

# FREQUENCY OPERATOR



**FREQUENCY OPERATOR**, by Percipia, allows you to view specific activity on your PBX, such as who is on a call, length of calls, which calls are on hold, calls in queue, and much more. Through your web browser, you have the power to control, listen/whisper, monitor, and transfer phone call activity.

Whether you're a receptionist, supervising a call center, or an end user, Frequency Operator has features that will boost efficiency and keep you organized.

This web-based software is ideal for virtual call centers. It is accessible via individual user logins, with an administrator controlling permissions for each user. In addition, it allows for multiple plugins, enabling you to customize/expand Frequency Operator to suit your needs.

## FEATURES

- Transfer
- Record calls
- Listen & Whisper
- Manage/listen to voicemail
- Visual Phonebook
- Caller ID & Timer
- Call history
- View held calls & presence information
- Mute/Unmute member
- Invite external numbers
- Pickup parked calls
- Privacy option

