

Miralix NEWS

May 4th 2006

Miralix Park manages calls that have been put through to busy extensions

Miralix has developed a time-saving system for companies who need to put calls through to busy extensions.

Busy periods

During busy periods operators and call centres need to be able to **park several calls on busy extensions**. Otherwise the amount of the workload at the operator consoles will have an influence on the service level with possible hang ups as a result.

This is how it works!

Miralix Park automatically takes over the management of the call as soon as it leaves the switchboard, and immediately transfers it to the given extension the moment it becomes idle. (Miralix Park overcomes the limit in 2000IPS with only one COB).

If the extension does not become idle within a defined number of seconds, the call will return to the switchboard and is flagged as a "return call".

[More info in English](#) [More info in German](#) [More info in Danish](#)

Requirements

Miralix Park works together with the PC switchboard, Miralix OfficeOperator.




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Please feel free to contact me for more info about this very useful product!

Kind regards
Miralix A/S

Preben Kirkeby

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