

# Alcatel-Lucent 4059 Extended Edition Attendant Console

Offer a professional and efficient welcome with a personal touch

In business, a telephone call is often the first point of contact. The [Alcatel-Lucent 4059 Extended Edition \(EE\) Attendant Console](#) allows businesses to provide outstanding, quality customer service while keeping a personal touch. Customer satisfaction increases when they get a fast answer and are directed promptly to the right person.

This application, designed for the Alcatel-Lucent OmniPCX® Enterprise Communication Server (CS), enables receptionists to quickly dispatch a high volume of calls both from customers and employees.



CUSTOMER BENEFITS	FEATURES
<ul style="list-style-type: none"> <li>A professional welcome with a personal touch <ul style="list-style-type: none"> <li>Manage a high volume of calls efficiently</li> <li>Answer all calls</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Visual call handling and queue management (on Microsoft Windows PC) <ul style="list-style-type: none"> <li>Call queuing and routing</li> <li>Monitoring of queues (incoming calls, transfers in progress and calls on hold) with automatic or manual call pickup from queues to manage a high volume of calls</li> <li>Call queue status with visual indicators, management of emergency calls or VIP calls</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>Increased customer satisfaction <ul style="list-style-type: none"> <li>Find the most relevant person to answer calls</li> <li>Transfer calls to the right person based on skills and availability</li> <li>Increase first call resolution</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>At-a-glance display and contact presence <ul style="list-style-type: none"> <li>Visual supervision (busy lamp field) of people or public trunks</li> <li>Display of the contact's availability from the activity of their phone (ringing, busy) and their presence state. Send instant messages to Rainbow users.</li> </ul> </li> <li>Directory <ul style="list-style-type: none"> <li>Simultaneous search in all data sources</li> <li>Variety of search options to quickly find people</li> <li>Automatic number resolution of incoming calls</li> <li>Click to call from directories</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>A cost-effective solution <ul style="list-style-type: none"> <li>Streamline operations</li> <li>Make new receptionists more effective, faster</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Multi-site, centralized welcome solution <ul style="list-style-type: none"> <li>One receptionist can manage calls for many locations</li> <li>Mutual help with local receptionists</li> <li>Intuitive graphical interface</li> </ul> </li> </ul>

Figure 1. 4059 Extended Edition Attendant Console

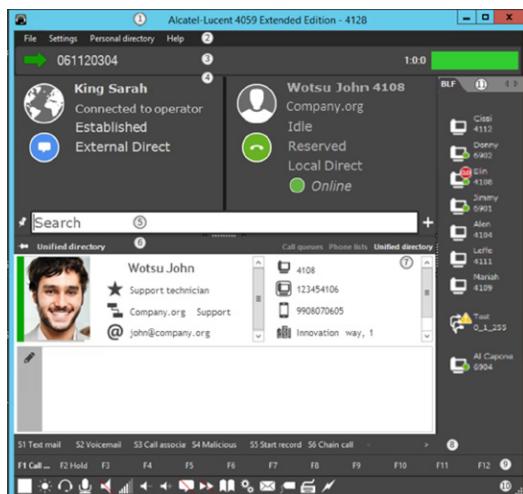


Figure 2. Visual supervision



## Technical specifications

### Supported systems

- Alcatel-Lucent OmniPCX Enterprise Communication Server (CS)

### Computer requirements

- Microsoft Windows OS: Windows 11 (64-bit)
- Citrix XenDesktop virtual desktop, Citrix XenApp, Microsoft RDS
- CPU type (or use a compatible processor): Intel® Core™ i3
- Free physical memory dedicated to the application: Minimum 4 GB RAM are recommended for the machine)
- Hard disk with a minimum 40 GB of space available
- Networking: Network card connected to the network using TCP/IP
- Display: 1280 x 1024 min screen resolution, 17-inch or larger monitor
- Standard PC keyboard (with number pad)

progress, calls on hold queues: 8

### Ordering information

You must order a 4059 Extended Edition Attendant Console license for each concurrent receptionist login.

OmniPCX Enterprise CS	
4059 EE Attendant Console license	Part number 3BA09329JA
Busy lamp field (option)	Part number 3BA09509AA