



Ascotel IntelliGate

Office 1560 – Screen based operator console

Enhanced and efficient centralised call handling

The ability to provide efficient call handling is key in all organisations, small or large particularly as how you handle potential customers reflects your business. The Office 1560 PC based operator console combines all the elements needed to make your business communications successful. The screen-based console provides the attendant operator with clear extension status and call traffic information to be able to prioritise calls and advise callers accordingly. Calls can be handled swiftly and professionally ensuring that customers are greeted in a professional manner, enhancing the image of the company.

Centralise your communications

Acting as a central point of information the Office 1560 enables a more efficient handling of call traffic right across the board. If required, all customer records can be easily displayed, and dialling your internal extensions and customer telephone numbers are a simple mouse click away. All calls are registered in a call log for easy future reference. Computer telephony integration (CTI) harnesses the power of two of the most powerful desktop tools resulting in simplifying work processes and operating procedures, thereby increasing efficiency.

The Office 1560 operator console instant call status

A quick glance at the PC screen instantly shows the receptionist who is calling, engaged or out of the office, or diverted to voicemail. If the switchboard is busy then the operator has the ability to handle them in order or select the most important directly. By using programmed keys or simple mouse clicks, calls can be easily answered, held and transferred to the chosen extension if they are available, there is also an option to leave short text messages to alert a busy extension of an important outside call waiting.

Designed and tailored to suit your business

The Office 1560 enables you to set up the PC screen layout and keyboard to suit the individual needs of the company. This may depend upon personal preferences and company-specific requirements; for example, you can define the number, the system functions desired and the extension status fields as well as the creating appropriate shortcuts on the keyboard. Planning the ideal screen and keyboard will enhance the information available to your switchboard operator and considerably help improve the whole call process.

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Certified Quality System



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Numerous workplaces, various locations – centralised switch-board operation

The Office 1560 provides you with the freedom and the flexibility you need. The Office 1560 can be used centrally to take calls and transfer them throughout a company's network providing them with valuable extension status throughout the various sites. In larger system configurations, additional Office 1560 attendant consoles can be set up as to act work in conjunction or to act as an overflow.. The Office 1560 also offers a range of group functions: With freely definable call groups and the flexible allocation to switching groups, even complex requirements can be implemented easily. Thus you can guarantee that calls to certain numbers are routed to the correct attendant consoles.

Integration with Microsoft Outlook

So much the better. Since the Office 1560 is able to use a great deal of the information from Microsoft Outlook. Your attendant is informed at all times via the busy display about absences registered in the Outlook calendar. Also available as telephone books are all public contacts, such as the company telephone directory, as well as – if required – your private contacts stored in Outlook.

The best combination

The Office 1560 PC based attendant console combines the best elements of your desktop, your PC and telephone. You can receive, hold and transfer calls via the PC screen or by using any one of the wide range of IntelliGate Office handsets. This gives the receptionist both extensive information at their fingertips but also the ultimate flexibility in simple call handling. Please also ask our sales representative about the Office 1560IP. With the Office 1560IP, your receptionist will be able to handle all calls exclusively via the PC using mouse, keyboard functions and a handset or headset plugged directly into the PC. You can even use a Bluetooth headset with your PC if it supports it.

Technical requirements

Windows 2000 (Server, Professional),
 Windows Server 2003,
 Windows XP Professional,
 256 Mbyte RAM 200 Mbyte free hard disk space

The Integration with Microsoft Outlook requires Microsoft Exchange (2000 Server SP3, Server 2003)



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 Product availability and technical specifications subject to change without notice.

