

A close-up photograph of a person's hand, wearing a blue and white plaid shirt, touching the screen of a tablet. The background is a soft-focus indoor setting with a plant and a lamp. A vertical teal line is on the left side of the image.

# Softphone

dstny

# A phone in your PC or Mac with great sound quality

By allowing your computer to become a phone you get an easy all-in-one solution with great sound quality.

## THE BENEFITS OF SOFTPHONE

The Softphone makes both internal and external communication easier. You always see if colleagues are available or not and can thus respond to those who contact you very effectively and professionally. The smart features strengthen internal collaboration at the company, making everyday life a little easier and more fun.

## BECOME A FULLY-FLEDGED OPERATOR IN 10 MINUTES

The Softphone is perhaps the world's easiest telephony application to learn. You don't need to go on a two-day course to get started. It takes no more than 10 minutes to learn the features an agent needs to know to manage their workday.



# Overview of the entire company

The telephone carrier gets full control of all employees, departments and features of the company using advanced solutions that are incredibly user-friendly. It's easy to search people, connect conversations and receive messages.

## **EASY TO CONNECT CALLS WITH DRAG & DROP**

We have done all we can to enable agents to connect calls with as few manoeuvres as possible. Move the conversation easily by dragging the ongoing call to the desired contact you want to connect to. You can connect both directly or guarded.

## **RESPONSE GROUPS TO SUIT ALL NEEDS**

You can easily log in and out of response groups. You'll quickly see if you and your colleagues are logged in or not. It's possible to park calls, take back calls and put a call on hold.



# Some of the smart features:

- Shortcuts to colleagues
- Graphic reference
- Connect calls
- SMS and chat function
- Move ongoing calls to mobile
- List of all calls
- Virtual voicemail

