



Net Phone

Take Control of Your Time

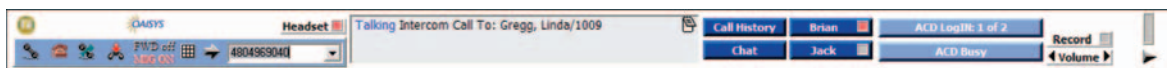
Whether used in conjunction with a traditional business telephone, an Internet Protocol (IP) business telephone or as a standalone IP softphone, OAISYS Net Phone gives individuals complete control over their communications.

Time management comes down to control. With Net Phone, individuals have control over call handling, call routing and instant messaging to colleagues. Employees are no longer limited in their knowledge of one another's availability, as Net Phone vividly displays the current status of co-workers.

Have to transfer a call? Use this knowledge to deliver callers to the most appropriate staff member based on their role and availability, ensuring callers with immediate needs are not carelessly dropped into voicemail.

Can't put the call on hold? Instant message another employee to get the answers you need without interrupting your call.

Leaving the office? Selectively forward your key customers' calls to your mobile telephone while directing all others to voicemail or an associate.



Net Phone delivers even more value, power and control to the desktop.

Net Phone Advantages

- ▶ Custom call transfer and forwarding
- ▶ Instant messaging
- ▶ Integrated calling activities with existing business software

We bring inefficiency out of activities and gain more time in the day. By converging voice and data at the point of interaction—workers' desktops—inefficient processes are transformed into models of efficiency. Using common software interfaces, Net Phone integrates calling activities with business software applications. This integration automatically delivers contact information based on an incoming call's telephone number.

Outbound calls are processed through the click of an icon or a single keystroke. Net Phone even synchronizes your telephone's status messaging and call forwarding with the calendar in Microsoft® Outlook™. Launch electronic documents, applications and web pages directly from the Net Phone interface for quick access to the most frequently used communications tools. Simplify information transfer by dragging and dropping between tools such as the call log, speed dial list, programmable buttons and Microsoft® Outlook™.

Net Phone

Building on the robust, modular OAISYS business communications suite, Net Phone delivers even more value, power and control to the desktop. Any call processed by an Interactive Voice Response (IVR) application will be accompanied by a window displaying the captured data. When using Net Phone along with OAISYS Tracer, authorized workers can activate call recording, add notes into the recording and request a copy of the recording by email. Call center employees can receive answering scripts, manage their Automatic Call Distribution (ACD) status and receive queue status notifications such as call volume and wait times.

Call center employees, knowledge workers, road warriors and remote staff members all benefit when Net Phone is deployed. Call center employees benefit from efficient processes that provide them relevant information with which to satisfy customers. Knowledge workers gain more control over their communications so they can better manage their time. When connected to the internet, road warriors combine a headset and laptop for a fully functioning telephone to handle calls, instant-message and view current availability status of other employees.

Remote staff members, such as at-home workers, integrate seamlessly into the communications network without taking possession of costly hardware or licenses (It's all controlled at a centralized server.).

When all its capabilities are factored together, OAISYS Net Phone increases efficiency in nearly every aspect of an organization's communications.

Take control over time with Net Phone.



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