

# Spectrum Agent

by Telescan

The Future of Your Business

The Spectrum Agent is the primary interface for a call attendant on the Spectrum System by Telescan. Its clean layout and crisp response will maximize the productivity of your agents.

Page	Station	Opr	Account
1	1	SYS	7813 David Smith
2	1	SYS	7815 ALL MARK SERVICE INC.
3	1	SYS	7836 New Light Innovations

The screenshot shows the Spectrum Agent interface for a call. The main window displays the account name 'GOOD...COOL TEMP REFRIGERATION' and the local time '11:23a Local'. It shows call status: '1 Undelivered', '3 Delivered', and '1 In Progress'. The call details include: '01 This Is An Auto Copy Account For Cool Temp Refrigeration', 'Deliver All Calls:', 'From 8am-8pm: Robert E/M', and 'From 8pm-8am: If No Ans at Res Page Robert & Mickey'. The caller information is: 'CALLER [Bill Kenney]', 'CO [General Supply Company]', 'PH < -314-555-1111#> EXT 1', and 'RE [Delivery for this afternoon]'. The call was taken on '29-MAY-06 11:19 AM' by operator 'SYS'. The interface also shows 'Undelivered Msgs' for 'Robert' with status 'P'. At the bottom, there is a summary of work: '1 INCOMPLETE', '1 PENDING PAGE', and '1 REMINDER'. The status bar shows 'SYS Standby' and 'OUR 29-May-06 11:23A'. A vertical sidebar on the right contains 'Shortcut buttons' such as System, Queues, Search, Subs, History, Browser, Undelivr, Loc/IF, Remind, Alert, Start, Stop, Rewind, Dial, Patch, Hold, PriHold, Transfer, Clear, Stats, and On/Off.

Annotations on the left side of the screenshot include:

- Answer phrase and client time-of-day
- Account name and message status
- Information screens
- Message entry
- Page, patch and dispatch tickets
- IF's and locate instructions
- Pending work

Annotations at the bottom of the screenshot include:

- Current state information
- System call status
- Call Activity (Talk1 ...Talk4)
- Call timer
- Caller-ID and dialed number and recorder status

## Spectrum Agent gives you:

- Hypertext "point & click" information screens
- Scripted messaging
- Integrated Order Entry
- Controlled access to the web
- Seamless integration with Spectrum On-Call Scheduler, Messenger and Dealer Locate