



edgeOPERATOR

A Sophisticated Receptionist/Call Center Console for edgeBOX™



Full-Featured receptionist console for the PC

Real-time overview of the entire phone system

Call Parking, Queuing, Seamless PBX Control

Easy to learn and easier to use



edgeOPERATOR

Ensure that all calls are answered promptly, and deliver your customers a great experience

Get the Big-Business Edge



Fully leverage the voice capabilities of the edgeBOX™ with the edgeOPERATOR™ and its friendly interface

- Screen Customer Calls, Switchboard, Click to Call
- Call Queues, Call Parking, Conferencing
- Call History, Logs
- Call Recording & Monitoring, Visual Voicemail
- True Integration with MS Outlook
- Remote Management
- Mailbox and Voicemail Management
- Blind or Assisted Transfer

... and a lot more!

Critical Links is a global provider of converged voice, data and IT solutions for Small and Medium Businesses (SMBs) that dramatically simplify and cost-reduce by consolidating over a single scalable and fault-tolerant platform. Critical Links' flagship product, the edgeBOX™ is an award winning multi-function gateway appliance that includes VOIP/IP-PBX, VPNs, security, NAC, QoS and a Wi-Fi access point as well as a fax-server, web server, e-mail server, print server and data storage; it is available on a range of hardware platforms that support up to 300 users, with different form factors and a host of broadband interfaces such as BRI/PRI(T1/E1), FXO/FXS, Ethernet, etc. Critical Links typically serves SMBs through a global network of VARs, System Integrators, OEMs and Service Providers.



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