

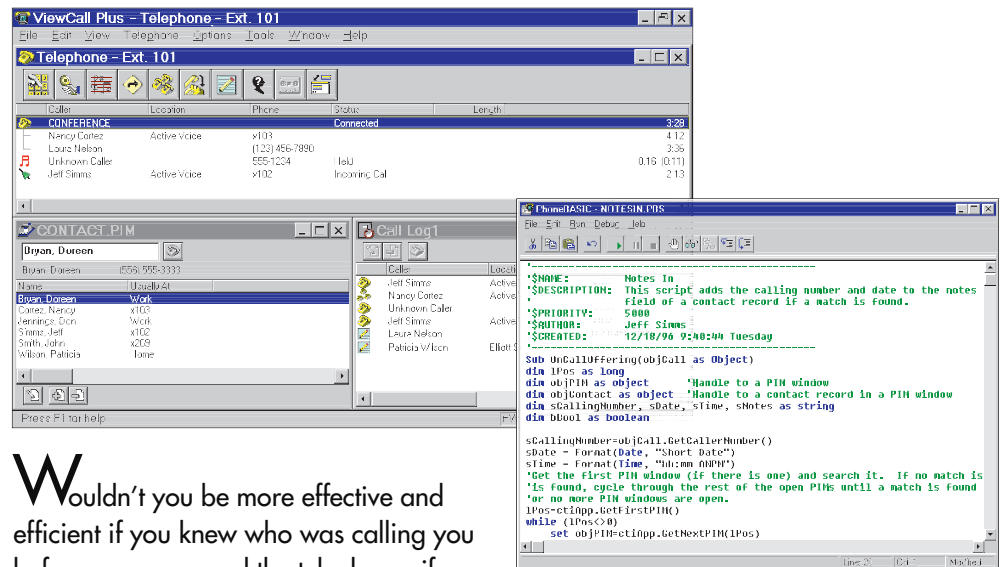


Active Voice is a world leader in developing PC-based voice messaging systems and Computer Telephony Integration (CTI) solutions. The Seattle-based company has been in business since 1983, and has offices in Australia, Canada, China, France, India, The Netherlands, and the United Kingdom. With more than 58,000 systems installed in virtually every kind of business in over 60 countries, Active Voice develops technology that helps businesses communicate better—with people in the same office, across town, in the next time zone, on the other side of the planet. Active Voice's sophisticated, friendly technology makes everyone more productive and efficient.



ViewCall® Plus 2.0

for R E P A R T E E ® C T I



Wouldn't you be more effective and efficient if you knew who was calling you before you answered the telephone, if you could handle multiple calls from a single telephone extension, if you had data about each caller available at your computer screen as soon as you answered a call? With ViewCall Plus and Repartee CTI you can.

ViewCall Plus can improve your productivity and enhance customer service by enabling you to visually manage all telephone activity on your PC screen and use information from personal databases and other applications with every call. A member of the TelANophy suite of unified messaging and call management modules, ViewCall Plus works with the tools—such as Microsoft Excel, Word, or Access—you use every day. ViewCall Plus makes it easy to access and manage the information you need to make your telephone calls more successful.

Visual Call Management

ViewCall Plus lets you manage incoming and outgoing calls right from your desktop PC. Using the Telephone Control window, you can actually see the flow of calls to and from your extension and interact with multiple callers simultaneously, without interrupting your conversation. The graphical user interface makes dialing, answering,

transferring, holding, screening, and even conferencing calls as simple as clicking and dragging a mouse.

For example, while you're speaking on the telephone, you can invite an incoming caller to hold, transfer them to another extension, or politely forward them to your voice mailbox. You can even set up a conference call. Control like this improves productivity by making call management fast and easy and eliminating time wasted on hold.

Link Calls with Contacts

ViewCall Plus links your telephone calls directly to the information you keep about each caller. With its built-in contact list, ViewCall Plus allows you to instantly access data—including multiple telephone numbers, action items, and notes about each contact—while you're on the telephone.

ViewCall Plus also integrates with many popular third party information managers such as Microsoft Outlook, Symantec Act, and Lotus Organizer. It also links to personal databases such as Microsoft Access. Bottom line, you choose which application you use to store and maintain your data.

Complete Call Summary

If keeping track of contacts and call activity is important to you, ViewCall Plus makes it easy. The Call Log window displays the caller's name, number, and other information that you can sort in any order and print. This is a great tool for small call centers, sales groups, and other organizations that need specific records of call activity by person.

Like other ViewCall Plus windows, the Call Log window also lets you drag and drop elements to other windows and applications. For example, when a caller leaves you a message, you can return the call by simply dragging their name or number to the Telephone Control window. You can also add them to your database by dragging them to the contact list. Tight integration between windows saves you time since you don't have to enter the same information twice.

Unlimited Capability to Customize

Rather than invent a proprietary programming language, Active Voice has taken the industry standard Visual Basic scripting tool and enhanced it with special telephony commands to give you a powerful new tool—PhoneBASIC™. All you need is familiarity with Visual Basic, and ViewCall Plus can be customized in almost unlimited ways.

You can configure ViewCall Plus to access and interact with databases, work with spreadsheets, direct calls according to a set of pre-established rules, handle predictive dialing functions, and more. And because ViewCall Plus supports OLE drag-and-drop and OLE automations, as well as Open Database Connectivity (ODBC), it can interact with virtually any application.

Complete Call Control in One Application

ViewCall Plus can integrate with virtually any telephone system whether or not it supports TAPI or TSAPI. If you have a TAPI or TSAPI compliant telephone system, ViewCall Plus allows you to take full advantage of these advanced telephone systems. If your telephone system is not TAPI or TSAPI compliant, ViewCall Plus still gives you the power of desktop call control through the Repartee automated attendant. And if you decide to change your telephone system in the future, there is no need to buy new software—ViewCall Plus is flexible enough to change with your needs.

PIMs Supported:

Check our Web site, www.activevoice.com/repartee/, for latest supported PIMs and versions.

Easy-to-understand buttons and icons show you the status of incoming calls and let you manage them efficiently.



Connect an incoming call to your extension.



Ask the caller to leave a message.



Dial.*



Ask the caller to hold.



Play the caller's screened name. (Requires call screening.)



Create a conference.*



Ask the caller to transfer to another extension.



Listen to a message while it's being recorded.



Release the connection between your telephone and the call.*

* Requires a TAPI or TSAPI compliant telephone system.

ACTIVE VOICE

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