

MiVoice 5380 Operator

The perfect assistant for small and medium-sized companies



Retaining a clear overview and connect incoming calls in the shortest possible time is a priority in Call Centers, as are small companies where several duties are carried out as well as call handling. Hence it is even more important that the switchboard functions are designed to be simple while at the same time being clearly presented and efficient. The MiVoice 5380 Operator offers full functionality for the professional handling of calls in small and medium-sized companies.

To be able to accept and connect calls in the shortest possible time while at the same time keeping an eye on the list containing the incoming calls – anyone who is assigned to handle the telephone switchboard in a company must always retain the overview. With the 5380 Operator Mitel offers a perfectly matched solution for attendant workplaces, secretariats and reception desks in small and medium-sized companies with a normal volume of telephone traffic.

Based on the popular comfort Terminal 5380, the 5380 Operator is also fast and simple to use thanks to its intuitive operator guidance. This simplifies call connection significantly.

The MiVoice 5380 Operator is available as both an IP and a digital variant and in both versions offers the complete range of functionality.

Terminal becomes Operator

In every 5380 Terminal there lurks a 5380 Operator. Adding a display extension module and programming the appropriate configuration on a MiVoice Office 400 communication system is all that is required, and the new attendant switchboard is ready to go. Naturally, all the convenience functions of the 5380 Terminal are available with the familiar clear menu guidance.

In addition to handling the incoming calls, the attendant has a separate personal telephone number that can be used for internal and external calls.



All information at a glance

The incoming calls are clearly displayed in detail on the extension display module. Using two sub-levels, additional information – name (if known), telephone number as well as date and time can be displayed.

As soon as the call is accepted, all details about the caller are available on the large telephone display. Now all the important functions can be called up directly using the intelligent «Fox key».

Up to three display extension modules can be connected to the 5380 Operator. The additional keys can be individually programmed and depending on requirements can be allocated either functions or numbers of important contacts.

Retain a clear overview

If team keys are allocated on the extension display module, the LEDs integrated in the keys indicate whether the specific employee is currently busy or free, or whether he/she has an incoming call. External calls are indicated by a red LED and internal calls by a green LED. This ensures a rapid overview.

Further information about the current status of a call is represented by icons. The symbols indicate whether a call is new, has been parked, is already connected, or whether the person is not available to take the call. This simplifies the call management significantly.

Small aid, large effect

The 5380 Operator is especially adapted to meet the requirements of an attendant switchboard in small and medium-sized companies. At the same time great care was taken to ensure that the call management could be arranged as individually as possible.

If the need arises, the call handling work can be distributed to several employees. This is practical, for example, when the call load demands that two or more employees are able to handle the calls at the same time. All operators can simultaneously access the calls, accept them and connect them. This also makes it simple to step in for each other, for example during absences due to holidays or sickness.

Where several companies work in the same premises, they can share a common attendant switchboard. Incoming calls are displayed in such a way that the attendant can answer them with the specific company name.