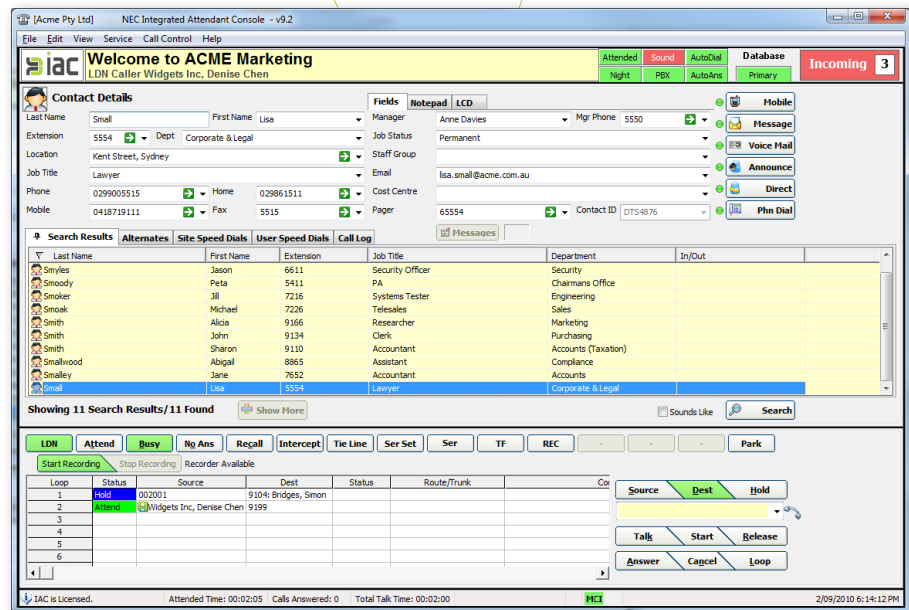


IAC Benefits & Features

The IAC console is designed to improve switchboard operator productivity resulting in a number of operational and financial benefits...



- » Operator productivity has been repeatedly reported to increase by 20-25% when using IAC. A customer site with 6 operators may therefore be able to reduce to 5 or even 4 operators.
- » IAC Statistics enable operator performance to be monitored on an individual basis. This allows you to effectively plan your rostering by knowing exactly when and how busy the operators are, resulting in reduced wages costs.
- » IAC is a direct replacement for NEC's hardware console and supports 100% of the features with no loss of functionality.
- » Integration to customers' existing directories means there is a single point of entry for directory information – reducing IT overhead and administration costs.
- » The IAC enables fast, powerful searching capabilities on up to 17 fields, resulting in the operator processing calls faster.

IAC Benefits & Features

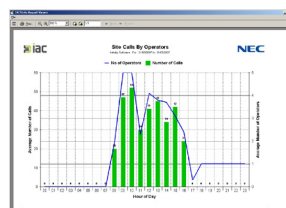
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IAC – STANDARD FEATURES

The IAC console software includes many new features to enhance the functionality and performance of the switchboard operator, including:

- » Directory Integration: a variety of software tools are supplied with the IAC for performing directory integration to other sources such as:
 - » Microsoft Exchange Server;
 - » Lotus Notes;
 - » LDAP Servers;
 - » SQL Database; and
 - » Call Accounting Packages.
- » Listed directory numbers can have separate greeting messages configured for each number. This prompts the operator how to correctly answer the call.
- » Notepad – for notes about each employee. The notes are shared between each operator.

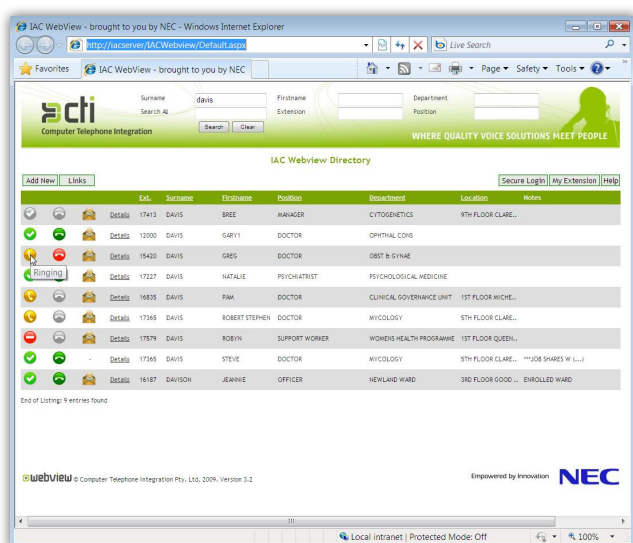


- » Statistics reports – call stats for each operator. Simple reports can be printed from any PC that has the IAC Statistics application installed and LAN access to the IAC database.

- » One-touch buttons to:
 - » Transfer calls directly and quickly to voice mail
 - » Take an e-mail message without having to switch to an e-mail application.
 - » Transfer calls to mobile/cell phone number that is stored in the directory.
- » Speed dial buttons – There are 256 site-defined speed dial buttons and 256 user-defined speed dial buttons (defined by each operator) on the screen, with button colours easily configured.

IAC WEBVIEW (OPTIONAL)

- » A simple, cost effective browser based view of the exact same directory that your IAC Operators use.
- » Displays alternate contacts and notepad for selected directory entry.
- » Easily customized, simple to deploy, and trivial to administer.



CTI DIAL-IT (OPTIONAL)

With the addition of CTI Dial-It your company will achieve further productivity enhancements from the IAC console operator:

- » Idle/busy status of an extension is shown in real-time, before transferring the call to the person.
- » Idle/busy status of all people in the same Department is also shown – click to transfer to any of the green icons.