

Visual Rapport for Avaya IP Office and BCM



Visual communication using your integrated desktop console!

Discover how your business can benefit from instantaneous communication at your fingertips!

Resource Software International Ltd. (RSI) presents our exciting new Visual Rapport unified communication console for desktop dialing, real time employee telephone status, instant messaging, email, screen pop, call logging and file transfer all under one roof. Visual Rapport seamlessly integrates various communication access points under one umbrella enhancing real time business productivity.

Hot Points:

- ✓ **Screen Pop for any Application**
send Caller ID to as many as five applications, either automatically or on demand (inc. Outlook, Goldmine, Maximizer, SalesLogix etc).
- ✓ **Desktop Call Control**
perform automated screen pop or outbound dialing with a simple hot key.
- ✓ **Integrated Instant Messaging**
brief messages can be quickly exchanged office wide using our secure embedded instant messaging module
- ✓ **Integrated Email & File Transfer**
send email or transfer files by clicking on an extension without launching your email client
- ✓ **Employee Status or Availability**
real time console for call status, instant message and user-configured personal notices identify employee availability
- ✓ **Call Accounting Integration**
all call activity can be logged and reported centrally using our Avaya Compliant call accounting software (contact us for details)

AVAYA

DEVCONNECT
TECHNOLOGY PARTNER

RSI

www.telecost.com

40 King St. W, Suite 300. Oshawa, Ontario. L1H 1A4
Phone: 905 576-4575 Fax: 905 576-4705 Email: rsi@telecost.com

Visual Rapport for Avaya IP Office and BCM

provides seamless integration
of communication productivity

Visual Rapport's intuitive desktop console provides a real time display of all colleague instant messaging and telephony statuses. The operator can quickly and easily send a text message, instant message, email, file or transfer a telephone call to an associate right from the desktop console.

Automated Call Handling

Call handling is a breeze. Perform time consuming telephony functions (incl. answer, conference, hold, park and transfer) with one mouse-click

When an incoming call arrives, Visual Rapport can unobtrusively notify you with Caller ID information and enables you to decide what to do with the call.

Visual Rapport has the unique ability to enable the user to designate particular inbound lines on which to perform screen pops; thus, the user isn't interrupted with call information from every line on the telephone system.



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

www.telecost.com/avaya

Call Center Screen Pops

Business calls are usually linked with information that exists in your database software or contact management applications, such as Access, Outlook, Act!, Maximizer, Goldmine or even a unique in-house custom application.

As an example, a travel agency with a proprietary customer database could use Visual Rapport to receive screen pops at every agent's desktop and access the details of each customer's travel plans from their database.

Robust Call Control

Outgoing calls can be made from virtually any Windows application using several flexible methods.

Hot keys may be defined to perform common functions. For example: A user could define <Control F11> as a global Dial Hot Key. Regardless of the application the user is in, if they highlight a telephone number and press <Control F11> the call is placed. Visual Rapport provides Hot Keys for Answer, Disconnect and Dialing.

Keystroke macros definable in VBScript allow Visual Rapport to emulate the process of searching for a telephone number, copying the number and dialing the result. These keystrokes are easily defined by the user and can be configured to work with virtually any Windows application.

Drag and Drop Dialing allows users to highlight a phone number in an application, then simply drag it into Visual Rapport to place the call. The telephone set can still be manually used while Visual Rapport is running. Visual Rapport is always aware of the attached telephone set state and allows the user to switch between manual and desktop dialing interchangeably.

Contact Database Integration

Visual Rapport is pre-configured with an extensive library of scripts that communicate with many commercial contact management and database applications. Visual Rapport also provides developers with numerous telephony features for easy integration into environments where custom software has been implemented.

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.

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

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

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

Visual Rapport works with any TAPI Service Provider (TSP) and selected toolkits. These features vary depending on the capability of the manufacturer TAPI Service Provider (TSP). Consult your TSP and hardware documentation for available features. Some basic features include: Hold, Unhold, Answer, Transfer, Conference/Split & Hang Up. Other features may include: Do Not Disturb, Message Waiting Indication, Transfer Callback notification, Target Line Identification and Screen Pops.

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