



# Premium Attendant

## Premium Attendant – handle calls in a more professional way

With Premium Attendant, the agent gets a complete user interface for advanced attendant functionality.

### Improve and streamline service

Customers and partners who places calls to company numbers wants to get a quick answer and then immediately get transferred to the right person. Therefore, agents that handle large traffic volumes need a tool that allows them to handle many calls efficiently.

### Clear visual overview

Premium Attendant, an advanced feature in the Soluno Softphone, helps the agent to handle calls directly in their PC in a simple and effective way. The interface is created to give the user a clear overview of all call activities and a clear list of the calls that are queued. In the view, the agent can easily forward calls, both blind or attended.

### Quick handling with shortcuts

With shortcuts, the agent can handle calls via the keyboard, saving valuable time. The agent selects which commands should belong to specific events. This allows you to create a management that is tailored to the agent's specific preferences. Something that can shorten the learning period when hiring new agents.

### Smart search and contact functions

The agent can use the smart search feature for faster handling and get real-time line status and referral for their colleagues. This way, no customers are sent to people who are in a conversation or referred as busy. In the same view, the agent can easily chat, email or text the contact and with the A/B field you get the possibility to handle parallel calls.

