

Attendant Console

for Microsoft Teams



User Help

Quick Start Guide

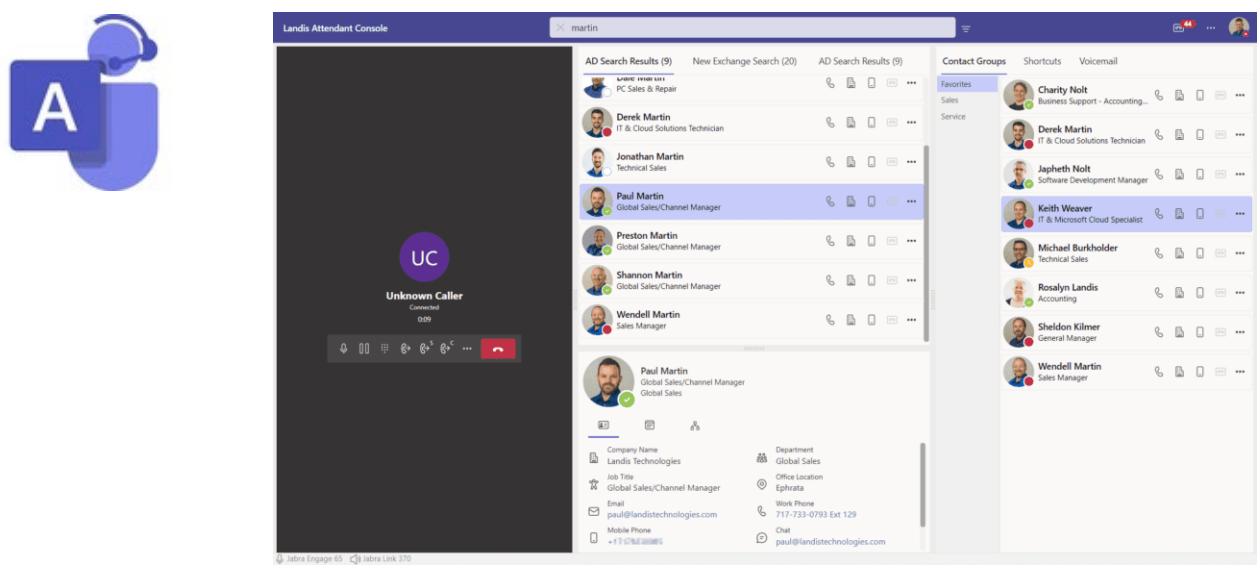


MOMENTUM

Powered by

Landis

Introduction



The Landis Attendant Console for Microsoft Teams is an attendant console soft-client endpoint add-on for Microsoft Teams environments that allows efficient call handling for Receptionist users. *Windows 10+ and Microsoft Teams are required.*

The Landis Attendant Console application for Microsoft Teams users has the following features:

- A client optimized for handling multiple voice calls efficiently and quickly, especially transferring calls
- Common, everyday tasks should be efficient
- Easily search and access a large amount of contacts plus a quick overview of their status
- Easily see caller context
- Provides ability to tailor receptionist experience, customize to fit needs

Attendant Console Basics

Desktop App Minimum Requirements

The Windows PC will need:

Component	Minimum Requirement
Operating System	Windows 10 or 11
Processor	Dual core 1.1 GHz or faster
Hard Disk	2 GB of available space
Memory Devices	8 GB RAM
	Teams certified audio device

Application Service Information

App Service Data Handling, Security, Compliance, Privacy & Identity Information.

The information on this page is based on a self-assessment report provided by the app developer on the security, compliance, and data handling practices followed by this app. Note: The information here is provided on a ‘best effort’ basis.

General Vendor Information

Landis Technologies:

URL of Partner website:	https://landistechnologies.com/
URL of Privacy Policy	https://landistechnologies.com/legal/
URL of Terms of Use	https://cc.docs.landis.cloud/appendix/terms
URL of AC Section:	https://landistechnologies.com/microsoft-teams-attendant-console/

Full Attendant Console documentation from the vendor can be found [HERE](#).

For helpful links to specific resources and information - see below:

Daily Usage Information

- [Layout](#)
- [Notifications](#)
- [Teams Presence](#)
- [Teams Status Message](#)
- [Call Handling](#)
- [Search for Contacts](#)
- [Contacts](#)
- [Contact Groups](#)
- [Call Details](#)
- [Call History](#)
- [Voicemail](#)
- [Contact Card](#)
- [Click to Dial](#)

Settings Information

- [General](#)
- [Search](#)
- [Contacts](#)
- [Caller Info](#)
- [Transfer](#)
- [Devices](#)
- [Layout](#)
- [Keyboard Shortcuts](#)
- [Quick Access Shortcuts](#)
- [Connectors](#)
- [Permissions](#)
- [AI Prompts](#)
- [Advanced](#)

Appendix Information

- [Advanced Settings](#)
- [App Service Information](#)
- [Attendant Pro Comparison](#)
- [Custom Layout](#)
- [Desktop App Antivirus Exclusions](#)
- [Desktop App / Browser Feature Comparison](#)
- [Desktop App Minimum Requirements](#)
- [Enable Chat Consult Transfer](#)
- [External Search](#)
- [Integration Permissions](#)
- [Known Limitations](#)
- [Network Recommendations](#)
- [Restricting Application Access](#)
- [Supported Audio Devices](#)
- [Supported Browsers](#)
- [USB Audio Device Call Control Buttons \(Preview\)](#)
- [Feature States](#)
- [Release Notes](#)

Feature Highlights Information

- [Chat Callback Reminder](#)
- [Call User Quick Access Shortcut](#)
- [Teams Queues Sign In/Out](#)
- [Dark Mode](#)
- [Hold Alerts](#)

What's New?

- [What's New in Attendant Console](#)

Support Knowledge Base

- <https://support.landis.cloud/support/home>
- <https://support.landis.cloud/support/solutions>