

Command!™ Call Center

Turn Calls Into Action!™

Effective telephone communication is indispensable in business. A company must acquire information from its personnel, customers, and suppliers and distribute the same. An important issue is how to integrate telephone communication with a business' specialized workflow cost-effectively.

Windows-based Command!™ Call Center provides basic telephony functionality that can be easily integrated with the company's digital workflow through use of patent-pending Command!™. In particular, the Call Center provides for maximum flexibility for routing messages from incoming calls from suppliers, customers, or employees. Information about the business' products and services can also be made available for distribution by the Call Center.

The Call Center has a configuration client and server which may run on the same or different computers. Messages or dictation can be routed automatically on LAN or WAN. Automated transcription with speech recognition is available (with SpeechServers™). Track messages and dictation and view workflow on web browser anywhere in the world (using Command!™ Reports, sold separately). The Call Centers include:

Information Center

- Customizable telephone announcements for playback
- Use for customers, employees, or suppliers
- Announcements available in English and multiple foreign languages

Message Center

- Voice mail
- Call forwarding to a pager, cell phone, or home or office phone
- Leave "messages" for departments" (e.g., sales, personnel)

Telephone Dictation Center

- Telephone server software for dictation
- Access code required
- Use with standard or cell phones
- Record, playback, cancel, insert, overwrite, and append
- Customize prompts
- Use same key numbers as Dictaphone, Lanier, Philips, and other legacy systems
- Dictate reports, documents, or "voice notes" away from office
- Use in business, professions, law enforcement, social services, other areas

Command!™ Call Center client runs on Windows 95/98/ME/NT/2000/XP. The server requires Windows NT/2000/XP and uses one or more Intel (Dialogic) 4-line telephony cards, making the Call Center scalable from the small office up to a large enterprise.

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We teach computers how to listen®

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