

# akkadian Console Operator



## Handle Multiple Calls Simultaneously

Akkadian Labs develops applications to streamline your business processes via collaboration software. The akkadian Console Operator (aCO) solution is an easy-to-use, easy-to-integrate attendant console designed specifically for Cisco Unified Communications platforms.

### The Challenge

Calls in high-volume environments are difficult for operators to manage efficiently, especially while multi-tasking. Moreover, many software solutions are complicated to use, with significant hardware and system requirements, demanding time spent on costly deployment and maintenance schedule.

### The Solution

aCO, a serverless solution designed specifically for Cisco collaboration platforms as a direct replacement to Cisco's end-of-life Attendant Console, allows operators and receptionists to quickly answer and route calls to the appropriate destination. Since aCO doesn't require a back-end server, implementation reduces both costs and risk of system failure.

Utilizing an intuitive interface, aCO allows the operator to handle multiple incoming calls with fewer resources. Moreover, users may customize aCO's interface, including the directory, specific business needs and preferences. Features include the ability to navigate the corporate directory and determine line status and end user activity at a glance. Operators are able to silence or unsilence monitored lines, add alerts and color-code lines. Also, advanced drag and drop capabilities allow the operator to easily transfer calls without having to manually enter a phone number. Finally, aCO offers flexible search features and keyboard shortcuts for actions like transferring a call.

### New to 3.5

- ✓ French and Spanish editions
- ✓ Keyboard shortcuts to transfer and conference
- ✓ Line color coding options
- ✓ New directory search options

### Learn More

Discover how aCO can help your operator work more efficiently and easily manage calls, while improving productivity and satisfaction.

**Take a free trial today & visit us at:**

[www.akkadianlabs.com/aCO](http://www.akkadianlabs.com/aCO)

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