



## TeleCall Message Center

### Features and Benefits:

1. Improved caller experience
2. Increased operator efficiency
3. Reduced caller wait time
4. Faster call handling
5. More accurate call handling
6. Faster information access
7. Professional appearance
8. Fast Return-On-Investment
9. Reduced training time

TeleCall Message Center has been the Office Business Center receptionist product-of-choice for over 15 years. Our latest version builds upon that proven reliability with over 50 new innovative features.

Telecall Message Center had been designed from the ground up for speed and reliability. Frequently used features require only a single click to access. Functions can also be custom configured to meet specific customer needs.

Providing an integrated call answering solution, TeleCall Message Center accelerates receptionist call handling and reduces repetitive tasks to a simple click of the mouse.

Receptionists quickly learn to handle all call functions from the friendly user interface and have easy access to all client and staff information.

When an incoming call rings the receptionist's telephone, TeleCall Message Center will provide an instant 'Screen Pop' of information about the call. This Screen Pop can include the called person's name, co./dept. name, whereabouts, extension, fax, and emergency numbers, as well as a list of other people who work for that company or department. This info can be very useful when handling calls for individuals who are out of the office. A website window is provided for quick access to internet or intranet pages for scheduling or information look-up.



Our automatic database backup feature ensures that you always have a working copy of your client database.

TeleCall Message Center has been enhanced with dozens of new features. Please see the back of this flyer for a list of just a few of them.

TeleCall Message Center is available for Nortel CS1000, Meridian 1, Succession, and the Avaya Definity, Call Manager, Aura line of PBX systems.

# What's new in this version of TeleCall?



Text messages can be easily sent to email, fax, pagers, SMS devices etc. Enhanced scheduling for conference rooms.

Message Indications for both individuals and companies.

Administrative Assists can be easily logged, timed and reported.

Reminders can be quickly set (2 clicks) without using the calendar control.

New InfoPlus tab provides display of even more client information.

Quick access to all client database fields without using Edit screen.

More control over which fields a user is allowed to edit/modify.

All client database edits can be logged to a history file.

Control over which database fields display on the main screen.

Timers display ring time, talk time, and hold time for each call.

Call waiting timer displays the wait time for calls in queue.

WYSIWYG Client Database Reports and Client Export utility.

Logins window allows you to view all users currently logged in.

Answer Priority allows supervisors to receive calls if all users are busy.

Call Park window displays all parked calls and allows park retrieval.

Quickly return to an unfinished main screen edit using the 'Call Log' tab.

Edit screen now supports advanced searching and sorting on any field.

Hotlinks to frequently used documents, applications and websites.

Title bar displays the receptionist currently logged in.

Thumbnail pictures now support .BMP, .JPG, or .GIF files.

Customizable text colors, fonts, bold, italic, and font sizes.

Resizable panels allow shrinking unused panels or expanding others.

Customizable field labels for many text fields.

Custom Right-Click Whereabouts menu for common where text phrases.

Extension drop-down list can now be modified via the main screen.

Website tab provides display of inter/intranet pages for scheduling/lookup.

Calendar Tab provides MS Outlook style calendar and reminders.

Custom call handling buttons can be scripted for custom functions.

Sending of broadcast emails, faxes and pages is now supported.

....and much much more!

TeleCall Message Center has been designed to incorporate all common call handling functions on the main screen.

Information fields are populated automatically when an incoming call is presented.

Field names can be customized to meet specific customer needs.

Call Control functions can be customized to meet specific customer needs.

TCReports - TeleCall Message Center's Management Reports Module (optional) provides information about receptionist call handling and statistics.

TCEmail - TeleCall Message Center's email interface option allows individuals to update their whereabouts status from PCs, laptops, wireless PDAs or mobile devices.

TeleCall Message Center's proprietary 'Native Mode' PBX interface is the fastest, most reliable interface available.

PictureWindow Software's Zero Administration Philosophy drives our products to virtually maintain themselves.

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