

# MiVoice 1560

PC Operator console for small and medium-sized businesses



The PC-based operator console, MiVoice 1560, combines the most important elements of a desktop: PC and telephone. Calls can be taken, put on hold or transferred via PC or via any of the MiVoice Office 400 system phones. This way, receptionists have extensive information at their fingertips, but also ultimate flexibility in simple call handling.

## Mitel Operator Console

The ability to provide efficient call handling is a key factor for all organisations and companies, small or large, particularly as how you handle potential customers reflects your business.

Here, the PC plays a central role in phone-based customer service. As a central point of information, it enables a more efficient handling of call traffic and call management. More functions are required, beyond just taking calls and transferring calls.

If required, all customer records can be easily displayed, and dialling your internal extensions and customer telephone numbers are a simple mouse click away. All calls are registered in a call log for easy future reference.

Computer telephony integration (CTI) harnesses the power of two of the most powerful desktop tools resulting in simplifying work processes and operating procedures, thereby increasing efficiency.

## MIVOICE 1560 PC OPERATOR KNOWS IT ALL

A quick glance at the PC screen instantly shows the receptionist who is calling, engaged or out of the office, or diverted to voicemail, even before the call is forwarded. If several calls arrive at the same time, the operator can select the most important call directly. Calls can be taken, processed or transferred with a mouse click or by pressing a key. If a called party is busy, it is possible to alert a colleague, leave a text message on the phone or send an e-mail.

## DESIGNED AND TAILORED TO SUIT YOUR BUSINESS

MiVoice 1560 enables you to set up the PC screen layout and keyboard to suit the needs of your company. This may depend upon personal preferences and company-specific requirements; for example, you can define the number, the system functions desired and the extension status fields as well as the creating appropriate shortcuts on the keyboard.

Planning the ideal screen and keyboard will enhance the information available to your switchboard operator and considerably help improve the whole call process.

## NUMEROUS WORKPLACES, VARIOUS LOCATIONS – CENTRALISED SWITCHBOARD OPERATION

No problem: Mitel MiVoice offers you the freedom and the flexibility you need. If, for instance, several part-time employees are sharing the switchboard function alternately, the same MiVoice 1560 software licence can be used alternately on different workstations.

You have various business units and several operator consoles? MiVoice 1560 also offers you a range of group functions: With freely definable call groups and the flexible allocation to switching groups, even complex requirements can be implemented easily. Thus you can guarantee that calls to certain numbers are routed to the correct operator consoles.

## INTEGRATION WITH MICROSOFT OUTLOOK

So much the better. MiVoice 1560 can use a great deal of information from Microsoft Outlook. Your receptionist is informed at all times via the busy display about absences registered in the Outlook calendar. Also available as telephone books are all public contacts, such as the company telephone directory, as well as – if required – your private contacts stored in Outlook.

## IP-BASED VARIANTS

More functions are offered by PC Operator, the full PC-based version. With MiVoice 1560 IP PC Operator, you can control the operator console functions using the mouse and keyboard, but also make phone calls via the PC.

For this you only need a headset plugged directly to the PC. You can even use a Bluetooth headset with your PC if it supports it.

The big advantage: with MiVoice 1560 IP PC Operator you do not need any additional internal phone connections; you can use your existing data network.

## TECHNICAL REQUIREMENTS:

MiVoice 1560/1560 IP PC Operator is supported on the following operating systems (32 bits and 64 bits):

- Windows XP Professional SP3
- Windows Vista SP2
- Windows 7 SP1
- Windows Server 2003 SP2
- Windows Server 2003 R2
- Windows Server 2008 SP2
- Windows Server 2008 R2 SP1

Moreover, local Outlook integration is offered for Outlook 2003, 2007 and 2010.

Windows Vista / Windows 7 Home Editions are not supported.