

# Aspire™

## PC Attendant

**A**spire offers a variety of IP solutions to the most common business needs.

The Aspire PC Attendant is another one of the Aspire IP solutions. Connecting to the customer's IP network, the PC Attendant allows Attendants to perform call handling responsibilities with simplicity and efficiency right from their desktops. The PC interface is easy-to-use and helps attendants remain focused for improved productivity and efficiency.

### Enhanced Messaging Management

Designed to integrate with the NEC Aspire, the PC Attendant provides easy access to a full array of call handling features.

- The PC Attendant can be configured to automatically play an answer greeting.<sup>1</sup>
- Attendants are alerted to incoming calls and can access a comprehensive database for information about the requested extension.
- Transferring calls is as simple as pointing and clicking a mouse.
- Other basic functions include answer, hold, dial, conference, page and park.
- Attendant's conversations can be recorded, saved, and forwarded as an email attachment. Call recording can be performed on a per call basis or setup to automatically record all calls.<sup>1, 2</sup>
- A call log provides a table view of an attendant's calls.

Each call record includes the attendant ID, call type (in/out), call date and time, call duration, and Caller ID number<sup>3</sup>. Recorded conversations (if any) would also be associated with the specific call log entry.

- To help attendants provide more accurate services, call logs can be searched, sorted, archived, printed and exported. An attendant can attach notes to each call log entry and also has the ability to re-dial a number that is associated with a call log record.

### Multi-tasking Made Easy

The attendant can determine if an extension is in use, idle, call forwarded, or marked for Do Not Disturb (DND). If a transferred call meets with a busy signal, a menu of options (such as "quick transfer to voice mail") are made available.

The PC Attendant also includes a network supported

application, called Quick Message. By installing the Quick Message client on individual PCs, the attendant is able to quickly send short messages to other employees, who can respond with a single keystroke.

For manageability, extensions can be grouped under customer defined tabs (i.e., workgroup, department, etc.) and monitored separately.

Best of all, by simply clicking on the pop-up window, attendants can simultaneously use standard programs, such as word processing or spreadsheets, while answering the phones.

### Custom-made Convenience

Configuring your PC Attendant is simple. Users have the ability to choose their own feature keys and create a virtually unlimited number of speed dial and on-screen shortcut buttons, which helps to save time and ensure accuracy.

All	Trunks	Sales	Tech Support
301 - Bob Smith	323 - Jeff Betts	351 - Suzanne DeCarli	
302 - Jane Hansen	324 - Evan Soos	352 - Beverly Johnson	
303 - Henry Jacobs	327 - Doreen Kallet	353 - Vera Furrack	
304 - Karen Wrafs	341 - Steve Abate	354 - Caryn Sherwood	
306 - Mary Beth Smith	342 - Dave Andronowitz	355 - Tim Baker	
308 - Eve Johnson	343 - Ron Sullivan	356 - Vic Haste	
309 - Brad Brady	344 - Mike Fitzgerald	357 - Amy Wright	
317 - Debbie Harris	345 - Elaine Spitzler	358 - Ian Brown	
318 - Jack Scott	346 - Jim Stevenson	359 - Jeff Cook	
319 - Kevin Robinson	347 - Matt Stelling	360 - Jerry Clarke	
320 - Donna Masterson	348 - Lisa Hornsby	361 - Darryl Shephard	
321 - Brian Little	349 - Cathy Smith	3400 - Mike Miller	
322 - Patty Jones	350 - Sheila Bednarik		

# Aspire™

## Increase Efficiency, Improve Customer Service

### A Superior Performer

Unite the power of your telephone with the flexibility and multi-tasking capability of a personal computer. The Aspire PC Attendant opens up a wide range of communication possibilities for your organization. By providing your attendants with instant access to information, calls can be handled quickly, easily and with fewer disruptions, enabling your organization to improve efficiency and the bottom line.

#### PC Attendant Features

Active Call Note  
Barge In  
BLF Groups  
BLF Key Notes  
BLF/DSS Keys  
    Idle  
    Busy  
    Do Not Disturb  
    Ringing  
Call FWD Override  
Call History  
Call Park  
Call Recording<sup>1,2</sup>  
Callback  
Caller ID Support<sup>3</sup>  
Company Directory  
Conference  
Dial Number Preview  
Directed Call Pickup  
Directory Search  
DND Override  
Door Box Answer  
Group Call Pickup  
Hold  
Last Number Redial  
Multiple Attendant Support (8)  
Multiple Call Handling  
Night Mode Switching  
Page  
Personal Greeting<sup>1</sup>  
Personal Greeting Activation<sup>1</sup>  
Quick Messaging  
Speed Dial from Contact List  
Transfer  
Transfer to Voice Mail  
User Programmable Function  
    Key Setup  
Voice Mail Access  
Voice Over

<sup>1</sup>Additional equipment may be required.

<sup>2</sup>Recording of telephone calls is subject to varying state and federal laws regarding privacy. Consult a legal advisor before recording a telephone conversation.

<sup>3</sup>Requires CID Service

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Some features may be optional or available at a future date. The information herein is subject to change without notice at the sole discretion of NEC.

#### PC Requirements

##### CTI Server / Stand-Alone PC Attendant:

**Processor:** Pentium III, 800 MHz

**Memory:** 512M RAM

##### Available Hard Disk Space:

- 10M for installation
- 75M for .NET framework (if not already installed)
- 5M for directory and configuration files

**Media:** CD-ROM

**Communications:** Ethernet Port

##### PC with Console Application (Client):

**Processor:** Pentium III, 500 MHz

**Memory:** 256M RAM

##### Available Hard Disk Space:

- 10M for installation
- 75M for .NET framework (if not already installed)
- 2M+ for call log, based upon call volume and call recording

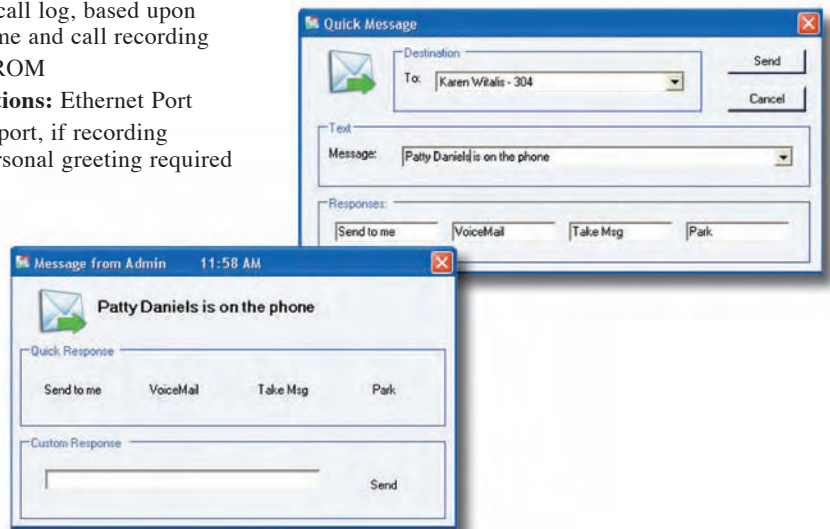
**Media:** CD-ROM

**Communications:** Ethernet Port

**Serial:** USB port, if recording or personal greeting required

#### Main Components

1. **Aspire PC Attendant Application Software:**  
Runs on a PC and provides the PC-based GUI (Graphical User Interface) and features.
2. **CTU Adapter:**  
Installed on the multibutton telephone and interfaces the Aspire with the USB (Universal Serial Bus) port on the PC. Required for recording greetings.
3. **Headset:**  
Can be plugged into the multibutton telephone and used when making or receiving calls with the Aspire PC Attendant.



To find out more about Aspire and how NEC's powerful and versatile technology platforms can work for you, visit our web site at [www.necunified.com](http://www.necunified.com) or call 800-365-1928.



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