

PictureWindow Software LLC

General Business Solutions



TeleConnect 3

Features and Benefits:

1. Improved client satisfaction
2. Increased 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
10. View client Busy/Idle status
11. Track client "Whereabouts"

Often your customer's first contact with your company is via the receptionist. A professional first impression is critical. With TeleConnect you can throw away those paper directories. Information access and call handling are fast and effortless, making the right impression with your potential clients every time.

TeleConnect's 'Screen Selectors' allow users to quickly change the current view from the default database view to 'Company' or 'Personal' schedule view (MS Outlook style), web access 'Internet' view, or the optional 'Supervisor' view.

TeleConnect is PictureWindow Software's PC console solution for general business. Based on our proven 'TeleCall™ Engine', TeleConnect provides a fast reliable PBX integration with point-and-click ease of use.

Users can quickly search, view and dial names from existing customer or employee directories with a simple mouse click or key press.

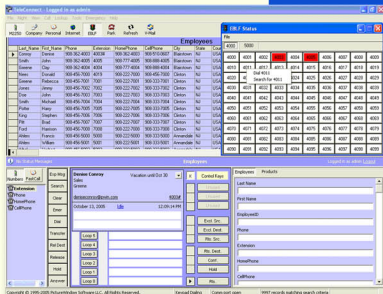
Another TeleConnect advantage is its ability to connect to multiple ODBC database files. ODBC (Open Database Connectivity) allows access to virtually any popular database format. This means that there is no re-typing or database exporting required for your existing databases to work with TeleConnect.

TeleConnect allows receptionists to search for employees or contacts quickly using any of several search fields so that finding the person to call never results in a slow-down.

Request a 60 day trial copy today to see how PictureWindow Software's TeleConnect can create a great first impression for your company.

TeleConnect is available for Nortel Networks Meridian 1 and CS-1000 PBXs.

...Coming soon to the Avaya Definity line of PBX systems.



The screenshot shows the TeleConnect 3 interface with the following numbered callouts:

- 1:** Top navigation bar with icons for M2250, Company, Personal, Internet, EBLF, Park, Refresh, and V-Mail.
- 2:** The 'Employees' table, which lists staff members with columns for Last Name, First Name, Phone, Extension, HomePhone, CellPhone, City, State, and Country.
- 3:** The 'Extension' menu on the left, including options for Phone, HomePhone, and CellPhone.
- 4:** The 'Call Display Panel' for Denise Conroy, showing contact information like email (deniseconroy@pwin.com) and phone number (4003#).
- 5:** The 'Database Selectors' area, which includes 'Employees' and 'Products' tabs.
- 6:** The 'Call Control Panel' on the right, featuring buttons for 'Used', 'Excl. Src.', 'Excl. Dest.', 'Rts. Src.', 'Rts. Dest.', 'Conf.', 'Hold', and 'Rts.'.
- 7:** The 'Search Panel' in the right-hand section, with fields for Last Name and First Name.
- 8:** The 'Loop/Line Panel' at the bottom left, showing status for Loop 5, Loop 4, Loop 3, Loop 2, Loop 1, and Loop 0.
- 9:** The 'Custom Feature Panel' at the bottom right, with buttons for 'Rts.' and 'Rts. Dest.'.
- 10:** The 'Busy/Idle Grid' at the top right, displaying a grid of status indicators for various phone numbers (e.g., 4000, 4001, 4002).

TeleConnect 3 Screen Layout

1. Screen Selectors - provides optional screen views or activates Enhanced Busy Lamp (EBLF), Smart Park or 'one' touch to voicemail.
2. Current Database Panel - displays the current database entries.
3. Dialable Numbers Panel - click one of these to call the current person selected.
4. Call Display Panel - displays info details of the current record selected.
5. Database Selectors - click here to select the database to view.
6. Call Control Panel - contains call control function keys...answer, hold, etc.
7. Search Panel - used to search for an employee/contact by name, extension, etc.
8. Loop/Line Panel - displays the status of each dialable loop/line on the telephone.
9. Custom Feature Panel - custom phone or autodial keys can be defined here.
10. Busy/Idle Grid - optional feature to provide busy/idle status and direct station select.