

## Data Sheet

# GoTo Connect Attendant Console

Efficiently monitor and handle incoming calls

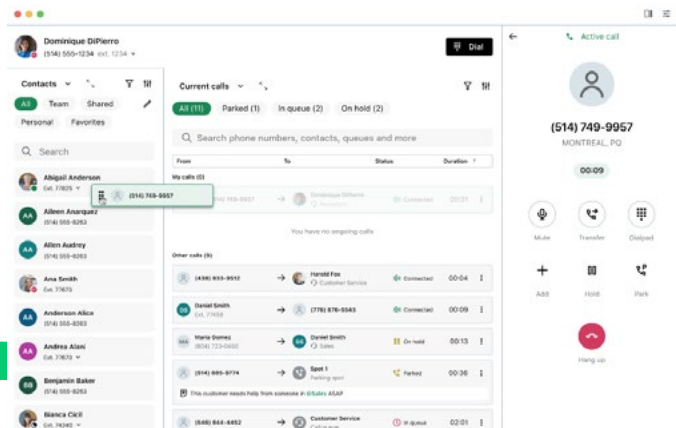
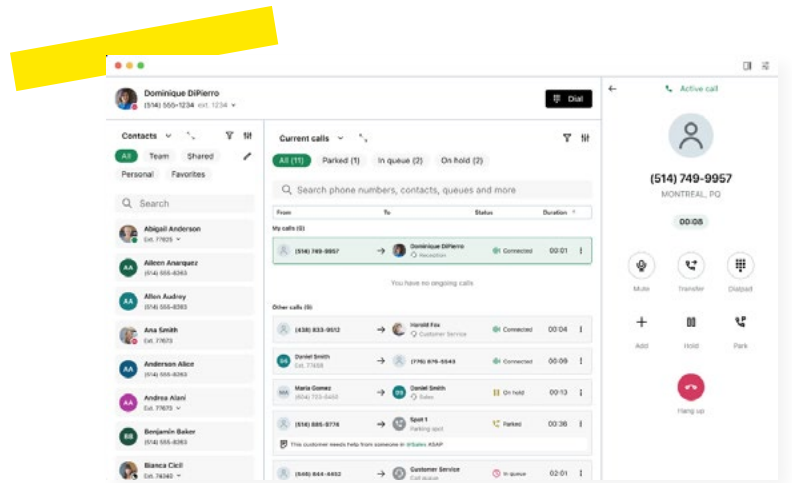


Fast, accurate, and intuitive: Supplement your GoTo Connect Phone System and streamline call management with an attendant console built for peak efficiency and satisfaction.

The Attendant Console is an advanced communication tool designed to streamline call management for businesses with high call volume. It provides an intuitive interface for effectively handling incoming calls, transferring them to the right extensions, and managing call routing.

## Better manage customer interactions

GoTo Connect's Attendant Console makes it easy for receptionists and operators to personally manage real-time incoming calls. Enable staff to easily handle incoming calls, transfer them to the right extensions, and manage call routing with one consolidated hub.

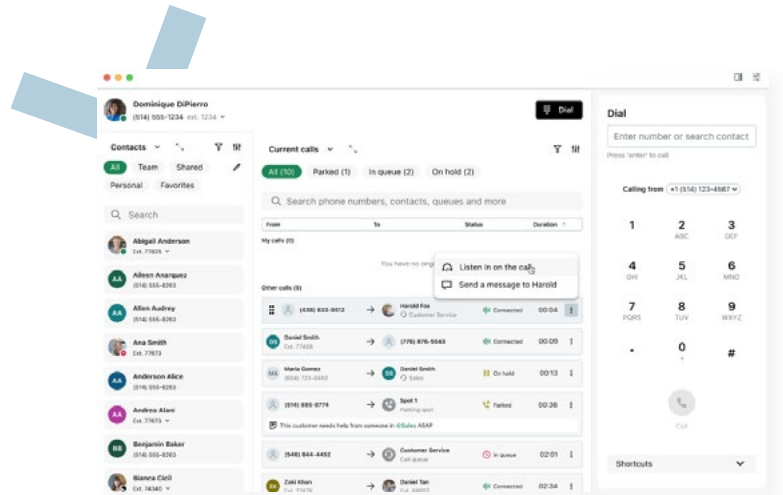


## Gain “at-a-glance” visibility

Get a full and easy-to-see detailed view of the users, calls, queues and ring groups across your organization and enjoy the ease of drag-and-drop call routing features to optimize in real time. All calls can be seen from the moment a customer is in the dial plan, all the way to a voicemail being left. This ensures the operator can track the journey of a user in real-time.

## Handle high call volumes with ease

Operators can intervene during high inbound communications to utilize tools like the presence monitoring dashboard to optimize routing decision-making and ensure great customer experiences every time.



## Call Intercept

If a customer is stuck in the dial plan or was transferred by accident to a voicemail box, you can drag and drop transfer this call to you in order to intercept it and attend to the customer.

## The Attendant Console consists of:



### Operator Role

Located within the Admin Portal with specific user permissions.



### Call Control

Advanced call control UX with drag-and-drop transfer and physical phone control.



### Call Management

Full organization-wide calls, queues and presence monitoring dashboard.



### Call Routing Management

Route calls for your organization, with dial plan and greeting changes.



### Call Parking

Visual call parking dashboard with call parking tagging.