

Communication Management Solutions for **Avaya**

1 800 555 1110

1 905 555 1234

1 905 576 4575

Robust communication management solutions interoperable with Avaya IP Office

Improve customer contact operations and help businesses track, analyze and manage their communication networks.

Resource Software International Ltd. (RSI) offers a powerful set of applications that have received Avaya Compliant Tested designation. Now Avaya IP Office customers have new tools they can use to maximize their efficiency and productivity, track and analyze their networks, forecast, monitor and allocate communications management expenses.

Our portfolio spans a range of industry sectors including retail, government, education, tourism, health care, professional, hospitality and general business environments. In vertical markets, RSI provides seamless integration to industry software such as hotel property management systems and professional accounting packages.

AVAYA

DEVELOPER CONNECTION

GOLD



***Discover the benefits
of RSI solutions:***

- Small business and enterprise call accounting for multi-platform and/or multi-vendor environments.
- Visual desktop productivity console and screen pop integration to popular contact relationship management systems.
- Tailored solutions for popular market segments that have their own unique requirements (i.e. hospitality, professional, retail)
- Managed services for customers that require a centralized alternative staffed by communication management professionals

RSI

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Communication Management Solutions

by Resource Software International Ltd. (RSI)

Call Accounting Solutions for Every Enterprise

Communication facilities are the lifeline of most successful businesses and often the most taxing expenditures. Management of telephone charges, equipment fees, VoIP traffic, internet usage and provider discounts is a difficult task. RSI features a family of call accounting solutions to allow administrators to forecast, monitor and allocate expenses.

Shadow^{oms} is a powerful enterprise solution that facilitates communications management for various telephone systems and IP switches. The system is completely scalable from a small office to a global multi-site environment. Versions are available for hospitality, education, government, retail, pharmacy, health care, professional and general business.



Manage your communication expenses using your browser!

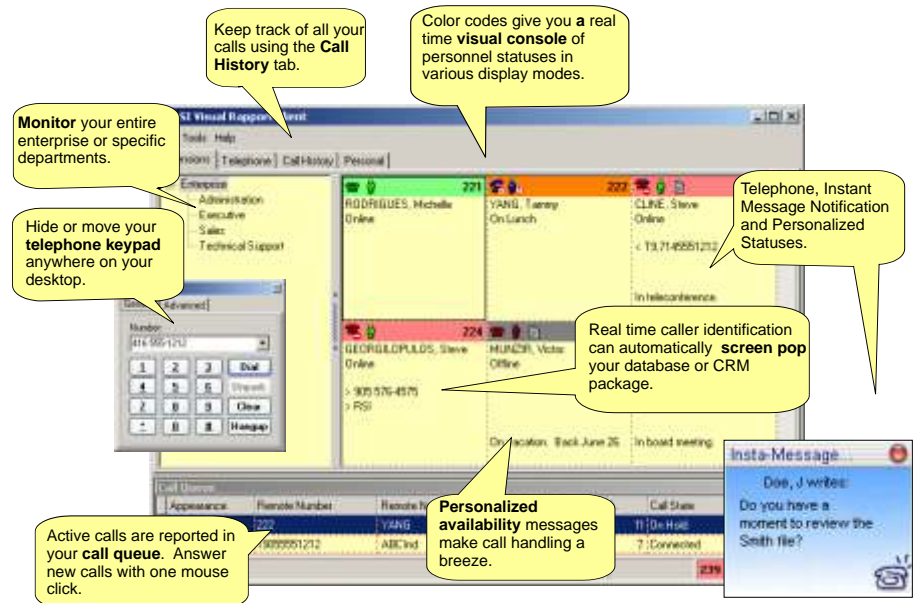
Whether you are sitting at your office desk or traveling around the world, Revolution Web Call Accounting can be at your disposal. Our unique web based interface allows you to access the software by pointing your browser to the computer IP address. You can perform administrator tasks, assign user privileges and run reports all from any remote system.

Visit our Avaya Compliant Products website for more information about our latest offerings tailored specifically for Avaya customers.

www.telecost.com/avaya

Intuitive Visual Communication using your Integrated Desktop Console!

Our exciting new Visual Rapport console provides real time employee telephone status, instant desktop dialing, email, screen pop, call logging and file transfer all under one roof. Visual Rapport boasts a very dynamic non-intrusive interface that puts your communication information at your fingertips. Visual Rapport will also act as a middleware screen pop application for virtually any commercial or custom database.



Keep track of all your calls using the **Call History** tab.

Color codes give you a real time **visual console** of personnel statuses in various display modes.

Monitor your entire enterprise or specific departments.

Hide or move your **telephone keypad** anywhere on your desktop.

Telephone, Instant Message Notification and Personalized Statuses.

Real time caller identification can automatically **screen pop** your database or CRM package.

Active calls are reported in your **call queue**. Answer new calls with one mouse click.

Personalized **availability** messages make call handling a breeze.

Insta-Message: Doe, J writes: Do you have a moment to review the Smith file?

About RSI

Since 1990, Resource Software International Ltd. (RSI) has been a leading developer and manufacturer of communication management solutions for every enterprise. RSI is a proud member of the Avaya DeveloperConnection Program as an ISV/IHV Innovator. Our product line includes statistical call accounting, browser-based web call accounting, hotel billing and enterprise reporting for virtually every industry segment.

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