

ScreenPhone™

Purpose

Telephone on the workstation.

- Workstation Telephony: Provide the ability to control all telephony operations from the workstation.
- Screen Pop: Put up a user designed screen with caller information when call arrives at agent telephone.
- Rules based call handling: Each user can define a set of rules for handling each call.
- Call History: Track all calls which have arrived at the workstation.
- Network Calling Database: Provide the ability to connect to the corporate customer database for caller information.
- First or Third Party Call Control: Works with industry standard interfaces TAPI, CSA or TSAPI.



How it works

ScreenPhone™ runs on an individual user's workstation. The telephone for each user is connected to the ACD/PBX only to provide a voice path. The workstation is connected to the switch via TAPI, TSAPI or CallPath®. The ScreenPhone™ instructs the switch to place calls for the users telephone, connect calls to the user, retrieve voice mail, transfer callers, and, in general, perform all functions which once had to be provided by an expensive digital telephone.

Benefits

- Remove expensive digital telephone sets from the desk. Provides more space on the desk
- Provide better customer service by providing all caller information when a call arrives at the user's phone.
- Provide a log of all calls placed and received.
- Provide an easy workstation based interface to complicated Voice Mail Features.
- Provide a workstation based interface for call transfer, call conference and call hold.
- Supports up to 30 lines.
- Provide visual clue to Call Center administrator showing who is on what line.

For More Information:



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