# ConferenceManager™ Operator Console



### **KEY BENEFITS**

- **Increased System Oversight** Enables full, real-time oversight and management of all system activity
- Multi-Conference Support Allows each operator to manage multiple conference calls at one time
- **Dynamic Functionality** A comprehensive feature set allows this tool to be used for many unique applications and business workflows
- **Enhanced Security** With a full view of all incoming and active callers, operators can screen and disconnect lines as needed
- Cost Savings Eliminates the need for third-party operator and support services

## Real-Time Operator Support

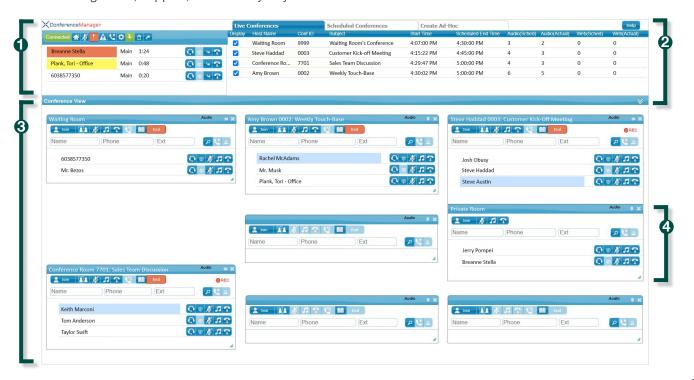
Manage multiple conferences simultaneously through a single powerful interface

The Operator Console enables you to experience professional quality operator services and support without the need for a third-party provider. Delivering real-time management of system activity, the Operator Console's rich featureset adds a new level of control to your communication and business workflows. Its easy-to-use interface enables oversight of multiple calls at once, allowing agents to expertly coordinate and facilitate business communications, unique workflows, and support.

- \*00 support for participants and incoming callers
- Management of sub-conferences and private rooms
- Single click access to meetings and participants
- Operator initiated dial outs (single or blast)
- Drag and drop participant management
- Support for multiple operator stations

## Multi-Conference Support Interface •

Featuring an easy-to-use interface with comprehensive agent controls, the Operator Console is the perfect tool to help enhance management, support, and security of your conferences.



## **Operator Console**

### Agent Control Area

Instantly view all incoming callers. Lines can be labeled based on department or executive team.

#### **2** Active Conference List

Displays all active conferences at a glance

#### View Panel

Multiple conference viewing enables complete monitoring and control of all active, scheduled and ad-hoc calls

#### **4** Sub-Conference Support

Moderators can initiate a private conversation with anyone.

#### **Console Controls**

- Join the operator line into the entire conference or connect privately to individual participants
- Perform blast dial out to selected participants using various address books or invitee lists
- Disconnect everyone or individual participants from the conference
- Move everyone or individual participants to music on hold
- Mute and unmute all or individual participants
- Create and manage private rooms
- Mute or unmute operator line
- Dial out to new participants
- Manage system ANIs

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