

Office Solutions V 9.0 Features	Intro	Xpress	Pro	Voice Compact	Voice Ultimate	CTI
<b>Today Screen (Configurable graphical summary)</b>						
Today Screen	•	•	•		•	
Today Screen - Auto update		•	•		•	
Today Screen - Historic date range		•	•		•	
Today Screen - Configurable charts		•	•		•	
Today Screen - Set chart type	•	•	•		•	
Today Screen - Chart colour change		•	•		•	
Today Screen - Stats Panel		•	•		•	
Today Screen - Cycle charts		•	•		•	
Today Screen - Zoom charts		•	•		•	
Today Screen - Save chart as bitmap	•	•	•		•	
Today Screen - Print chart	•	•	•		•	
Today Screen - Select site		•	•		•	
Today Screen - Drill down call list	•	•	•		•	
Today Screen - Returned calls list		•	•		•	
Today Screen - unlimited charts		•	•		•	
<b>Reporting (Historic, Scheduled &amp; On-Demand)</b>						
Reports - Number of reports	12+	140+	217+	35+	175+	
Reports - Call logging - Standard	•	•	•	•	•	
Reports - Call logging - Advanced		•	•		•	
Reports - Alarm		•	•	•	•	
Reports - ACD (Call Centre Site, Group & Agent)			•			
Reports - Contact Management - Standard		•	•		•	
Reports - Contact Management - Advanced			•		•	
Reports - Fault Management		•	•		•	
Reports - Listing		•	•		•	
<b>ACD (Live Call Centre Monitoring)</b>						
List view (Group & Agent live status & statistics)			•			
Wallboards - Standard			•			
Wallboards - Advanced			•			
Wallboards - Rotating			•			
Wallboards - Customisable templates			•			
Wallboards – Live Alarms (email Alerting)			•			
Supervisor view			•			
Ticker Tape (Group and agent statistics)			•			
Message Ticker Tape (Custom message)			•			
<b>Voice Recording (Audio Call Recording)</b>						
Includes Application Server / PC					•	
Search by - Recorder				•	•	
Search by - Date/Time				•	•	
Search by - Duration				•	•	
Search by - Number				•	•	
Search by - Direction				•	•	
Search by - DDI/DID				•	•	
Search by - Extension				•	•	
Search by - Notes				•	•	
Search by - Bookmarks				•	•	
Search by - Channel				•	•	
Search by - Account Code				•	•	
Pause & Resume Recording				•	•	
Live Channel View				•	•	
Recording List View				•	•	

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Playlists (Create Lists of Recordings to Play)				•	•	
Quick Links Access Last 50 Recordings/hr/day/ext.						
Graphical Wave Player					•	
Live Listen (Extension side recording only)				•	•	
Email recordings				•	•	
Encrypted Recordings				•	•	
Segment Recordings (Save section of recording)					•	
Group Recordings in Folders Using Rules					•	
Star Rate Recordings				•		
QC -Test, Score and Evaluate Recordings					•	
Voice Case Management - Recording Attachments					•	
Speech Analysis (Transcribe Recordings to email)					•	
Manual Recording Archive				•	•	
Scheduled Recording Archive				•	•	
<b>Alarms (Live Monitoring &amp; Historic Reporting)</b>						
Live Alarms ( email Alerting of Alarm Conditions)		•	•	•	•	
Historic Alarms (Reporting of Alarm Conditions)		•	•	•	•	
<b>Call Control (Manage Calls with CTI Client)</b>						
Answer, Transfer, Hold , Hang-up, Dial						•
Drag & Drop Call Control						•
BLF - Busy Lamp Field (Ext Status & Call Control)						•
Speed Dial, Copy & Paste Dial						•
<b>CTI features &amp; Integration</b>						
Extension User Presence (CTI Client Phone Status)						•
Break Modes - Set Telephone Absence Messages						•
Chat Clients for any CTI user						•
ODBC Database Integration & Screen Pop						•
Run Scripts (Application Automation/Screen Pop)						•
Integrate to Applications via 1 <sup>st</sup> Party TSP						•
LDAP integration						•
Custom Integration						•
MS Office Integration						•
MS Outlook Toolbar Add-In Integration						•

Office solutions™ are a modular and fully integrated range of software applications designed to work with business telephone systems providing easy to use scalable and effective; call management, call centre management, call recording and computer telephony integration solutions. The applications use an MS SQL database, can run independently, combined, in any combination or in a comprehensive application suite controlled by licensing. Single or multi-site product licenses available. (Not for Intro)

Products will run on a single application server or PC connected to the telephone system or as a client server model with multiple clients connected to the application server.

Intro, Xpress, Pro and CTI are provided as licensed software only (no PC or Server supplied).

Office Voice Ultimate recorder is supplied with an application server or PC with PCIe recorder card/s and recorder application software installed.

Office Voice Compact recorder is supplied as external USB recorder module and application software only (no PC or Server supplied).

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