



Application Name

Console Assistant

Description

Console Assistant is an application that is used to manage incoming calls to a main telephone number at a particular site

Features & Benefits

Console Assistant application allows for central call control of the hosted solution across sites regardless of geographies

Console Assistant

Flip Connect VoIP Console Assistant is an application that can be used to manage incoming calls to a main telephone number at a particular site. For example, a company receptionist can use Console Assistant to answer and transfer calls to the extensions listed in the directory.

Incoming calls can also be placed on hold or camped on an extension. Console Assistant also allows the receptionist to retrieve and manage voicemail for the main company number.

Console Assistant vs. Personal Phone Manager (PPM)

Flip Connect VoIP Console Assistant application provides call-handling features for an attendant in a call-intensive environment and provides buttons for commonly used features for Answering, Releasing, Transferring, Parking and Camping calls.

PPM is designed for the individual VoIP phone user and has many more features that are specific to a user's VoIP personal phone.

More Features

Available Softbuttons

Several softbuttons are available to control system functionality

Console Assistant Customisation

Console Assistant can be done to suit your needs and to make the program more "user friendly"

Call Handling

Advanced handling for Inbound, Outbound and Transferred

Call Log

Incoming and outgoing calls are logged automatically by Console Assistant when it is active

Voicemail Tab

The Voicemail Tab is the Console Assistant component that allows the user to operate the Voicemail function

System Requirements | <http://www.flipconnect.co.uk/ip-telephony/system-requirements>



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