

What's the right solution for you?

At Calltrol, we're experts at helping to determine your needs, and deliver the tools to fulfill them.

Award-winning solutions!

Since 1996, Calltrol telephony solutions have won many coveted awards from leading industry organizations. These awards include:

CTI Expo Best of Show

CTI Magazine Product of the Year

Computer Telephony Product of the Year

Call Center Solutions Product of the Year

Computer Telephony Demo Judge's Pick

Call Center Magazine Editor's Choice

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www.calltrol.com

FOR EVERYTHING YOU'VE GOT ON THE LINE
Calltrol
CORPORATION

400 Columbus Avenue
Valhalla, NY 10595

You've got a lot on the line

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Calltrol Telephony Solutions

For everything you've got on the line

Since 1989 Calltrol has devoted itself to a clear, simple mission: delivering an unprecedented level of control to call centers through innovative, open-architecture software solutions. No company today has more CT server software development experience.

Calltrol's core solution is OTS™, Object Telephony Server. OTS offers a truly open platform that integrates seamlessly with any third party application. This high-performance, low-cost, award-winning program is offered in cost-effective telephony modules that reflect your call center's needs.

Advanced OTS capabilities allow it to replace as many as seven existing call center telephony components, with CTI performance that rivals systems costing as much as ten times more. OTS combines all core telephony functions in a single consolidated package, eliminating common CTI integration headaches. Data simply follows each call among unlimited applications and users.

The most sophisticated and demanding call flows can be easily scripted in the language of your choice and linked extensively in real-time with any other applications or databases using one unified API.

A wide range of software features, combined with easily extensible hardware support, make OTS a dream come true for Contact Center operators world wide: Now you can build a custom integrated contact center in one modular rack mount unit!

For developers and integrators, Calltrol solutions offer advanced features, flexible implementation techniques and several easy to use programming interfaces, including OTS extensions, ActiveX, Java and TCP/IP, all supported by our enthusiastic "real live" developers and free Application Design Assistance.

Pre-bundled complete solutions get you up and running with a fully functioning Contact Center now! While our core platform is developer friendly, we recognize that many users want to benefit from it's power, without "reinventing the wheel." Certified solutions focusing on various vertical, computing platform and geographic markets are available.

Common examples include Telesales, Research, Fundraising, Customer Service & Support and Collections. OTS' robust nature provides for the most demanding of customer and regulatory requirements on one unified platform, now and in the future.

We offer tools which help our clients...

- **reduce operating, implementation and maintenance costs** through cost-effective, modular software solutions combining the functions of many other products.
- **improve flexibility** with data processing programs and call routing logic that are independent of the telephony platform. Pick and choose any combination of pre-bundled and custom applications to benefit from the power of Calltrol's OTS, and change at any time without losing your Calltrol investment.
- **improve productivity dramatically** through high-performance software that's easy-to-use and superbly reliable.
- **gain competitive advantages** through internal development and maintenance of applications for your own use or your client base. You're in control after deployment of Calltrol platforms.
- **expand rapidly and painlessly** to hundreds or thousands of seats.
- **retain legacy infrastructure and applications** while inexpensively equipping multiple call centers with high-performance features like predictive dialing, digital recording, real-time coaching and more.
- **support sophisticated internally developed custom client applications** and permit linkage and centralized management of all sites including home based workers.
- **"telephony enable" desktop applications** with features like conversation recording, intelligent call routing, automation of inbound and outbound calls and interactive voice response, all linked directly to existing or new screens, rules engines and databases.
- **integrate web-based teleservices applications** to provide real-time, "in office" capabilities such as predictive dialing, context sensitive screens, agent monitoring, coaching and recording to at-home or mobile agents.

Scalable.

Calltrol's single virtual platform, standard PC-based hardware platform and open architecture make it easily scalable to thousands of ports across multiple sites.

Reliable.

With over 600 systems active worldwide, Calltrol dedicates itself to continuous development of our platform to add new capacity, functionality and support.

Affordable.

Calltrol's core technology approach with modular software pricing allow it to surpass the capabilities of systems costing far, far more. It's a system you can grow with, defying obsolescence.

Open.

Calltrol allows developers to work in Java, Visual Basic, C, or just about any language you can name. Integration and customization has never been easier!

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