

R E P A R T E E[®] C T I

a u n i f i e d c o m m u n i c a t i o n s s o l u t i o n

Intelligent Voice Messaging

With Active Voice's **Repartee CTI**, you can take control of your communications environment and manage the wave of information that floods your desk, your telephone, your PC, your fax machine.

Repartee CTI is an intelligently designed communications server that gives you powerful messaging features and the ability to expand and customize your system as needed.

With **Repartee CTI** you can access and address important communications from any touchtone telephone in the world, and you can manage live telephone traffic and all types of messages visually right on your PC screen. No other telecommunications product unifies your communications like **Repartee CTI**. With **Repartee CTI** you work the way that's best for you and your business.

Repartee CTI combines voice mail, automated attendant, audiotext, and fax detect, route, and notify into a completely integrated business solution that will help you communicate more effectively with the people who matter most to your business—your customers and your fellow employees.

Repartee CTI comes with all the essential features you expect from a top-of-the-line voice messaging system. We just made them more intelligent.

Our *1 for Yes, 2 for No*[®] conversational interface gives first-time users and callers all the advantages of **Repartee CTI's** advanced features right away. Anyone can access the voice messaging features they need by simply pressing "1" for "yes" and "2" for "no" in response to **Repartee CTI's** questions. At the same time, experienced users can opt for the powerful menu interface for immediate access to the features they've become familiar with and use everyday.

Repartee CTI organizes your messages the way you'd expect from a personal assistant. It gives you your urgent messages first and, when it can identify the caller, plays all the messages from the same caller together. **Repartee CTI** offers you flexible message delivery and retrieval. The system will call you—in another office, at home, in your car, on your cell phone—in up to four places in the order and at the interval you specify until it finds you.

Voice Mail *Repartee CTI's* advanced voice mail features can save your organization time and money and help improve your customer service by eliminating telephone tag, inaccurate handwritten messages, missed calls, and excessive toll charges. Callers can leave detailed messages any time of day or night, even after business hours. And all messages are personal and confidential. *Repartee CTI's* powerful subscriber-to-subscriber features also allow you to leave messages for fellow employees, send out a single message to a group of employees, and redirect messages to others on the system.

Automated Attendant *Repartee CTI's* automated attendant greets your customers professionally and courteously, leaving them with a positive impression about your organization. By guiding callers through the system in a friendly and timely fashion, *Repartee CTI's* automated attendant makes the messaging process as effortless as possible. And of course, *Repartee CTI* always gives the caller the option to press a touchtone at any time during the voice mail conversation to speak to an operator.

Repartee CTI stands apart from other voice messaging systems because it can do much more than just answer telephones and take messages. *Repartee CTI* is extremely flexible because it uses programmable "transaction boxes" that complete any combination of tasks automatically. Transaction boxes can answer incoming calls, play audiotext, deliver callers to the proper extension, transfer calls, take messages in any sequence, or call an alternate party. With transaction boxes, *Repartee CTI* can be customized for almost any use you can imagine.

Audiotext Organizations in every type of market use *Repartee CTI's* audiotext capabilities to set up 24-hour customer information lines. Retailers, banks, and other companies can use it to deliver timely information about their products and services, and nonprofit organizations such as libraries, schools, and government agencies can use it to help fulfill public needs while reducing costs. *Repartee CTI* lets you record prompts remotely, so information can be updated easily.

Faxing *Repartee CTI* also has the ability to detect, route, and notify you about faxes. If *Repartee CTI* hears a fax tone when it answers a call, it automatically transfers the call to the fax machine, eliminating the need for a separate fax number and a costly dedicated outside line.

A Foundation for Growth and Customization

Purchasing a voice messaging system can be a significant financial decision; that's why we've designed *Repartee CTI* to protect your investment. With *Repartee CTI*, expanding and updating the system is easy and affordable. You can add features, subscribers, and even performance as your needs change.

Repartee CTI can easily grow to keep pace with your business. Does success mean a heavier volume of message traffic? *Repartee CTI* can grow incrementally from 4- to 96-ports to give you the size that's just right for your business. Do you need more storage capacity for messages? With *Repartee CTI*, you can expand to more than 1400 hours of storage. (To review 1400 hours of stored messages, you'd have to listen nonstop for almost three months.) Is your company adding new employees? *Repartee CTI* gives you up to 65,000 voice mail boxes.

We've built *Repartee CTI* to run on standard PC-based components, so we can offer you performance and reliability at a reasonable price. Using a PC also allows us to capitalize on the constant innovations in computer technology and gives us the ability to provide features and functions that can be easily added to existing systems.

With *Repartee CTI*, you don't have to dread the year 2000. *Repartee CTI* is already Year 2000 compliant. So when the clock ticks past midnight on December 31, 1999, your system will be safe from the countless problems and breakdowns that experts everywhere are predicting for computer-based products.

If you ever decide to change your telephone system, *Repartee CTI* can almost certainly work with the new system. With more than 200 possible telephone integrations, *Repartee CTI* gives you the flexibility to change your telephone system when you want.

Optional Packages

Hospitality Hospitality lets hotels and motels provide complete guest messaging and information services for their clientele without putting an extra burden on their staff. Guest mailboxes, information lines, customizable greetings, hotel guest directory, guest-controlled wake-up calls, and multilingual guest and caller conversations are just a few of the features that will give lodging establishments a competitive edge and a reputation for providing guests with the latest technological solutions.

ActiveNet™ When your business opens additional offices across town or across the country, you need communications between personnel to be more efficient, not less. ActiveNet connects remote *Repartee* systems so that they operate just like a single, large voice messaging system.

ActiveFax™ Streamlining your fax distribution procedures can save hundreds of hours and, ultimately, thousands of dollars. *Repartee CTI's* ActiveFax gives you the ability to store incoming faxes electronically and route an incoming fax to the nearest fax machine anywhere in the world using a touchtone telephone. Distribution of the fax is as close as your nearest touchtone telephone.

ActiveFax also comes with a **fax-on-demand** option, which lets outside callers retrieve documents from a fax library by simply pressing touchtones. Your customers can quickly and effortlessly retrieve the information they need, and your staff will not have to spend unnecessary time sending individual faxes from a fax machine upon request.

Multilingual *Repartee CTI* helps businesses make the most of international opportunities by facilitating multilingual communications. Multilingual conversation packages are available with *Repartee CTI*, and greetings and prompts can be recorded in any language so users and callers can select the language of their choice. With *Repartee CTI*, any size company can enjoy multilingual messaging capabilities.

Let TeLANophy[®]

Unify Your Communications

If the flood of messages and telephone calls you face everyday is making it increasingly difficult to deliver top quality customer service, it's time to take advantage of the TeLANophy suite of unified messaging and call management modules.

The optional TeLANophy modules integrate *Repartee CTI* with your network to help you efficiently and effectively control your live telephone traffic and messages—voice, fax, and e-mail—all from one place: your desktop PC. With TeLANophy, you can affordably transform your computer into a fully integrated communications control center.

TeLANophy truly unifies your communications. Other companies claim that their products offer the same features, but they don't do it as well and they don't offer a comprehensive solution. Some can unify your messages, but don't give you call control. Others give you call control—if you want to switch applications every time the phone rings. Some give you call control, but only with certain telephone systems—for example, they don't take advantage of TAPI or TSAPI compliant telephone systems. TeLANophy brings it all together into a comprehensive solution that works best for your specific needs.

A practical solution that simplifies the entire communications process, TeLANophy uses an intuitive Windows-based interface to make managing calls and messages as easy as clicking a mouse. Working with *Repartee CTI*, the TeLANophy modules enable you to take charge of your telephone calls and messages, dramatically improving the way you communicate and the way you work.

Unified Messaging

TeLANophy's unified messaging modules bring order to the chaotic world of messaging, helping you control your messages rather than them controlling you. The unified messaging modules bring voice, fax, and e-mail messages to the networked PC, giving you a single place to access and manage your messages. Our intuitively designed interface makes working with the TeLANophy unified messaging modules as easy and efficient as possible. Best of all, TeLANophy has a unified messaging module to fit your specific needs.

If you want your voice and fax messages at your desktop PC, our **ViewMail** module brings all of your voice and fax messages together in one convenient window. With ViewMail, you can access and prioritize your messages visually and respond to them with the click of a mouse.

Does your organization rely on Microsoft products such as Exchange and Outlook? With **ViewMail for Microsoft Messaging**, all types of messages—voice mail, e-mail, and faxes—are organized in your Microsoft Inbox and made available from a single application interface, whether you're using Exchange, Outlook, or the Windows Messaging Inbox.

Do you have a lot of fax traffic? **ViewFax** lets you send, receive, and redirect faxes directly from your desktop PC, so there is no waiting in line for a temperamental fax machine or taking the risk that confidential documents will be left lying around a busy office. With ViewFax you can redirect incoming faxes and distribute faxes to groups of subscribers from your desktop PC. No more having to stand in line at the photocopier to copy a fax you've received.

Are you a Novell GroupWise user? **Message Integration for Novell GroupWise** provides you with a universal message center that lets you control GroupWise messages (e-mail, appointments, tasks) and voice and fax messages in one mailbox that can be accessed by telephone or desktop PC. You can also hear your GroupWise messages read right over the telephone by E-Mail Reader's text-to-speech application.

If you use Lotus cc:Mail to handle your e-mail needs, our **E-Mail Integration** lets you stay on top of your messages, no matter where you are. The E-Mail Notify/Deliver feature allows you to receive notification of your e-mail messages from any touchtone telephone. And, if you're using ActiveFax, deliver them to any handy fax machine for printing. You can also hear your cc:Mail messages read right over the telephone by the text-to-speech feature.

Call Management

If you deal with a high volume of telephone traffic, or need know who is calling you before you answer the telephone, or would like the ability to link your calls with data about the caller, then TelANophy's call management module, **ViewCall Plus**, is just the tool for you.

ViewCall Plus improves productivity and enhances customer service by enabling you to visually manage all telephone activity on your PC screen. Unlike other call control applications, ViewCall Plus can work with the tools—such as Microsoft's Outlook, Excel, and Word—you use everyday. ViewCall Plus makes it easy to access and manage the information you need to make your telephone calls more successful.

ViewCall Plus's graphical user interface makes dialing, answering, transferring, holding, screening, and even conferencing calls as simple as clicking and dragging a mouse. Moreover, ViewCall Plus links each telephone call directly to the information you keep about the caller. Whether you use ViewCall Plus's built in Personal Information Manager (PIM) or one of the many popular third party PIMs and databases that ViewCall Plus integrates with, ViewCall Plus gives you the critical information you need to make each call more effective and efficient.

ViewCall Plus's ability to work with virtually any telephone system gives you the utmost in flexibility. If you have a TAPI or TSAPI compliant telephone system, ViewCall Plus allows you to take full advantage of these advanced telephone systems—managing inbound, outbound, internal, and external calls in one application. If your telephone system is not TAPI or TSAPI compliant, ViewCall Plus still gives you the power of desktop call control through the Repartee automated attendant.

Right out of the box, ViewCall Plus offers unprecedented call management. But if you want to tailor ViewCall Plus to work in special ways with the applications you use everyday, its built-in Visual Basic-based scripting tool, **PhoneBASIC™**, offers almost unlimited customization. All you need is familiarity with Visual Basic and you can configure ViewCall Plus to access and interact with databases, work with spreadsheets, direct calls according to a set of pre-established rules, handle predictive dialing functions, and more.

The Power of TeLANophy

Call Management

- Manage multiple calls quickly and easily
- Take calls in any order
- Selectively transfer calls to your voice mailbox or another extension
- Prioritize calls by identifying callers and reviewing their database records
- Monitor messages as they're being recorded
- Pull callers out of voice mail
- Reduce time spent on each call by accessing caller records instantly
- Dial contacts directly from the Personal Information Manager (PIM)
- Return calls from the call log with a few mouse clicks

Unified Messaging

- Check all voice mail and fax messages on screen in one easy-to-use window
- Access messages in any order and much more quickly and easily than on the telephone
- Check your e-mail messages from any touchtone telephone and listen to them via text-to-speech conversion
- Reply to e-mail messages with a voice mail or e-mail message
- Send your e-mail to any fax machine
- Find out about e-mail attachments and listen to text or WAV files associated with any e-mail message
- View incoming faxes on screen before printing them or redirecting them to other subscribers
- Simultaneously fax any Windows document to multiple people right from your PC
- Send documents from your fax-on-demand library to any recipient using your PC

Voice Messaging at a Glance

Voice Mail

- Accessible 24 hours a day,
seven days a week
- Day and time stamp
- Group messaging
- Guest privileges
- Multiple message delivery options
- Message:
 - Archiving
 - Cancellation
 - Editing
 - Redirection
- Messages ordered by priority, sender
and time received (LIFO/FIFO)
- Multiple notification methods
- Multiple personal greetings
- Rewind, pause, and fast forward
- Special delivery options:
 - Future
 - Private
 - Return receipt requested
 - Urgent
- Subscriber self enrollment
- Variable length passwords
and security codes
- Volume and speed control

Automated Attendant

- Alpha and numeric directory
- Directory listing by first or last name
- Fax detect, route, and notify
- Holiday schedule
- Multiple user interfaces:
 - 1 for Yes, 2 for No*
 - Menu options
 - Quick keys
- Multilingual prompts
- Numeric access
- Operator assistance always available
- Personal secretary
- Subscriber controlled:
 - Call screening
 - Call holding
 - Directory listing
 - Groups
 - Message delivery
- Voice detect

Installation and Maintenance

- On-line reports
- Remote maintenance
- System Manager conversation
- System Manager tutorial
- Year 2000 compliant