

*An operator or receptionist is often times **the first person** that your customers talk to. CC4Skype provides a complete solution for operators to assist them the best way possible.*

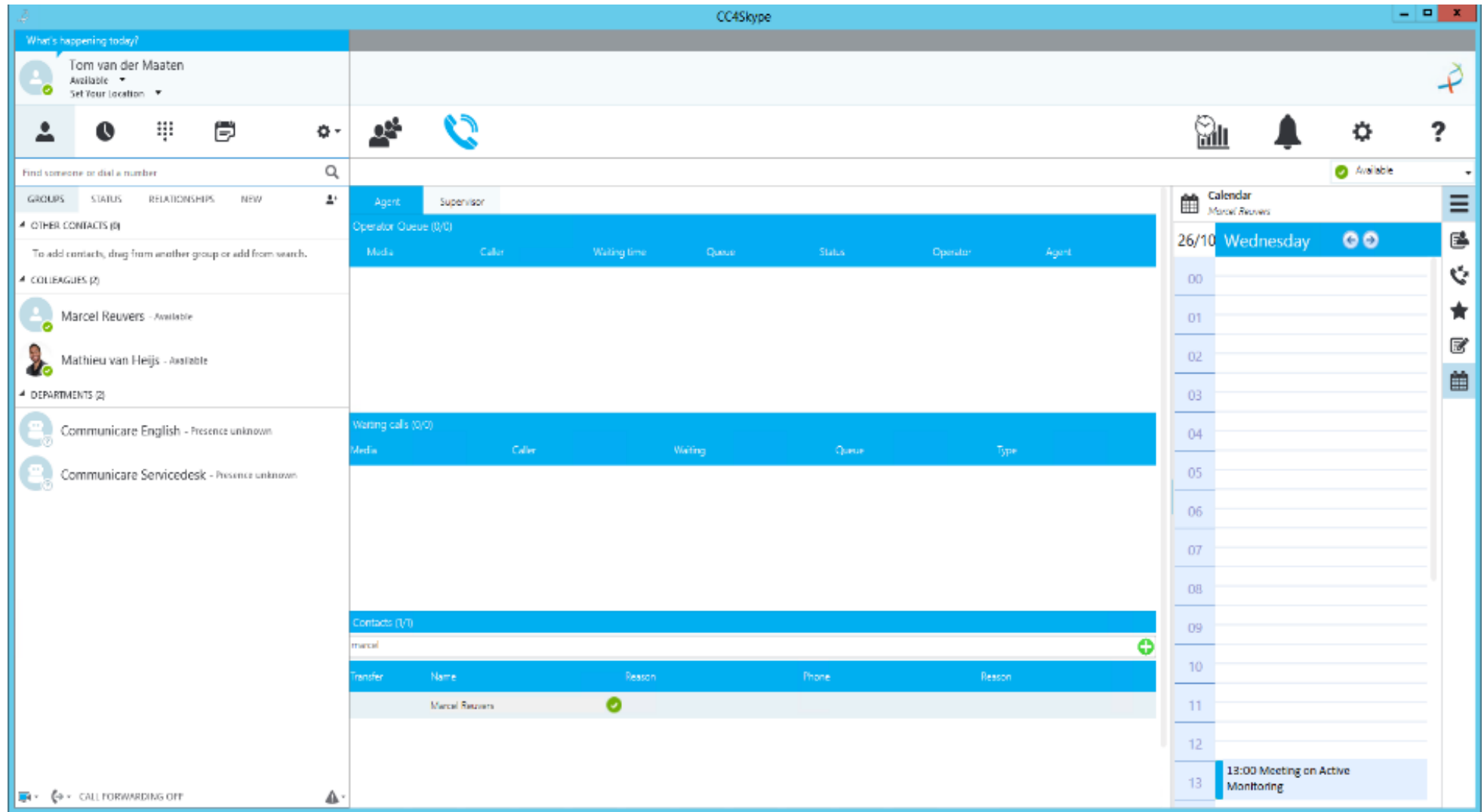
Features

- ✓ Operator Agents status
- ✓ The operator client shows the original caller ID in case of a transferred call
- ✓ Operators can put calls on hold
- ✓ The possibility for quick transfers - search name -> press enter -> transfer complete
- ✓ Signing In and Out of an Operator Group
- ✓ The possibility or to record a call when necessary
- ✓ The possibility to take incoming calls for more than one operator
- ✓ Operators can park and take back calls
- ✓ A call back message note template
- ✓ Operators can create a personal address list
- ✓ The integration with Outlook Calendar
- ✓ Operators can send emails from the system (predefined/customized)



Better Customer Service  *One screen does it all*  *Work more efficiently*

Operator Client



The screenshot displays the CC4Skype Operator Client interface. At the top, a header bar shows the user's name 'Tom van der Maaten' and status 'Available'. Below this is a navigation bar with icons for contacts, calendar, and settings. The main workspace is divided into several sections:

- Left Panel:** A sidebar with a search bar and categories: OTHER CONTACTS (0), COLLEAGUES (2) (listing Marcel Reuvers and Mathieu van Heijs), and DEPARTMENTS (2) (listing Communicare English and Communicare Servicedesk).
- Operator Queue (0/0):** A table with columns: Media, Caller, Waiting time, Queue, Status, Operator, Agent.
- Waiting calls (0/0):** A table with columns: Media, Caller, Waiting, Queue, Type.
- Contacts (1/7):** A list showing 'marcel' with a green plus icon.
- Transfer Table:** A table with columns: Transfer, Name, Reason, Phone, Reason. It shows a transfer to 'Marcel Reuvers' with a green checkmark.
- Right Panel:** A calendar for '26/10 Wednesday' showing a meeting at 13:00 titled 'Meeting on Active Monitoring'.



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