



phonemanager



enhanced productivity
with computer telephony integration





Phone Manager has been introduced to make some of the powerful features available on the Inter-Tel communications system even easier to access and use.

The screen based presentation delivers a wealth of information that helps you and your company communicate better. Phone Manager has a number of modules designed to meet the different needs of the individual within the organisation. See the specification of the modules below to see which will be best for you.

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The following features are included 'out of the box' with any Inter-Tel telephony solution and bring basic computer telephony integration (CTI) to your desktop.

your colleagues

Need to know if your colleagues are on the phone, away from their desk or even in Do Not Disturb? Then Phone Manager is the perfect solution. Now you can see the phone status of your colleague's extension. It's easy to add or remove an 'icon' for telephone users on your system (even if they are located in other offices or at home) and the icon will turn red when they are busy on a call, green when they are free and blue when the phone is in



the Do Not Disturb state. If an icon is showing busy, Phone manager can even display the name of the person they are talking to!

your calls

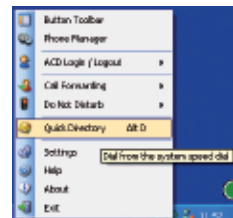
Ever find yourself looking for a piece of paper with a telephone number you jotted down and need urgently but can't find it? With Phone Manager you don't need to worry again. Phone Manager lists all your calls to provide you with an easily accessible call history.

Extension	Duration	Answer Time	SpeedCall	CallerID	Call Time	Time	Day	Direction	Call
80800				DPPT'S WORLD	07090007	10:29:48	10:29:48		M Intra-2005
80801				DPPT'S WORLD	07090007	10:29:49	10:29:49		M Intra-2005
80802				DPPT'S WORLD	07090007	10:29:50	10:29:50		M Intra-2005
80803				DPPT'S WORLD	07090007	10:29:51	10:29:51		M Intra-2005
80804				DPPT'S WORLD	07090007	10:29:52	10:29:52		M Intra-2005
80805				DPPT'S WORLD	07090007	10:29:53	10:29:53		M Intra-2005
80806				DPPT'S WORLD	07090007	10:29:54	10:29:54		M Intra-2005
80807				DPPT'S WORLD	07090007	10:29:55	10:29:55		M Intra-2005
80808				DPPT'S WORLD	07090007	10:29:56	10:29:56		M Intra-2005
80809				DPPT'S WORLD	07090007	10:29:57	10:29:57		M Intra-2005
80810				DPPT'S WORLD	07090007	10:29:58	10:29:58		M Intra-2005
80811				DPPT'S WORLD	07090007	10:29:59	10:29:59		M Intra-2005
80812				DPPT'S WORLD	07090007	10:30:00	10:30:00		M Intra-2005
80813				DPPT'S WORLD	07090007	10:30:01	10:30:01		M Intra-2005
80814				DPPT'S WORLD	07090007	10:30:02	10:30:02		M Intra-2005
80815				DPPT'S WORLD	07090007	10:30:03	10:30:03		M Intra-2005
80816				DPPT'S WORLD	07090007	10:30:04	10:30:04		M Intra-2005
80817				DPPT'S WORLD	07090007	10:30:05	10:30:05		M Intra-2005
80818				DPPT'S WORLD	07090007	10:30:06	10:30:06		M Intra-2005
80819				DPPT'S WORLD	07090007	10:30:07	10:30:07		M Intra-2005
80820				DPPT'S WORLD	07090007	10:30:08	10:30:08		M Intra-2005
80821				DPPT'S WORLD	07090007	10:30:09	10:30:09		M Intra-2005
80822				DPPT'S WORLD	07090007	10:30:10	10:30:10		M Intra-2005
80823				DPPT'S WORLD	07090007	10:30:11	10:30:11		M Intra-2005
80824				DPPT'S WORLD	07090007	10:30:12	10:30:12		M Intra-2005
80825				DPPT'S WORLD	07090007	10:30:13	10:30:13		M Intra-2005
80826				DPPT'S WORLD	07090007	10:30:14	10:30:14		M Intra-2005
80827				DPPT'S WORLD	07090007	10:30:15	10:30:15		M Intra-2005
80828				DPPT'S WORLD	07090007	10:30:16	10:30:16		M Intra-2005
80829				DPPT'S WORLD	07090007	10:30:17	10:30:17		M Intra-2005
80830				DPPT'S WORLD	07090007	10:30:18	10:30:18		M Intra-2005
80831				DPPT'S WORLD	07090007	10:30:19	10:30:19		M Intra-2005
80832				DPPT'S WORLD	07090007	10:30:20	10:30:20		M Intra-2005
80833				DPPT'S WORLD	07090007	10:30:21	10:30:21		M Intra-2005
80834				DPPT'S WORLD	07090007	10:30:22	10:30:22		M Intra-2005
80835				DPPT'S WORLD	07090007	10:30:23	10:30:23		M Intra-2005
80836				DPPT'S WORLD	07090007	10:30:24	10:30:24		M Intra-2005
80837				DPPT'S WORLD	07090007	10:30:25	10:30:25		M Intra-2005
80838				DPPT'S WORLD	07090007	10:30:26	10:30:26		M Intra-2005
80839				DPPT'S WORLD	07090007	10:30:27	10:30:27		M Intra-2005
80840				DPPT'S WORLD	07090007	10:30:28	10:30:28		M Intra-2005
80841				DPPT'S WORLD	07090007	10:30:29	10:30:29		M Intra-2005
80842				DPPT'S WORLD	07090007	10:30:30	10:30:30		M Intra-2005
80843				DPPT'S WORLD	07090007	10:30:31	10:30:31		M Intra-2005
80844				DPPT'S WORLD	07090007	10:30:32	10:30:32		M Intra-2005
80845				DPPT'S WORLD	07090007	10:30:33	10:30:33		M Intra-2005
80846				DPPT'S WORLD	07090007	10:30:34	10:30:34		M Intra-2005
80847				DPPT'S WORLD	07090007	10:30:35	10:30:35		M Intra-2005
80848				DPPT'S WORLD	07090007	10:30:36	10:30:36		M Intra-2005
80849				DPPT'S WORLD	07090007	10:30:37	10:30:37		M Intra-2005
80850				DPPT'S WORLD	07090007	10:30:38	10:30:38		M Intra-2005
80851				DPPT'S WORLD	07090007	10:30:39	10:30:39		M Intra-2005
80852				DPPT'S WORLD	07090007	10:30:40	10:30:40		M Intra-2005

You can store up to 1000 calls which can be sorted by a wide variety of criteria (date, time, speed dial, caller ID and inbound or outbound call to name but a few). Need to dial the number? Simply click on the dial icon and the call is made.

your contacts

Fed up with telephone numbers in different places? Phone Manager can centralise your contact lists by downloading the Inter-Tel system speed dial and extension directory as well as allowing you to add your own personal numbers.



Then simply type in a name and Phone Manager will short cut to a name match for you to dial with the press of a button. It's as easy as that!

quick dial hotkey via microsoft® outlook

Phone Manager doesn't mind if you still prefer to use Microsoft Outlook for your contacts. The Quick Dial feature allows you to highlight a number and use a configurable 'hotkey' to make that call. Take a look at Phone Manager Professional for more Outlook integration.

screen-pop your calls

A fantastic feature of Phone Manager is the discreet call banner. When ever you make or receive a call the Phone Manager banner displays call information on your computer screen. You can even customise your banner by adding or removing fields like "Caller ID" or "Call Duration" and you can show or hide call control buttons such as "Answer" and "Call Hold".



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Feature	Standard	Professional	Professional Integrator	Team Leader
DSS				
Extension based console	✓	✓	✓	✓
Speed Dials - System & Personal	✓	✓	✓	✓
Agent based console	-	✓	✓	✓
Hunt Group based console	-	-	-	✓
Global ACD & DND Control	-	-	-	✓
Silent Monitor	-	-	-	✓
Item Limit	50	100	100	250
Banner				
Call Banner	✓	✓	✓	✓
Quick Dial Directory	✓	✓	✓	✓
Application Hot Keys	-	✓	✓	✓
Call History (inc. missed calls & full directory)	✓	✓	✓	✓
Call History Item Limit	1000	1000	1000	1000
Quick Dial Hot Key	✓	✓	✓	✓
Do Not Disturb Control	✓	✓	✓	✓
Forward State Control	✓	✓	✓	✓
Personal ACD Agent Status	-	✓	✓	✓
ACD State indication in Tray Icon	-	✓	✓	✓
Auto ACD login/logout on Startup/Shutdown	-	✓	✓	✓
Application Support				
TAPI Interface	-	✓	✓	✓
Microsoft® Office Outlook® integration	-	✓	✓	✓
Integration				
Macro Support	-	-	✓	✓
Button Tool Bar	-	-	✓	✓
Button Limit	-	-	50	100
Development Controls (.NET / VB)	-	-	✓	✓
Xarios Recorder integration	-	-	✓	✓
Xarios Dialler integration	-	-	✓	✓

Inter-Tel system requirements ■■■

CTI license enabled.
CS5000 or Axxess v8.0 or later.

PC requirements ■■■

Microsoft Windows 2000 Pro or later running
.Net Framework Ver 2 or later.



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Some features require specific Axxess / 5000 series versions, please check compatibility list.

Future product releases and applications are subject to availability and cost. Specifications are subject to change without notice.

Some features may require additional hardware and / or specific software.

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