

Calltrol

telephony products

FOR EVERYTHING YOU'VE GOT ON THE LINE

Calltrol telephony products are based on OTS™, Calltrol's *Object Telephony Server*. The wide-open OTS platform integrates seamlessly with any third party application.

OTS is offered in a wide range of function modules, which offer you high performance for your specific needs at low cost. Once you have OTS, adding functions is a snap! Calltrol products are...

Scalable

Calltrol's single virtual platform, standard PC support 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 allows 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, RPG, or just about any language or operating system you can name. Integration and customization has never been easier!

Calltrol's products are customizable and versatile, with system functionality defined by the user's requirements. Calltrol offers no license and can assume no liability against infringement of any patents. Please review any implementation to ensure that the rights of all parties are respected.

Calltrol OTS™ products have the features you want

- Truly open architecture makes development and integration simple
- Easy-to-use programming interfaces include OTS extensions, ActiveX, Java, and TCP/IP
- Pre-bundled, modular format reduces operating, implementation and maintenance costs
- Easy integration gets you up and running quickly - enjoy big productivity gains right away!
- Certified solutions for vertical, computing platform and geographic markets are also available
- Award winning solutions you can afford!

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FOR EVERYTHING YOU'VE GOT ON THE LINE
Calltrol
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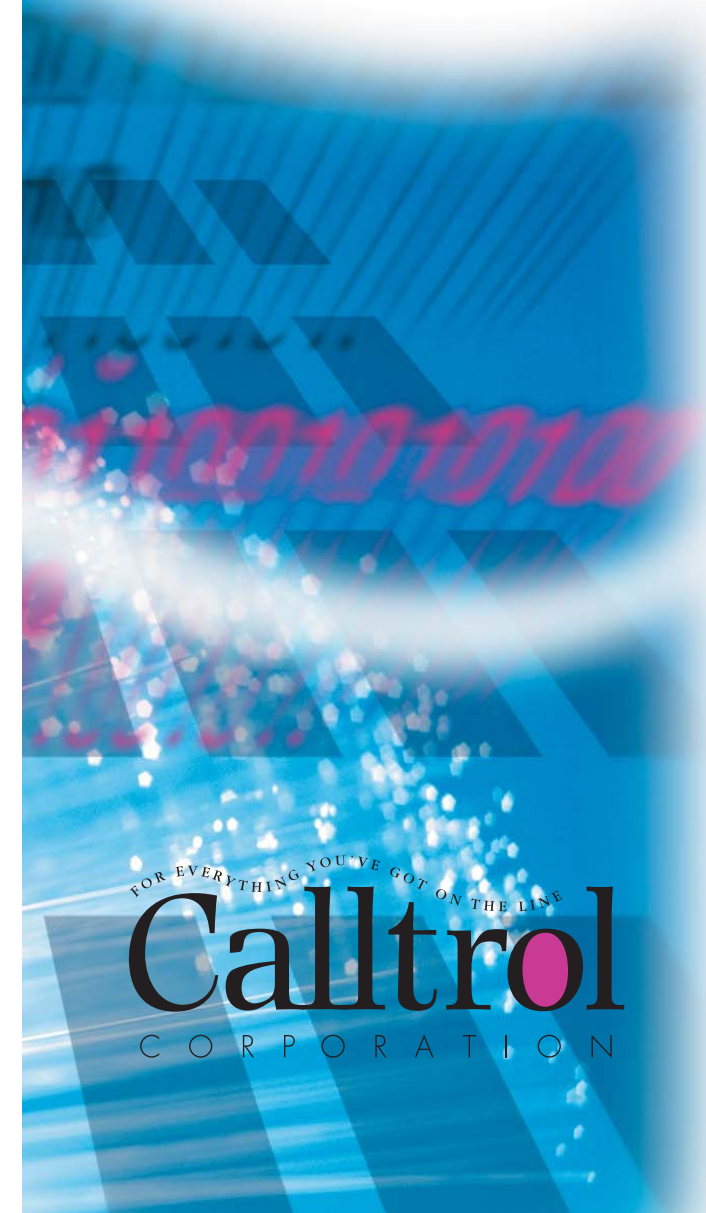
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www.calltrol.com

Calltrol Inbound

A full suite of easy-to-integrate contact center tools



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A full suite of easy-to-integrate contact center tools

Calltrol Inbound makes it easier than you might imagine to add robust call direction and inbound IVR capabilities to your contact center.

That's because Calltrol software solutions are based on OTS™, Calltrol's Object Telephony Server. OTS™ was designed from the start for application developers, so integration and customization take far less time and problem-solving.

OTS™ lets you license only the functions you need now, then open new capabilities later.

OTS™ functions include:

Predictive Dialing

Calltrol's advanced PD module uses over 20 variables to estimate proper call distribution.

Also included: a training simulation module!

Automatic Call Distribution

ACD routes inbound calls based on DNIS (Dialed Number Identification Service), ANI (Automatic Number Identification) or other data, and associated handling instructions.

Calltrol Inbound's full suite of contact center telephony functions make application development and integration easy.



Dialing / Call Progress Analysis

Dialing facilitates outgoing calls and digits during calls. Call Progress Analysis reveals call content, such as fax machine, live person, busy signal or answering machine.

DTMF Decoding

Dual Tone Multi Frequency decoding allows customers to use touch tone requests to start an action, route a call, or access a database.

Play

Allows your center the ability to play a digitally-recorded message to clients on hold, or while in IVR or voicemail scripts. You can even play back previously recorded calls!

Record

Digitally record messages for automatic delivery, tape conversations and receive messages from outside parties.

Monitoring & Coaching

Permits a supervisor to join agent phone calls silently, and even coach the agent without the outside party hearing.

Conferencing

Allows verification and supervisory functions, and all types of conference calls. Also supports the recording of calls passing through the system without using external ports.

OTS Extensions

Add sophisticated call handling routines to your OTS™ system by using any Win 32 compatible programming language.

Live Agent

Supports the connection of live contact center operators to handle inbound or outbound calls.

The Calltrol family of telephony solutions

