TeamView®
Operator Express
for Lync / Skype for
Business

A positive Telephone Experience

creates good first Impressions

TeamView® Operator Express

Unified Communication Solution for Receptionists

TeamView® Operator Express is a Unified Communication client which provides centrally located staff with a complete overview of the entire organization and tools for handling all telephony communication taking place through the company's Attendant Console function.

TeamView® Operator Express's intuitive interface combined with a great search engine and simplified use of keyboard ensures the optimal work conditions for receptionists giving what they need to provide customers with a fast and friendly greeting and call handling.

Main Features

Intuitive Interface
TeamView® Operator Express is visualized using icons and graphics ensuring a faster overview for busy receptionists. Additionally, all telephony functions can be operated with keyboard shortcuts and/or single mouse clicks.

Directory Integration
Contact related data (name, initials, directory number, cellphone, etc.) and organizational information (department, function, position, skills, etc.) are sourced from Directory.

Powerful Search Engine (Phonetic)
Free Text Queries are supported and the returned results are narrowed down progressively as data is entered. Besides from obvious information like name and department, queries can be executed by skills, job functions and any other contact related data or organizational information. Phonetically search is also supported so Mr. Smith will be located even though he's been searched by Schmidt. It is also useful to support persons with mild dyslexia.

Calendar Information
All employees' calendar entries are gathered from MS Exchange and shown in colors according to its type.

Presence Management
Employees' availability is displayed with intuitive icons showing Phone Status, Mobile Status and Lync Presence.

Colleagues Management
If the desired employee is unavailable, TeamView® Operator Express will list all its colleagues (same department) if the caller would like to be transferred to another person. Receptionists can also change employees call forwarding options on demand.

Client-based Solution
It's really affordable! TeamView® Operator Express integrates directly through your Lync Client avoiding complexity and, most importantly, more investment

Technical Requirements

Supported Platforms	
Client	Lync / Skype for Business
Server	Lync / Skype for Business Standard, Enterprise or Online/365.
Calendar	MS Exchange 2010, 2013 or Online/365

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