



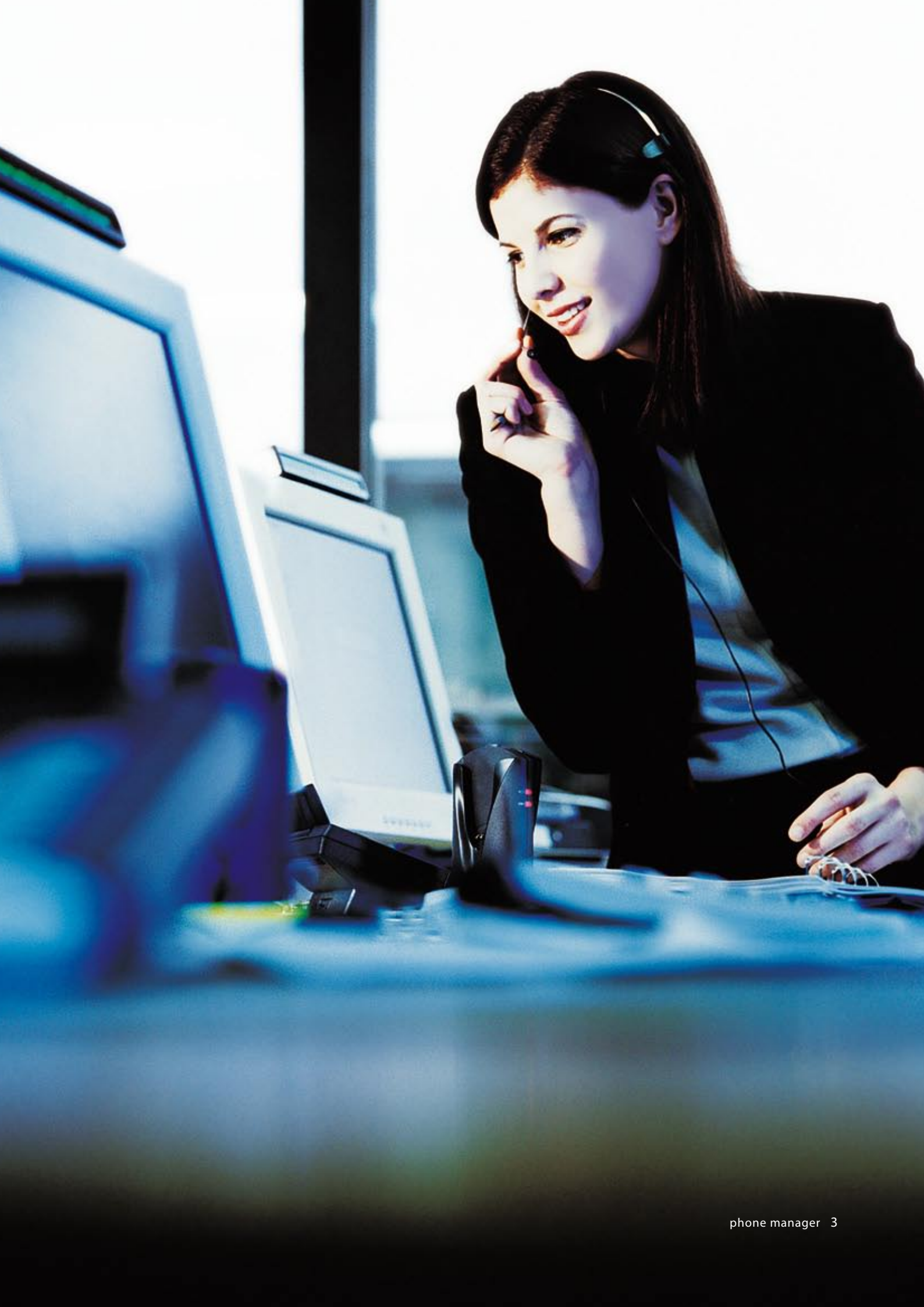
phonemanager

phonermanager

Phone Manager takes computer telephony integration to the next level, bringing the powerful features of the Inter-Tel communications systems straight to your PC desktop. The screen based presentation delivers a wealth of information that helps you and your company communicate more effectively.

Phone Manager has three separate versions, each designed to meet the varying needs of individuals within your organisation. See the specification of the versions on the following pages to see which is right for you.

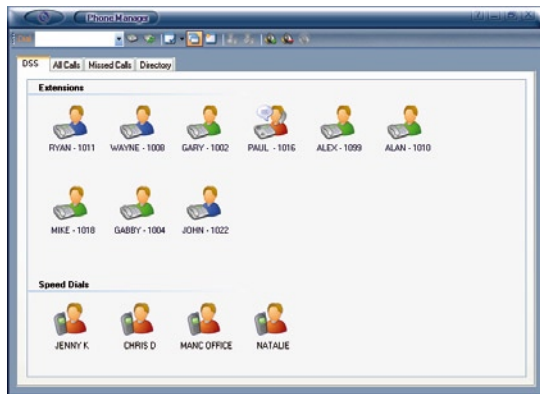




phonemanager standard

DSS Console

At the heart of Phone Manager lies the DSS console. From here, you can see if your colleagues are free to answer calls, on the phone, away from their desk or in 'Do Not Disturb' (DND). Icons representing extensions of the telephone system can be added to the console, in addition to personal and system speed dials. When an extension becomes busy, the associated icon will change to red to reflect the change in realtime.



see the status of various endpoint at a glance

Similarly, when the extension is set to DND, the icon will turn blue.

If you need to make a call to a colleague, double-clicking an icon makes a call to that extension instantly.

The console can be viewed in a variety of formats to suit the tastes and needs of each user.

Items can also be arranged in user-defined

groups to make navigation easier when dealing with high numbers of DSS items. You can even swap the default icons for your own custom images, such as passport photos of each person.

Quick Dial Hot Key

Phone Manager features a quick dial function which lets you highlight a telephone number in any software application (eg. your favourite web browser) and then press a user-defined hot key to dial that number from your telephone. This reduces the amount of time taken to make a call considerably and prevents the user from misdialling numbers they are reading from a computer screen.

Call Banner

Residing discreetly at the side of the screen, the Call Banner slides open when a call is active to display information about the current call(s). The Call Banner shows information such as the name and telephone number of the person on the other end of the line, and (if relevant) which hunt group the call came in from.

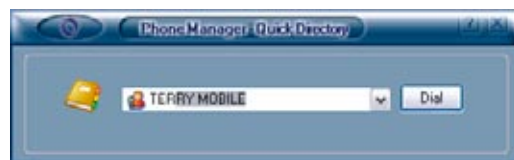


the call banner slides out when a call is in progress

Additionally, current calls can be controlled by a series of buttons on the Call Banner. Calls can be accepted or rejected, held or retrieved, transferred to a different extension or added to your personal directory, all via these buttons.

Contacts Directory

Phone Manager's integrated directory helps you centralise your contacts, storing all the Inter-Tel system speed dial and extension numbers and allowing you to add your own personal contacts. Rapid access to this database is provided via the Quick Directory. Start typing in the Quick Directory and Phone Manager will locate a matching entry as you type. This means that you only have to type a few characters in order to find the person you are looking for.



the quick directory searches for contacts as you type

phonenumber standard

Call History

Keeping track of your calls is made simple by the Phone Manager desktop console. This console lists all your previous calls (including missed calls), displaying a wide variety of data about each call such as date, time, call duration and caller ID, to name but a few.

Call history can be sorted by any chosen field and numbers can be re-dialled at the press of a button.

If you have Xarios Call Recorder running, the Call History window will also provide shortcuts to any available call recordings, making it even easier to retrieve and playback a conversation.



Direction	Caller ID	Speed Dial	Date	Start Time	Duration	Dial
	9952961	Jean Grey	05 July 2007	09:05:14	30:00:08	
	1201	John Jackson	04 July 2007	12:30:16	30:00:30	
	9953466	Scott Summers	04 July 2007	10:56:30	30:00:09	
	9959843	Jack Johnson	03 July 2007	16:06:28	30:00:57	
	1221	Fred Bob	03 July 2007	14:42:21	30:00:09	
	1220	Bill Simpson	03 July 2007	13:02:55	30:00:12	
	1221	Fred Bob	03 July 2007	13:02:41	30:00:14	
	1220	Bill Simpson	03 July 2007	12:50:10	30:00:01	
	1220	Bill Simpson	03 July 2007	12:49:31	30:00:09	
	9957767	Anna Marie	25 June 2007	11:18:00	30:03:30	
	9952961	Jean Grey	25 June 2007	11:17:45	30:00:01	
	9957013	James Howlett	22 June 2007	14:57:40	30:00:33	

view up to 1000 previous calls from the call history window

Keypad Control

The CTI integration provided by Phone Manager Standard gives you control over your Inter-Tel keypad from the desktop of your PC. You can place your associated keypad in and out of DND mode to ensure that your colleagues know when you are busy. Custom or pre-defined DND messages can also be set to inform co-workers when you are likely to be free again.

You can also use Phone Manager to set your phone to forward calls to the destination of your choice.

You can choose to forward calls always, only when you are busy, or when you do not answer.



phonemanager professional

Phone Manager Professional adds a host of additional features to the Standard version, designed for businesses where telephony is a keystone of their operations.

View Agents

The Professional version of Phone Manager allows you to view Hot Desking users (known as agents) on the DSS console, in addition to extensions and speed dials. This is essential for keeping track of staff who may not always be at the same desk (home workers for example).



Macro Support

Macro support enables you to create customised actions and control third-party applications. Written in VBScript or JScript, they can be initialised by call events, via hot keys or from the Button Toolbar (*see below*).



the button toolbar is fully customisable

Button Toolbar

Commonly performed tasks can be repeated with ease via the Button Toolbar. Buttons can be created to log in and out of hunt groups, make calls to pre-assigned numbers, set account codes, trigger macro scripts and much more.

Development Controls

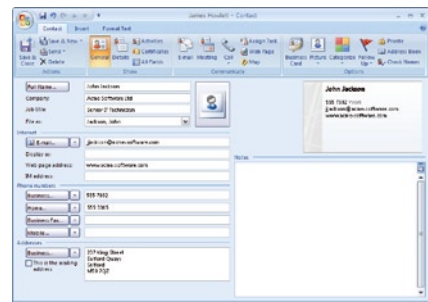
For a completely integrated solution, the Phone Manager Professional licence provides customers who develop their own applications or web pages with direct control of the telephone system via the Phone Manager ActiveX and .NET DLL development tools. By integrating these tools directly into an application, telephony interaction can be linked seamlessly with a users normal workflow.

Application Integration

Phone Manager Professional integrates with a variety of office applications such as Microsoft® Outlook®, Act and Goldmine. Integration allows you to get the most out of your existing software and further improve the workflow of your staff. See www.xarios.com for application integration compatibility.

Screen Popping

By enabling this feature, calls at your endpoint will trigger your preferred database application to launch a window displaying all the information it has about the current caller. This feature is invaluable for inbound call environments where staff require fast access to customer data.



screen-pop customer details

Synchronisation

Phone Manager Professional can synchronise data between itself and other applications of your preference. For example if you are using Outlook®, events in your Outlook® calendar will cause Phone Manager to put you in DND mode when the event begins, and reset when it is scheduled to end. Call history can be synchronised if you wish to log your calls externally. Users of Microsoft® Live Communications Server can also synchronise their DSS status with their Live Communications status.

SMS Messaging

Phone Manager Professional gives you the ability to send SMS messages to mobile devices directly from your PC desktop. This feature may require additional hardware.

phonestruct team leader

Aimed at call centre supervisors, Phone Manager Team Leader adds a tightly integrated call management solution, enabling supervisors to manage their staff in a variety of ways.

Total Control

With Phone Manager Team Leader you have total control of all items on the DSS. You can change the status of your agents by remotely logging them in and out of hunt groups. You can also change both the DND and forward status of DSS items.



remotely log agents in and out of hunt groups

Silent Monitor

As a team leader, you can listen in to an agent's calls at any time. If you need to take action whilst a call is in progress, you can send a message to the display of the agent's phone, enter the conversation or even steal the call completely.



View Hunt Groups & Queuing Calls

Hunt groups are an essential part of any call centre, and Phone Manager Team Leader allows you to keep track of your hunt groups with ease. When a hunt group has calls queuing, the associated icon will turn red and (in tile or details view) will show you the number of calls waiting. This real-time information stream enables supervisors to react quickly to changing call traffic, ensuring staff are always deployed effectively.



version comparison

Feature	Standard	Professional	Team Leader
Extension based console	✓	✓	✓
Speed dials - system & personal	✓	✓	✓
Agent based console	-	✓	✓
Hunt group based console	-	-	✓
DSS Item Limit	50	100	250
Global ACD, DND and forward control	-	-	✓
Silent monitoring	-	-	✓
SMS messaging	-	✓	✓
Call banner	✓	✓	✓
Quick dial directory	✓	✓	✓
Application hot keys	-	✓	✓
Call history	✓	✓	✓
Do Not Disturb control	✓	✓	✓
Forward state control	✓	✓	✓
Personal ACD agent status	-	✓	✓
Auto login/logout on startup/shutdown	-	✓	✓
TAPI interface	-	✓	✓
Application Integration	*	*	*
Macro support	-	✓	✓
Button toolbar	-	✓	✓
Button limit	-	50	100
Development controls (.NET / VB)	-	✓	✓
Xarios Call Recorder, Dialler and Web Callback integration	-	✓	✓

** See Phone Manager Application Integration brochure for details*



Client PC Requirements

Microsoft Windows XP Professional, Windows 2000 Professional (SP4) or Windows 2003 Server. Intel P4 or equivalent processor, 256 MB RAM, Network Interface Card, Microsoft .NET Framework 2.0 and Windows Installer 3.0.

Inter-Tel System Requirements

System OAI Events and Third-Party Call Control.
CT Gateway required for multi-node environments.

Some features require specific Axxess/5000 series versions; please check compatibility list.
Future product releases and applications are subject to availability and cost.
Specifications are subject to change without notice.
Some features may require additional hardware and/or software.
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