

Phone Manager

...the personal productivity tool

What is it?

Phone Manager is a feature rich, PC based application that allows users to control the telephone from the desktop. Phone Manager is available in three versions:

Phone Manager Lite is the entry level application that allows all system users to benefit from features and functionality normally associated with proprietary digital phones. Phone Manager Lite can be used in conjunction with an analogue telephone to offer the user a personalised, easy to use, on-screen tool for managing their communications.

Phone Manager Pro builds on the features of Phone Manager Lite by offering a more comprehensive feature set including integration with contact management packages for screen popping and Microsoft Live Communication Server to indicate users presence as well as Instant Messaging functionality.

Phone Manager Pro IP is the PC softphone version of Phone Manager Pro. The main difference is that no phone is required - conversation takes place via the user's PC.



Benefits

Increased Productivity

For a business to sustain competitive advantage, increasing worker productivity is a fundamental objective. Deploying a Phone Manager solution across the business will considerably enhance productivity by allowing users to:

- Manage calls more efficiently and effectively through the 'point and click' Phone Manager GUI.
- Customise the Phone Manager application to suit the individual needs. For example, every user can have their own unique speed dials and busy lamp fields, which will improve call handling.
- Work remotely through deployment of Phone Manager Pro IP.

Save Money

Deploying a Phone Manager solution will result in considerable cost savings. For example:

- Basic analogue telephones can be combined with Phone Manager to provide features and functionality normally associated with expensive digital terminals.
- Phone Manager Pro IP lowers the cost of calls for mobile and home workers.

Flexibility and Scalability

Phone Manager offers both a flexible and scalable solution for businesses. Designed with the needs and preferences of users in mind.





Market Drivers

Achieve and sustain a competitive advantage...

Every successful business needs to achieve and sustain its competitive edge. By deploying a Phone Manager solution your business can greatly improve the way internal and external communications are managed; improving the flow of communications, 'call based screen popping' of important customer information, and the facilitating of efficient and effective call handling, help to enhance the customer experience and improve competitiveness.

Reduce costs while improving productivity...

In an increasingly competitive environment it is vital to improve the way your business operates while at the same time reducing costs.

The simplicity of Phone Manager allows the user to manage calls with more confidence and streamlines the flow of communications - increasing productivity.

Reach Me Anywhere...

With the pressure to respond to customer demands in a more timely and professional manner than the competition, it is imperative that the right solution is deployed to facilitate mobile or home workers. Phone Manager is that solution.

Phone Manager allows mobile professionals to take control of their communications. Instead of colleagues and customers having to guess what number to reach you on, Phone Manager enables you to establish a 'personal number' that automatically forwards calls to a mobile, home or another phone. Therefore, no matter where you are you can always be reached.

Deploying Phone Manager Pro IP will turn a laptop into a sophisticated communications device. This will give mobile users access to all IP Office features and functions as though they were in the office.

Key Features

Key features of Phone Manager Lite are:

- Simplified call handling; hold, transfer, call waiting, conference
- Call display for incoming calls
- Screen popping on call presentation
- Call history
- Speed dials and busy lamp fields
- Voicemail notification

Phone Manager Pro has all the features of Lite plus:

- Integration with the following contact management packages; MS Outlook, ACT! v6, Maximiser v7.5, and Goldmine v6
- Enhanced call history, speed dials and busy lamp fields
- Distinctive ringing for each contact using PC sound card
- Pop up prompts for contacts
- Visual voicemail displays such as play, rewind, fast-forward, save or delete messages (with Voicemail Pro)
- Queue monitoring
- Door entry control

Phone Manager Pro IP has all the features of Pro but:

- Requires a Voice Compression Module
- Requires a PC with soundcard, speaker and microphone