

PictureWindow Software LLC Office Business Center Solutions



TeleCall Message Center 2006

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

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 will include the called person's name, company name, whereabouts, extension, fax, and emergency numbers, as well as information concerning other people who work for that company. This 'Other Company Extension' info can be very useful when handling calls for clients who are out of the office. A client website window is provided for quick access to client company information.

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.



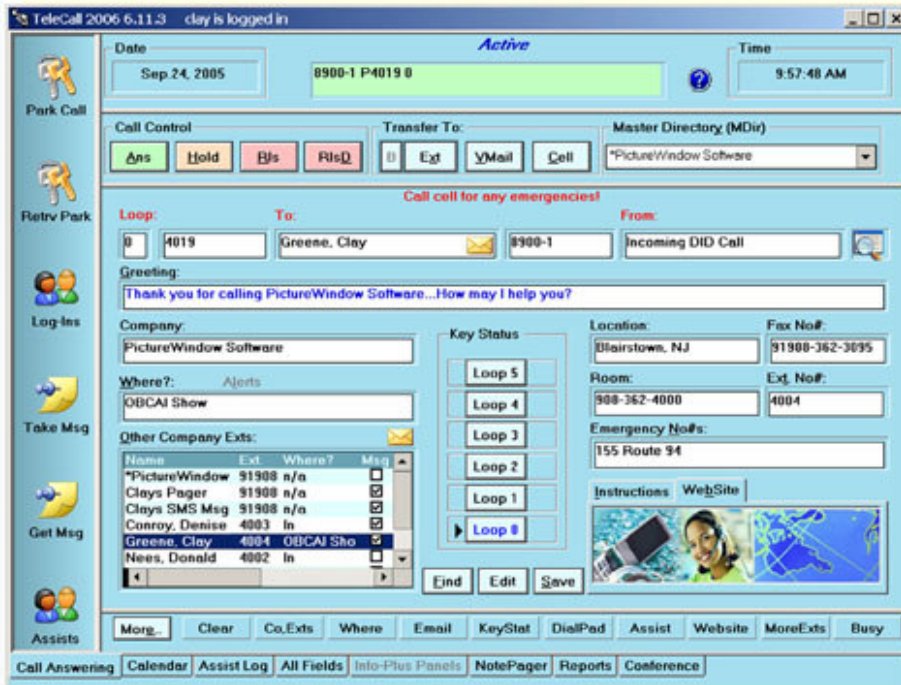
Our automatic database backup feature ensures that you always have a working copy of your client database.

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.

Features and Benefits:

1. Improved client satisfaction
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

What's new in TeleCall Version 2006?



Text messages can be easily sent to email, fax, pagers, SMS devices etc. Enhanced scheduling for conference rooms and even all clients if needed. 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. Integrated reporting module. 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. Client thumbnail picture now supports .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. Extension DN drop-down list can now be modified via the main screen. New Website tab provides automatic display of client's website. 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. Enhanced BLF feature no longer requires a BLF server PC. HotLink function allows voice calls to be recorded (requires interface).and much much more!

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

Client 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 provides detailed information about receptionist call handling and statistics.

TCEmail - TeleCall Message Center's email interface allows clients to update their whereabouts status automatically from PCs, laptops and wireless PDAs or telephones.

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.

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