

# ALCATEL 4035

Attendant station



## The Alcatel attendant console range.

Attendants, who are more renowned for providing a warm welcome, now play a crucial, proactive role as the company's central contact point. They foster a positive image of a customer-oriented company with each incoming call, guiding new customers to the appropriate department, prioritising calls and encouraging real business opportunities. Our user-friendly consoles are adapted to the specific needs of your attendants, giving them the means to provide an

unrivalled greeting service. Other applications on PC can be associated with the Alcatel 4035 (e.g. directory, Alcatel 4812).

## Attendant station Alcatel 4035

The entry range model based on a standard Reflexes™ housing, boasts a complete set of attendant services. It is highly suitable for configurations with low or medium traffic.



## Alcatel 4008 M/L console for the visually impaired

This set caters for your visually impaired attendants, providing easy access to all information provided by the display and terminal keyboard.

## Telephone services

### Making calls

- Call internal/external correspondent.
- Called set resources on no reply or busy:
  - Associate.
  - Call back.
  - DECT handset.
  - Paging (on no reply only).
  - Secretary.
  - Text (mini-messaging).
  - Voice Mail.
- Digit by digit or bloc mode dialling.
- Last number redial.
- Override:
  - On DND.
  - On unconditional forwarding and no reply.
- Store number and redial.
- Text mini-messaging.
- Text mini-messaging on display.

### Receiving calls

- Attendant specialisation.
- Display call type:
  - Automated attendant.
  - Forwarding.
  - Overflow.
- Distributed/centralised call distribution in private network.
- Manual or automatic connection.
- Multi-service call routing to defined attendant:
  - Display name of company or department for internal and ISDN external calls.
- Parallel or cyclic call distribution.

### Three party calls

- Automatic transfer.
- Broker's call.
- Charged call transfer.
- Enquiry call/cancel enquiry call.
- Transfer to:
  - Called resources.
  - Hunting group.
  - Other attendants with/without conversation.
  - Set.
  - Voice Mail.
- Transfer without supervision for internal call.
- Transfer with supervision for trunk call.
- Trunk allotting with/without barring.

### Service mode: Supplementary features

- Automatic call back on busy or no reply.
- Chained calls.
- Handset gain control.
- Record on-line on associate entity.
- Set reservation.
- Temporary appointment reminder.

### Additional feature on programmable keys

- Abbreviated dialling number.
- External call answering.
- Individual hold.
- Individual privileged call.
- Internal call answering.
- Individual camp on circuits.
- Multiple hold.
- Presentation class of traffic.

### Management services

- Charging:
  - Read charging counter (units or costs).
  - Read last category counter (units or costs).
  - Read number for charged outgoing calls.
  - Reset counter per set.
  - Reset all set counters.
- Class of service management for user set.
- Creation/modification/delete abbreviated number of common directory with name.
- Creation/modification/delete user set.
- DOD access for set management.
- Forced trunk out of service.
- Input of directory name in phone book.
- Management rights for an attendant with optional password.
- Modification of the night service set.
- Selective trunk group reservation/cancellation.
- Set/reset for all user forwarding.
- Set/reset of personal password.
- Status management for entities.
- Status management for attendant group.
- Traffic overflow activation for an attendant overflow.
- Traffic overflow threshold modification.
- Trunk group reservation:
  - Automatic programming.

### Customisation

- Date and time system.
- Display contrast.
- Individual directory.
- Language selection.
- Melody selection volume control.
- Personal password.

### Registration/deregistration DECT guest

- Charging facility.
- List of expired DECT handsets.
- Registration/modification of name and surname.
- Registration/modification of barring class of service.
- Registration/modification of expiry date.
- Registration of IPUI-N DECT terminal.

### Alcatel 4035 layout and specific services

- 7 fixed keys, 1 navigator, 5 softkeys, alphanumeric key board.
- 24 programmable keys.
- 60 additional programmable keys.
- Connection on one telephone pair.
- Display 2x40 characters.
- Optional DATA: V24 or S0.
- Personal directory of 40 names.
- Remote power supply.

### Alcatel 4008 M/L layout and specific services

- 7 volt power supply from 220 V mains unit.
- 16-keys telephone keypad.
- 20-characters LCD display (4008L).
- Alcatel 4035 connection socket.
- CLIO-interACTIVE™ keyboard with 27 softkeys (4008L).
- "Display" pad with 20/24 touch readable characters with eight pistons per character.
- Extended braille keyboard.
- Loudspeaker with volume control.
- On-line control keyboard.
- PC socket (4008L).

