

# Spectrum Agent

The Spectrum Agent is the primary interface for a call attendant on the Spectrum System by Telescan. Its clean layout and crisp response will maximize the productivity of your agents.

Page	Station	Opr	Account
1	1	SYS	7813 David Smith
2	1	SYS	7815 ALL MARK SERVICE INC.
3	1	SYS	7836 New Light Innovations

Answer phrase and client time-of-day

Account name and message status

Alerts and information screens

The screenshot shows the Spectrum Agent interface with the following elements:

- System Status:** A window at the top right showing a table of call activity.
- Main Interface:** A large window titled "Telescan Sales and Service, How may I help you?" with a date and time display "Wed 07:54p Local".
- Message List:** A list of undelivered messages with details like "PRESCRIPTION", "TRIAGE", and "APPOINTMENT".
- Message Entry:** A detailed view of a message entry with fields for "FIRST", "LAST", "DOB", "MD", "PHONE", etc.
- Call Timer:** A section at the bottom showing "2 Available Calls" and a "Call timer" with "00:05" displayed.
- System Call Status:** A section showing "HOLD" and "RING" buttons.
- Recorder Status:** A section showing "SYS REVIEWING PAGE" and "OUR 2-Sep-09 7:54P".
- Shortcut Buttons:** A vertical column of buttons on the right side, including "System", "Queue", "Search", "Sub", "History", "Browser", "Undeliv", "Loc/IP", "Ramed", "Alert", "Start", "Stop", "Repeat", "Dial", "Patch", "Hold", "Pinhold", "Transfer", "Clear", "Stats", and "On/Off".

Pending work

IF's and locate instructions

Message entry

Page, patch and dispatch tickets

Current state information

System call status

Call Activity (Talk 1 ...Talk4)

Call timer

Caller-ID and dialed number

Recorder status

## Spectrum Agent gives you:

- Hypertext "point & click" information screens
- Scripted messaging
- Controlled access to the Web
- Seamless integration with Spectrum On-Call Scheduler and Messenger