



TeamView[®] Operator Express for Lync

A positive Telephone Experience
creates good first Impressions

TeamView® Operator Express

Unified Communication Solution for Receptionists

TeamView® Operator Express is a Unified Communication client which provides centrally located staff with a complete overview of the entire organization and tools for handling all telephony communication taking place through the company's Attendant Console function.

TeamView® Operator Express's intuitive interface combined with a great search engine and simplified use of keyboard ensures the optimal work conditions for receptionists giving what they need to provide customers with a fast and friendly greeting and call handling.



Main Features

Intuitive Interface

TeamView® Operator Express is visualized using icons and graphics ensuring a faster overview for busy receptionists. Additionally, all telephony functions can be operated with keyboard shortcuts and/or single mouse clicks.

Directory Integration

Contact related data (name, initials, directory number, cellphone, etc.) and organizational information (department, function, position, skills, etc.) are sourced from Directory.

Powerful Search Engine (Phonetic)

Free Text Queries are supported and the returned results are narrowed down progressively as data is entered. Besides from obvious information like name and department, queries can be executed by skills, job functions and any other contact related data or organizational information. Phonetically search is also supported so Mr. Smith will be located even though he's been searched by Schmidt. It is also useful to support persons with mild dyslexia.

Technical Requirements

Supported Platforms	
Client	Lync 2010 and 2013
Server	Lync Standard, Enterprise or Online/365.
Calendar	MS Exchange 2010, 2013 or Online/356



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