

The screenshot displays the FlexAttendant software interface. At the top, there are speed dial buttons (Speed Dial 1-8) and a menu bar (File, Edit, View, Help). Below this, there are sections for 'My Phone', 'Answer', 'Transfer', 'Hold', 'Retrieve', 'Hang Up', and 'Dial'. A 'Call Log' table is visible, showing call details. To the right, there is a 'Directory' section with a list of employees and their departments. Below the directory, there is a 'Microsoft Access - [Call Log : Form]' window showing a detailed call log table.

Timestamp	Number	Name	Time	Status	Trans To
4/13/02 6:37:22 PM	2426		0:03	Out, incomplete	
4/13/02 6:16:48 PM	591		0:01	Out, incomplete	
4/13/02 6:10:46 PM	2289	KATHERINE CRAM	0:10	Answered	
4/13/02 5:47:06 PM	597	MARY ANN	0:14	Outgoing	
4/13/02 4:22:41 PM	2289	C M C	0:06	Outgoing	
4/13/02 4:21:53 PM	2289		0:47	Answered	2724
4/12/02 3:00:38 PM	2724		0:00	Outgoing	
4/12/02 1:51:14 PM	7278044333	Wireless	0:14	Not Answered	

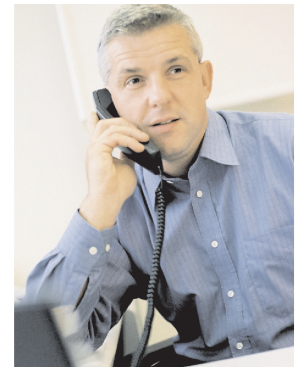
# FlexAttendant

Attended Call Management

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## Merging the Power of a Telep

It is often said that first impressions are everything. What your customers and prospective customers perceive about your organization can have a measurable impact on your business. Your challenge is to make sure the people at the front line – your telephone attendants – have the tools they need to make every interaction a smooth and professional experience every time.

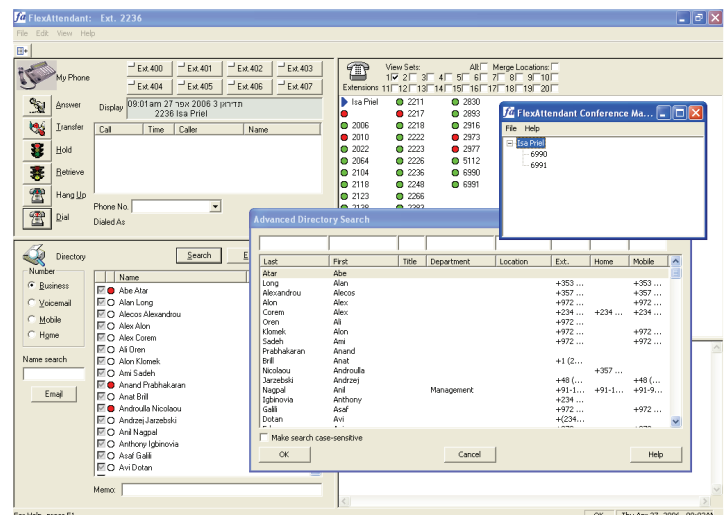


The Coral FlexAttendant from Tadiran Telecom is a powerful Computer Telephony Integration (CTI) tool that can help you meet that challenge. Built for multi-site or single-site environments, the Coral FlexAttendant provides advanced attendant capabilities on a networked PC. With Coral FlexAttendant, telephone attendants can handle calls through a familiar, easy-to-use PC interface while minimizing disruption to daily tasks such as maintaining calendars, word processing or handling travel arrangements. Attendants respond to incoming calls in a pop-up window and complete transfers with a simple click of the mouse, allowing them to return quickly to other programs or tasks.

## Advanced Features Improve Attendant Response

- **View busy/idle information and more.**

The Coral FlexAttendant's color-coded display provides the status of each extension at a single glance. Attendants view vital information such as busy/idle, forwarded to voicemail, do not disturb, or forwarded to another extension, allowing them to service callers' needs quickly and efficiently. When a call has been taken, customizable speed-dial buttons enhance customer service further with one-click dial and transfer capability.

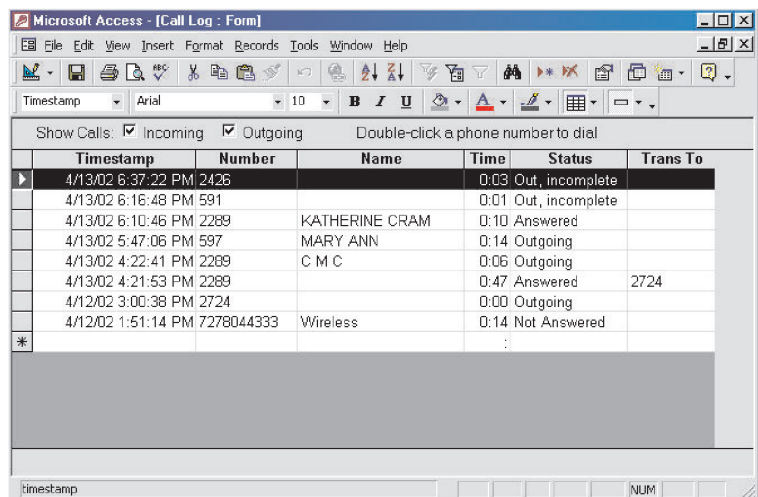


# Phone with the Flexibility of a PC

- **Access contact information at the click of a mouse.** The directory saves time by eliminating the need to hunt through alphabetized listings. The attendant simply enters the first few letters of the first or last name into the search field to obtain the closest matching record. As the individual record is highlighted, that person's number automatically appears in the phone number field for easy dialing. Double-click on the individual's name to access detailed contact information or make edits to the directory. The attendant also can include notes in individual records, helping them provide more informed responses to callers.
- **Improve efficiency with email messaging.** With Microsoft Outlook, attendants can improve message reliability by sending an email message to a recipient while still speaking with the caller. The attendant saves time by not having to hang up and call the recipient with a message; the recipient conveniently receives the information by email, rather than a paper message.

## The Coral FlexAttendant Adds Value to Your Customer Relationships

- Ideal for single-site and multi-site operations
- Answer and transfer calls quickly, resulting in fewer disruptions to other tasks
- Improve customer satisfaction by providing attendants with easy access to information
- Increase productivity with efficient, easy-to-use PC interface



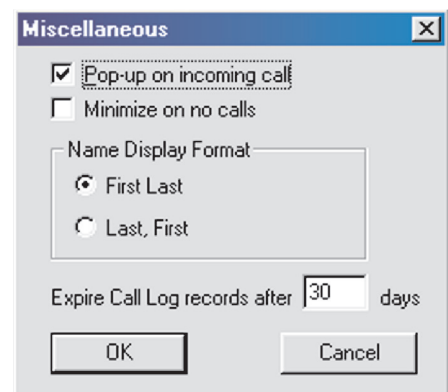
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# FlexAttendant

## Coral FlexAttendant Attended Call Management

Integrated into your Coral telephone system, the Coral FlexAttendant enhances call handling with an impressive array of features:

- Simple and effective user interface
- Fast and straight forward installation
- Busy, idle, forwarding and do not disturb information across the network
- Comprehensive soft phone functionality
- All functions are accessible via mnemonic keys, mouse or menus
- Context sensitive help menus
- Directory – LDAP and Microsoft Outlook integration
- Direct access to “Send E-mail”
- Remote API for passing telephony status across the network
- Attendant memos per directory listing
- Call status display
- Directory listings include business, voice mail, mobile and home fields
- Conference manager for adding and removing conference participants
- Speed-dial toolbar with buttons, optimized for page queues and conference bridges
- Automatic pop-up and minimize
- Advanced search with simultaneous multiple filters



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