

Welcome to Fidelus Technologies a leading provider of Unified Communications and Collaboration solutions.



# Introducing Fidelus Console Operator

## Fidelus Console Overview

The Fidelus Software Engineering team works on turn-key and customized applications that streamline business process by embedding Unified Communications solutions into your operational workflow.

The *Fidelus Console: Operator (FCO)* solution is designed specifically for Cisco Unified Communications platforms and is associated with a Cisco IP Phone. This application allows operators or receptionists to quickly and easily answer calls and route them to the appropriate destination.

## Features and Benefits

- Monitor the state of all lines in the system
- Improve response times and customer satisfaction
- Easily handle many incoming calls
- Customizable view
- Drag-and-drop in the directory
- Easy to use toolbar
- Upload directory via CSV
- Does not require separate back-end server
- Functions natively with Cisco Unified Communications Manager

## Technical Requirements

- Cisco Communications Manager version 6x, 7x or 8x
- Supports Windows XP or Windows 7

## Learn More...

Discover how the Fidelus Console: Operator solution can help you more efficiently and easily manage calls while improving productivity and satisfaction. Contact us today!

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