



Integrate. Automate. Communicate.

IntelliDesk

IMPROVING THE WAY YOUR ORGANIZATION COMMUNICATES



Each incoming call is an opportunity to establish your organization's reputation. Quick and accurate call handling is imperative to customer satisfaction and retention. However, it is difficult for operators to handle a large volume of calls efficiently without the right tools. How can you ensure top-notch customer service—while reducing operator staff and customer frustration—while managing your costs?

IntelliDesk

The Amcom™ IntelliDesk™* operator console solution helps you ensure customer satisfaction and saves your business time and money. Designed to improve call handling at the operator's console, IntelliDesk combines a comprehensive directory with single keystroke access to critical client and personnel contact information. Your operators are able to expedite incoming calls more efficiently and with greater accuracy. Reducing your operators' time on each call can translate to major cost savings, and increasing call transfer accuracy is certain to improve staff and customer satisfaction.

> INTELLIDESK DIRECTORY FEATURES

- Contact and detail information for your entire business community
- Multiple search criteria by any field, including limited support for non Western characters
- Department listings
- Customizable fields, including pictures, notes, and links to Web sites
- Color-coded entries
- Operator notes
- Status track
- Pager reassignment
- Microsoft® SQL database
- Database replication
- Spell-check
- Scheduled events
- Contact preferences
- Database auditing
- Comprehensive transaction reports
- Segment database per location
- Multiple-site directories
- 40 customizable speed dials

> INTELLIDESK CALL PROCESSING FEATURES

- Mouse point-and-click or single keystroke directory look-up and call handling
- Calling name display
- Call detail window displayed upon answer
- Joining and conferencing
- Serial calling (additional purchase necessary)
- Voice-assisted transfer (additional purchase necessary)
- Procedural pop-up window
- Emergency paging and processing—additional purchase necessary (alpha, numeric, or voice)
- Employee status display with status expiration
- Number of calls in queue (Note: depends on switch manufacturer; additional purchase necessary)
- Operator notes keep staff informed with accountability

* Amcom Software, Inc. acquired SDC Solutions in February 2009.



What is IntelliDesk?

IntelliDesk is a comprehensive operator console solution designed to meet specific telecommunication requirements within healthcare, hospitality, higher education, government, and corporate environments. IntelliDesk functions as your centralized corporate knowledge database, reducing the time and effort needed to maintain accurate database information.



Additionally, IntelliDesk enhances operator performance through screen-based interactive functions, including automatic display of incoming calls, single keystroke call transfers, conferencing, speed dialing, access to comprehensive database information, automatic launch of emergency procedures, and other telephony functions. This streamlined approach eliminates the need for continually updated extension lists, printed on-call schedules, and cumbersome binders filled with emergency procedures and additional critical information. Ultimately, operator productivity and accuracy are increased while staffing, data entry requirements, and overall costs are reduced.

IntelliDesk Modules

- **OnCall** allows consolidation of complicated on-call schedules and increased efficiency in contacting on-call personnel
- **Messaging** allows operators to take and deliver messages based on the recipient's requirements
- **Paging** allows users to quickly and easily send pages from any SDC suite application
- **Park/Retrieve** places calls on hold with detailed information so any operator can retrieve and efficiently process them
- **Emergency Processing** ensures timely and accurate emergency response
- **Patient Information Module** updates your database in real time with patient information, ensuring operators can provide exceptional customer service
- **Property Management System Interface** updates your database in real time with guest information, ensuring operators can provide exceptional customer service
- **Enterprise Directory Import/Export** integrates with your information system to update your directory automatically and/or export database information to other applications
- **VoiceSaver** protects your operator's voice, ensuring your customers are greeted properly every time
- **Enhanced Call Handling** provides operators and callers with tools to make communicating easier
- **Transaction Reports** ensure accountability for all transactions
- **Programmable Keyboard** integrates the directory with the telephone



Benefits

- **Increased efficiency** – operators are able to process more calls in less time
- **Enhanced customer service** – operators have additional time to tend to your customers' needs
- **Definitive accountability** – detailed call and transaction reports make sure you are covered if a dispute arises
- **Higher customer retention** – top-notch customer service ensures your customers keep coming back
- **Reduced costs** – redistribute staff, eliminate printed directories, and help your operators answer more calls in less time
- **Customizable** – meets unique site-specific search requirements by allowing user-defined search fields

Functionality Highlights

- Increases safety with pre-defined emergency procedures
- Improves speed and accuracy by allowing a variety of functions to be executed from a highlighted entry
- Allows access to complete contact information by linking directory entries to OnCall and Messaging groups
- Allows quick communication between operators using Individual Status, Operator Notes, and Procedures to keep staff informed
- Provides ideal screen viewing by allowing customization of screen layout, descriptions and color combinations
- Improves directory accuracy by allowing updates on an as-needed basis by authorized personnel through IntelliDesk Administration or Directory Update tools
- Increases accountability with customized transaction logging and reports
- Combines with related communication solutions IntelliSpeech™, IntelliWeb™, and IPServices™ to deliver enterprise-wide access to the most up-to-date directory information and contact methods
- Combines with color-coded telephony keyboard for increased ease of use and single-button access to most functions



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Contact Us

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