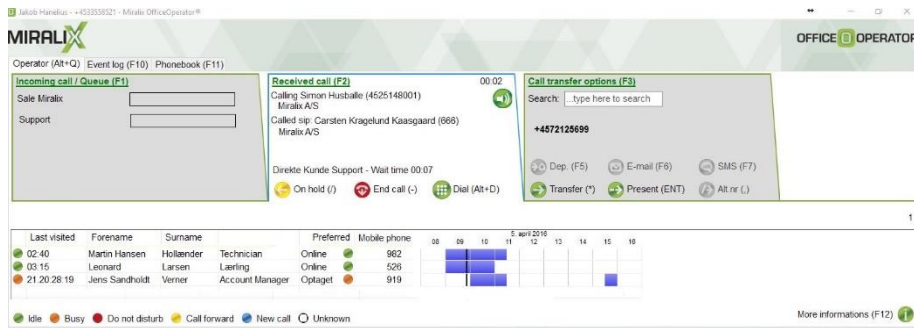


## PC switchboard:

Miralix OfficeOperator is a PC switchboard designed to handle calls to the company's main number. The receptionist can answer calls, find the desired employee and transfer the call.



## Smart search function:

It is possible to search for parts of names, topics, phones, departments, etc. making it faster for you to find the right person, or just an available person in the right department.

## Who spoke to the customer last?

Miralix OfficeOperator automatically displays who the customer was last transferred to. No need to play detective, the system does the job.

## Phone message

Send a phone message if the desired employee is not available and the customer want him/her to callback later. The message can be sent both as a e-mail and SMS. In Skype for Business solutions it is also possible to send an IM (chat message).



## Incoming calls

- See all incoming calls
- See more queues and thus more main numbers



## Receiving calls

- Automatic display of customer information
- View who the customer last spoke to
- Search for employees, departments or groups
- See employee's calendar



## Diverting calls

- See if the desired employee is available on:
  - Mobile
  - Deskphone
  - Skype for Business
- Transfer directly to employee or present calls before transfer
- Send a phone message via mail or SMS

## Contact information

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