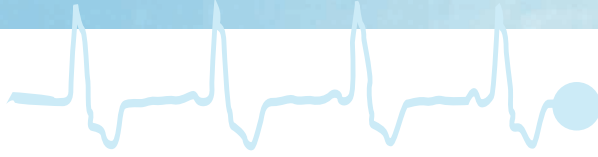


“Communication is the heartbeat of your business”



Streamlined Telecommunications



PhoneEasy is focused on maximizing workplace productivity. Incorporating a number of invaluable time-saving tools, it allows you to move seamlessly from one form of communication to another.

Retrieving details of your contacts has never been easier. Search the centralised database using any of the fields e.g. Last Name, Department - or any combination. Results are filtered instantaneously as you type, so you can locate the desired record quickly. With a simple point and click you can contact the person via telephone, email or SMS. You even have the option of receiving SMS replies as an email.

Call Stack is ideal if you are overwhelmed by the number of calls you need to make. Drag and drop contacts into the Call Stack and it will automatically dial the numbers in sequence. If your call goes unanswered PhoneEasy gives you the option of sending an email or SMS direct from your PC keyboard.

Call Scheduler ...never forget to make that important call again. Drag and drop a contact into the Call Scheduler and PhoneEasy's 'pop up' window will remind you when the call is due and your reason for calling.

Conference Calls? Easy! Eliminate the need to recall complex telephone keypad commands. With the 'drag & drop' interface you can initiate a conference call, or extend an existing conversation to incorporate other parties, effortlessly.

Transfer announced and unannounced calls with ease. Simply drag and drop the phone number from any directory into the transfer box, or enter the number manually.

The **Activity Log** stores a record of calls received, made and missed - as well as SMS messages sent. Save time by double-clicking on any number to dial, or queue missed call numbers in the Call Stack to return them quickly and easily.

PhoneEasy lets you manage your incoming and outgoing calls with just a click of your mouse. It tells you who is calling and informs you about the person you are calling. It will even display any appointment details in the Outlook calendar of people you are trying to contact within your organisation, so you can determine the best method of further communication.

They say time is money - and we agree. Every time you use PhoneEasy you save time for more important things. And that means a better bottom line for your business.



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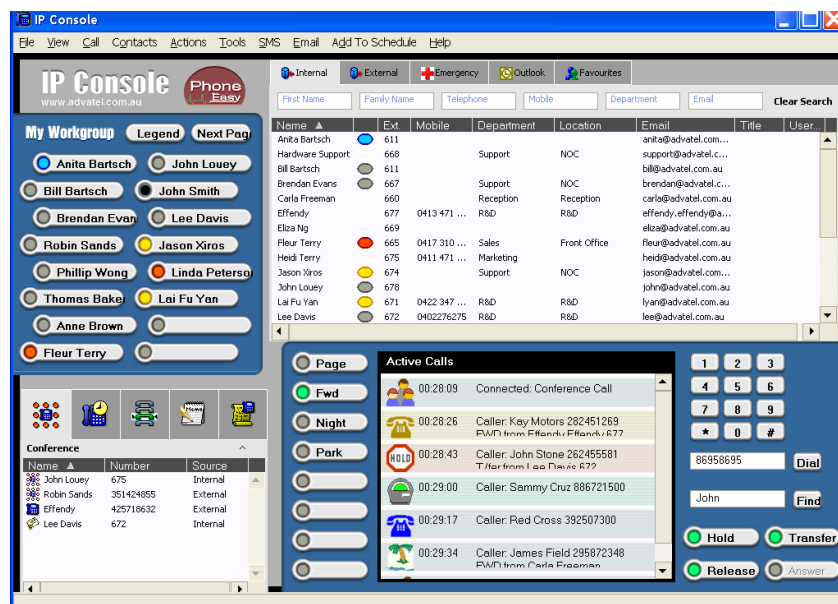
PhoneEasy IP Console



PhoneEasy IP Console's call handling features and Outlook Calendar mining facility will enable your attendant's to manage their phone calls more efficiently.

AdvaTel's innovative screen based console puts the benefits of a hardware console on the attendant's PC screen. Encompassing both mouse and keyboard call control, the console is equally beneficial for the frequent or occasional user.

PhoneEasy IP Console incorporates the "traditional" telephony touch and feel, including LED's for simulated Busy Lamps, and software buttons that can be "pressed." The familiar features ensure a smooth transition path to the software console, and the intuitive design means there is no need for costly, time-consuming training sessions.



Directories

All company wide contacts are listed in the **Internal**, **External** and **Emergency** directories. The user can also access any contacts in their **Outlook** folder, and add personal contacts to their **Favourites** directory.

Name	Ext.	Mobile	Department	Location	Email
John Louey	678				
Lai Fu Yan	671	0422 347 ...	R&D	R&D	
Lee Davis	672	0402276275	R&D	R&D	
Len Baker	670		R&D		
Linda Peterson	661	0419 388 ...			
Michael Terry	666	0419 399 ...	Management	Head Office	
Robin Sands	673	0410 675 ...	R&D	R&D	

Quick Search Facility

Retrieving details of your contacts has never been easier. Search the centralised database using any of the fields e.g. Last Name, Department - or any combination.

Results are *filtered instantaneously* as you type, so you can locate the desired record quickly. With a simple point and click you can contact the person via telephone, email or SMS.

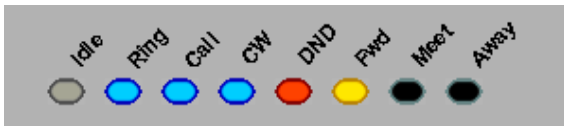
My Workgroup enables the console operator to *easily monitor and contact* the people who they deal with most frequently in their organisation.

Simply click once to dial, or right-click to Email or SMS the contact.

There is provision for 32 contacts to be included in **My Workgroup**.



Simulated Busy Lamp Fields



The Busy Lamp Fields allow the operator to make **more informed** choices when determining how to handle a call. At a glance the user can see:

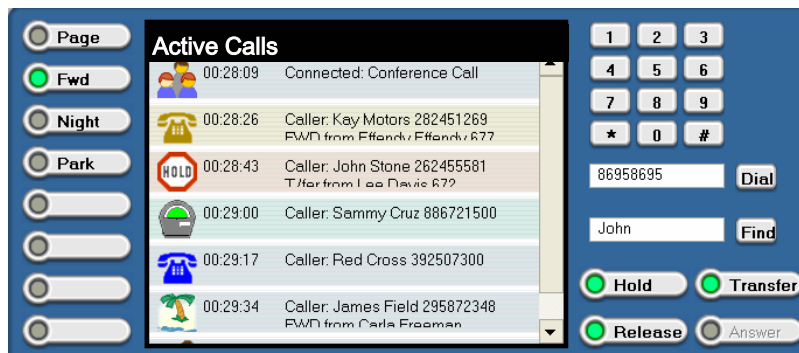
- Who is free to take a call (no colour)
- Whose extension is ringing (quick flashing blue) ; who is on a call (solid blue) ; and who is on a call, and has another call waiting (slow flashing blue)
- Who has forwarded their phone to voicemail or another number (solid yellow)
- Who has put their phone on Do Not Disturb (solid red)

PhoneEasy IP Console also mines Outlook, which enables the operator to see:

- Who is in a meeting (flashing black)
- Who is away (solid black)

Active Calls

The **Active Calls** section represents the user 's telephone. Using their keyboard or mouse the user can manage their calls, e.g. make a call, transfer a call, etc. The Active Display Icons allow the user to see **at a glance** the status of their calls, for e.g. calls on hold.



Time-saving Tools



Drag and drop contacts into the **Call Stack** and it will automatically dial the numbers in sequence. If your call goes unanswered, simply click to send an email or SMS direct from your PC keyboard.

Call Scheduler...never forget to make that important call again. Drag and drop a contact into the Call Scheduler and a 'pop up' window will remind you when the call is due, and your reason for calling.

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Company Information

