceTech, OT, donny@sourcetek.se, 46840804100; Ingelsson Bjarne, 4101, [redacted], Owner, SourceTech, R&D, bjarne@sourcetek.se, 46840804100.

Name	Phone	Mobile	Title	Company	Department	Email	Number
Alerus Cecilia	4112	[redacted]	Customer Car...	SourceTech	Marknad	cissi@sourcetek.se	0840804112
Andersson Leif	4111	[redacted]	Sales Manager	SourceTech	OXE	leffe@sourcetek.se	46840804100
Åslund Peter	[redacted]	[redacted]	Software Engi...	SourceTech	R&D	peter@sourcetek.se	46840804100
Corleone Don	6902	[redacted]	[redacted]	SourceTech	OT	donny@sourcetek.se	46840804100
Ingelsson Bjarne	4101	[redacted]	Owner	SourceTech	R&D	bjarne@sourcetek.se	46840804100

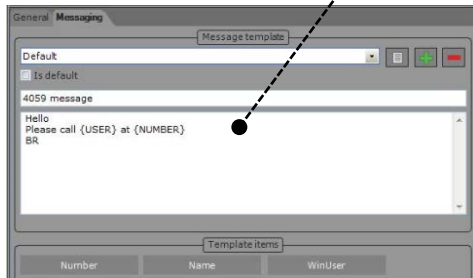
Connect your customers to the most relevant staff members by using your company directory:

- Refine the lookup search with your data and transfer the call to the right person
- Use patterns such as * to further refine the search and narrow results for faster call transfer

QUALITY ANSWER FOR EXCELLENT CUSTOMER SATISFACTION

Text messaging for reliable follow-up

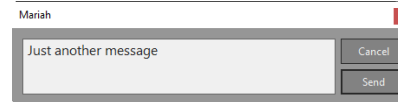
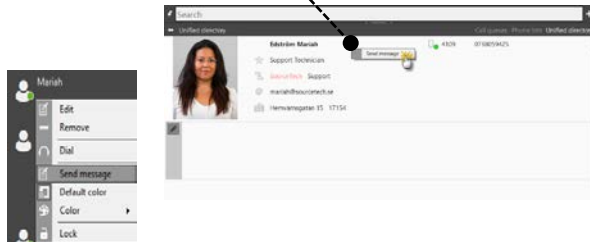
« Text mail » dialog window with prefilled or personalized message



Staff members receive emails



« Instant message » dialog box to quickly exchange with a contact (from BLF or Contact card) even when the person is busy on phone



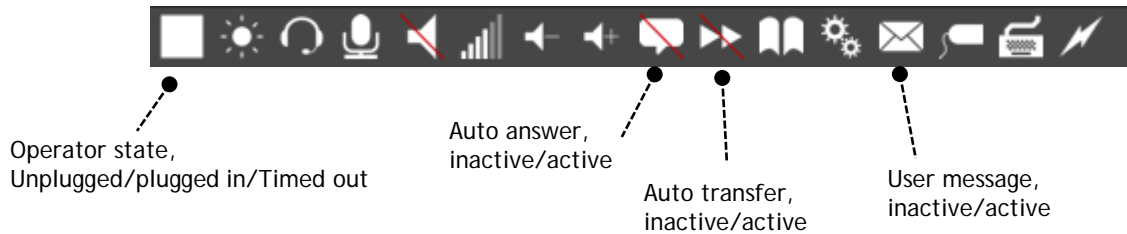
Give an answer to every demand. When staff members are not available, the receptionist will let them know about the call with a quick message:

- Notify people of new call with context (like caller name and phone number) by email
- Follow-up and call back when available
- Quickly exchange by instant messages (contact must be a Rainbow user)

COST EFFECTIVE AND CONVENIENT SOLUTION

Intuitive interface designed for receptionists

Status bar :



Queue bar :



Keyboard :



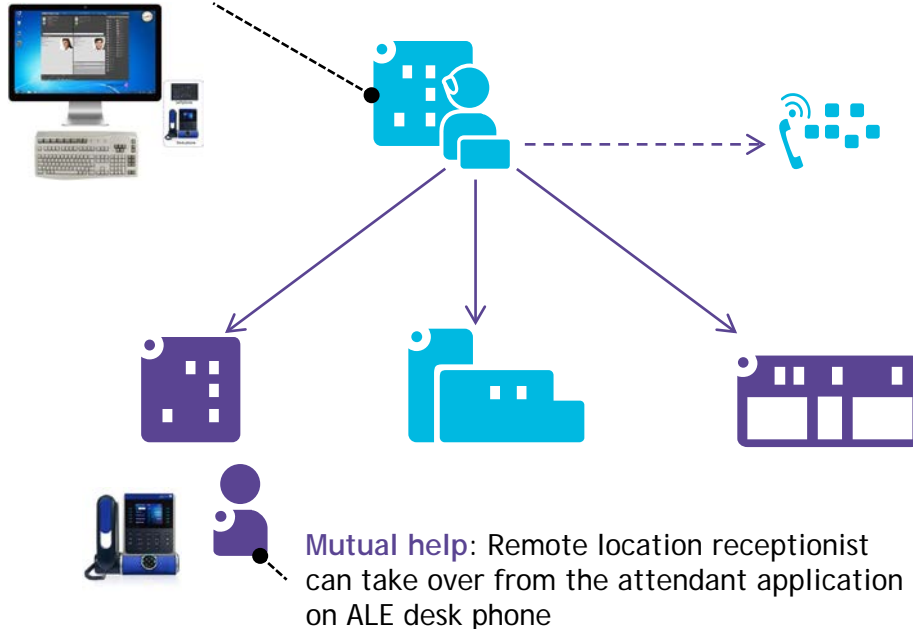
Benefits:

- Minimal training required thanks to an intuitive user interface
- Manage VIP or emergency calls with highest priority
- A single receptionist can handle a high volume of calls even in multi-site companies

COST EFFECTIVE AND CONVENIENT SOLUTION

Centralized welcome across multiple sites

Central receptionist for all locations:
unified welcome, reduced costs

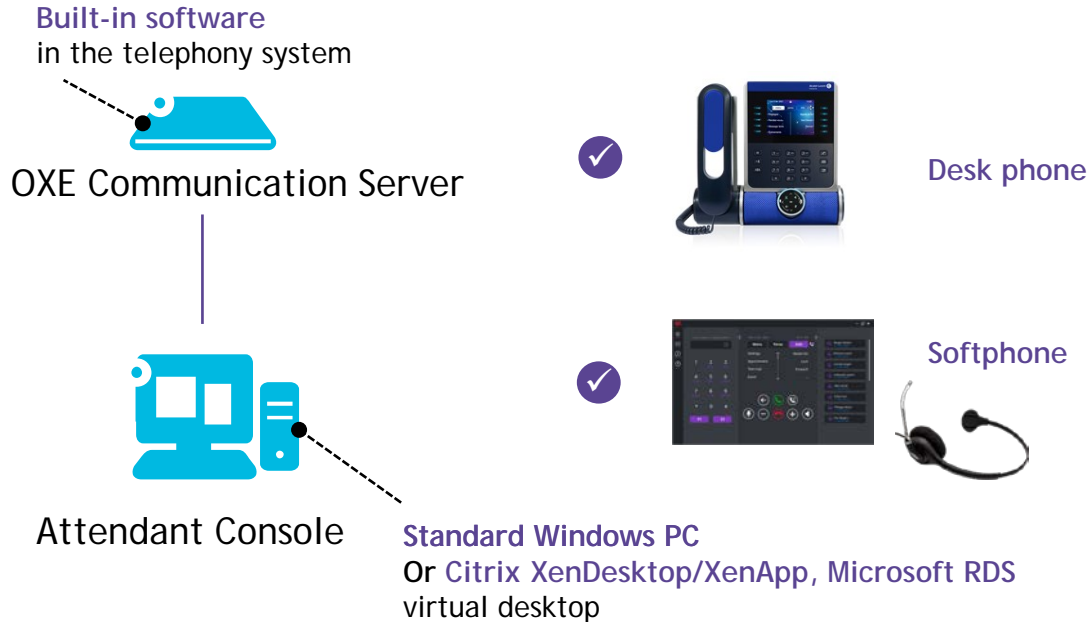


Benefits:

- Reduce operation costs, unify welcome across all locations
- Calls redirection to predefined numbers when the operator is away
- Mutual help between receptionists, including operators in branch offices with desk phone application

COST EFFECTIVE AND CONVENIENT SOLUTION

Built-in attendant feature in the telephony system



Benefits:

- Only requires PC and a license, no additional server needed.
- Reliability: Complies with Communication Server redundancy
- Use desk phone or softphone for voice
- **Virtualization:** Citrix, Microsoft RDS

RECEPTIONIST WORKING FROM HOME

How to ensure customer reception and call dispatch when everyone is working from home?



How can I continue to welcome clients and dispatch calls remotely?

4059EE Attendant Console combines with IP Desktop Softphone your welcome service works remotely as if in the office, in a smooth and transparent way



Softphone with same interface and functionalities as the desk phone

All operator console features available remotely

Easy remote installation

- All telephony features available remotely on the computer
- Zero configuration impact on routing rules
- VPN connectivity and security (external)
- Easy switch between office position and remote working when required

KEY TAKE-AWAYS

Alcatel-Lucent 4059EE Attendant Console offers:

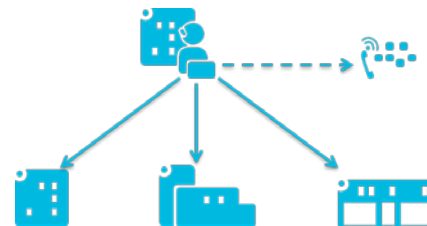


A **professional welcome** with a **personal touch**

(even in working from home situation)



Efficient dispatch for a **quality answer** to every call



A cost-effective and convenient application for **intuitive centralized welcome**.

C O N T A C T U S



WEBSITE

www.al-enterprise.com

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