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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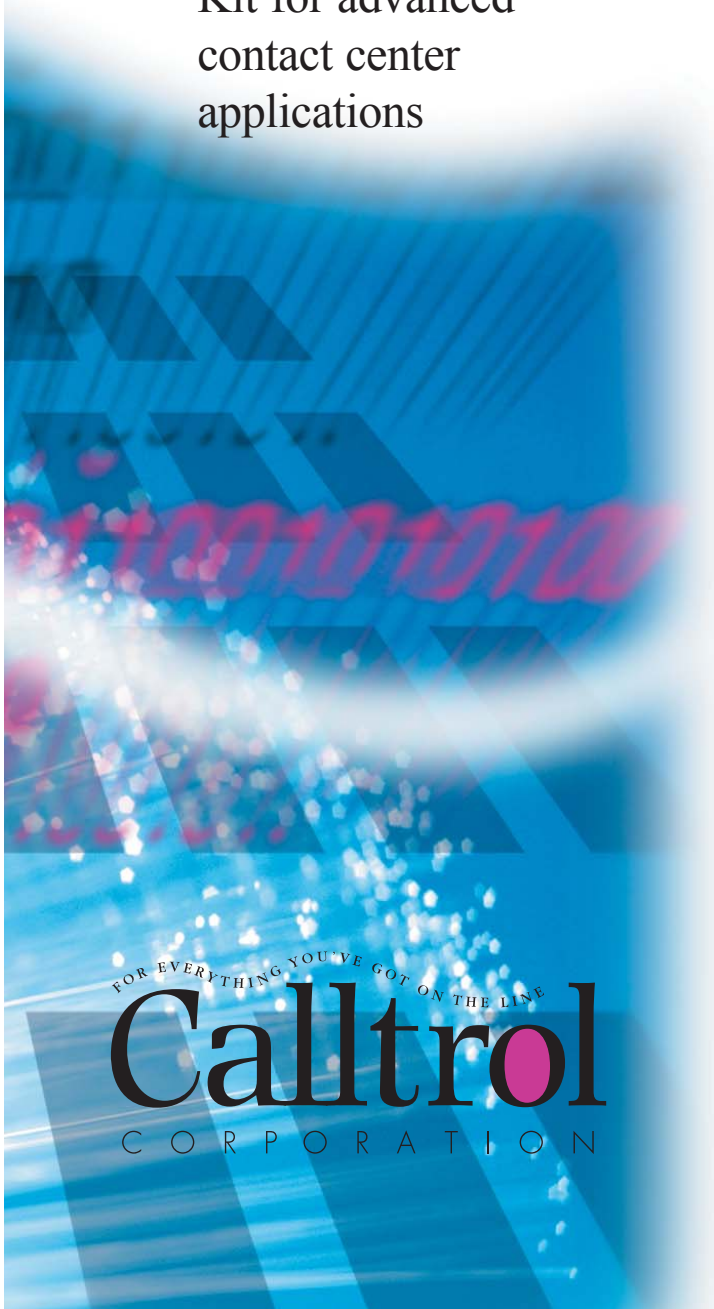
Calltrol OTS™

Software Developer's Kit for advanced contact center applications



Calltrol OTS™

Software Developer's Kit for advanced contact center applications and integration

All Calltrol software solutions are based on OTS™, Calltrol's open-architecture *Object Telephony Server*.

Our Software Developer's Kit includes all the specs, parameters and functions you need to develop robust contact center applications. It includes demos of Live Agent and our superb Predictive Dialer, and is also available bundled with a Dialogic board and cables, for full-function development up to 4 lines.

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's OTS™ Developer's Kit gives your business / CRM applications a full range of easy-to-integrate contact center telephony functions..

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.

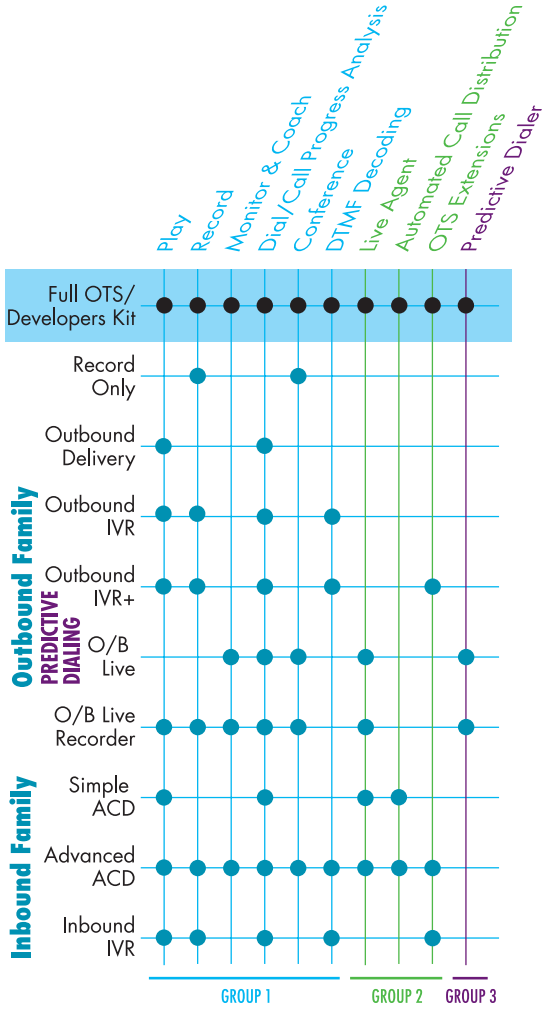
OTS Extensions

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



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Open

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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
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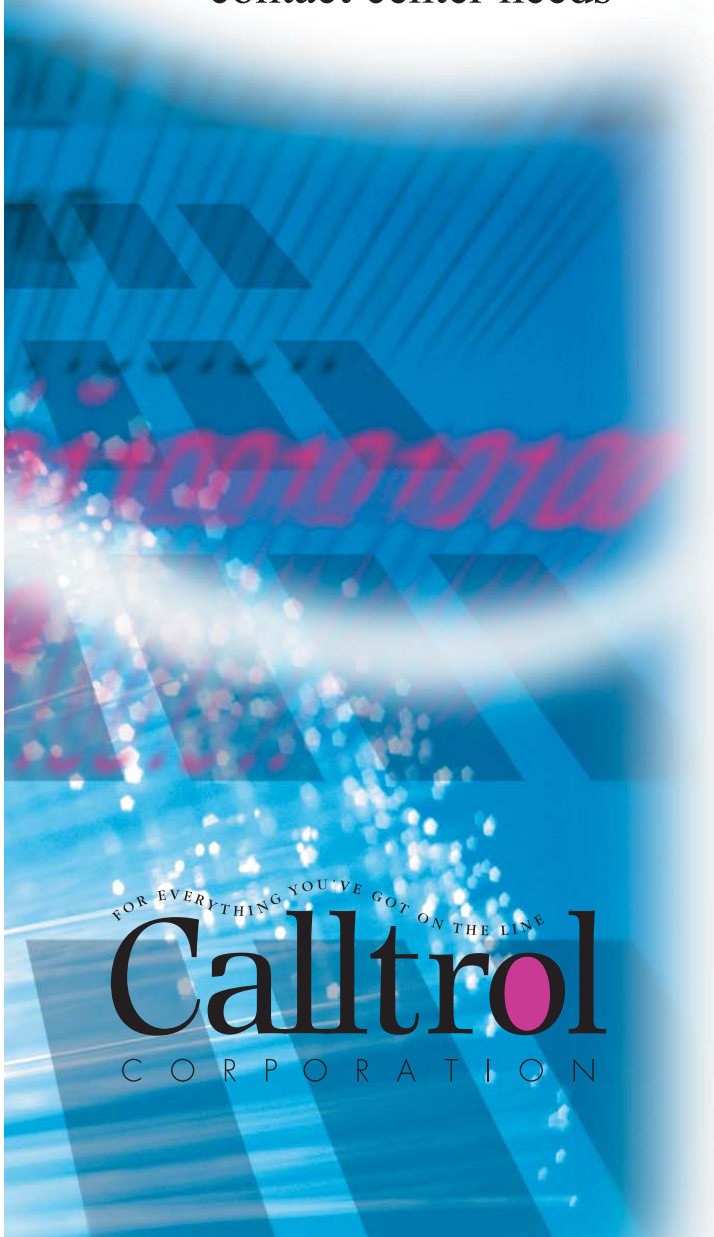
Calltrol Outbound

The open solution for all your outbound contact center needs



Calltrol Outbound

The open solution for all your outbound contact center needs

Calltrol products are developed to give you an unprecedented level of control over your contact center.

Calltrol Outbound products live up to that promise - and exceed all expectations for ease of computer telephony integration. It is an open-architecture solution that makes integration and customization a dream!

All Calltrol software solutions are based on OTS™, Calltrol's *Object Telephony Server*. 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 Outbound connects your contact center to the world with a full suite of advanced capabilities

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

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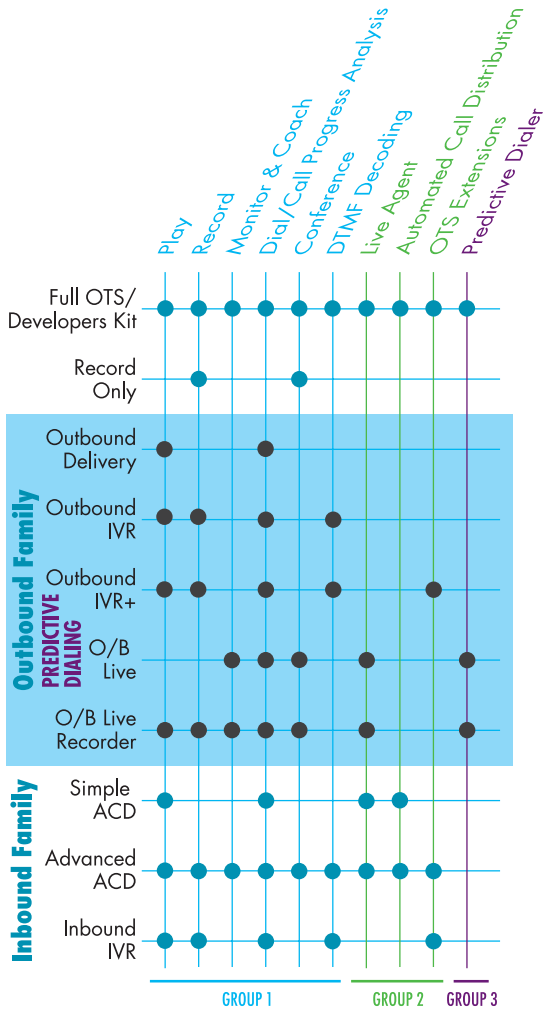
OTS Extensions

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



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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

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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.

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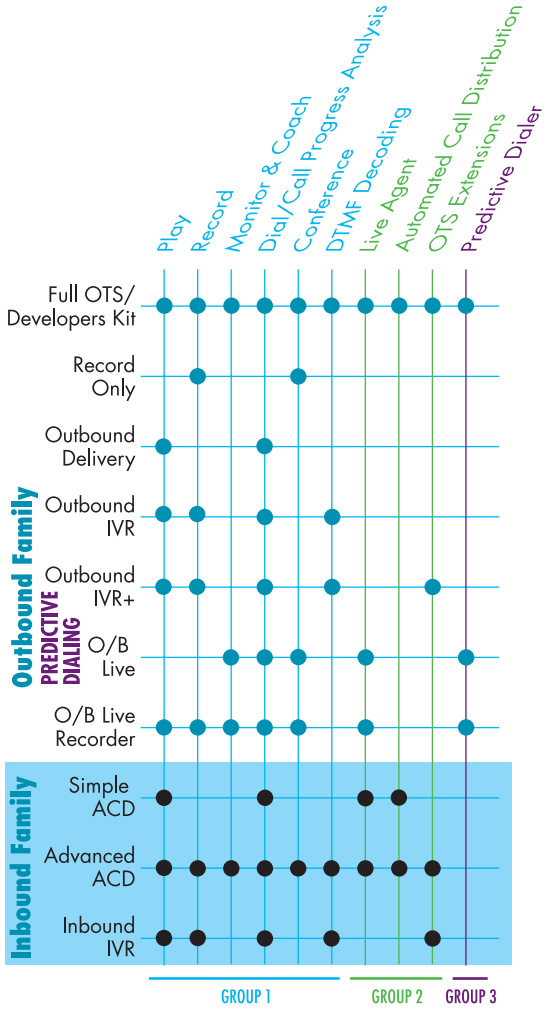

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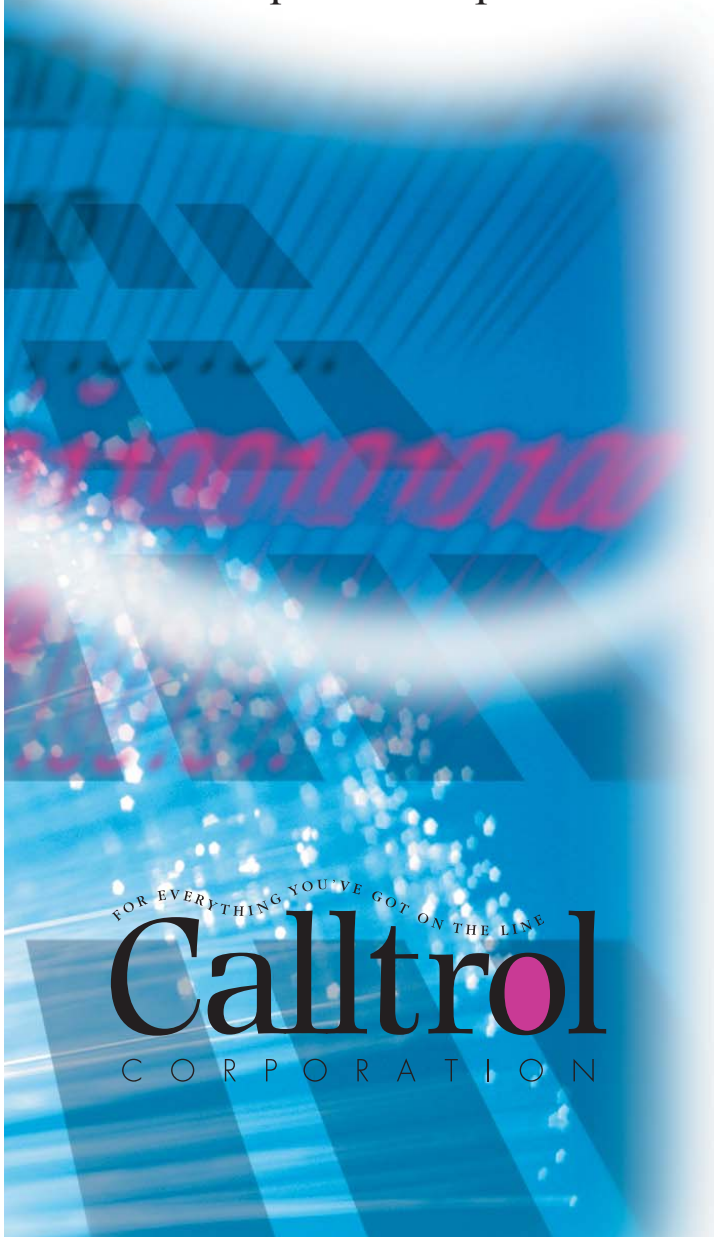
Calltrol Historian™

Adds digital recording through Calltrol's unique OTS™ platform



Calltrol Historian™

Adds digital recording through Calltroll's unique OTS™ platform

Calltrol Historian is a powerful way to add digital conversation recording and detailed reporting to your contact center.

It's also an excellent compliment to OTS™, Calltrol's open-architecture Object Telephony Server. OTS makes integration and customization a dream - you can license only the functions you need today, then open new capabilities later. You get an expandable, cost-effective system with an unprecedented level of control!

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Automatic Call Distribution

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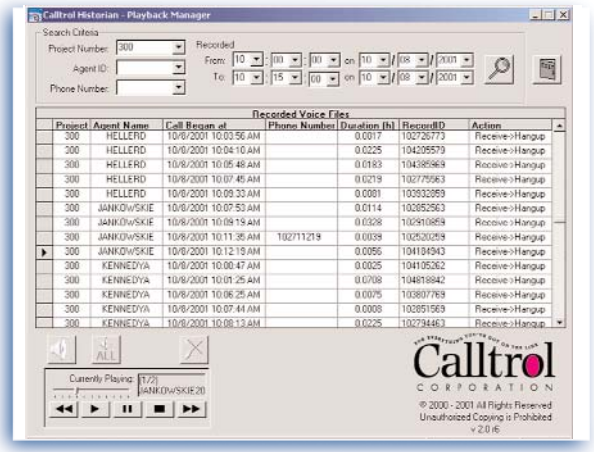
Calltrol Historian quickly adds digital conversation recording and enhanced reporting to any OTS configuration, regardless of application.



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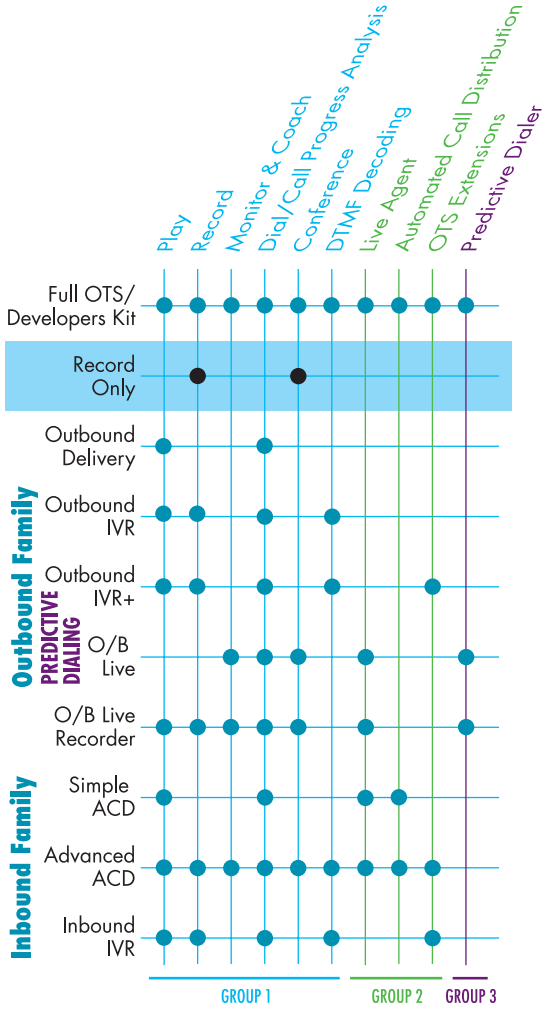

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What's the right solution for you?

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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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.

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