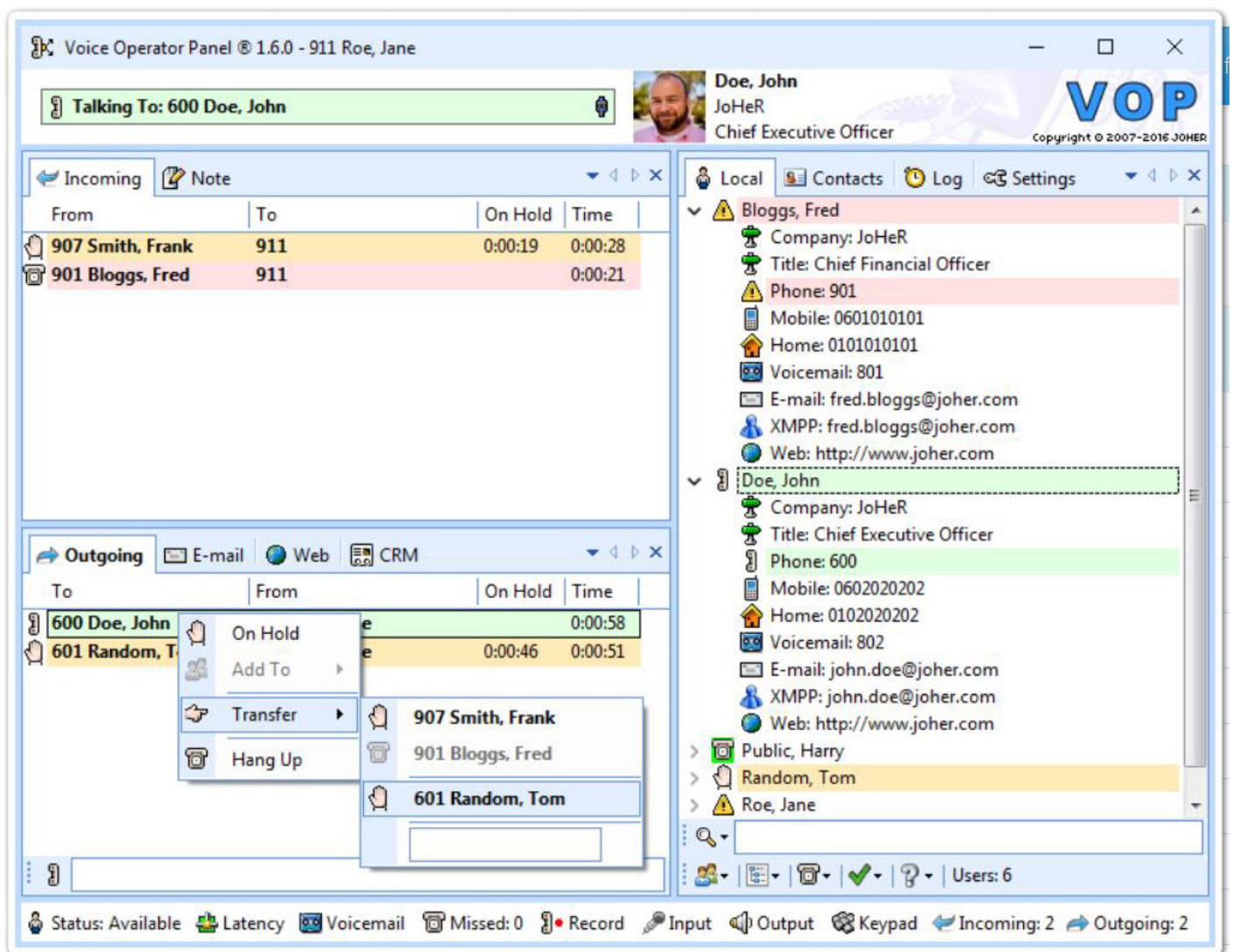


Voice Operator Panel | for supervisors, receptionists, and call center agents

Voice Operator Panel (VOP) provides call status information, drag and drop call transfer, and other features.

VOP is available in three versions: Full, Lite and Desktop. A screen shot of the Full and Lite versions is shown below, and an overview of the features of all three versions is provided on the next two pages.

	Phone Presense	Concurrent Calls	Directories
Full Version	Unlimited	20	10
Lite Version	Unlimited	6	3
Desktop Version	Unlimited	8	5



Voice Operator Panel | Features Comparison

	Full	Lite	Desktop
	Midsize and Large Business Receptionists	Small Business Receptionists and Call Center Agents	Desktop Computers
Adjustable Font	X	X	X
Attended Call Transfer	X	X	X
Auto Answer	X		
Blind Call Transfer	X	X	X
Blind Call Transfer Queueing	X		
Brandable	X	X	X
Call Destination Display	X		
Call Forwarding	X	X	X
Call Held Time Display	X	X	
Call Held Time Warning	X	X	
Call Hold	X	X	X
Call Interception	X	X	
Call Log	X	X	X
Call Overflow	X	X	X
Call Recording	X	X	X
Call Rejection	X	X	X
Call Status/Priority Display	X	X	X
Call Tagging	X		
Call Time Display	X	X	X
Caller to Directory	X	X	X
Photo Display	X	X	X
Call to URL	X	X	X
CRM Window	X	X	
Custom Music on Hold	X	X	X
Customizable User Settings	X	X	X
Customizable Workspace	X	X	
Desktop Alerts	X	X	X
Direct Dialing	X	X	X
Directory Filtering	X	X	X
Directory Import/Export	X	X	X
Directory Search	X	X	X
Drag and Drop	X	X	X
Echo Cancellation	X	X	X
E-mailer Window	X		
Encryption	X	X	X
G.711	X	X	X
G.722	X	X	X
G.729	X	X	X
Global Call Shortcut	X	X	X
Hard Phone Mode	X	X	
Instant Message	X	X	X
Keyboard Shortcuts	X	X	X
Latency Tracker	X	X	X

Voice Operator Panel | Features Comparison

	Full	Lite	Desktop
	Midsize and Large Business Receptionists	Small Business Receptionists and Call Center Agents	Desktop Computers
LDAP Support	X	X	X
Local/External Directories	X	X	X
Missed Calls	X	X	X
Multi-language	X	X	X
Notepad Window	X		
Online Web Settings	X	X	X
Outlook Integration	X	X	X
Phone Presence Details	X		
Provisioning System	X	X	X
Remote Logging	X	X	X
Skins	X	X	X
Tray Icon	X	X	X
USB Headset/Handset	X	X	X
USB Light/Ringer	X	X	X
User Alerts	X		
Voice Effects	X	X	X
Voicemail Quick Call	X	X	X
Voicemail Status	X	X	X
Web Browser Window	X	X	
XML Configuration	X	X	X
XMPP Integration	X	X	X