SUITE ANSWER CENTER SOFTWARE

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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 CTI's Cloud-Based Hosted Platform. This allows 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** 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

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 when answering and processing their calls.

``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.

- **"Email"** This feature allows you to email a selected contact directly from the console.
- "Status" This feature is used to update a contact's office "status".

"Chat"	Allows you to send a chat message to another operator who is logged into the software.
"Contact"	Brings you directly to a selected contact's
	main setup.
"DND"	This button allows you to put a selected
	Client's extension into DO NOT DISTURB.
"Forward"	This button allows you to forward a selected contact's extension to an outside phone
	number.

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.

 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 their 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.

◆**Messages** can also be taken by the operator if the client prefers and customized to their needs.

◆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.

•NEW! SMS Messaging - Text messages can be sent to a client's cell phone.

Client's calls can be **patched** outside the office to their cell phone, home phone, etc.

Suite Answer Center's Conference Room Booking Module

		5	Suite Book	ing					_
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Suite Answer Center's Conference Room Booking module allows the receptionist(s) to view and schedule conference room time for your clients. Clients can also schedule conference room at any time via CTI's web integration.

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 on Suite Answer Center's billing report.

Preview: SMDR Report Next Page Done

SMDR Report

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

Date	Time	DID Ext.	Туре	QueTm	RingTm	Call Lgth	CallerId/Dialed		Userid	Acc.Code	RecExt	Callid	Handled
08/03/07	09:47 AM		Incoming/Outside	00:00	00:05	00:00		INTC			1020	4F8#901	
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	К
08/03/07	12:04 PM		Incoming/Outside	00:00	00:06	00:00		INTC			1054	4F93P01	
08/06/07	09:38 AM		Incoming/Outside	00:00	00:06	00:50		INTC	MACK		1032	4F*XF01	1
08/06/07	09:46 AM		Outgoing/Internal	00:00	00:02	00:00	2030		MACK		1032	4F*X@01	
08/06/07	09:46 AM		Outgoing/Internal	00:00	00:02	00:18	1020		MACK		1032	4F*@001	-
08/06/07	10:52 AM		Outgoing/Outside	00:00	00:10	06:30	2611830	94180	TERRI		1020	4F#4901	
08/06/07	11:20 AM		Outgoing/Outside	00:00	00:32	00:30	5924315	94183	TERRI		1020	4F#6601	-
08/06/07	11:21 AM		Outgoing/Outside	00:00	00:05	00:57	15163693641	94183	TERRI		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	1
08/07/07	09:26 AM		Incoming/Outside	00:00	00:03	01:10		INTC	BEA		1054	4)3@701	•
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08/09/07	09:33 AM		Incoming/Outside	00:00	00:04	00:00		INTC	MACK		1032	4X@9@01	
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	80:00	1020		MACK		1032	4X@#801	
08/09/07	10:04 AM		Incoming/Outside	00:00	00:06	00:33		INTC	MACK		1032	4X@##01	KK
08/09/07	10:38 AM		Incoming/Outside	00:00	00:12	00:00		INTC	MACK		1032	4X@F801	
08/09/07	11:02 AM	1346	Incoming/Outside	00:00	00:04	07:35	5163693622	94193	TERRI		1020	4X@@F01	
08/09/07	11:12 AM		Incoming/Outside	00:00	00:08	00:47		INTC	BEA		1054	4@00#01	IIIIV
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	
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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.

age	Previous Page	Done	ny	- 1
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			Call Summary Report by Company	
			Date Range: 7/1/2001 - 7/31/2001	
			Time Range: 12:00 AM - 11:59 PM	
compa	any Totais			
	f Incoming Calls:	3329	Total # of Voicemails: 869 Total # of Status Chanced:	151
	f Outgoing Calls:	2386	Total # of Record-a-call: 17 Total # of Check in calls:	0
Total # of		5715		
Total # of	f Minutes used:	2580min	Total # of Outgoing Announced Calls: 199 Total # of Numeric Pages:	0
			Total # of Intercom Announced Calls: 1475 Total # of Alpha Paged:	0
Total # of	f Calls Answered:	3091	Total # of Xfer Calls to Ext #: 1070	
Percentag	ge Answered:	92%	Total # of Patched Calls: 128 Total # of Message Prints:	0
			Total # of Conferenced Calls: 1 Total # of Message Faxes:	0
			Total # of Emails Sent:	0
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631-243-6236 (FAX) 44 P JEFRYN BLVD. WEST, DEER PARK, NY 11729 1-888-284-2850