



# TeleServices CallManager™

TeleServices CallManager links your PC and telephone into a telephony-enabled desktop. You can use your TAPI applications and PC-based information in your call handling.

The CallManager integrates personal information management and telephony capabilities in a easy-to-use GUI interface. It lets you visually manage calls and use telephone features by simply pointing-and-clicking. You can view caller details before answering a call, search and locate people, access calling history and dial from other Windows applications.

The TeleServices CallManager can make your entire organization more productive by improving their communication effectiveness by integrating telephony with business and personal data on PCs.



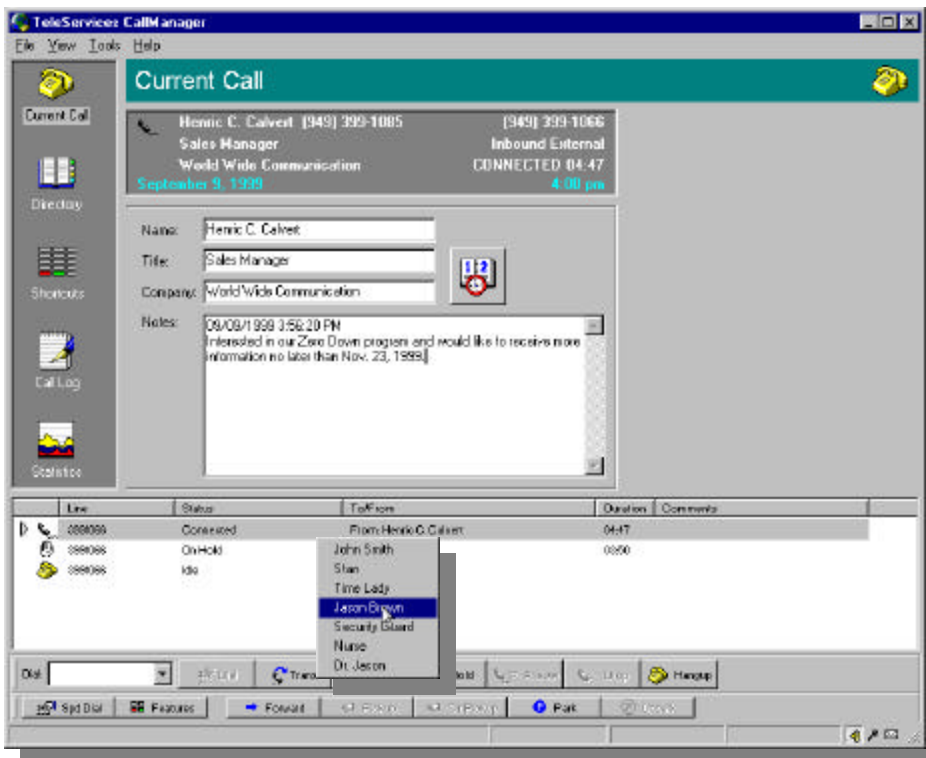
## Benefits

- ✓ Improved call handling productivity
- ✓ Easy (point-and-click) access to telephone features
- ✓ Quick access to client/customer information
- ✓ Automatic tracking all incoming and outgoing calls
- ✓ Preview of caller information prior to answering a call
- ✓ Minimized interruptions by prioritizing callers
- ✓ Efficiently locating people from organizational directory



## CALLMANAGER FEATURES

<p>✓ <b>VISUAL CALL HANDLING</b></p> <p>Answer or place calls from PC See caller information prior to answering Click to access telephone features Drag &amp; drop names from phonebook</p>	<p>✓ <b>COMPANY &amp; INTERNET DIRECTORIES</b></p> <p>Search and locate people from directories Supports LDAP directories (lightweight directory access protocol) e.g. MS-Exchange, Lotus-Notes, Netscape Directory Server*</p>
<p>✓ <b>RECORD CALLING HISTORY</b></p> <p>Log all incoming and outgoing calls Review history of previous calls Click to callback unanswered calls Keep call notes on-line</p>	<p>✓ <b>SHORTCUTS AND STATISTICS</b></p> <p>Create speed-dial or feature shortcuts Launch applications or access URLs Click to change handset or ringer volume Review summary call statistics</p>
<p>✓ <b>PERSONAL PHONEBOOKS</b></p> <p>Keep contact information in phonebooks Store numbers, e-mail and postal address Auto-dial, send e-mail, print labels Create personal or shared directories</p>	<p>✓ <b>DESKTOP INTEGRATION</b></p> <p>Dial from any Windows application Select names from phonebook to send e-mail Import data from any ODBC database Build scripts to tightly integrate with other applications</p>



TeleServices CallManager showing the current call window

## SYSTEM REQUIREMENTS

- Pentium (or greater) PC
- Microsoft Windows 95 or higher
- 32 MB RAM
- 30 MB disk space
- Windows compatible LAN
- CD ROM drive
- SVGA or higher resolution monitor
- Windows compatible mouse pointing device

## TAPI TELEPHONES

- Lucent 7500, 8500, i2000 ISDN sets
- dBA Telecom SmarTalk CTI sets (Analog)
- TAPI Telephones (Qualified)

*For more information on the TeleServices CallManager, please contact your Lucent Technologies sales representative. Please visit our web site at <http://www.lucent-sas.com> or call us at (888) 4-LUCENT. TeleServices CallManager is a trademark of CallComm Technologies.*