



# Miralix OfficeOperator® LG-Nortel

**Miralix OfficeOperator® for LG-Nortel is a professional and user-friendly PC switchboard for companies who want to enhance their service level towards their customers as well as their employees.**

Miralix OfficeOperator® not only makes the call handling easy – it also makes it faster and better.

The PC switchboard includes hotkey functionalities, email and calendar integration and integrated database. The call handling is quickly performed by using the keyboard on the PC.

With all the many features Miralix OfficeOperator is the complete operator solution ensuring you a high availability and gives you a clear overview over the presence of the employees.

## PC switchboard:

**Incoming call** (points to the call information box at the top left)

**Search fields for searching in integrated database** (points to the search input fields on the left)

**Shows the searched employee** (points to the employee details box on the right)

**10 buttons for calls on hold** (points to the vertical column of buttons on the far right)

**Automatic calendar status of the searched employee (Addon)** (points to the calendar status box on the right)

**Phonestatus Do not disturb, follow me, idle etc.** (points to the status box on the right)

The interface includes fields for incoming call number (26809823) and name (Jens Sandholdt Verner), extension (901) and name (Preben Kirkeby). It also displays employee details for Preben Kirkeby, including email (pk@nw.dk), phone number (1901), and department (Miralix). A table lists employee details:

Forename	Surname	Extension	Department name	Title
(DND) Preben	Kirkeby	901	Miralix	Adm. Direktør

At the bottom, there are buttons for Calllog (F10), Secretary (F9), Department name (F8), Phone numbers (F7), and Insert message (Shift+Insert). A status bar at the bottom right shows 'Park for all ALT+10'.

The PC switchboard can either be automatically displayed on the screen, or called up using a hotkey, such as ALT-Q. This is a big advantage for the busy operator, who thus avoids having to use time and energy changing between the various programs in order to answer a call.

## Miralix OfficeOperator makes it possible:

- To handle calls quickly via the keyboard
- To search for employees in the integrated database
- To send phone messages with phone number and name of the customer automatically placed in the email
- To integrate your calendar system (Outlook, Notes, GroupWise etc.)
- To log information about the calls handled in the switchboard

## Reference:

FOA, the third largest trade union in Denmark, has 47 Miralix OfficeOperator installed in one of the largest CSTA controlled networks in Europe. FOA is organizing approximately 211,000 members and therefore needs operator consoles that handle calls quickly and enables the operator personal to act professional and personal.

**... It's that easy ...**