

PictureWindow Software LLC
General Business
Solutions



TeleConnect SIP Attendant Console for Cisco

Often your customer's first contact with your company is via the receptionist. A professional first impression is critical. With TeleConnect you can throw away those paper directories. Information access and call handling are fast and effortless, making the right impression with your potential clients every time.

TeleConnect is PictureWindow Software's PC console solution for general business. Based on our proven 'TeleCall Engine', TeleConnect provides a fast reliable PBX integration with point-and-click ease of use.

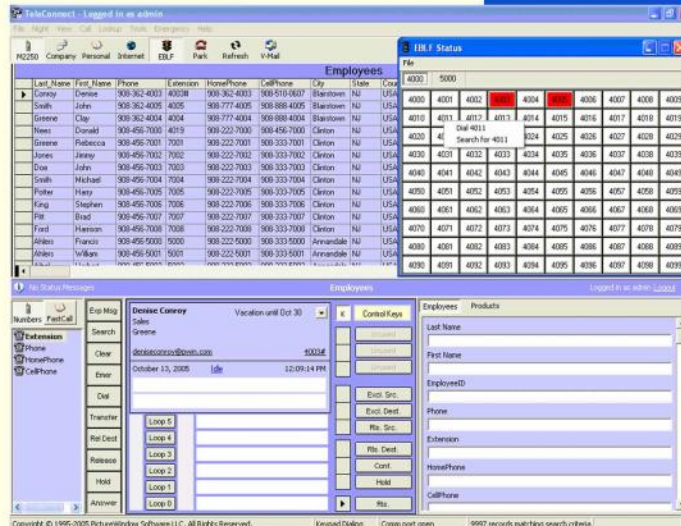
Users can quickly search, view and dial names from existing customer or employee directories with a simple mouse click or key press.

Another TeleConnect advantage is its ability to connect to multiple ODBC database files. ODBC (Open Database Connectivity) allows access to virtually any popular database format. This means that there is no re-typing or database exporting required for your existing databases to work with TeleConnect.

TeleConnect's 'Screen Selectors' allow users to quickly change the current view from the default database view to 'Company' or 'Personal' schedule view (MS Outlook style), web access 'Internet' view, or the optional 'Supervisor' view.

Features and Benefits:

1. Improved client satisfaction
2. Increased efficiency
3. Reduced caller wait time
4. Faster call handling
5. More accurate call handling
4. Faster information access
5. Professional appearance
6. Fast Return-On-Investment
7. Reduced training time
8. View phone Busy/Idle status
9. View employee presence



TeleConnect allows receptionists to search for employees or contacts quickly using any of several search fields so that finding the person to call never results in a slow-down.

Request a 60 day trial copy today to see how PictureWindow Software's TeleConnect can create a great first impression for your company.

TeleConnect SIP Attendant Console is available for Cisco, Mitel, Shoretel, Siemens, Avaya, Nortel, Asterisk and most VOIP PBX phone systems.

The screenshot displays the TeleConnect 3 software interface. At the top, the title bar reads "TeleConnect - Logged in as admin". Below it is a menu bar with "File", "Night", "View", "Call", "Lookup", "Tools", "Emergency", and "Help". A toolbar contains icons for "M2250", "Company", "Personal", "Internet", "EBLF", "Park", "Refresh", and "V-Mail", with a "1" callout pointing to the "EBLF" icon.

The main window is divided into several sections:

- Employees Table (Callout 2):** A table listing employee details including Last Name, First Name, Phone, Extension, HomePhone, CellPhone, City, State, and Country. The first row shows Denise Conroy.
- EBLF Status Window (Callout 10):** A window titled "EBLF Status" showing a grid of numbers from 4000 to 4099. A tooltip for "4011" is visible, containing "Dial 4011" and "Search for 4011".
- Call Control Panel (Callout 3):** A vertical panel on the left with buttons for "Numbers", "FastCall", "Extension", "Phone", "HomePhone", "CellPhone", "Dial", "Transfer", "Rel Dest", "Release", "Hold", and "Answer".
- Call Display Panel (Callout 4):** A central panel showing details for "Denise Conroy", including "Sales", "Greene", "deniseconroy@pwin.com", "4003#", "October 13, 2005", "Idle", and "12:09:14 PM".
- Database Selectors (Callout 5):** A panel on the right with "Employees" and "Products" tabs, and input fields for "Last Name", "First Name", "EmployeeID", "Phone", "Extension", "HomePhone", and "CellPhone".
- Call Control Panel (Callout 6):** A panel below the call display with "Loop 5" through "Loop 0" buttons.
- Custom Feature Panel (Callout 9):** A panel on the right with buttons for "Unused", "Excl. Src.", "Excl. Dest.", "Ris. Src.", "Ris. Dest.", "Conf.", "Hold", and "Ris.". A "9" callout points to the "Ris." button.
- Search Panel (Callout 7):** A panel on the right with a "Search" button and a text input field.
- Loop/Line Panel (Callout 8):** A panel on the right with "Loop 5" through "Loop 0" buttons.

At the bottom, a status bar shows "Copyright © 1995-2005 PictureWindow Software LLC. All Rights Reserved.", "Keypad Dialing", "Comm port open", and "9997 records matching search criteria".

TeleConnect 3 Screen Layout

1. Screen Selectors - provides optional screen views or activates Enhanced Busy Lamp (EBLF), Smart Park or 'one' touch to voicemail.
2. Current Database Panel - displays the current database entries.
3. Dialable Numbers Panel - click one of these to call the current person selected.
4. Call Display Panel - displays info details of the current record selected.
5. Database Selectors - click here to select the database to view.
6. Call Control Panel - contains call control function keys...answer, hold, etc.
7. Search Panel - used to search for an employee/contact by name, extension, etc.
8. Loop/Line Panel - displays the status of each dialable loop/line on the telephone.
9. Custom Feature Panel - custom phone or autodial keys can be defined here.
10. Busy/Idle Grid - optional feature to provide busy/idle status and direct station select.