



SIT

Enhanced Call Management

Solutions for Integrated Telecommunications

SIT PC Console

The enhanced attendant software of Komutel's PC Console integrates your telephone system with your corporate directory and other associated data sources. This unification of voice and data on the desktop results in faster call handling and greater accuracy.

Features / Benefits

- Better customer service
- Reduced costs
- Increased efficiency
- Quick return on investment
- Professional call management
- Flexible integration of telephony features
- Call management via mouse, keyboard or touch screen
- Context menu with single click contact via email, SMS and up to 15 phone numbers (office, cellular, residence, pager, etc.)
- Integrated directory / address book
- Click to dial
- IP camera management
- Ability to share critical information
- Asset management
- Conference room management
- On-Call List Management
- Emergency response management.

Options

- **Advanced Telephony:** Includes Transfer by History and Call Management. Right click on a line to view transfer history based On-Caller ID. Click on the desired extension in the history list to transfer the call.

Perform call related actions based on DNIS/CLID.

Ex: Priority call answer, automatic call transfer, blocking of unwanted calls, etc.

- **Document Management / Copy to Call:** Dial from documents displayed on your monitor. Assign an email account and to the PC Console to update documents linked to buttons.
(Example: On-Call lists, emergency procedures, client lists, etc.)
- **Auto Greeting Announcements:** Each receptionist can record greetings specific to login ID, date, time, business unit, etc. The appropriate greeting plays automatically based on DNIS / CLID to reduce operator stress and provide better customer service.
- **CRM Screen Pop:** A screen pop occurs automatically when a call is answered based on the CLID. This feature displays a caller profile that can be updated by the operator.
- **BLF Management (Local and Remote Sites):** Real-time on/off hook status displayed on the PC Console extension buttons for single or multi-site, multi-platform environments.
- **Presence Management:** Key employees may remotely update their availability and send notes or directives on how to handle their calls.

The SIT PC Console logs a detailed record of all activity to the database. (Date, time, CLID, call duration, call treatment, hold time, extensions, etc.) This information provides management with the metrics required to maximize staff efficiency.





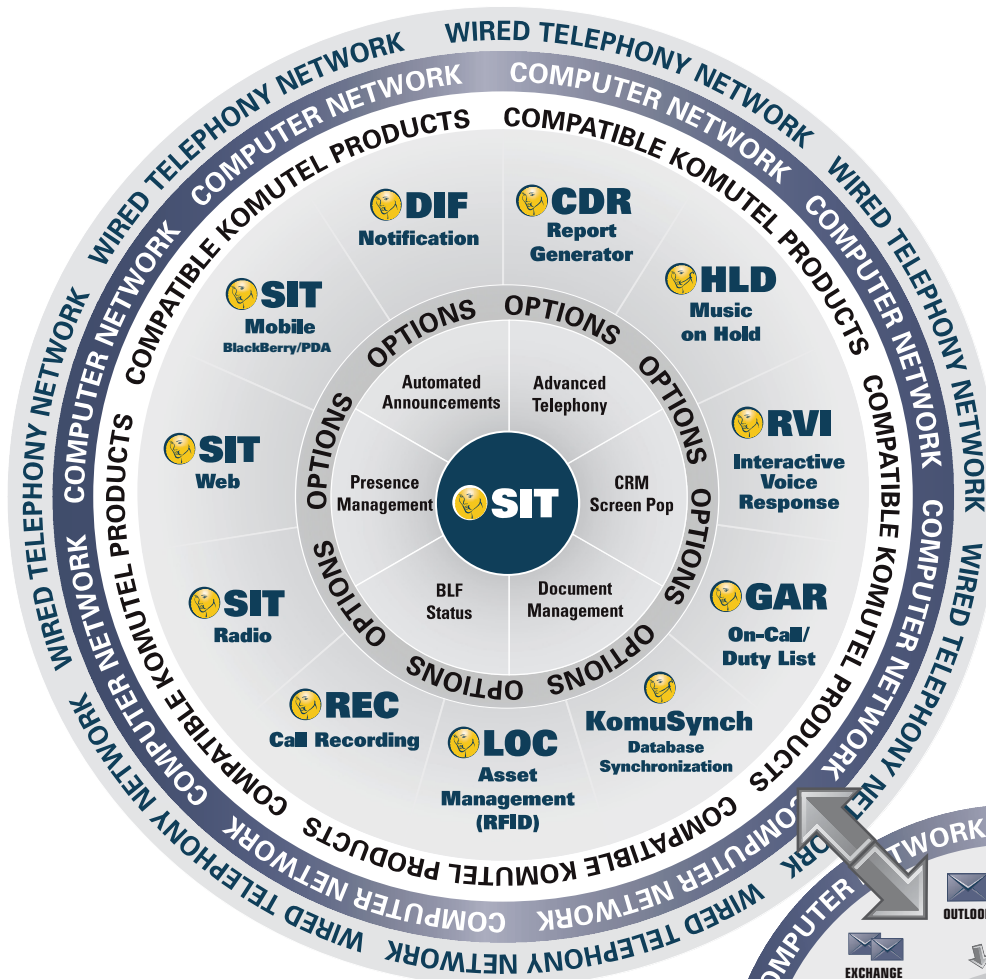
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AVAYA

DEVCONNECT
GOLD



Technology Integration Schematic

Telecommunications Platforms

SIP, TDM and Centrex technologies including Avaya, Nortel, Cisco, Mitel, Asterisk and others.

Market

The SIT suite of products is designed to meet the needs of all vertical markets including: Public Safety, 911/Emergency Services (Police, Fire, Ambulance, etc.), Education (Colleges, Universities etc.) Finance & Insurance and Major Government and Private Sector Organizations.

