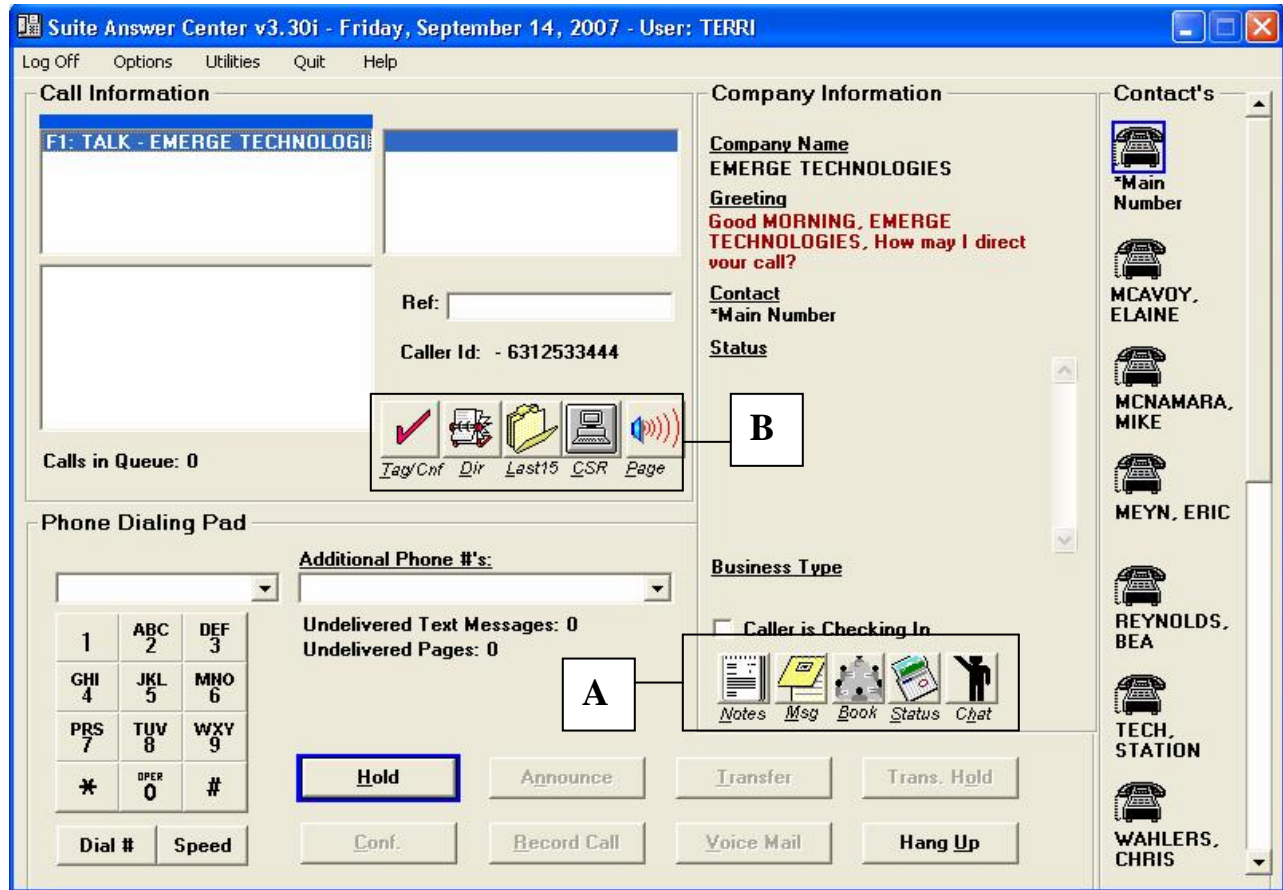


# SUITE ANSWER CENTER SOFTWARE



## CTI SOFTWARE'S **SUITE ANSWER CENTER** SOFTWARE: THE #1 CHOICE FOR DISCERNING EXECUTIVE SUITE OWNERS!

### **SIMPLIFIED CALL HANDLING FOR A MULTIPLE COMPANY ENVIRONMENT**

Designed specifically for the Executive Suite environment, **Suite Answer Center** integrates with Inter-Tel's **AXXESS** and **5000 Series** platforms to allow the receptionist to quickly and easily implement a variety of call handling and messaging features with the click of a mouse or function key. **Suite Answer Center** software is an affordable solution for multi-tenant offices whose clients want their callers to receive personalized attention from a shared receptionist. There is no other software like it in the marketplace today. It has all the features you could possibly need to make call processing quick and efficient.

- ◆ Automatic screen pops highlighting the company being called
- ◆ Company greeting to be used is displayed as well as the status of the person being called
- ◆ Detailed management reports
- ◆ Customized billing tables
- ◆ Call patching
- ◆ Customized text messaging
- ◆ Networking Capability

The list goes on and on. Not only is **Suite Answer Center** user friendly, but it will also offer you the opportunity to make more money by offering more services to clients in your executive suite.

#### **Button Group A:**

- "Notes"** – This feature allows the receptionist to add any "notes" to a company's profile.
- "Msg"** – This feature allows the receptionist to type text messages if a tenant prefers them.
- "Book"** – This feature allows the operator to schedule and view conference room time for the tenants.
- "Status"** – This feature is used to update a contact's office "status".
- "Chat"** – This feature allows the operator to 'Chat' via IM to a selected contact.

#### **Button Group B:**

- "Tag/Cnf"** – Marks calls that will be included in a conference call.
- "Dir"** – Lists all the companies in your suite and their profiles.
- "Last 15"** – Highlights the last 15 calls that came in to the receptionist's console.
- "CSR"** – Brings up the Receptionist's profile.
- "Page"** – Enables the Operator to page a client through the office paging system.

# SOFTWARE BENEFITS

## Management Benefits:

- ◆ **Make More Money** - By utilizing *Suite Answer Center's* billing feature.
- ◆ **Business Information at Your Fingertips** - Detailed management reports give an in-depth business overview, including response time for each call, average time in queue and number of abandoned calls.
- ◆ **Versatile** - *Suite Answer Center* software can be used in a standalone console application or with multiple consoles sharing a common database.
- ◆ **Save Money** - *Suite Answer Center* is so easy to use, there is minimum operator training required and one operator can do the job of two.
- ◆ **NEW! Easy conference room scheduling** - CTI's Conference Room booking feature allows your operator to see the rooms and times available at a glance directly on her console.
- ◆ **Virtual Opportunities** - Generate residual income by expanding your walls. Voice over IP phone rental, Answering Service-Call Overflow

## Operator Benefits:

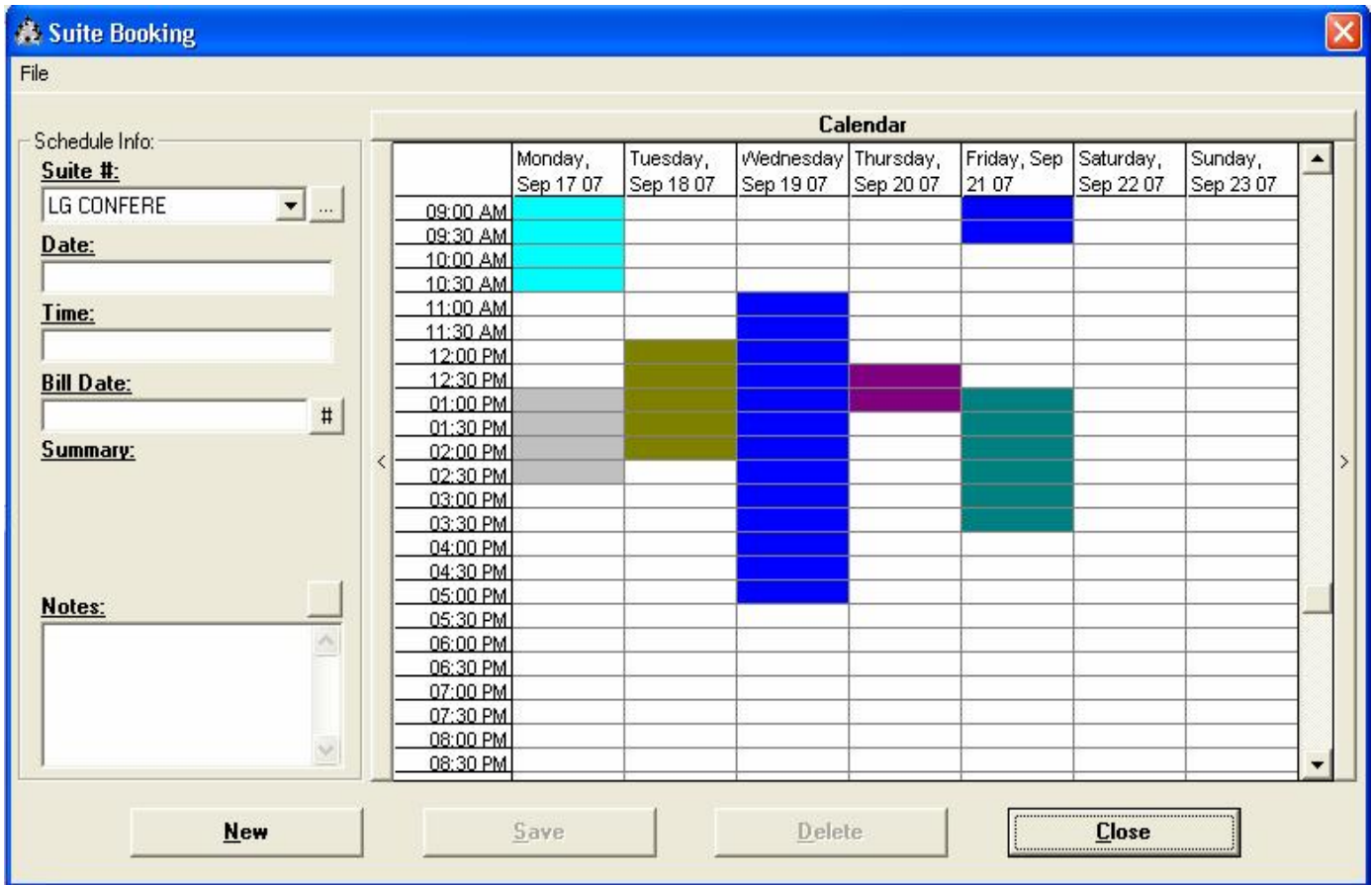
- ◆ An immediate **pop-up screen** shows the company profile and how the client wants the calls handled, i.e. station transfer, voice mail, announce a call, record-a-call, and transfer capability both inside and outside the office. The screen also shows the current activity of all extensions.
- ◆ Transfer calls to a client's extension or voice mail by just clicking on a button with a mouse or using a function key.
- ◆ A call can be **Announced** internally as well as transferred to an outside phone number
- ◆ Client calls can be patched to the outside to their cell phone or any other number provided by the client.
- ◆ **Record-a-call** allows calls to be recorded verbatim directly into client's voice mailbox.
- ◆ **Typed Text Messages** can also be taken if the client prefers and customized to their needs.
- ◆ **NEW!** The operator can set up and view conference room time scheduled for clients.
- ◆ **Integrated MAPI E-Mail**

## Client Benefits/Personalized Options:

- ◆ Your clients benefit from the ability to **personalize greetings, retrieve messages at any time, set voice mail mode and record and distribute messages.**
- ◆ Clients have the ability to **change their status and call forwarding** via their phone or through CTI's web integration from a remote location.
- ◆ Clients can reserve conference room time through the CTI Conference Room Booking feature via CTI's web integration.
- ◆ Clients can receive either **alpha/numeric pages**
- ◆ **NEW! SMS Paging Service** - Text messages can be sent to a client's cell phone or Blackberry.
- ◆ Client's calls can be **patched** outside the office to their cell phone, home phone, etc.

# NEW FEATURE

## Suite Answer Center's Conference Room Booking Module



**Suite Answer Center's** Conference Room Booking module allows the receptionist(s) to view and schedule conference room time for your clients. At a glance, the receptionist will know what time slots have already been booked and with a few clicks of the mouse they will be able to schedule conference room usage. Scheduled conference room time can be tracked and billed on Suite Answer Center's billing module.

### SMDR Report

Date Range: 8/01/2007 - 8/31/2007

#### CTI SOFTWARE

Date	Time	DID Ext.	Type	QueTm	RingTm	Call Lgth	CallerId/Dialed #	Trunk #	UserId	Acc. Code	RecExt.	CallId	Handled
08/03/07	09:47 AM		Incoming/Outside	00:00	00:05	00:00			INTC	-----	1020	4F8#001	-
08/03/07	11:41 AM		Incoming/Outside	00:00	00:06	00:00			INTC	-----	1054	4F92301	-
08/03/07	11:45 AM		Incoming/Outside	00:00	00:09	00:00			INTC	-----	1032	4F92501	K
08/03/07	12:04 PM		Incoming/Outside	00:00	00:06	00:00			INTC	-----	1054	4F93F01	-
08/06/07	09:38 AM		Incoming/Outside	00:00	00:06	00:50			INTC	MACK	1032	4F*X01	I
08/06/07	09:46 AM		Outgoing/Internal	00:00	00:02	00:00	2030		-----	MACK	1032	4F*X001	-
08/06/07	09:46 AM		Outgoing/Internal	00:00	00:02	00:18	1020		-----	MACK	1032	4F*X001	-
08/06/07	10:52 AM		Outgoing/Outside	00:00	00:10	06:30	2611830	94180	TERRJ	-----	1020	4F#4001	-
08/06/07	11:20 AM		Outgoing/Outside	00:00	00:32	00:30	5924315	94183	TERRJ	-----	1020	4F#6001	-
08/06/07	11:21 AM		Outgoing/Outside	00:00	00:05	00:57	15163893641	94183	TERRJ	-----	1020	4F#6#01	-
08/06/07	01:09 PM		Incoming/Internal	00:00	00:00	03:40			-----	CHRIS	1003	4F*X201	-
08/06/07	01:12 PM		Incoming/Internal	00:00	00:01	00:00	INTC		-----	-----	1003	4F*X801	-
08/06/07	04:50 PM		Incoming/Outside	00:00	00:06	00:00			INTC	-----	1032	4FFX101	I
08/07/07	09:26 AM		Incoming/Outside	00:00	00:03	01:10			INTC	BEA	1054	4X3@701	-
08/07/07	09:26 AM		Incoming/Outside	00:00	00:09	00:44			INTC	BEA	1054	4X3@F01	I
08/07/07	09:41 AM		Outgoing/Internal	00:00	00:02	00:03	2030		-----	BEA	1054	4X4@001	-
08/07/07	10:55 AM		Incoming/Outside	00:00	00:07	00:00			INTC	-----	1032	4X47001	IV
08/07/07	11:17 AM		Outgoing/Internal	00:00	00:04	02:02	1020		-----	BEA	1054	4X48701	-
08/07/07	12:06 PM		Incoming/Outside	00:00	00:15	00:00			INTC	-----	1054	4X48601	-
08/07/07	03:02 PM		Outgoing/Internal	00:00	00:04	00:27	1020		-----	BEA	1054	4X59101	-
08/08/07	09:03 AM		Incoming/Outside	00:00	00:05	00:00			INTC	MACK	1032	4X#001	-
08/08/07	09:03 AM		Incoming/Outside	00:00	00:04	02:24			INTC	MACK	1032	4X#0701	-
08/08/07	10:24 AM		Incoming/Outside	00:00	00:09	00:00			INTC	-----	1032	4XP*201	K
08/08/07	10:45 AM		Incoming/Outside	00:00	00:03	00:21			INTC	MACK	1032	4XP#001	I
08/08/07	10:48 AM		Outgoing/Internal	00:00	00:02	00:10	2030		-----	MACK	1032	4XP#101	-
08/08/07	10:49 AM		Incoming/Outside	00:00	00:08	00:00			INTC	-----	1054	4XP#401	K
08/08/07	12:36 PM		Outgoing/Internal	00:00	00:03	00:05	2030		-----	CHRIS	1003	4XF8501	-
08/09/07	09:30 AM		Incoming/Outside	00:00	00:24	00:00			INTC	MACK	1032	4X@9F01	-
08/09/07	09:33 AM		Incoming/Outside	00:00	00:04	00:00			INTC	MACK	1032	4X@9@001	-
08/09/07	09:45 AM		Incoming/Outside	00:00	00:10	00:00			INTC	MACK	1032	4X@*P01	-
08/09/07	10:03 AM		Outgoing/Internal	00:00	00:03	00:08	1020		-----	MACK	1032	4X@#001	-
08/09/07	10:04 AM		Incoming/Outside	00:00	00:06	00:33			INTC	MACK	1032	4X@#001	KK
08/09/07	10:38 AM		Incoming/Outside	00:00	00:12	00:00			INTC	MACK	1032	4X@#801	-
08/09/07	11:02 AM	1346	Incoming/Outside	00:00	00:04	07:35	5163893622	94193	TERRJ	-----	1020	4X@#F01	-
08/09/07	11:12 AM		Incoming/Outside	00:00	00:08	00:47			INTC	BEA	1054	4@00#01	IIIV
08/09/07	11:13 AM		Outgoing/Internal	00:00	00:03	01:30	1020		-----	BEA	1054	4@00601	-
08/09/07	11:16 AM		Incoming/Internal	00:00	00:00	00:00	1003		-----	-----	1003	4@00X01	-
08/09/07	11:16 AM		Outgoing/Internal	00:00	00:00	00:00			-----	BEA	1054	4@01201	-

## NEW! SMDR REPORT

This report lets you view all incoming and outgoing calls made by the operator under a client's profile.

## CALL SUMMARY REPORT BY COMPANY

This report shows a breakdown of calls answered by the operator and how the calls were processed.

* Preview: Call Summary Report by Company			
Next Page Previous Page Done			
Call Summary Report by Company			
Date Range: 7/1/2001 - 7/31/2001			
Time Range: 12:00 AM - 11:59 PM			
<b>Company Totals</b>			
Total # of Incoming Calls:	3329	Total # of Voicemails:	869
Total # of Outgoing Calls:	2386	Total # of Record-a-call:	17
Total # of Calls:	5715	Total # of Status Changed:	151
Total # of Minutes used:	2580min	Total # of Check in calls:	0
Total # of Calls Answered:	3091	Total # of Outgoing Announced Calls:	199
Percentage Answered:	92%	Total # of Intercom Announced Calls:	1475
Average Ring Time:	5sec	Total # of X'ter Calls to Ext #:	1070
Average Talk Time:	27sec	Total # of Patched Calls:	128
Average Hold Time:	0sec	Total # of Conferenced Calls:	1
		Total # of Message Prints:	0
		Total # of Message Faxes:	0
		Total # of Emails Sent:	0
		Total # of Recalled Calls:	0
		Total # of Abandoned Calls:	238
		Total # of Text Messages:	0
<b>A. BACCARO ASSOCIATES</b>			
Total # of Incoming Calls:	44	Total # of Voicemails:	9
Total # of Outgoing Calls:	9	Total # of Record-a-call:	1
Total # of Calls:	53	Total # of Status Changed:	5
Total # of Minutes used:	39min	Total # of Check in calls:	0
Total # of Calls Answered:	43	Total # of Outgoing Announced Calls:	5
Percentage Answered:	97%	Total # of Intercom Announced Calls:	0
Average Ring Time:	6sec	Total # of X'ter Calls to Ext #:	1
Average Talk Time:	45sec	Total # of Patched Calls:	3
Average Hold Time:	0sec	Total # of Conferenced Calls:	0
		Total # of Message Prints:	0
		Total # of Message Faxes:	0
		Total # of Emails Sent:	0
		Total # of Recalled Calls:	0
		Total # of Abandoned Calls:	1
		Total # of Text Messages:	0
<b>AFFINITY VIDEONET</b>			
Total # of Incoming Calls:	0	Total # of Voicemails:	0
Total # of Outgoing Calls:	0	Total # of Record-a-call:	0
Total # of Calls:	0	Total # of Status Changed:	0
Total # of Minutes used:	0min	Total # of Check in calls:	0
Total # of Calls Answered:	0	Total # of Outgoing Announced Calls:	0
Percentage Answered:	0%	Total # of Intercom Announced Calls:	0
		Total # of X'ter Calls to Ext #:	0
		Total # of Patched Calls:	0
		Total # of Message Prints:	0