



SAMWIN 11

ATTENDANT CONSOLE

For decades, the attendant console has been a core element of professional communication — and with samwin 11, it is more powerful than ever. Users benefit from a clearly structured, flexible interface, extensive integrations, and even fully AI-based operation. The result: measurably shorter wait times, reliably high availability, and a level of service quality that truly impresses.



Everything at a glance: Presence + Directory, intelligently connected

The attendant console becomes the central control hub for availability: presence information from your systems merges with a consolidated directory drawn from all relevant sources. This gives your operators real-time visibility into who is available, how best to route each call — and allows them to find any contact within seconds thanks to multiple search options in the web interface.

Whether calendars, PBX presence, Microsoft Teams, Microsoft Active Directory, or other external/internal sources — samwin consolidates them into a central, clear, always accessible directory.

The caller in focus — efficient, personal, at any time.

The core task of every operator is clear: connecting callers quickly, politely, and purposefully. samwin supports your teams with a clean, intuitive interface that brings together all relevant information in real time — from presence and status data to favorites, queues, and contextual details from connected systems. This enables a professional and personal interaction in every conversation.

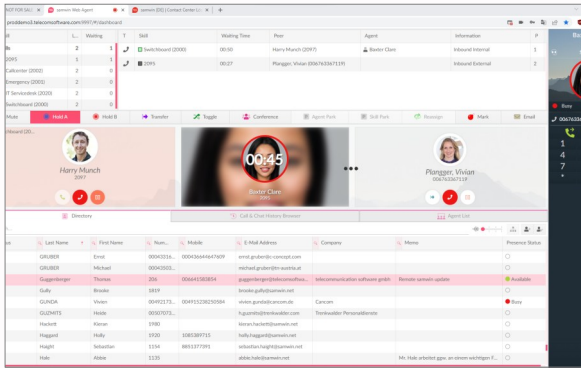
Behind the scenes, the central samwin server ensures smooth operations: intelligent distribution of incoming calls, definable overflow rules during peak times, automatic night/holiday modes, flexible user management, and meaningful reporting. Optional AI agents further reduce wait times, increase availability, and deliver a service experience that clearly stands out.



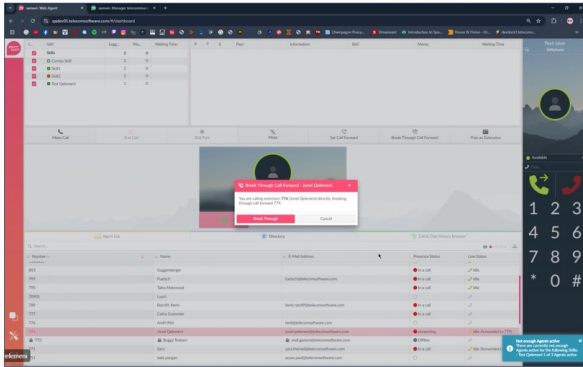


HIGHLIGHTS

- Schnelle, freundliche und zielgerichtete Vermittlung
- Fast, friendly, and targeted call routing
- Clear web-based UI with all real-time information
- Intelligent call distribution and overflow rules
- Automations such as night/holiday mode
- Centralized user and role management
- High user acceptance
- Comprehensive reporting for quality and control
- Optional: AI agent for even greater efficiency
- Support for numerous PBX platforms
- Extensive presence management
- Intelligent callbacks
- High scalability
- Platform independence
- Transfer advisor & email notifications
- Data interfaces
- Announcement management
- Multi-tenant support



Web-based user interface



Break call forwarding

Always available — even when no one is at the console

The AI-based attendant solution reliably takes over when your team is unavailable: at night, on weekends, or during short-term staffing gaps. It integrates seamlessly with existing workstations, keeps service levels stable, and ensures no call is lost. Whether used as a standalone attendant console or as an extension of the contact center — the AI agent provides an innovative and highly efficient enhancement.

Architecture that grows with you

From a single-seat installation to a distributed enterprise environment, samwin scales effortlessly — centrally or de-centrally. The flexible modular web user interface maps individual workflows and requirements with precision, creating clarity and efficiency. The result: maximum overview, fast processes, and reliable cost-effectiveness.

