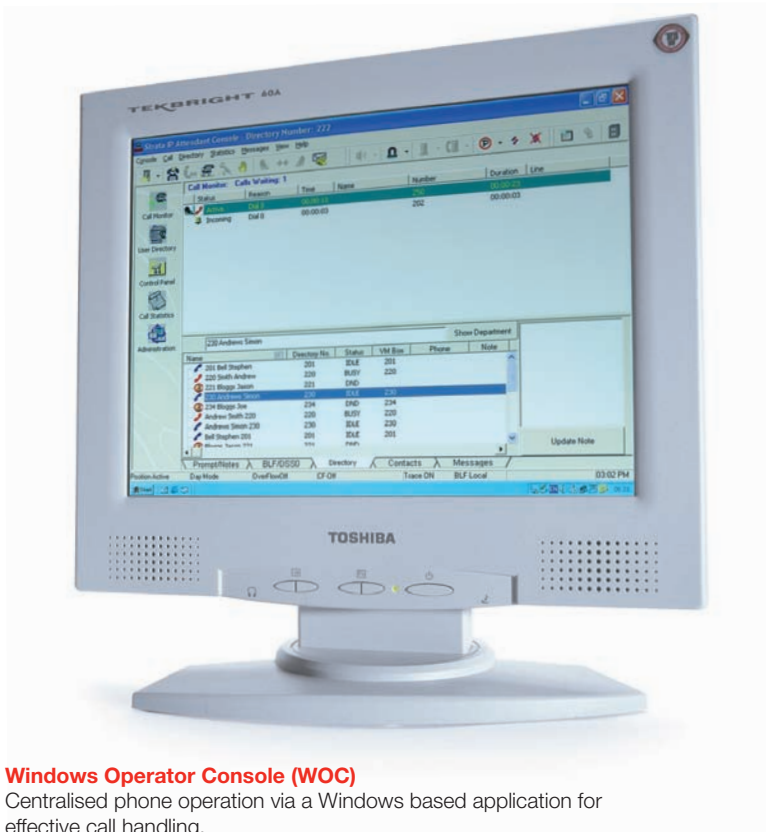


OPERATOR POSITIONS



Windows Operator Console (WOC)
Centralised phone operation via a Windows based application for effective call handling.

Toshiba's Windows Operator Console (WOC) provides centralised phone operation in a familiar Windows environment. Using drop down menus driven by either a mouse or a keyboard, WOC gives operators, managers and supervisors a high level of call management and control to efficiently handle incoming calls.

Operators are able to quickly transfer calls, drop the call into the relevant voicemail, or take messages which automatically notifies the recipient through the message waiting lamp, or the LCD on their featurephone.

WOC can also be set-up to display an on-screen company directory, and features a high level of management reporting to show, for example, incoming call volumes to identify times of peak demand. An IP-WOC is also available which can operate as a soft phone, removing the need for a featurephone at the operator location.

Key benefits:

- » Calls can be quickly and easily transferred to the desired extensions from the operator.
- » Provides visual confirmation of who is available to take calls, who is already on the call, or who is in Do Not Disturb (DND) mode.
- » Maximises customer satisfaction as all calls can be handled quickly and efficiently.
- » Operators can handle calls swiftly, reducing call waiting times.
- » WOC provides statistics on call volumes such as the number of calls in each hour, and how long they had to queue.
- » IP-WOC reduces the need for additional hardware as it can act as a soft phone, not requiring a fixed featurephone on the desktop.



Add-on Modules and Direct Station Select Consoles

Toshiba also provides a 20-key Add-on Module (ADM) and 60-key Direct Station Select (DSS) to provide more programmable buttons to our digital and IP featurephones. These programmable buttons can be used for direct extension selection, Busy Lamp Field (BLF) functionality, one-touch call processing or frequently used calling features.

Key benefits:

- » Allows operators to quickly and easily transfer calls to the desired extensions.
- » Provides visual confirmation of who is available to take calls, who is already on a call, or who is in Do Not Disturb (DND) mode.
- » Maximises customer satisfaction as all calls can be handled quickly and efficiently.
- » Reduces call waiting times as operators can transfer calls more swiftly.
- » Self-labelling ADM (DP5000 series only) allowing quick assignment of speed dials etc.