

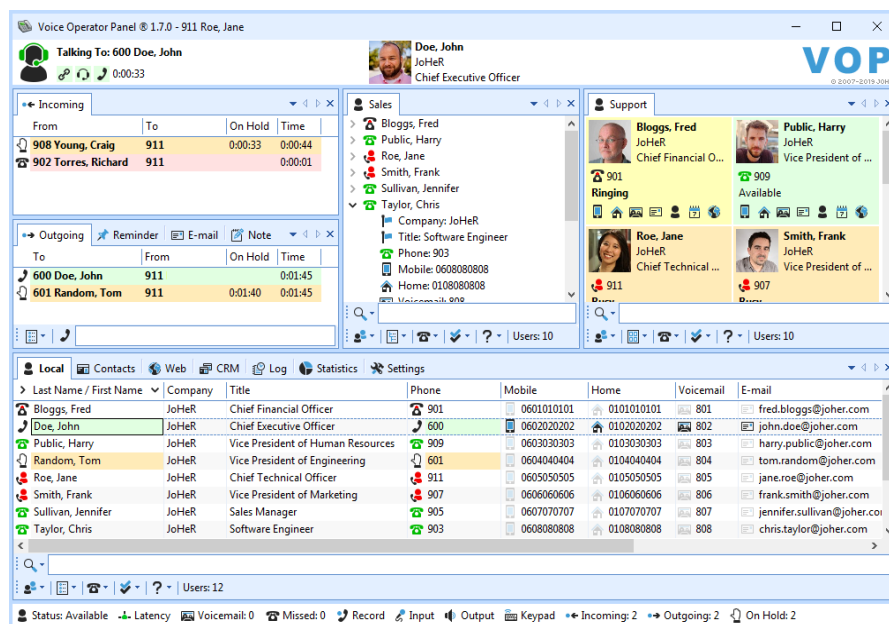
# Voice Operator Panel

Improve efficiency and customer service with a tool that helps your operators answer and transfer calls more quickly and accurately.

POPP's Voice Operator Panel is a customizable softphone application for operators and receptionists, featuring extension status monitoring and intuitive drag-and-drop call transfer.

The Voice Operator Panel app can be used with a computer and USB headset as a softphone, or connected to an IP desk phone to speak over the telephone handset or headset.

Voice Operator Panel also features integration with Microsoft® Outlook, and can be configured with windows for working in a CRM or for sending emails - all in the same screen.



Learn more at [www.voiceoperatorpanel.com](http://www.voiceoperatorpanel.com)

## Key Features

- Mouse Click to Answer, Hold, and Resume
- Extension Status Monitoring aka Presence View
- Drag & Drop Call Transfer
- Transfer to Voicemail
- Call Timer & Hold Timer Display
- Missed Call Counter
- Call History with Click-To-Callback
- Conference Calling
- Hotkey Dialing (Ctrl-Alt-C)
- Directory Search
- Microsoft® Outlook Integration
- CRM Window - Work in Browser-based CRM's
- Email Window - Send Email Within the App
- Call Intercept - Answer Any Ringing Extension
- Call Recording to Computer
- Operator Voicemail Notification
- Shortcut Voicemail Access
- Keyboard Shortcuts
- Customizable Views
- and much more!