

## Call Diverters

### Single Unit

Used for remote agent Operators on Call Centres. (Item No. 1201)

Side A is connected to the analogue call agent extension, side B to an analogue extension.

The remote agent calls the B extension number to log on.

On answer the call diverter directs the agent to enter the phone number of the phone they will use for call center operation. This can be an analogue phone, mobile phone, or digital phone as an extension of another telephone system. Once the number has been confirmed the call diverter loops the Call centre extension and the remote agent can log on.

The operation can be continuous or connected on a per call basis.

### Single Unit

(Item No. 1200)

This unit is used in situations where incoming calls are either diverted to a pre-programmed number or to give dial tone to the incoming caller to continue dialing another number.

Clear down is achieved by busy tone detection.



### 50 Line Unit

(Remote Attendant Module) (Item No. 1203)



The 50 Line (RAM) system is used for remote attendants connecting to a Call Centre. The unique quality of this system is that it does not require a dedicated line per potential Operator. This unit has common control equipment that enables operators to log on to the system using the one common log on phone number. The system then selects the next available card to connect to the calling remote operator. The Operators can log off at the end of a call or by dialing the common log on/off number. Any 50 of up to 150 standby operators can log onto the system at any one time. A unique log on code is required for each potential operator. One common Log Off code is used.