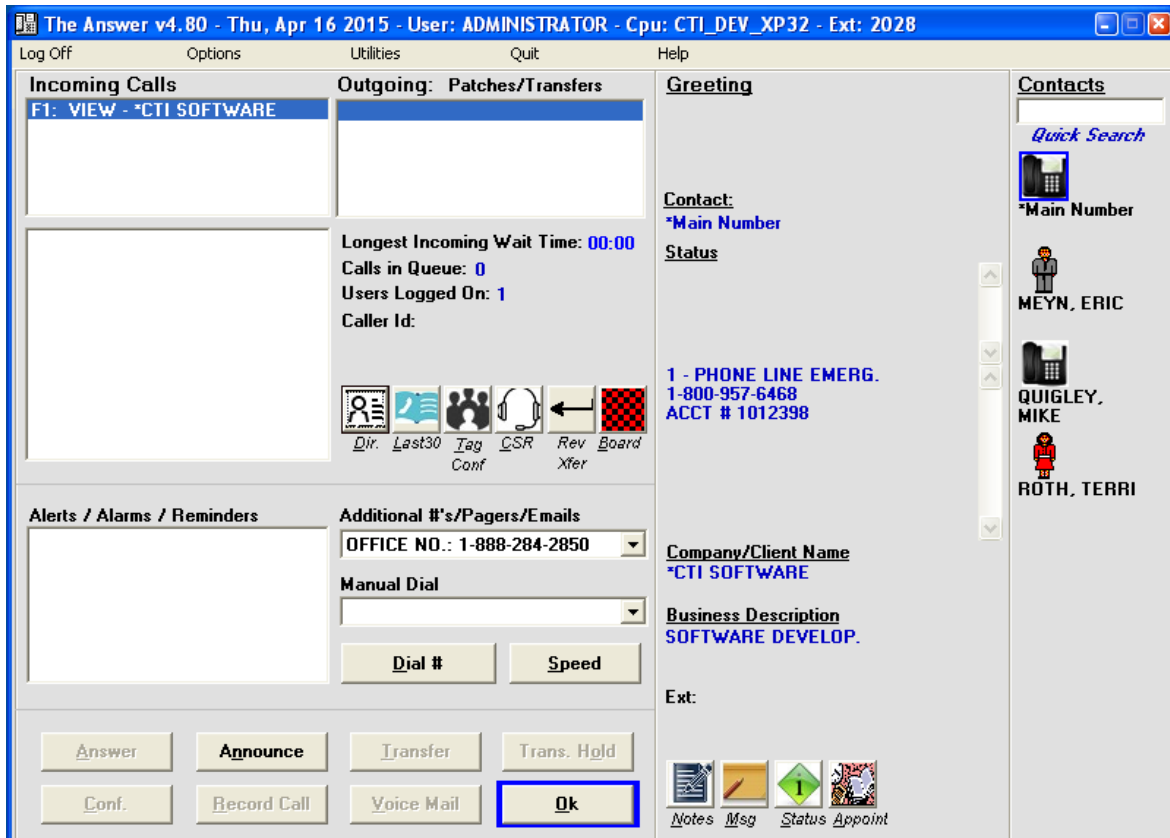




YOUR TOTAL SOLUTION PROVIDER  
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1-888-284-2850  
www.ctisoftware.com

# The Answer

The affordable solution for today's ever-increasing competitive environment!



Developed for the Answering Service/Call Center industry, *The Answer* integrates with Mitel's MiVoice 250 series platform to allow the Operator/CSR to quickly and easily implement a variety of call handling, messaging, dispatch & delivery features with the click of a mouse or function key. The Ease of Use in Training, Call Handling, Dispatching, Client Account Development and Management, coupled with Billing Flexibility, Instant Web Access, Management Reports and Workhorse Reliability make *The Answer* an important tool for your business.

**Virtually Eliminate the Opportunity for Error!  
Halt the Revolving Door of Clients and Staff!  
Focus on Growing and Enjoying your business!**

What a concept...What a system...

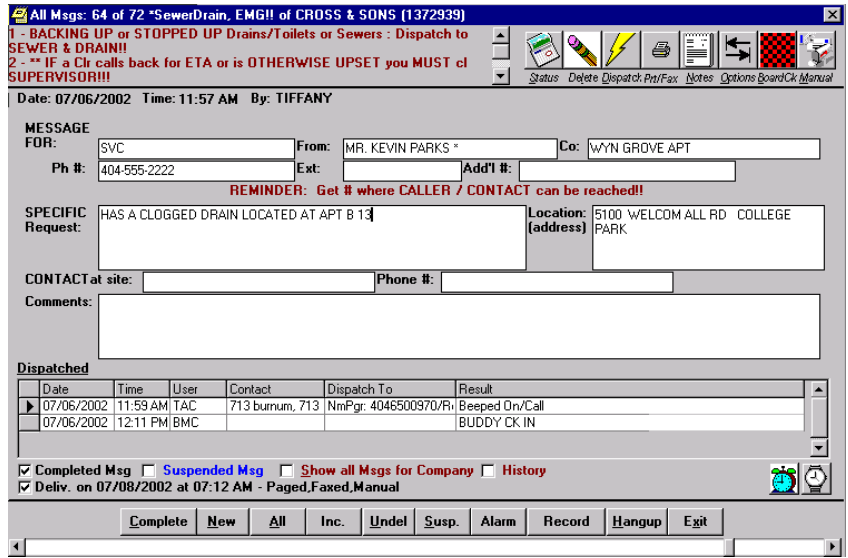
# The Answer

**TheAnswer's** text message screens offer **TOTAL CUSTOMIZATION** accommodating any information necessary to assist each client's individual needs.

The Message Screen also displays:

- **Status Information**
  - **Detailed Confirmation of Delivery Methods - Paged, Faxed, Emailed, etc.**
  - **Dispatch Alarms**
  - **Detailed Dispatch Trail:**  
Prominently displayed for use by your Dispatcher or for your Staff to dispatch as a **TEAM!**
- Note:** You may also choose to include The Dispatch Trail on Messages when delivered to the client by fax, email, etc.

For many clients this is a **valuable management tool** used to track the response times of their on/call personnel.



TheAnswer's message screen also provides **Immediate Access to:**

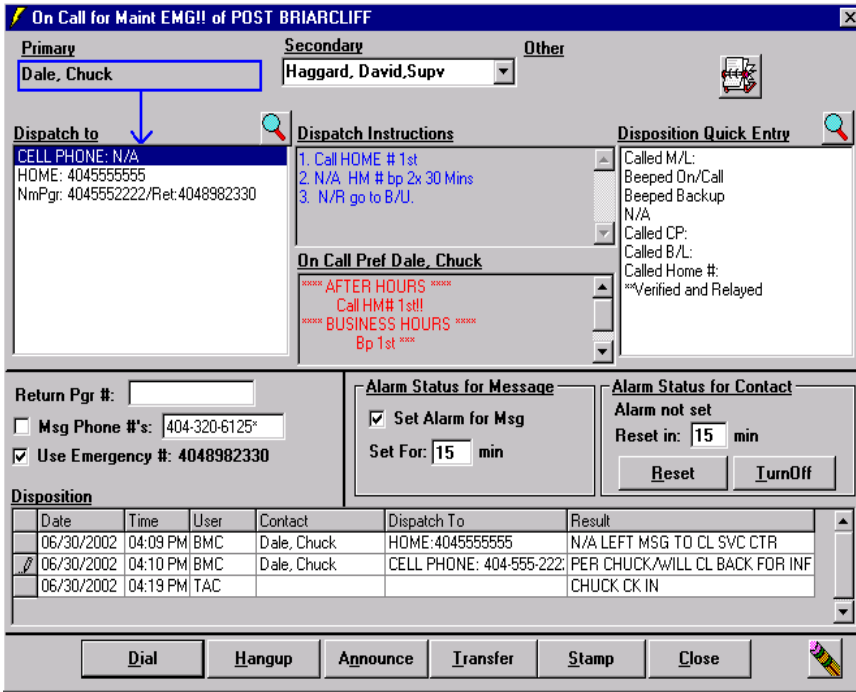
- Dispatch Screen
- Client/Contact NOTES
- Boardchecking
- Updating STATUS Information
- Manual Print / Fax Options
- Options Screen:

...View preprogrammed delivery method  
...View Fax Schedules  
...Displays record of message delivery  
**AND...**  
...Catalogs ALL operator activity regarding current message such as *Change in Delivery Options or Any Message Editing ...*  
...Affords **TOTAL Operator/CSR accountability!**

**BOARDCHECK SCREEN**  
(Below)

Maintaining control over all "working messages" in your system is a breeze with TheAnswer's Boardcheck capabilities.

**No More missed dispatches or undelivered messages!**



**DISPATCH SCREEN**  
(Above)

- To dispatch Calls the Operator/CSR moves from the Message Screen with **rapid ease** to the Dispatch Screen!
- Here the Operator/CSR has before them complete information to efficiently and accurately perform all dispatch functions.
- No more failure to follow the Client's Dispatch Instructions **EXACTLY** as they require!!
- All **POINT & CLICK**. No physical dialing.
- **DISPATCH ALARMS** move Operators/CSR's promptly to the next Level of Dispatch. *Client time parameters are met with precision.*
- **AUTOMATED ON/CALL SCHEDULER...** program on/call information as far into the future as each Client can provide.
- Wake-Up & To Do Reminders, Fax Alerts, On/Call & Account Update Suspend...

Yes, we've got...

**The Answer**

