

ITSFiber

Voice Operator Panel



Voice Operator Panel gives advanced capability to front desk managers and receptionists.

Voice Operator Panel is a specialized softphone that makes it easy for businesses to deploy a software based receptionist portal in place of hardware extensions to desk phones.

Using a computer desktop instead of a handset, it provides a high level of functionality and usability via an intuitive user interface.

The Voice Operator Panel's switchboard and attendant console functions allow a receptionist to monitor an entire business group of employees by seeing who is available, on a call, away or on do not disturb.

VOP Features

- Caller ID with Name, Contact's directory information
- Contacts' Presence & Phone Status (Available, Ringing, Busy, Do Not Disturb etc)
- Detailed call log with filtering and search
- Call processing priority (red/orange/green)
- Timers for call duration and hold time
- Call forwarding (for all calls or for calls over a certain threshold)
- Call recording
- CRM integration, Email integration
- Headset support
- Call Statistics (current & peak number of incoming, outgoing, and calls on hold, number of missed calls)
- User customizable layout and font size adjustments for personalized experience



The Voice Operator Panel can be used as a standalone soft phone or be tethered to a hard phone to handle calls. The Receptionist can pick-up incoming calls, put them on hold, and initiate either unattended or attended transfers. He/she can initiate transfers through the computer interface using drag-and-drop interactions or keyboard shortcuts. The Voice Operator Panel is fully integrated with our ITS Fiber Cloud Voice solution allowing you to extend the communications capabilities of your business if you need a receptionist console.