

■ Callista in a nutshell



Callista®Multifunctional

intelligent call management
for business

Callista®Multifunctional helps to control telephone costs by combining telephone billing and cost recovery, PABX operator performance analysis, caller ID and contact management in a powerful, comprehensive, integrated telephone call management system. Allocate calls by extension, employee, division, department, client/project/matter and add separate margins to each call type for efficient cost recovery. Powerful reporting features combine data and graphs for maximum information and maximum impact. The system's automatic report scheduler means reports can be selected and scheduled with minimum user intervention.

Callista®Hospitality

powerful, easy-to-use
property management for
hotels, motels, B&Bs & lodges

Callista®Hospitality has been designed for small to medium-sized hotels/motels which need an effective, reliable, easy-to-use system to manage guests, telephones, invoicing, debtors and management reporting. Callista®Hospitality provides advanced software design to make the day-to-day management of hotels and motels more efficient and to allow for the provision of new levels of service to guests. The system incorporates on-line reservations, automatic faxing or e-mailing of confirmation letters directly from the system, automatic scheduled reporting, accurate telephone billing for cost recovery and other advanced hospitality features to make property management simple, efficient and profitable.

Callista®Light

basic, easy-to-use
call accounting

Callista®Light is ideal for businesses and hotels/motels which need only basic call accounting functions. This system is perfectly suited for small hotels/motels or call shops where the public has access to telephones for local, national, international and mobile calls. Callista®Light works in conjunction with the powerful Callista®Call Processor to simultaneously log and process all calls.

Callista®Light BDI

Basic, easy-to-use
call accounting with
advanced telephone control

Callista®Light BDI provides the same functions as Callista®Light but is designed for small hotels/motels and for any business which needs extension locking/unlocking features from the PC such as public calls shops. It has an integrated bi-directional interface (BDI) into selected PABX systems which provides automatic features such as extension locking and unlocking on check in/check out, wake up calls, room status updating from each guest telephone, automatic activation of messaging and Do Not Disturb indicators from the guest telephone or PC.

Calyx®

real-time analysis
of call centre traffic

Calyx®, designed specifically for small to medium-sized call centres, utilises high speed CSTA communications server links on Siemens Hicom 150 E and HiPath to provide agents and managers with true, real-time information on agents, calls and queues as well as a suite of historical reports to analyse past performance and loading.

Callista®Calcue®

voicemail notification
whenever, wherever

In conjunction with Samsung DCS/Compact II/iDCS500 phone systems, Callista®Calcue® delivers notification of voicemail directly to your PC screen and/or e-mail In Box so that voicemail is instantly identifiable and accessible to you wherever you are for complete callback control.

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