



Alcatel 4035 Attendant Station

Telephone attendants – who are best known for providing a warm welcome – play a crucial, proactive role as a company's central contact point. They foster a positive image of a customer-oriented company with each incoming call, guiding new customers to the appropriate department, prioritizing calls and encouraging real business opportunities.

Our user-friendly communication attendant station is adapted to the specific needs of your attendants, giving them the means to provide an unrivalled greeting service. This entry range model based on a standard Reflexes™, boasts a complete set of dedicated services for low or medium traffic configurations.

Other applications running on a PC can be associated with the Alcatel Advanced Reflexes™ or Alcatel Advanced e-Reflexes™ IP phone. Such applications can include a directory client, or a console for the visually impaired providing easy access to all information offered by the display and terminal keyboard.

Telephone services

Making calls

- Call internal/external correspondent
- Called-set resources on no reply or busy:
 - associate
 - call back
 - DECT/PWT handset
 - paging (on no reply only)
 - secretary
 - text (mini-messaging)
 - voice mail
- Digit-by-digit or block-mode dialing
- Last number redial
- Override:
 - on do not disturb (DND)
 - on unconditional forwarding and no reply
- Store number and redial
- Text mini-messaging
- Text mini-messaging on display.

Receiving calls

- Attendant specialization
- Display call type:
 - automated attendant
 - forwarding
 - overflow
- Distributed/centralized call distribution in private network
- Manual or automatic connection
- Multi-service call routing to defined attendant:
 - display name of company or department for internal and ISDN external calls
- Parallel cyclic or idle states call distribution.

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Third-party calls

- Automatic transfer
- Broker's call
- Charged call transfer
- Inquiry call/cancel inquiry call
- Transfer to:
 - called resources
 - hunting group
 - other attendants with/without conversation
 - set
 - voice mail
- Transfer without supervision for internal call
- Transfer with supervision for trunk call
- Trunk allocation with/without barring.

Service mode: additional features

- Automatic call back on busy or no reply
- Chained calls
- Handset gain control
- Record on-line on associate entity
- Set reservation
- Temporary appointment reminder.

Additional programmable key features

- Abbreviated dialing number
- External call answering
- Individual hold
- Individual privileged call
- Internal call answering
- Individual camp on circuits
- Multiple hold
- Traffic-class presentation.

Customization

- Date and time system
- Display contrast
- Individual directory
- Language selection
- Melody selection volume control
- Personal password.

Management services

- Charging (country dependent):
 - read charging counter (units or costs)
 - read last category counter (units or costs)
 - read number for charged outgoing calls
 - reset counter per set
 - reset all set counters
- User-set service management class
- Create/modify/delete abbreviated number, with name, from common directory
- Create/modify/delete user
- Direct outward dial (DOD) access for set management
- Forced trunk out of service
- Input of directory name in phone book
- Management rights for an attendant with optional password
- Modification of the night service set
- Selective trunk group reservation/cancellation
- Set/reset for all user forwarding
- Set/reset of personal password
- Status management for entities
- Status management for attendant group
- Traffic overflow activation for an attendant overflow
- Traffic overflow threshold modification
- Trunk group reservation.

Guest DECT/PWT registration/de-registration

- Charging facility
- List of expired DECT/PWT handsets
- Registration/modification of name and surname
- Registration/modification of service-class barring
- Registration/modification of expiry date
- Registration of IPUI-N DECT/PWT terminal.

ALCATEL 4035 LAYOUT AND SPECIFIC SERVICES

- 7 fixed keys, 1 navigator, 5 soft keys, alphanumeric keyboard
- 24 programmable keys
- 60 additional programmable keys
- Connection on one telephone pair or 10BT/100BT for VoIP attendant station
- 2x40-character display
- 40-name personal directory
- Remote power supply.