

PROFESSIONAL SWITCHBOARD

Help your receptionists offer the best service possible through a professional PC-based switchboard, which provides an overview of your employees, their availability, calendar information, etc.

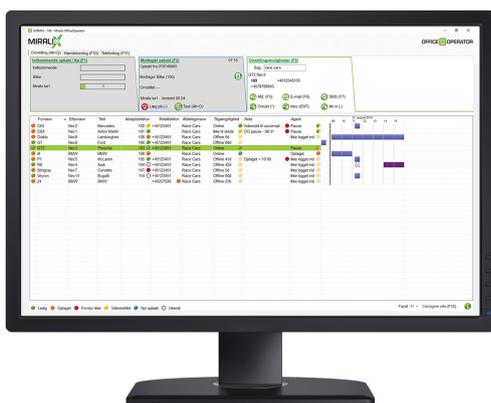
WHAT IS MIRALIX OFFICE OPERATOR?

Miralix Office Operator is a user license for Miralix's professional switchboard with the same name. The switchboard is developed especially for receptionists and others who need to receive and forward calls quickly and efficiently.

WHY CHOOSE MIRALIX OFFICE OPERATOR?

Miralix Office Operator gives access to a wide range of information about your company's employees, making it easy to get an overview and find the information you need to help your customers.

The user-friendly interface shows the employee's availability, thus enabling you to see if a call can be forwarded or not. Alternatively, you can advise the customer to call back when your colleague is available or take a message and send it by SMS or e-mail.



BENEFITS OF MIRALIX OFFICE OPERATOR:

With a Miralix Office Operator, you can:

- See your colleagues' availability in a single user-friendly interface. Availability is based on status from multiple channels (unified presence).
- Write down a message and send it to a colleague using predefined text messages or emails. Among others, this is handy when asking your colleague to call a customer back.
- Forward a call to the employee the customer spoke to last, thereby speeding up the case handling.
- See how many customers are waiting in line, so you can finish the conversation politely if there is a queue.
- Look up employees through keywords, e.g. departments or responsibilities. With the built-in thesaurus, you can make sure, e.g. a search for "bookkeeping" will include results for "accounting".
- See which department a call is meant for if your company has more than one hunt group so that you can greet the customer accordingly.
- Leave notes in the system for other receptionists to see, e.g. in case of vacation or prolonged illness.
- Record messages and play them to customers before they speak to a receptionist, e.g. if you expect longer waiting time or have changed your opening hours due to holidays.
- Define which phone number is shown, when you make external calls as an agent.