

# OAISYS

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## NET PHONE

### Centralized Communication Tool

Look at any desktop in a call center or progressive company and you are guaranteed to find a computer and a telephone. These critical communication tools are used constantly yet are seldom integrated. Instead, users become the "technology-integrator," going back and forth for information and communication while reducing the level of customer service provided to callers. OAISYS Net Phone leverages the power of the computer and telephone to bring one superior tool to the desktop. Net Phone manages incoming and outgoing call functions and synchronizes with a company's operations, CRM, or contact software. The versatility of Net Phone allows you to control calls, capture important customer data, and provide customers with superior service.

### Advanced Call Management

OAISYS Net Phone provides users with telephone features and call-handling functions directly from the computer. Dialing, answering, transferring, placing a call on hold, and ending calls are all accessible from the compact or expanded Net Phone view. The intelligent call window displays the Caller ID and status of each call, allowing users to efficiently manage multiple calls with the ease of drag and drop or with a keystroke. Net Phone also allows you to send instant text messages to other users and dial a phone number from any program. The Call Notes feature allows users to attach important customer information to a call, which then follows the caller if they are transferred to another department or extension, eliminating the need to ask the caller for the same information multiple times. Call notes can also display information collected from the OAISYS Interactive Voice Response (IVR) system.



### Screen Pops

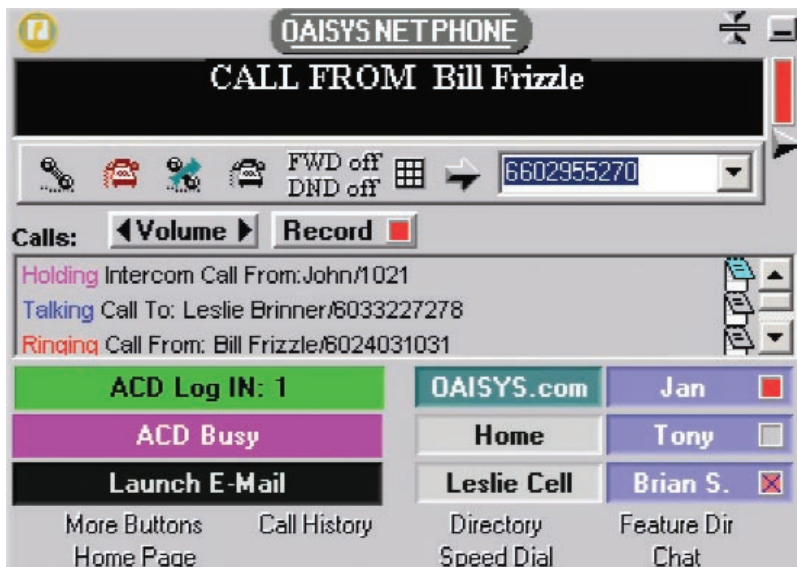
OAISYS Net Phone integrates with many of the leading contact manager and CRM programs with its flexible, multi-protocol software interface. When a phone call comes in, Net Phone triggers the software's database and automatically launches (pops-up) the caller's corresponding contact information. For a complete list of programs that integrate with Net Phone visit [www.oaisys.com](http://www.oaisys.com).

### Personal Call Handler

The Personal Call Handler saves time by automatically performing routine call handling events. Using a combination of triggering events, conditions, and actions, Net Phone addresses each call or function based on the user or supervisor preferences. Net Phone can announce VIP calls with a particular tone from the PC, forward incoming calls from a specific number directly to voicemail, and launch e-mail or contact programs.

OAISYS Net Phone is a comprehensive personal call management tool that improves communication.





OAISYS Net Phone combines the power of your communication system and desktop computer to improve call processing management and provide better service to your customers.

#### Applications:

- Call Centers
- Telephone Power Users
- Receptionists
- Sales Representatives
- Help Desks

#### System Requirements:

- OAISYS Net Server software using a TCP/IP network
- IBM compatible PC
- Windows 95/98/ME/XP/NT/2000
- Minimum Pentium/66 MHz
- 10 Mb free disk space

Features	Functions	Benefits
Software Telephone	Provides the following phone functions from computer screen: answer call, hold, transfer, hang up, conference, message, mute, volume controls, record, and keypad	
Call Window	Shows all calls in progress Shows ACD events and prioritizes them with colored text (requires ACD Manager)	
Skins	Change the look of Net Phone by designing your own skin, adding a logo, and changing color schemes	Increases job productivity & efficiency by streamlining information gathering process
Instant Text Messaging	Send instant text messages between users or broadcast messages to user-defined groups	
Directories	Extension directory automatically updates itself and provides list of all extensions Feature directory lists system feature codes Personal speed dial directory shows frequently called numbers	Optimizes call flow by eliminating the need to switch from computer to telephone for call processing functions
Side Window	Movable side window provides an additional 25 programmable keys	
Programmable Feature Buttons:		Improves customer service by having relevant customer information available when you receive a call.
ACD Keys	Displays user's status in ACD groups	
DSS Keys	View phone status and quickly call extensions	
Web Keys	Program frequently used web sites	
Speed Dial Keys	Program frequently called numbers	
Run Program Keys	Launch software programs	
PBX Command Keys	Program frequently used phone system features	
Call Notes	Input and view information about the active call before transferring	
Integrated Web Window	Allows Internet and intranet based solutions to be easily developed and deployed	
Call History Viewer	View, search, sort and print the log of all calls made and received	
OAISYS Integration CenterLink	Links with CenterLink to recognize that an agent is ready to take e-mail or web chats	
Tracer	Provides recording status indicator and allows users to add bookmarks to recorded conversations	

