Attendant Pro 2016

Designed For
Office

Quick Start Guide

New to Attendant Pro for Skype for Business 2016? Use this guide to learn the basics.

Manage Your Status
Change presence, note or who you are making calls as if you are a Delegate for another user or users.

Contacts (Layouts)
Contacts surface the ability to call or transfer to any one of the contact methods with a Click. Choose from 6 Contact layouts to fit your style.

Contact Groups
Skype for Business Contact Groups seamlessly flow to attendant console & can be edited. Right click to edit or add a new group.

Voicemail Indicator
See at a glance how many voicemails are waiting and retrieve with a click.

Incoming Calls
Call Queue & other calls will show up in this area & you can answer one by clicking or pressing the defined hotkey to answer.

Search
Search for contacts. If Advanced Search is enabled you can search by AD Departments, Offices, Location or Title.

Current Call
Select how you want to transfer a call and then select a contact to transfer. Hover over buttons to see keyboard equivalent.

Handled Calls
Calls that are on hold or parked will be shown here. You can retrieve them from Hold to handle in Current Call window or press More button to handle them right from here.

Contact Details
Get more details about a Contact including Related Contacts and Calendar details at a glance. Transfer to Related Contacts if they are not available.

Recording
Depending on call recording policy this will allow you to start recording or stop recording.

Search Results
See at a glance how many voicemails are waiting and retrieve with a click.