The telephone operator is often the first point of contact for your customers and suppliers. The operator needs a whole range of communication skills and tools to create a professional and responsive image. The SX-2000 supports three simple to use, intuitive operator consoles delivering the power of the SX-2000 to the desktop.

For high traffic volume

The Superset 700 screen based console uses a PC monitor and purpose built keyboard to allow a high volume of calls to be handled quickly and efficiently. Calls are presented on one of seven softkeys and can be answered selectively or by longest call waiting. The display shows the callers line identification enabling the operator to give personalised greetings.

The Superset 700 also displays system status and provides access to data entry. The operator can even continue to handle calls whilst making changes.

For smaller offices and secondary answer points

The Superset 6DN is a fully featured flatbed console with an LCD display. This console is well suited to environments where space is at a premium.

Superset 700 screen

For workgroups or part-time receptionists

The Superset 7000 is a very flexible PC console designed for a receptionist or workgroup operator responsible for multiple tasks including call handling. By working within a Windows™ environment the operator can combine call handling with administrative duties. For example, the receptionist may be using a word processing application. When a call arrives the Superset 7000 application will automatically activate allowing a call to be handled in the normal way. The application can even be configured to provide an overflow answer position. This allows existing staff to be included in the group during busy periods or lunch breaks.

Superset 7000

SX-2000 OPERATOR CONSOLES – Options for different environments.

Superset 6DN

KEY TO TABLE:

Ⓐ Superset 700

Ⓑ Superset 6DN

Ⓒ Superset 7000

	FEATURE	BENEFIT
Ⓐ	High resolution colour display.	Ease of use.
Ⓐ	Purpose built QWERTY keyboard.	Dedicated call control keys for speed and standard QWERTY keys for entering data.
Ⓐ Ⓑ Ⓒ	Comprehensive call processing information.	Allows the operator to give a rapid and informed response. Calling line identification shows the number called, enabling personalised salutations in multi-tenancy situations.
Ⓐ Ⓑ Ⓒ	Calls waiting information.	Operator able to see and so manage the calls waiting.
Ⓐ Ⓑ Ⓒ	Extension feature programming.	Operator able to set call forwarding and do not disturb for extension users.
Ⓐ Ⓑ Ⓒ	Access to SX-2000 telephone directory.	Enables call by name and phonebook look-ups, ideal for new operators.
Ⓐ Ⓑ Ⓒ	Access to SX-2000 applications.	Operator can take messages using the Message Centre application. Also a standard console can be used for the Hotel/Motel application.
Ⓐ	Visually Handicapped Console Option.	Equal opportunities for visually handicapped operators.
Ⓐ Ⓑ	Access to Customer Data Entry.	System programming can be done at a standard console, without the need for a maintenance terminal.
Ⓐ Ⓑ	Optional headset.	Flexibility to use handset or headset.
Ⓑ	80 character display.	Allows the operator to give a rapid and informed response.
Ⓑ	Dynamic, programmable and fixed function keys.	Ease of use and rapid operation.
Ⓑ	Line powered.	Continued operation during local power failure.
Ⓒ	Standard Pentium PC with colour display, Windows™ 95 (or 3.11) compatible.	Makes it possible to use a standard office PC as an operator console on an occasional basis.
Ⓒ	User definable configuration, colours and keys.	Flexibility to accommodate the needs of individual users.