

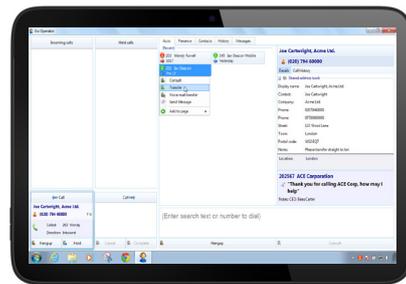
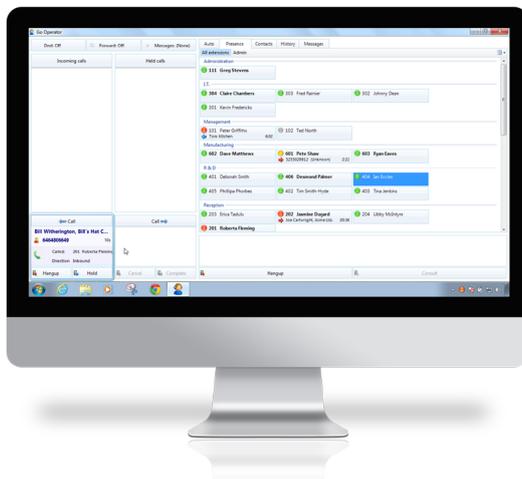


Bridge the Gap between your Customers and your Business Systems.

Simplify incoming call management to allow your employees to spend greater time with high priority callers without getting overwhelmed.

Go Operator is an entirely PC-based Attendant Client Console application designed to improve the effectiveness and speed call handling into your business.

Go Operator Dashboard



Flexible

Login from anywhere to enable phone answering duties to be spread across a geographically disperse workforce to accommodate employees' vacation, absence or work from home needs.

Smart integration

Access callers' information quickly from your business' CRM database that is synchronised directly with Go Operator.

Why Go Operator?

Seamless call control

Answer, transfer, park, hold, place calls, and more directly from the console.

Boost productivity

Enables your employees to manage inbound and outbound calls, including directory searching, dialling and contact popping.

Effective contact management

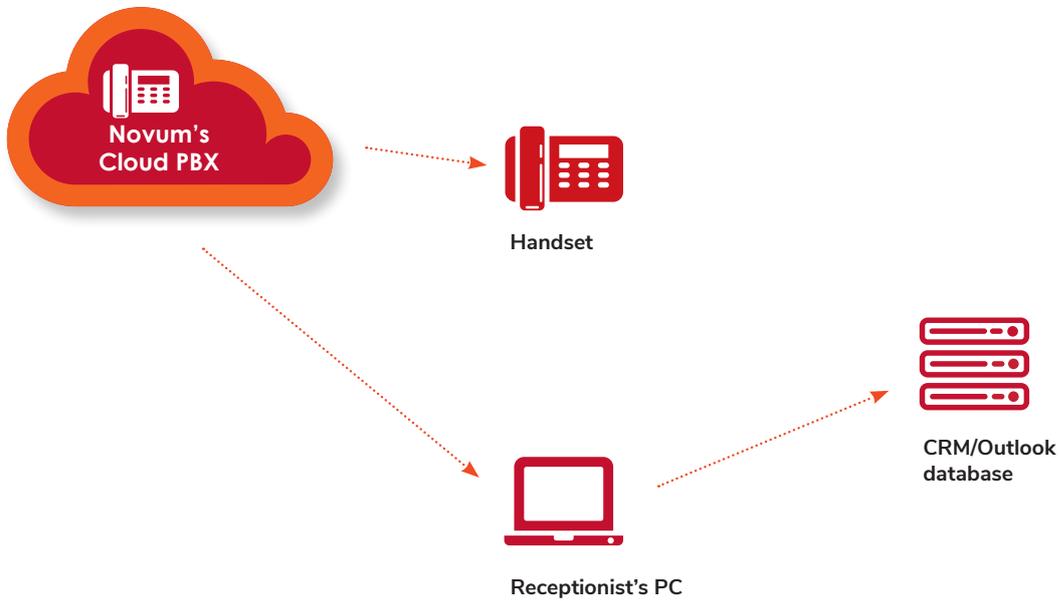
Allow your receptionists to quickly see if the call's intended recipient is on the phone and decide how to best manage the caller's expectations, and re-direct the call.

Improve customer service delivery

Simplify repetitive operations so that receptionists can answer calls quickly and professionally.



How it Works?



Go Operator Benefits



Productivity

Sophisticated call handling features make it suitable for high call volume settings, allowing receptionists to manage calls more efficiently.



Time saving

The user interface offers quick access to call handling and telephony features with customised keyboard shortcuts to turn multistep call transfer actions into a single click.



Usability

Easy to install, use and maintain.



Accessibility

Supported on Windows OS, mobile devices, desk phones, desktops and touch-screen modes.



Reduced cost of ownership

Reduce extra expenses that can be associated with expensive infrastructure costs and any dependence on cloud or premises-based servers.



Integrated functionality

Utilise features available in Go Integrator including extension status, a range of dialling and full CRM or Outlook database integration.



Key Feature Highlights

1. Operation

- ✓ Answer, transfer, hold, consult and make calls on your computer.
- ✓ View all waiting calls and answer in any order.
- ✓ Choose your preferred mode of operation — desktop or touchscreen.
- ✓ See callers' names before answering calls.

2. “Extensions” view

- ✓ Set up a personal extension tab and configure the console to present the tab when a call to selected Direct Dial-In (DDI or DID) is received.
- ✓ Check if your colleagues are available to take a call, are on a call, are set as “Do Not Disturb” (DND), or if call forward has been set.

3. “Auto” view

- ✓ Autofill the “Recent” section with a list of extensions within a department. For example, Sales department can see if colleagues are busy within their department and can decide when and if to transfer the call to an available employee.

4. Contacts

- ✓ Concurrently searches all integrated CRM address books and automatically dials from the results.
- ✓ Transfer calls to external contacts available from an integrated CRM address book.

5. History

- ✓ View call history, allowing receptionists to return calls easily.

The Novum Difference

Best user experience

We offer your business a fully integrated solution for your customer-facing teams that will help you to improve your call handling and caller's experience.

Full ownership and locally operated platform

Integrate seamlessly with Novum's Cloud PBX platform, providing your business with a customer management portal for your complete CRM integration.

Fast service delivery

We can activate and install the Go Operator software remotely on your desktop within three business days.

Guaranteed network reliability

Hosted in Australian data centres and supported by some of the world's leading infrastructure suppliers, our platform has been architected on the Broadworks carrier grade switch and has been delivered 99.999% availability since commissioning. Being locally-owned, we guarantee network reliability as well as local operational and technical support.

About Us

Novum Networks is an Australian company specialising in the delivery of secure Business Cloud PBX and IP Telephony solutions that enables our partners and customers to compete in today's digital connected economy. We provide a fully integrated portfolio of enterprise-ready communication services that are architected on our platform, using the best-of-breed technologies that are available on the market.

We foster an agile and innovative culture that allows us to fast-track development and provide our telecommunications and managed service channel partners, an alternative to the top 3 Australian carriers that utilise the Broadworks platform.