

CALL CONNEXION™

A true turn-key solution for a variety of businesses. It gives your business the power of large call center applications without the tremendous cost. Your business will save money and time by utilizing Call Connexion call accounting, hi-light and dial, and the optional call recording features. Imagine being able to see the real-time scope of your business at a glance. Call Connexion will put that power in your hands.



Now, give us a call.

856.761.1000

We'll answer any questions you may have and help you find a local distributor.



Authorized Dealer

Client and Server Software Minimal Windows® Requirements:

XP Pro/2003 Server, CD-ROM, 2Ghz processor w/512MB RAM, 100MB free hard drive storage, 10/100 NIC

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WHEN EVERY CALL COUNTS, COUNT ON CALL CONNEXION™





How Call Connexion™ Works For Your Business

Call Connexion is written to work with phone systems. Call Connexion allows for quick access to incoming and outgoing calls straight from your keyboard. Using programmable F-keys, Call Connexion enables the user to answer calls, hang up, dial, and many other phone features. This is just the beginning. Call Connexion integrates with many of the most popular contact management databases such as, ACT, Goldmine®, Microsoft® CRM, Microsoft® Contact Manager, Sales Force, and many more. Custom Integrations are available for vertical specific or custom-made databases.

Imagine seeing who is on the phone just by glancing at your computer screen. ESP for your phone! Call Connexion has real-time pop ups on both inbound and outbound calls. The user will be able to screen calls and determine a course of action before they pick the call up. With an integrated database, the user has instant access to the caller's contact information. The user will be able to open their database with a click of the mouse on the pop up. They will be able to make journal or call activity logs from the pop ups as well, depending on the integration.

Outbound calls are a snap. Using Call Connexion's *Hi-light and Dial* feature, the user is able to hi-light a number and dial. Any place that the user's computer desktop can see, you can use *Hi-light and Dial*. Whether it is in an email, on the internet, or any desktop application, the user has instant access to that number. Throw away those pens and paper!



Call Connexion™

Keeping You Connected to Your Business

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What Types of Businesses Benefit from Call Connexion™?

Almost any type of business can benefit from the features that are offered in Call Connexion. Here are some examples and how they benefit.



Medical Offices

Inbound and outbound call recording. Allows the practice to review calls for quality and performance and still be HIPPA compliant. Screen pop ups with an integrated database will allow quick access to patient records in a triage situation.



Legal Offices

Costing and billing. Keep track of time and cost of calls and log it into client accounts at a push of the button. Inbound and outbound recording help to keep a running record of everything that passes through the phone lines.



Sales Offices

Screen pops. Quick access to client information. Call accounting tracks call volume and minutes spent to help control call volume. ACD monitoring gives real-time monitoring of current call volume and wait times.

Call Connexion will work for your company too! Turn your phone system into an asset instead of a liability!

Call Accounting Suite Tracks Every Call

Call Connexion has over 100 reports with graphics. With the Call Accounting Suite, you can filter on extensions, ring groups, and phone lines. Every call is tracked from the time the call starts to the time it ends. With step-by-step accounting of each call, the user would be able to run reports on call volume per day, per hour, or per every five minutes. Call Accounting is web-based. All reports can be programmed to email automatically.

Record All Calls for Thousands Less Than Other Call Center Applications

This optional feature to the Call Accounting Suite gives you full call recording on all incoming and outgoing calls. The user can run detailed reports that have clickable icons to hear the complete recording. The calls are stored in a MP3 format for minimal storage use. Recordings can be downloaded for archiving, giving you access to year's worth of company phone calls.

Your Company At A Glance!

Call Connexion has a virtual DSS Console right on your computer desktop! Call Connexion offers so much more than standard DSS, including giving the user 4 LEDs per extension. Just by looking at the console, the user can tell who is on the phone and who they are speaking with. The DSS console allows the user to route calls throughout the company with a click of the mouse. They can even do voice mail transfers and conference calls. DSS Console is feature-rich, time-saving solution.

Real-Time Reaction With Real-Time Monitoring

You can customize Call Connexion's web-based ACD Monitor, which helps you in monitoring call groups and their performance. Viewable from any internet connection, the ACD Monitor is available to you anywhere in the world. You can monitor ring groups, see how many agents are in each group, determine the number of calls waiting, wait times, abandoned calls, and abandoned wait times. All of this can be customized to fit your business.