Teleservices CallManager™

Description

The Teleservices CallManager™ application is screen-based software that assists with call management functions. It links your desktop applications and the telephone using standard Telephone Application Programming Interfaces (TAPIs) and helps improve your productivity by letting you:

- Visually manage your calls from the PC.

- Access incoming and outgoing call history.

- Dial from the other Windows and Web applications.

Value description

The Teleservices CallManager solution integrates an organization's directories, email, telephone systems, and PC-based information. It adds value in many communication transactions, resulting in efficiencies that reduce costs. To fully appreciate the real value of Teleservices CallManager integration, consider the cost impact of:

- Improving the chances of not missing important calls

- Finding and directing someone to the right address (email, telephone, etc.) in the organization

- Saving time — estimated total of 49.5 minutes per day — by minimizing the time lost to incorrect connections via telephone or email.

All these communication transactions occur many times a day. The Teleservices CallManager provides the tools to improve the efficiencies of these transactions.

Features

Visual call handling and click and drop
Visually manage your calls right from the PC and see the caller details before you answer the call. You can handle multiple calls and setup transfers and conferences by dragging and dropping names from the phone books.

Company and Internet directories
Search and locate people from Lightweight Directory Access Protocol (LDAP) directories, such as Lotus Notes. If you do not have an email address or a number, you can search in the public directories, which can be downloaded to your PC. Highlight the entry and simply click to dial or drag and drop it over the call appearance. Send email to internal telephony and database functions with Object Linking and Embedding (OLE) Automation. With these you can access other Windows applications and data as a part of your call.

Record calling history
All incoming and outgoing calls are logged, allowing you to review the history of previous calls, click to call back unanswered calls, and keep call notes online.

Shortcuts and statistics
Access call activity summaries, and create speed-dial settings. Get a time stamp to record the time of the call. Create shortcuts for frequently dialed numbers and features, Windows applications, Web sites, and macros used to facilitate call handling.

Desktop integration and computer-telephony intregration (CTI)

Dial from any Windows application, import data from any Open Database Connectivity (ODBC) database, and build scripts to tightly integrate with desktop applications. You can keep complete contact information at your fingertips in the Teleservices CallManager™ phone books — including multiple numbers, email and postal addresses, notes, and photo images. You can use this information for calling, sending email, or printing envelopes or labels. The CallManager keeps track of all calling activity and makes it available for review while on or before a call.

Personal phone books

Manage personal contact information (number storage, auto-dial, print labels, and personal or shared directories). A detail window can pop up to show an incoming caller's details.

Connectivity requirements

ISDN Next Generation 85xx voice/data services phone via a I2022 with voice data and RS-232 cable.