



# Business Applications



# Applications That Drive Business Performance

Inter-Tel boasts an extensive offering of applications built for business, including Presence Management solutions, and Collaboration and Messaging tools that help enable enhanced productivity and operational performance. Designed to increase productivity, add mobility, and provide managed technology options, these applications intelligently address your business needs to increase revenue, lower operations costs and increase efficiencies—ensuring an enterprise-wide return on investment.



## ■ FAST FACT...

*Business concentration on operational resource management is driving the need for the virtual enterprise—unifying resources from multiple locations into a single, streamlined, cost-effective business unit.*



# Presence Management Solutions

VISIBILITY AND CONTROL OVER HOW, WHEN AND WHERE INDIVIDUALS AND GROUPS COMMUNICATE

Your enterprise faces challenges in its pursuit to simplify how, when and where your employees wish to communicate. You need user-defined, user-controlled communications that empower individuals to originate or receive their mission-critical voice, data and Internet communications when and where they want it. By using the Presence Management applications most appropriate to your enterprise goals, businesses make connectivity easy—employees can stay connected to other associates, as well as clients, partners and vendors—even when the parties are geographically separate.

Additionally, employees of your organization need to be able to transparently leverage all of the communication tools and devices that they have access to, and they want to be able to use these solutions to set their own preferences, and customize and personalize communications to others. Inter-Tel's Presence solutions enable you to tie these devices together, allowing for mobility and multitasking, creating time management opportunities for your associates and enabling business efficiencies.

## Unified Communicator® Software

Today's business environment depends more and more on the mobility of its work force. Associates need to remain connected to each other and to clients whether in the office, in meetings or traveling. Businesses require a user-friendly tool for employees to extend their presence beyond the desktop, while effectively managing their communications.

Inter-Tel Unified Communicator software refines the communications abilities of your company—both internally and externally—by blending call features, routing rules, contacts and availability into a single presence application. Control how and where you may be reached by routing all calls to your current location, or by forwarding your calls to a specified phone number. Integrate all your communication tools with forward paths to alternate communication devices including WAP-enabled cellular phones and PDAs.

A speech-enabled user interface allows you to place calls, check messages, change your location and update your availability status. Software interaction also includes touchtone navigation and Text-To-Speech.

And, by combining presence information with collaboration technology, your associates can quickly achieve higher levels of communication. Inter-Tel Unified Communicator includes Web Invite which allows the user to easily invite up to three additional people into an ad hoc Web-based meeting. This real-time collaboration tool features desktop and application sharing, remote control, file transfer and in-session chat. In addition, live images may be shared using a standard USB Web cam between participants.



Inter-Tel Unified Communicator software honored with Communication Convergence 2004 Product of the Year and Internet Telephony 2003 Product of the Year awards.



## Connection Assistant®

Today's fast-paced business environment requires efficient communication tools with flexible control for employees. The coordination of call-related activities is necessary to effectively link team members or any group that shares common responsibilities. Inter-Tel Connection Assistant application provides your associates with personal control of call handling as well as flexible programming of their own extensions to manage call activity, without involving telecom managers.

Associates can receive convenient screen pops of applications, key customer information and frequently used Web applications. Using a flexible rules-based system, your team members can assign actions to specific events occurring at their extensions. In doing so, calls can be diverted to a particular person, department or voice mail. Or, users can create rules to automatically play a sound file or open a Web page for important calls and much more. Additionally, team members can transfer conversation notes with inbound, external calls and view their fellow co-workers' availability status. The Connection Assistant application can easily be upgraded with the addition of Inter-Tel Call Center Suite modules as your business needs change.

## Enterprise® Instant Messaging

When your business requires secure communications, as well as an application that integrates with your existing corporate infrastructure—including Web portals—Inter-Tel Enterprise Instant Messaging software is the cost-effective choice. This fully browser-based IM solution combines instant messaging with the ability to make phone calls and conference calls. Enterprises can deploy secure, scalable instant messaging requiring no additional desktop software installation or upgrades. And, by adding Enterprise® Conferencing to the solution, instant communications in the form of messaging, calling, conferencing and Web presentation are seamlessly integrated through one simple user interface.



## Attendant Console

The unique user interface of Inter-Tel Attendant Console software provides access to the information and features you need to ensure a superior customer experience. This powerful software provides seamless integration between your computer and telephone so that you can work on your usual computer applications and handle phone calls quickly using your mouse or keyboard. View the presence and availability of your associates through this centralized information center.





# Collaboration Applications

THE REAL-TIME INTERACTION AMONG TWO OR MORE PEOPLE

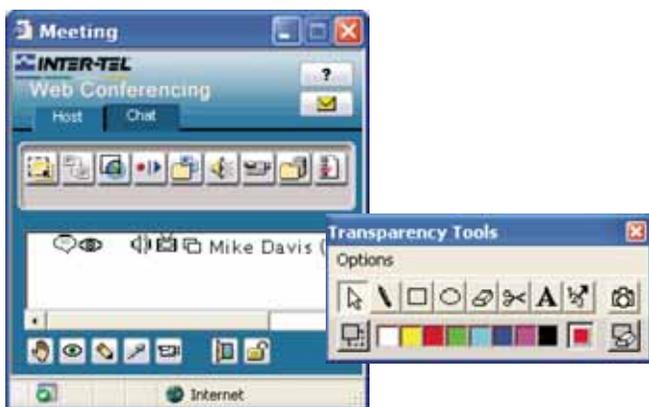
Your enterprise faces many challenges in its pursuit to share ideas, exchange pertinent information and respond to customer needs. Your associates require the ability to attend to critical business matters and achieve goals with individuals or groups easily and without delay—no matter where they are. And your enterprise cannot afford to be disconnected from its distributed work forces, partners, suppliers and customers.

Inter-Tel's collaboration tools enable enterprises to foster a dynamic, real-time environment in which two or more people in geographically dispersed locations can communicate more effectively—streamlining business processes and improving customer care. These real-time tools allow your associates to collaborate cost-effectively, easily and reliably—enabling your business to lower costs and increase productivity.



## Inter-Tel Web Conferencing

Today's businesses continually look for solutions that will help them improve team communication, make decisions faster, reduce product development and sales cycles, minimize travel expenses and increase customer satisfaction. Inter-Tel Web Conferencing leverages the Internet to extend the reach and impact of your ideas to virtually anybody, anywhere in the world. All that is needed to host or join a meeting is a computer, an Internet connection and a Web browser. Right from the desktop, a host can conduct efficient, interactive online meetings with employees, partners, customers and prospects by utilizing tools such as whiteboarding, polling and quizzing, Internet co-browsing and streaming video features. Features also include application sharing, full record and playback capabilities, voice and keyboard chat and document management.



## Inter-Tel Remote Support

Offering on-demand, spontaneous remote assistance to your customers and prospects helps your business increase productivity while lowering operating costs. Inter-Tel Remote Support is a Web-based, real-time, server side remote access and support software tool that facilitates an immediate connection between your PC and your client's PC, enhancing your business's E-Support and E-Sales requirements. This cost-effective collaboration tool features a unique Web-based queuing mechanism, and seamlessly combines remote support tools with desktop streaming, Web collaboration and videoconferencing, to maximize interaction and improve client communication—guiding customers toward a solution they can see on their desktop.





# Contact Center Suite

Inter-Tel Contact Center Suite is a collection of modular computer telephony (CT) software applications that help you provide stellar customer service. Whether you have a department workgroup with extensions or a call center with agents at a single location or dispersed locations, Contact Center Suite offers a wide range of solutions suitable for any business. From server software and management tools to desktop statistical monitoring and agent task automation, these applications will help expedite and improve your call handling capabilities. Contact Center Suite protects your investment as your organization grows, providing scalable solutions for business needs.

**Management Reporting Tools** include Reporter Basic, Reporter and Reporter Pro applications. Using these Contact Center Suite applications, managers can access real-time and historical reports for inbound and outbound call traffic. Generate customized reports by exporting data to spreadsheets and databases. Equip your management with reporting tools that statistically provide the information they need to make customer service improvements.

Additionally, Contact Center Suite Auto Reporter allows users, responsible for monitoring activity, the option to export data to Wireless Application Protocol (WAP) devices for viewing key information on cellular phones. Auto Reporter also allows Palm OS® format support for offline reporting analysis from your handheld PDA device.

**Agent Tools** include CallViewer and RealViewer applications. CallViewer allows for integration of your phones and computers and databases, so agents are equipped with tools that allow them to increase their productivity by making calls, placing calls on hold and conferencing in additional parties, all from their individual PC desktops. RealViewer, another agent tool, provides agents with the valuable insight they need on what's happening in their department. Visual alarms and a display of up to 200 different performance statistics assist with the staff motivation needed to keep performance on score.

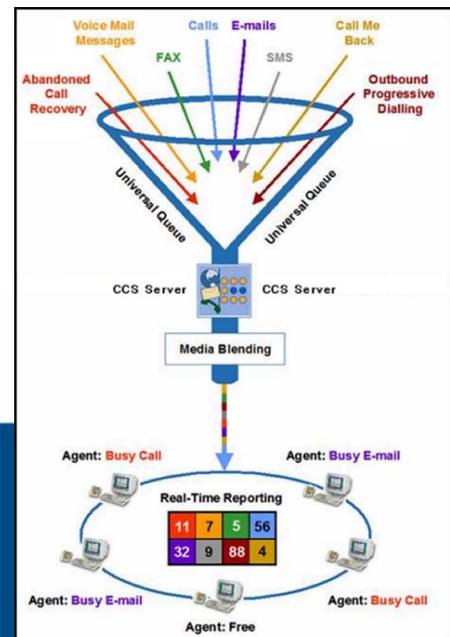
**Call Routing and Recording Tools** include Intelligent Router, this enables businesses to use databases to intelligently route calls to specific departments such as sales, collections or service. The benefit is improved efficiency and productivity, while reducing the cost and frustration associated with misdirected calls. Verification of transactions, telemarketing compliance, and

legal and security issues drive a business's need to partially or completely record calls. Inter-Tel provides a host of call recording and all logging solutions to meet the needs of your business.

**Multi-Media Blending Tools** include media blending and reporting capabilities. Media Blending permits the CCS server to blend emails with voice calls, thus offering a true "contact" center for Inter-Tel customers. Combining the capabilities of media blending and Reporter Pro, real-time and historical reporting is included to enable managers to monitor and report on e-mails that have been received, alongside normal telephone traffic. Users can also apply the following report templates to effectively measure their e-mail traffic:

- Email List, General
- Emails by Hunt Group
- Emails by Half Hour
- Emails by Agent
- Emails by Domain
- Emails by Talk Time
- Email Summary by Day / Week / Month

Media blending can also be configured to send auto response messages back to customers as their e-mails arrive into the contact center. For example, when a message is received for the customer support group, Intelligent Router can be used to send an automatic response back to the customer so they are aware their e-mail is being handled. The reply can include a variety of statistics such as; average queue time for e-mails, average queue time for calls waiting, number of emails or calls in the queue sends an auto response based on text in the subject or body of the e-mail.





## Enterprise® Conferencing

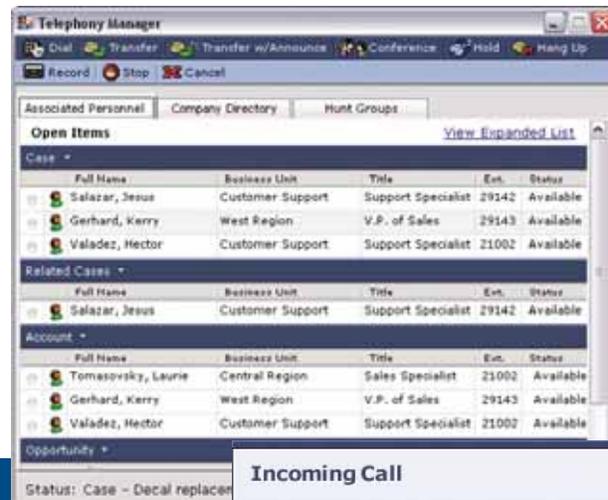
When you need an effective way to bring associates, partners and clients together easily and cost-effectively, Inter-Tel Enterprise Conferencing provides flexible and secure audioconferencing options that help reduce business costs such as long distance and travel-related expenses. Featuring an intuitive browser-based control interface, users can create, manage and control important conferences, meetings, training sessions and more. Enterprise Conferencing tools allow your associates to instantly set up presentations, Webinars or training sessions, reducing coordination time, while maximizing the productivity of resources. The exceptional voice quality and reliable operations let you create on-the-fly conferencing, so that you can respond to critical situations more quickly and efficiently.



## Telephony Manager

The power of Inter-Tel's advanced communications platforms and Microsoft® Customer Relationship Management (CRM) have come together to help your business communicate more effectively, deliver superior customer service and generate revenue. Inter-Tel and ePartners™—a national reseller of Microsoft CRM software—developed the Telephony Manager product, which enables Inter-Tel customers to integrate with Microsoft CRM via the Inter-Tel OAI interface.

Telephony Manager provides your agents with inbound screen pops based on Automatic Number Identification (ANI) from an Inter-Tel advanced communications platform. Microsoft CRM software is then automatically launched, allowing your agent to keep track of the activity associated with the incoming call. Telephony Manager also provides presence management information from within the organization, as well as outbound dialing and call tracking capabilities.



**Incoming Call** [X]

 **Matched Account**

Scooters and Bikes Store

#SCO05B99

Answer



# Messaging Tools

THE EXCHANGE OF INFORMATION BETWEEN PEOPLE OR LOCATIONS

Today's business community is looking for messaging solutions that respond to their unique challenges in the exchange of ideas, needs and solutions. Your enterprise must be available to respond uniquely to employees, suppliers, partners and customers. And you need to offer 24/7 coverage—capturing incoming requests for information. Messaging tools enable your business to have an “always on” channel of communication that crosses the boundaries of time and geography. Inter-Tel's solutions feature flexible media types and interface choices enabling your associates to create and retrieve communication how they need to—when they need to.



## Enterprise® Messaging

Inter-Tel Enterprise Messaging application is a scalable, advanced speech-enabled messaging and call routing tool that combines voice and data communications for a unified user experience. Designed for small and mid-market businesses with up to 200 subscribers, integrated unified messaging functionality provides a cohesive presentation for voice, fax and e-mail communications in Microsoft® Outlook®. Users can access all of their messages at the office, at home or on the go. Optional speech recognition capabilities enable users to speak commands to easily navigate through voice mail and corporate directories. Text-To-Speech support enriches message access when you are away from the office as well. Enterprise Messaging conveniently reads your e-mails to you when you're unable to access your laptop or PC.

Reach more customers and offer convenient services 24/7 with Enterprise Messaging fax library support, which enables your business to maintain a database of common documents or forms that your business often provides to its customers or clients.

When clients call your business after hours they can request a particular document be faxed to the destination of their choice.

Additionally, Enterprise Messaging offers recording capabilities—enabling your employees to refer back to conversations at a later date or forward conversations to another employee. Group distribution lists empower you with flexible communication tools to communicate to groups of one or many. Automated Attendant functionality supports custom call routing—a flexible tool that allows you to route callers automatically to a person or department, or 24/7 recorded information.





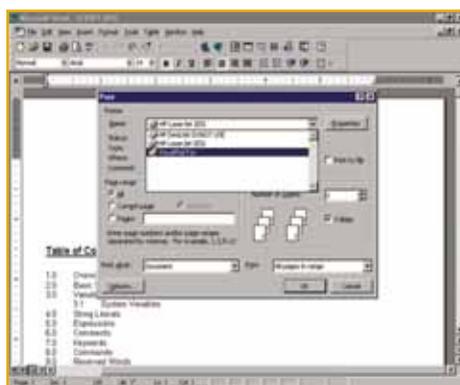
## Voice Processing Unit

Inter-Tel's Voice Processing Unit provides messaging tools such as an automated attendant, call routing announcements, robust voice mail, various call handling functions and unified messaging capabilities. The automated attendant is like a "virtual employee" routing your customers and clients to the department, person or information they need—24 hours-a-day, seven days-a-week. The call routing announcement application can be used in place of a playback device, which is especially useful for hunt group announcements and overflow stations. When called, the call routing announcement application plays a recording and then hangs up. Callers can also press a single digit for access to a mailbox, a Fax-On-Demand function, or a station or hunt group that has an associated mailbox or extension ID.

The powerful voice mail application handles calls by subscribers and non-subscribers. Callers hear the main greeting, followed by a menu of available options. And, for holidays and weekends, your business can use the Scheduled Time-Based Application Router (STAR) function for simplified programming of alternate greetings. Voice mail enables users to access messages from anywhere, any time with a touchtone phone. The Inter-Tel Voice Processing Unit also supports Inter-Tel Unified Messaging software enabling employees to streamline all of their voice mail, e-mail and fax messages into a universal mailbox.

## Unified Messaging Software

When you're away from the office, Inter-Tel Unified Messaging software provides a single contact point for all your messages. Designed to run in a Microsoft® Windows® environment, Unified Messaging software enables you to receive voice mail, e-mail and fax in a universal inbox by connecting to your e-mail server. This tool provides quick and easy access to messages from anywhere. Using a multimedia PC, you can listen to, forward, send and save your voice mail messages. Facilitate mobility, reduce long distance charges and improve communication options with Unified Messaging software.





## Applications Platform: IVR

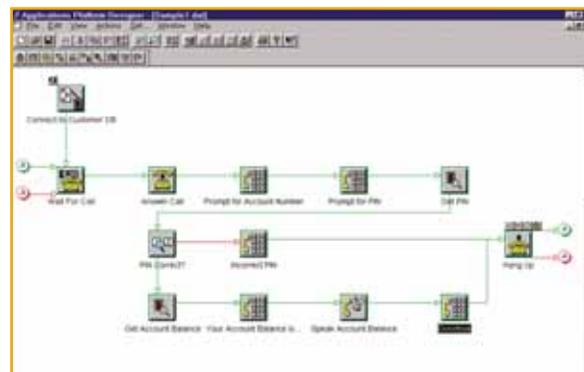
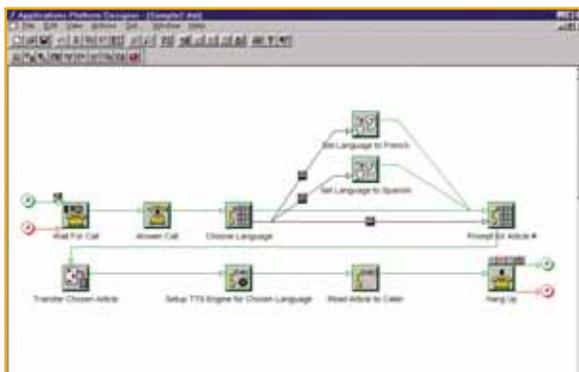
Improve areas like your agent effectiveness by off-loading repetitious tasks, reducing errors and communicating the correct data to handle calls efficiently. Decrease attrition by redirecting agents to revenue-producing tasks. Inter-Tel's IVR solutions allow you to match callers to multilingual applications and provide frequent caller preferences to improve customer satisfaction. Inter-Tel's IVR solutions start with a development platform and a runtime engine that is layered with applications developed specifically for your organization by Inter-Tel Custom Solutions (ICS) or an Inter-Tel authorized developer using the Software Development Kit. An Inter-Tel Custom Solutions team member can provide free consultation on Applications Platform capabilities including speech enabled interfaces, available business application templates and Return On Investment (ROI) models.

**Interactive Voice Response** can be deployed to automatically route calls to a particular department or personnel, provide account information to your customers and clients, execute transactions and deliver important messages or information.

**Automatic Speech Recognition** enables callers to conveniently talk with your computers versus keying in touchtone digits to make a transaction or to be routed to a department.

**Text-To-Speech** reduces costs and increases productivity by replacing human recordings. Textual information from your databases is converted into detailed, personalized information and "spoken" to callers.

**Biometric Speaker Verification** takes a voice print of your client's or patient's personal pass code for convenient access to your services. Your client or patient can dial into your system and speak their personal pass code for secure access to the information or services they desire.



Inter-Tel Applications Platform IVR  
named Internet Telephony 2002  
Product of the Year.



## System Manager

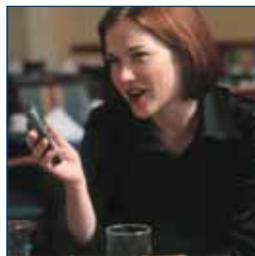
When your small single system grows into a large networked system in multiple locations running many applications, you need a way to manage and maintain all of these points. Inter-Tel System Manager is a tool that provides a single visual point to view your systems and applications and allows for programming and diagnostics through a single interface, increasing efficiencies and resources.



## Communicating Performance®

Inter-Tel doesn't just sell you products—we bring powerful solutions to your business and then back up our solutions with a commitment to service. Inter-Tel and its affiliates are dedicated to planning, coordinating and managing your diverse communications needs. Along with our authorized providers, we've crafted comprehensive service programs that allow you to focus your attention on your business, secure in the knowledge that your requirements for an effective communications system are being met today and well into the future.





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