

total caller care

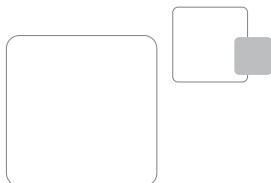
Zeacom Corus – total caller care



Caller care is about ensuring your customers receive a positive response whenever they contact you.

With the best caller care in mind, Zeacom has developed Corus - a complete call handling solution designed to maximize the way you engage with your customers.

Whether you are in a meeting, out of the office or away from your desk, Zeacom Corus successfully handles all your internal and external calls, making it the ultimate in caller care.



Zeacom Corus Modules

Because Zeacom Corus is modular, you have the flexibility to choose components that best fit your organizational needs, or you can integrate all the modules together for a complete office-wide call handling solution.



Console

Empowers your operator by giving them a view of all calls coming into your business and the detailed status of all internal users.

Desktop

Allows users to view details of who's calling, access global address book and manage their voicemail messages from their PC.

Networking

Connects multiple voicemail sites into a single environment.

Voicemail

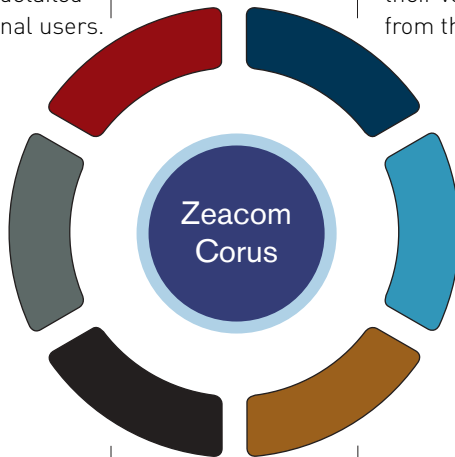
Customizes your greetings to suit your current availability or your caller's profile.

Fax Messaging

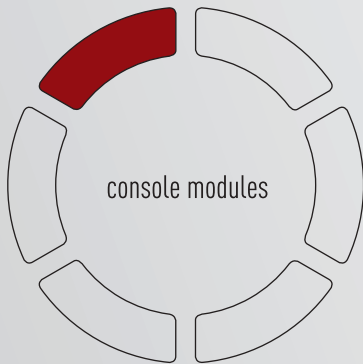
Seamlessly integrates your faxes with Desktop and Microsoft Outlook.

Inbox

Allows users to access voicemail messages from Microsoft Outlook.



Console

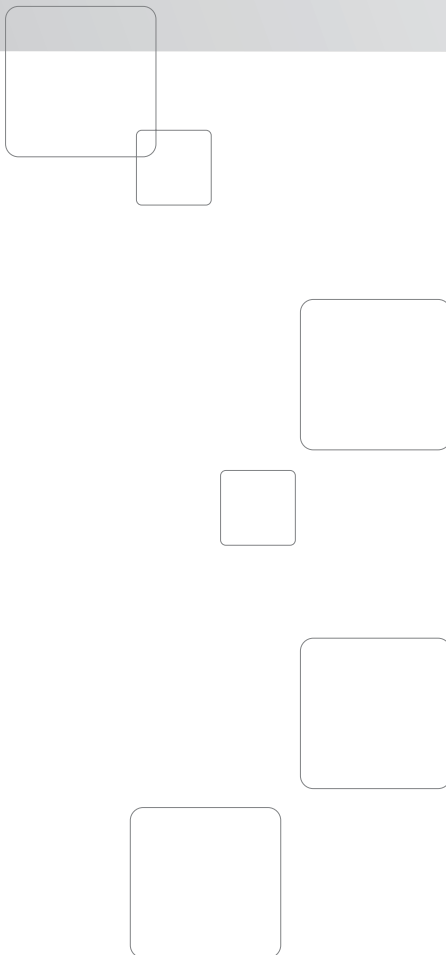


Empower your operator

The way your telephone operator responds to callers is like the 'shop front window' to your business. Your front-line call handling leaves a lasting and significant impression.

By giving your operator more information about the caller, you offer them the power and confidence to provide your customers and business partners with the service they deserve.

Console empowers your operator with superior call handling abilities so that they can recognize incoming calls, monitor extensions and manage every call professionally.



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Console benefits you and your operator:

Easy to use tools.

Console's GUIs (Graphical User Interfaces) are so easy to use, your operators simply point and click or use hot keys to answer, transfer, hold or make calls.

1 Increased control.

With Caller ID based screenpops, operators identify incoming calls and are better able to offer immediate assistance.

2 Prioritization.

Operators can recognize and prioritize top customer calls, so they are never kept waiting.

3 Call handling efficiency.

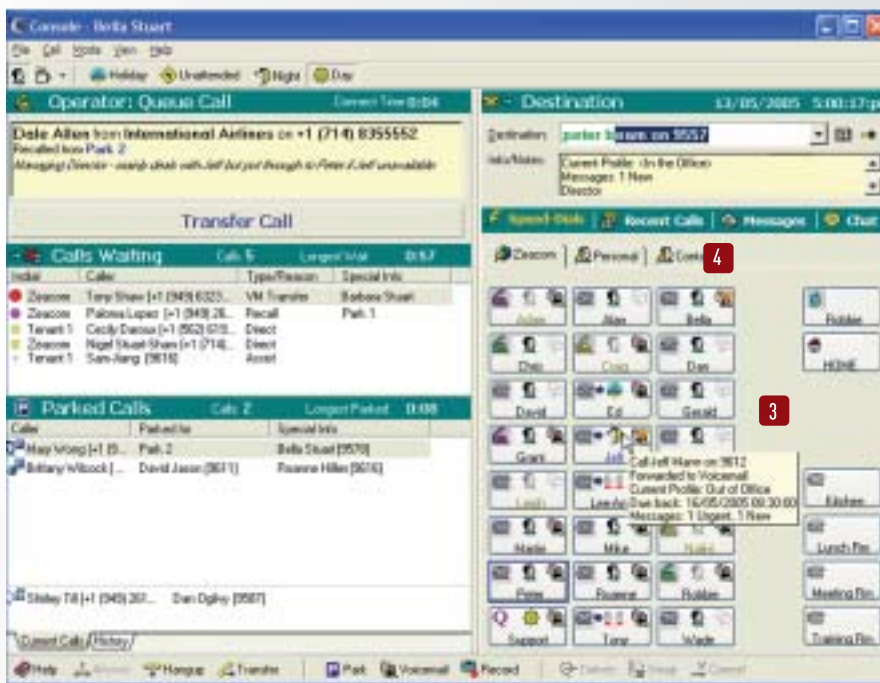
With more information about what is happening internally, operators can deal with incoming calls simply by clicking and dragging the call onto a staff member's extension.

Access anywhere.

Because Console is a LAN based application, it can be accessed from any PC on the network. Back up operators can pick up overflow calls from the main operator based on the caller's wait time.

4 Set Speed-dials.

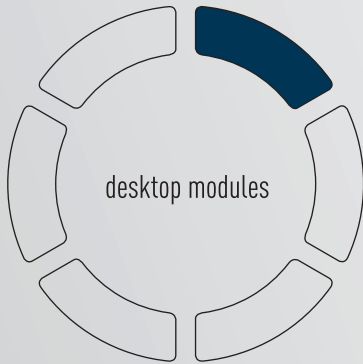
Console lets your operator set up the most commonly used internal and external contacts; they can view the status of everyone in the office and click to a name on a screen to send the call directly through to them.



“Console is a powerful business module which helps improve customer service levels.”



Desktop



Call management for the whole organization

More and more, organizations are using personal phone numbers to direct callers to staff.

The way you treat these callers, however, is just as important as the way they are handled by your operator.

If you have to be out of the office or in a meeting, who is looking after your callers?

Are they being given the right messages?

Desktop allows for better individual call handling so users can manage their internal and external calls with ease.



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Desktop benefits you and your organization:

Call control.

Forget the handset - you can manage all calls through your PC. Voicemail access makes it even easier to retrieve your messages.

Internal management.

At first glance, you can see the availability of other staff members, so you know when is the most appropriate time to talk to your colleagues.

Microsoft Outlook Contacts integration.

Microsoft Outlook Contacts can be set up to screenpop whenever a call matches your contact list. With Desktop for Outlook you can also dial directly from your Microsoft Outlook Contact list with just a click of the mouse.

1 Be ready.

Store notes about special callers. These will be screenpopped along with the caller name and number each time they call so you'll always be prepared.

2 Contacts in one place.

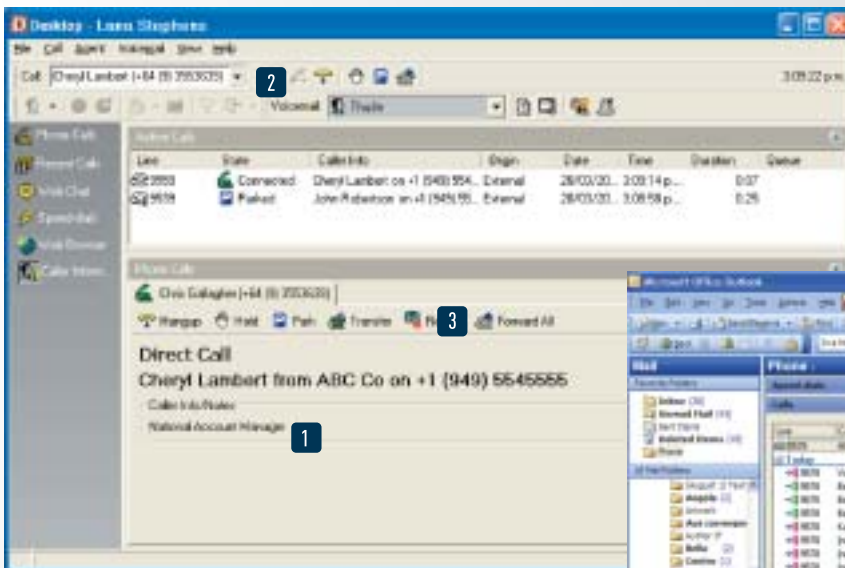
Your Microsoft Outlook Contacts can be synchronized to appear in your Desktop Phonebook.

3 Record conversations.

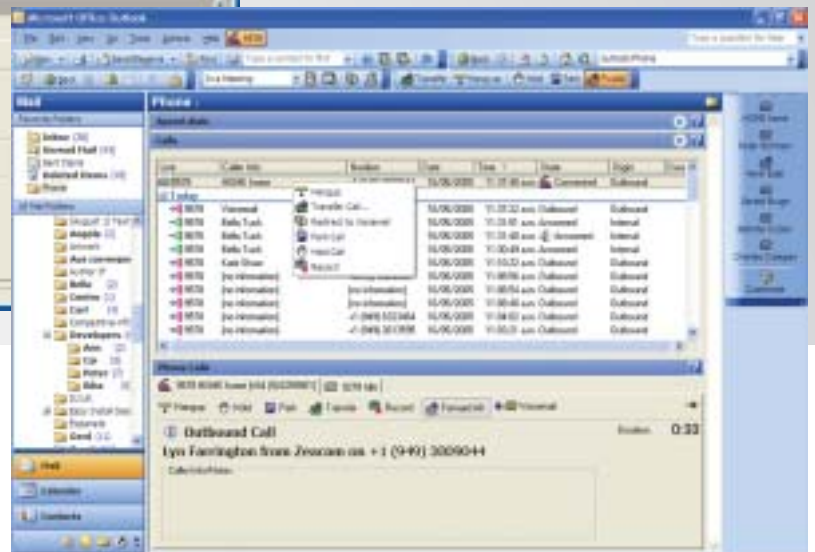
Desktop lets you easily record important telephone conversations. These appear as voicemail messages in your voice mailbox.

Desktop for Outlook.

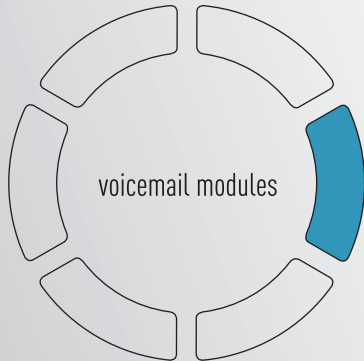
View Desktop as a stand alone application, or use it fully integrated with Microsoft Outlook, so you only need one application open to view all your voice and email communications.



“Desktop lets your callers know their call is important whenever they contact you.”



Voicemail



Personalized response every time

Receiving a generic voicemail greeting can be a rather irritating experience for many callers, particularly when the call is urgent.

When you can't be there to answer a phone call, it is nice to know you can leave your callers an informative voicemail greeting, or that you can transfer the call elsewhere.

Voicemail allows you to customize mailbox greetings based on your current availability as well as personalize greetings for special callers.

Voicemail benefits you and your organization:

Personalize greetings for priority callers.

With Caller ID you can pre-record a special greeting and provide options for your top clients or personal contacts.

[Example]

"Hi Tom, I am sorry I wasn't able to take your call. Please press 1 to talk to Julie, my assistant or press 2 to go to my mobile or leave a message after the tone. Look forward to talking to you."

Customize voicemail greetings based on your current availability.

Always keep your callers informed of your movements.

Whether you are:

- in a meeting
- out of the office
- on mobile

Voicemail lets you activate your pre-recorded profiles with the click of a button or via an automated schedule, so your greetings are always current. You can manually set, or schedule your expected time of return so your callers always know when they can reach you.

Microsoft Outlook* Calendar integration.

When integrated with Microsoft Outlook* Calendar, your callers can be automatically informed of your availability based on appointment times in your calendar.

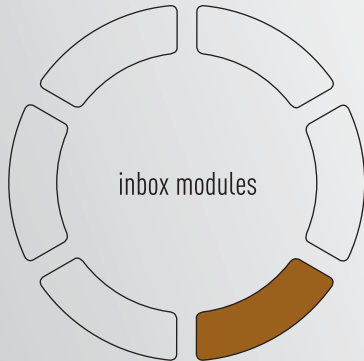
Remote management.

No matter where you are, you can access your voicemail messages off site - all you need is a phone. Change your greeting when necessary; if you know you will not be back in the office for the rest of the afternoon, just pick up the phone and select your 'out of office' profile.

"Voicemail together with Desktop provides the perfect solution."



Inbox



Sophisticated unified messaging

Instant access to important voicemail messages using a telephone can be a time consuming exercise.

Compared to your PC, your phone has limited capabilities when it comes to managing, storing and retrieving voicemail messages.

Inbox is a sophisticated unified messaging solution that offers total control of your voicemail from your email application.

Inbox benefits you and your organization:

1 Receive voicemail messages as emails.

Inbox fully integrates your voicemail with your email client. Voicemail messages appear in your Microsoft Outlook. They can be listened to using your PC speakers, or for privacy just pick up your handset. If you are out of the office a lot, messages can just as easily be played through your PC speakers offsite, via Outlook Web Access.

Centralized communication.

Any changes made in Inbox are automatically synchronized with Voicemail and Desktop, providing a truly centralized business communication environment.

Store messages.

With Caller ID, you can instantly see who has left a message. You can save and store these messages just as you would emails, so you can get back and listen to important messages whenever you like.

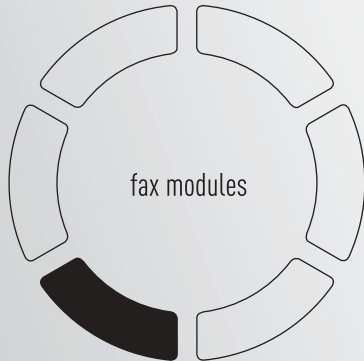
Messages can also be forwarded offsite or to other colleagues, saving the time and hassle of relaying information.



“Voicemail messages appear inside Inbox and Microsoft Outlook as an attachment.”



Fax Messaging



Seamless integration

Even if you prefer a paperless office, the fax remains a commonly used form of communication.

When a customer or supplier sends a fax through, how often does it sit in a fax pile unread?

How often are important faxes accidentally misplaced or thrown away?

Fax Messaging* seamlessly integrates your Fax, Desktop and Microsoft Outlook into a single unified environment, reducing paper wastage and allowing for better management of your faxes, all through your PC.

Fax Messaging benefits you and your organization:

No more standing in line.

Waiting for an important document can be a real hassle, especially when there may only be one fax machine and many users.

Fax Messaging unifies your Fax, Desktop and Microsoft Outlook so when a fax arrives, it goes straight to you, the same way an email or telephone call would.

Better readability.

Printing out a good quality, readable fax often depends on the type of fax machine that you have. Fax Messaging produces quality .TIFF files every time that you can view, save or send straight to your printer.

Centralized management.

Because all of your faxes are delivered to one place, you can file, transfer, manage and keep a log of your faxes all from your PC.

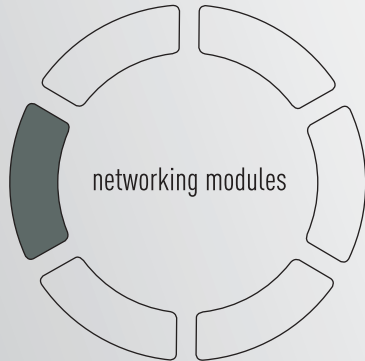
Integration with Microsoft Fax.

Sending a fax is no longer the 3-step performance we've all been used to. When used with your voice ports and the Microsoft 2003 Server, Fax Messaging allows you to send and view outbound faxes from your PC. Simply type your document and immediately fax it from your PC. Then use Desktop to check the status and ensure you have sent it successfully.

Caller	Phone No	Date	Time
Lauren Aston	+1 (949) 5551234	20/03/2003	2:06:12 p.m.
ABC Couriers Fax	+1 (949) 5554443	20/03/2003	2:23:03 p.m.

“Faxes appear inside Desktop and Microsoft Outlook as a .TIFF file attachment.”

Networking



Integrated voicemail networks

A fast response to voicemail messages is vital for ensuring the highest level of customer service.

The ability to share messages with others in the organization is an important internal communications tool.

Multiple Corus Voicemail systems can be configured together as one "networked" environment allowing the exchange of voicemail messages between users at different sites.

Networking benefits you and your organization:

There are 2 networking modules available as part of the Corus suite: Network Voicemail and Networked Extension Status.

Network Voicemail

Caller Identification.

Lucy in site A calls Mike in site B and leaves a message. When Mike listens to the message, it is announced as "Message from Lucy".

Send Message.

Users at site A can send a message directly to users at site B without having to ring their phone and wait for Voicemail to answer.

Distribution Lists.

Distribution lists can include all mailboxes within the entire voicemail network.

Select by Name.

All voicemail boxes, both local and remote, are available through the "select by name" option, which is used to send a message.

Networked Extension Status

Desktop and/or Console users can view the extension status of remote sites within the organization when dialing from their speed-dial page. This functionality requires Corus Voicemail and either Corus Desktop or Console to be installed at all sites. An additional Networked Extension Status license is required for each site to be linked in this way.

"Networking is an essential tool for internal communication."

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