Telephone attendants – who are best known for providing a warm welcome – play a crucial, proactive role as a company’s central contact point. They foster a positive image of a customer-oriented company with each incoming call, guiding new customers to the appropriate department, prioritizing calls and encouraging real business opportunities.

Our user-friendly communication attendant station is adapted to the specific needs of your attendants, giving them the means to provide an unrivalled greeting service. This entry range model based on a standard Reflexes™, boasts a complete set of dedicated services for low or medium traffic configurations.

Other applications running on a PC can be associated with the Alcatel Advanced Reflexes™ or Alcatel Advanced e-Reflexes™ IP phone. Such applications can include a directory client, or a console for the visually impaired providing easy access to all information offered by the display and terminal keyboard.

### Telephone services

#### Making calls
- Call internal/external correspondent
- Called-set resources on no reply or busy:
  - associate
  - call back
  - DECT/PWT handset
  - paging (on no reply only)
  - secretary
  - text (mini-messaging)
  - voice mail
- Digit-by-digit or block-mode dialing
- Last number redial
- Override:
  - on do not disturb (DND)
  - on unconditional forwarding and no reply
- Store number and redial
- Text mini-messaging
- Text mini-messaging on display.

#### Receiving calls
- Attendant specialization
- Display call type:
  - automated attendant
  - forwarding
  - overflow
- Distributed/centralized call distribution in private network
- Manual or automatic connection
- Multi-service call routing to defined attendant:
  - display name of company or department for internal and ISDN external calls
- Parallel cyclic or idle states call distribution.
Third-party calls
• Automatic transfer
• Broker’s call
• Charged call transfer
• Inquiry call/cancel inquiry call
• Transfer to:
  - called resources
  - hunting group
  - other attendants with/without conversation
  - set
  - voice mail
• Transfer without supervision for internal call
• Transfer with supervision for trunk call
• Trunk allocation with/without barring.

Service mode: additional features
• Automatic call back on busy or no reply
• Chained calls
• Handset gain control
• Record on-line on associate entity
• Set reservation
• Temporary appointment reminder.

Additional programmable key features
• Abbreviated dialing number
• External call answering
• Individual hold
• Individual privileged call
• Internal call answering
• Individual camp on circuits
• Multiple hold
• Traffic-class presentation.

Customization
• Date and time system
• Display contrast
• Individual directory
• Language selection
• Melody selection volume control
• Personal password.

Management services
• Charging (country dependent):
  - read charging counter (units or costs)
  - read last category counter (units or costs)
  - read number for charged outgoing calls
  - reset counter per set
  - reset all set counters
• User-set service management class
• Create/modify/delete abbreviated number, with name, from common directory
• Create/modify/delete user
• Direct outward dial (DOD) access for set management
• Forced trunk out of service
• Input of directory name in phone book
• Management rights for an attendant with optional password
• Modification of the night service set
• Selective trunk group reservation/cancellation
• Set/reset for all user forwarding
• Set/reset of personal password
• Status management for entities
• Status management for attendant group
• Traffic overflow activation for an attendant overflow
• Traffic overflow threshold modification
• Trunk group reservation.

Guest DECT/PWT registration/de-registration
• Charging facility
• List of expired DECT/PWT handsets
• Registration/modification of name and surname
• Registration/modification of service-class barring
• Registration/modification of expiry date
• Registration of IPUI-N DECT/PWT terminal.