# Attendant Pro for Microsoft Lync

The Attendant Pro brings attendant/receptionist features to Microsoft Lync 2013

- Modern Look & Feel: Looks and acts like Lync 2013

- Simple to Implement: Installs in 1 minute & requires no additional server or backend components

- Works with Lync Phone Edition and Lync Qualified devices: LPE Better Together over USB & Ethernet supported (Polycom VVX and snom UC Edition)

- 1 Click Call Handling means that oft repeated voice handling tasks are 1 click, key press or touch away.

- UC Functionality Not Compromised: Video, Desktop Sharing, Conferencing, Instant Message functionality available to Attendant Pro user

Modern Look & Feel: The Lync 2013 Attendant Pro has the same look and feel as the Lync 2013 client. This means user training required is minimal. Clean look, informative tiles, and user photos are some of the components that make the Attendant Pro a fresh and brilliant experience.
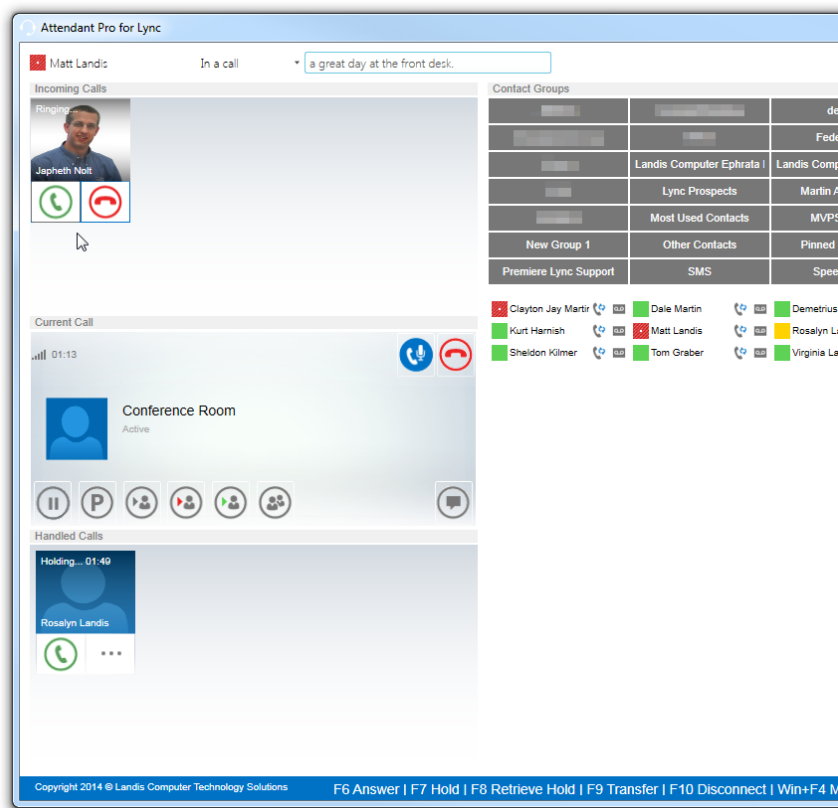
Simple to Implement: No server side component required: Just install a simple Windows app to your PCs. Attendant Pro supplements the existing Lync 2013 client and brings optimized voice call handling functionality to your receptionist/attendant users. Lync contact Groups and Exchange Distribution Lists that are already setup in the Lync client automatically flow to Attendant Pro. Attendant Pro supports central Group Policy management of settings for simple ongoing management.

1 Click Call Handling: The Lync 2013 Attendant Pro makes handling a large volume of the voice calls as efficient as possible. Common call handling functions like transfer are always 1 click away. Hold, Park, Blind Transfer, Safe Transfer or Consultative transfer are never more than 1 click plus contact.

Who is "In a Call" Literally a Glance: Unique "In a Call" presence indicator shows users who actually on the phone versus in a meeting at a glance across a large group of users.

Incoming, Current and Handled calls are presented in a logical and easy to understand format. Interacting with calls in any of these states is 1 click. At a glance get a complete view of Handled calls: on hold or park, Park#, Holding time, complete waiting time and more. Interacting with calls in any of these states is 1 click. At a glance get a complete view of Handled calls: on hold or park,

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Communication Enabled Business Process for Everyone Attendant Pro has built in call pop up functionality that is as defining an URL you want to be invoke on an incoming call. No expensive custome programming to start making use of your ERP, CRM or SQL data with Lync today.