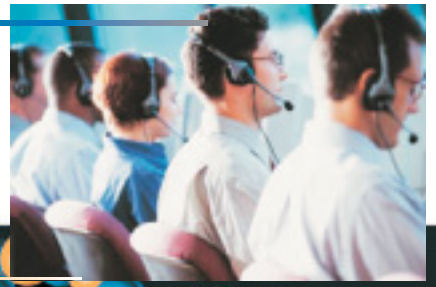
Imagine

Business Evolution

Imagine an Evolved Business



Imagine an evolved business, where callers no longer have to give postcodes, account numbers and names before they can place an order by telephone.

A business with all customer data automatically at its finger tips.

Imagine an evolved business, where Mr. Awkward is forwarded to your top customer handling executive automatically and given five star treatment, ensuring that he stays with you. And just for good measure, you receive an email to let you know Mr. Awkward has called in, even if he was not answered!

Imagine an evolved business, where you plan all the parameters for call handling and you are just informed of exceptions, rather than employing someone to look at a screen all day.

Imagine an evolved business, where you can take your mobile telephone out and still measure call activity and staff productivity.

Imagine an evolved business where once you have a customer they are treated like the most important thing in the world.

Callview v3

Working together **as one**

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Stop Imagining!

You can be that evolved business

Call*view*® from SWAN Solutions is a vital catalyst in the evolution of your business. It is incredible to think that in this day and age, callers still have to give their name, postcode, account number and other details before placing an order with a regular supplier! Worst still, how many potential customers are lost because calls are not answered?

So much is spoken and written about customer relationship management (CRM). Call*view*® delivers the evolved solution now with management by exception and full historic reporting. Calls can be tracked from cradle to grave with realtime statistics and historic reporting. Call*view*® even captures abandoned call details, enabling a rapid call back.

Call*view*® takes your business to the next generation, stepping over competitors and making you the leader of the pack.

Callview®

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>> CD MAP >>

Main Menu

- The Call*view*® Modules
- Overview of Call*view*®
- Case studies

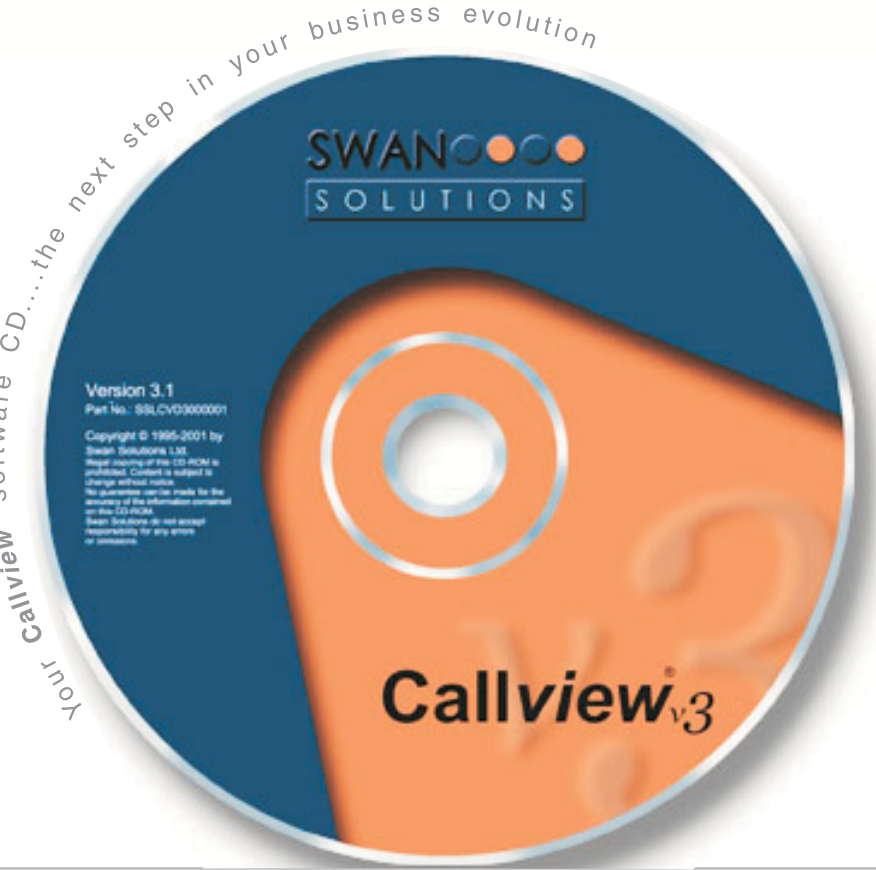
Gateway and Multimedia Gateway >> Video

Client >> Videos showing screen-pops with Outlook, DOS, Unix, outbound dialling, screen-shots etc.

Navigator >> Several videos of how Navigator works, email notification etc.

Desktop Wallboard and DSS >> Videos of how to add tiles, sizing and editing, screen-shots and information.

Wizard, MIS, ACD and Netlink >> Many samples of reports, video and screen-shots demonstrating most of the differences and functions of Netlink, Wizard, Wizard MIS and Wizard ACD, the latter specifically dealing with call centre agent activity.



Callview

the result of evolution

Call*view*® V3 brings many improvements resulting from evolution within an environment where only the strong survive; where it is easy for the hunter to become the hunted.

Call*view*®'s strength has made many companies more successful by giving them the tools to attain the competitive edge.

The following pages give you an outline of the features available from Call*view*®. The CD includes case histories and video footage of the product in action. We encourage you to look at the CD and see how your business can evolve with Call*view*®.

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Call*view* Modules

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** Italics refer to Multimedia Gateway Option*

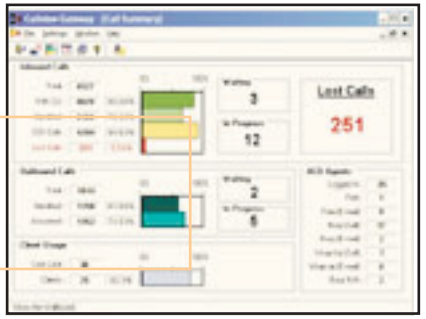
Gateway & Multimedia Gateway

The heart of the modular Call*view*® System.

Blends messages into your call traffic.

- Provides the link between telephone & computer networks.
- Real Time key performance Indicators.
- Displays lost call quantities.

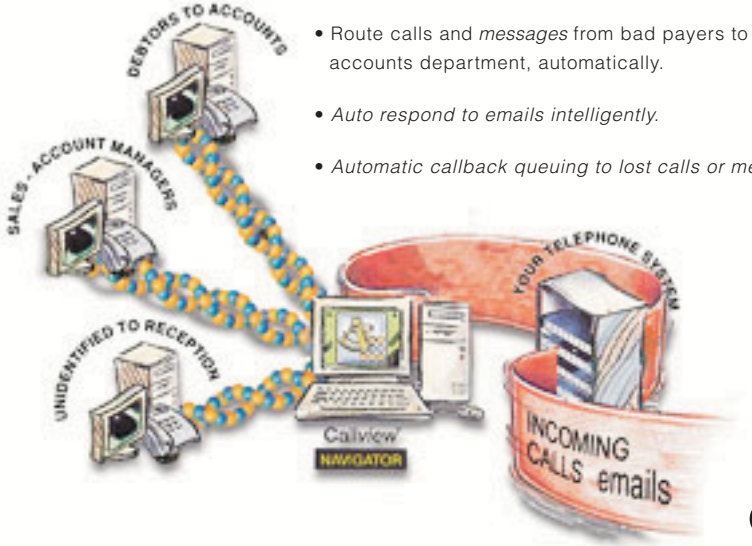
NEW MULTIMEDIA OPTION



Navigator

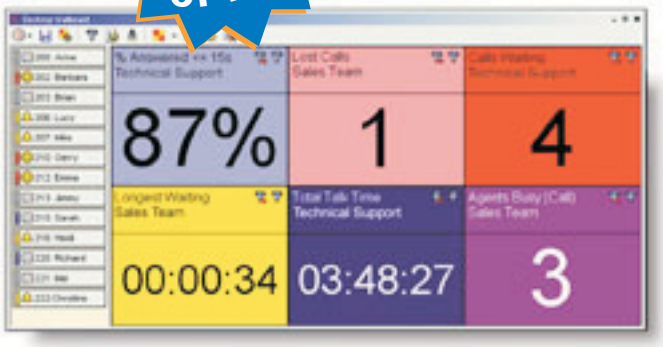
Dramatically enhances telephone system functions.

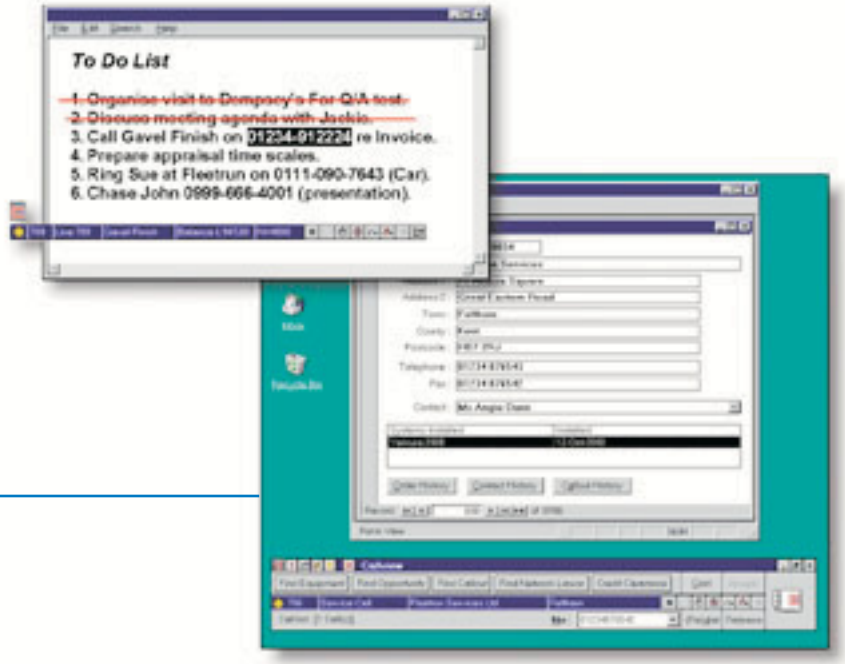
- Use databases to intelligently route calls and *messages* to optimal destinations.
- Detailed conditional email alerts.
- Skill set call and *message* routing.
- Intelligently bar calls based on configurable rules.
- Assists T.P.S. compliance.
- Route calls and *messages* from bad payers to the accounts department, automatically.
- *Auto respond to emails intelligently.*
- *Automatic callback queuing to lost calls or messages.*



Callview

NEW DSS OPTION





Desktop Wallboard & DSS

Displays real time call statistics on screen.

Direct Station Selector (DSS) Option adds extension status.

- Displays over 140 different performance statistics.
- Visual and audible alarms.
- Configurable size on screen.
- Assists with staff motivation.
- Screen based call handling via DSS option.

Client

Integrates your telephony and desktop systems.

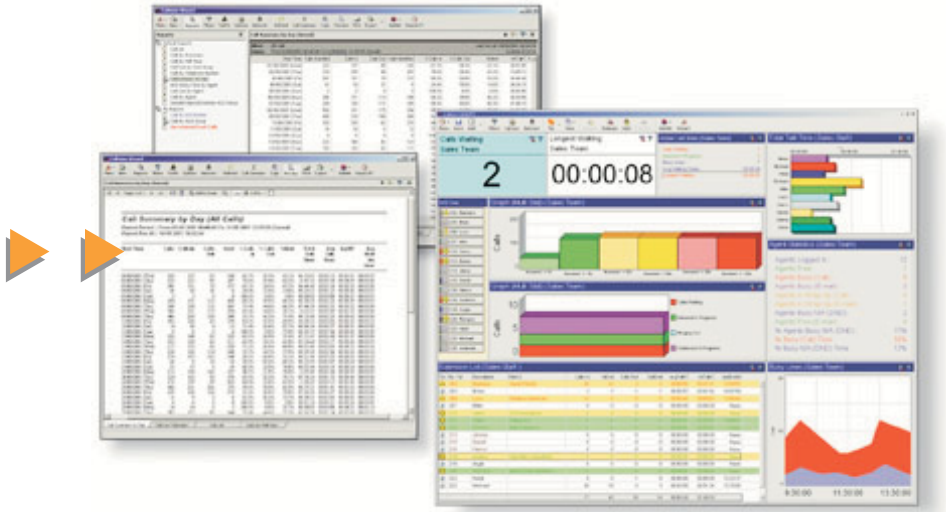
- Screen-pop's your database on incoming or outgoing calls and *messages*.
- Integrates with existing databases & CRM systems.
- Supports, ActiveX, DDE, Javascript, Vbscript, OLE.
- Comprehensive & powerful macro language.
- Go Spot dialling from telephone numbers on screen.
- Easy to use screen controls for hold, transfer, conference etc.
- Co-ordinates call and database transfers from screen to screen.
- Greet callers by name.

Callview®

Wizard

Historical reports of in and outbound call traffic.

- Cradle to grave call auditing.
- Call charge measurement.
- Abandoned call recovery with telephone numbers.
- Customisable reports.
- Export support to spreadsheets & databases.



Wizard MIS

Suited to the informal call centre.
Incorporates all features of "Wizard" plus...

- Comprehensive real time statistics & graphs.
- Supervisory call and extension control.
- Busy hour analysis.
- Audible and visual alarm conditions.
- Extension listening/intrusion at the click of a mouse.

Wizard ACD

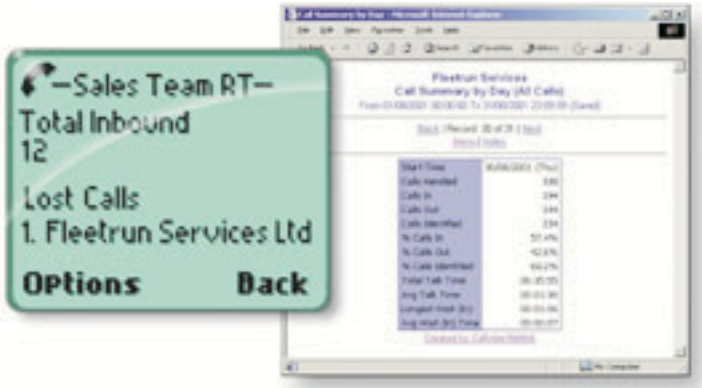
Suited to the formal call centre.
Incorporates all features of "Wizard MIS" plus...

- Agent detailed activity reports.
- Agent status monitoring and control.
- Agent listening/intrusion at the click of a mouse.
- Agent detail tiles.
- Agent list views.

Netlink

Extends reporting beyond the desktop.

- Automatically publishes statistics to the Web & Intranet.
- Supports local or dial up Web servers using FTP.
- WAP viewing of key information from mobile phones.
- E-mailing of reports automatically.
- Palm OS® format support for offline report analysis.
- Scheduled report printing.



Callview®

Callview®

what it does....

....increases profits through

- Improved efficiency
- Increased motivation
- Staff accountability
- Management by exception
- Enhanced customer perception

Callview® has a international network of distributors specialising in supplying and managing the latest innovations in CTI. Watch for the Callview® Connected logo, a sure sign that your business is about to embark on the next stage of its evolution.

Integration	• Gateway	Core module that links the computer network and telephone system.
	• Multimedia Gateway	Adds blending of messages and telephone traffic.
System Intelligence	• Navigator	Dramatically enhances telephone system functions by intelligently routing calls and providing email alerts etc.
Staff Efficiency	• Desktop Wallboard & DSS	Displays the real time statistics on screen, allowing staff to monitor their own performance with optional extensions status.
	• Client	Integrates desktop systems. Callers can be greeted by name and databases screen-popped. Includes screen dialler.
Management Tools	• Wizard	Comprehensive reporting on demar
	• Wizard MIS	Adds enhanced reports and real tin
	• Wizard ACD	Adds formal call centre real time &
	• Netlink	Extends reporting beyond the desk

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