

# MetaSphere Easy Attendant

MetaSphere Easy Attendant™ enhances your service line-up with a hosted, subscriber-configurable automated receptionist specifically tailored to the needs of small businesses. Powerful, and easy to configure using CommPortal™, Easy Attendant is a compelling new application for your business customers.

Further enhancing the revenue-generating services you can offer your business subscribers, Easy Attendant incorporates a rich set of features, yet is specifically designed to minimize your deployment and support costs.

## Easy Configuration via CommPortal

Entirely configurable using CommPortal, Easy Attendant is straightforward enough to be configured without your assistance – but powerful enough to offer the features your customers require.

Business administrators configure a menu to be played to their callers – for example:

*“Welcome to Bob’s Tires. To hear directions to our store, press 1. To hear our opening hours, press 2. If you know the extension of the person you’re trying to reach, press 3, and then enter the extension followed by the pound key. Or, to reach an operator, please press 0.”*

Depending on the options that the business wishes to offer, callers can use their telephone keypad to:

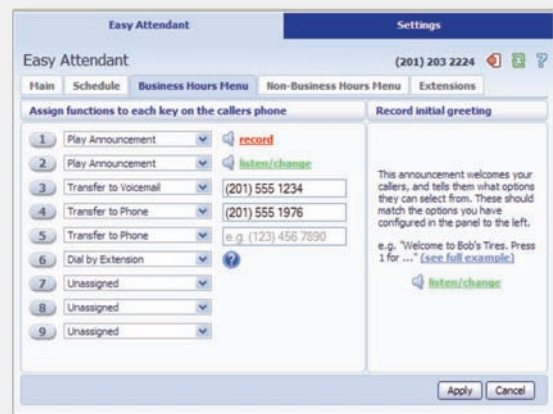
- listen to recorded messages
- transfer to specific departments or individuals – including the ability to dial by extension
- transfer directly to a voicemail account and leave a message.

The business administrator can record announcements either via CommPortal and a microphone attached to a PC, or by telephone.

For even greater flexibility, Easy Attendant optionally allows businesses to define separate menus to be played during and outside of business hours, with the appropriate menu selected automatically based on a customizable schedule.

## The MetaSphere Advantage

MetaSphere Easy Attendant is part of an application suite designed to enhance your residential and business service feature offering. Each integrated application enables you to create new revenue streams, delivering high customer satisfaction with low equipment and infrastructure costs. MetaSphere enables generic resources including storage capacity and processing power to be increased and distributed according to evolving network requirements. This anticipates future services and feature enhancements while delivering the high demand applications of today.



*Small business subscribers enjoy intuitive configuration with MetaSphere Easy Attendant's CommPortal based user interface.*

# Easy Attendant Specifications

## ▶ Hardware

Easy Attendant is deployed using standard MetaSphere server configurations

- Blade Server System
- Stackable Server System
- Dual Server System

## ▶ System Management Features

The Provisioning GUI is used by administrators to provision Easy Attendant subscribers, in the same manner as other services such as MetaSphere Voicemail.

- Web Browser interface: Firefox version 2 or 3; or Internet Explorer version 6,7 or 8

## ▶ Security

- Self-care TUI is protected by a PIN
- CommPortal GUI is protected by a password
- Access to the CommPortal GUI by administrators (i.e. via the Provisioning GUI) is restricted, in order to protect privacy

## ▶ Menu Action Options

- Play announcement
- Transfer to extension or phone number
- Transfer to mailbox
- Dial by Extension
- Transfer to operator
- Unassigned

## ▶ User Admin Interface

- Web Browser interface via CommPortal (GUI): Firefox version 2 or 3; or Internet Explorer version 6,7 or 8
- Menu creation
- Announcement record (via PC microphone or phone)
- Holidays calendar
- Business hours

## ▶ Schedule Definitions

- Two pre-named schedules - business hours and special days.
- Special days and any times outside the business hours are “non-business hours.”

## ▶ Languages

- English (US)
- English (UK)
- French (Canadian)
- Spanish (Latin American)

Enable or disable Easy Attendant with a single click.

Elegant graphical configuration of weekly schedules and special days.

Simple, intuitive menus make recording and configuration easy.

Subject to change without notice. Contact your local sales representative or go to [www.metaswitch.com/specs](http://www.metaswitch.com/specs) for most current information.



[www.metaswitch.com](http://www.metaswitch.com)