



# Virtual Office

Velocity Telephone, Inc.

## Attendant Console

Make handling calls easy.

The Velocity Virtual Office Attendant Console provides you with the information you need to handle incoming calls. Quickly view which users are on a call and who is available. And immediately transfer callers or send them to voicemail, as appropriate.

<b>Jack Hansen</b> <a href="#">Call</a> <a href="#">Transfer</a> <a href="#">-&gt;Vmail</a> (763) 331-8876                      x8876	<b>Mark Smith</b> <a href="#">Call</a> <a href="#">Transfer</a> <a href="#">-&gt;Vmail</a> (763) 331-8868                      x8868 ● In: (763) 222-1135	<b>Nancy Johnson</b> <a href="#">Call</a> <a href="#">Transfer</a> <a href="#">-&gt;Vmail</a> (763) 331-8878                      x8878
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The Virtual Office Attendant Console provides a full user summary with call status information, general availability information, do not disturb status, and any other call handling information your users want to provide for use in handling their calls.

If a user has a special status, they can set their MyStatus and tell you when they are out, in meetings, on the road, when they will be back, or any other information they wish to convey. If they include an alternate contact number, that number is converted to click-to-call so you may immediately call them at their alternate contact number without even dialing.

<b>Mark Smith</b> <a href="#">Transfer</a> <a href="#">-&gt;Vmail</a> (763) 331-8868                      x8868	<b>Nancy Johnson</b> Call me at 763-555-1212 (763) 331-8878                      x8878 <a href="#">-&gt;Vmail</a>	<b>Patricia</b> <a href="#">Call</a> (763) 331-8878
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If you prefer a warmer touch, you can reach out to users to ask if they are available, then provide a single click Attended Transfer to complete passing the call through to them.

My Calls:   ● In: (763) 331-8876   ● Out: (763) 331-8878 <a href="#">Attended Transfer</a>			
for Tom	<b>Jack Hansen</b>	<b>Mark Smith</b>	<b>M</b>

One click transfers. One click transfer to voicemail. Convenient status information retrieval. The Virtual Office Attendant Console is the solution to your front desk call routing challenge.

