



tele **BUTLER**

- *Automated Attendant*
- *Voice Mail*
- *Fax on Demand*
- *Interactive Voice Response*
- *ODBC Wizard*
- *Voice to e-mail*

CT

Graphical User Interface in 3 languages

Pre-recorded voice prompts in over 20 languages

without

programming



WE CONNECT YOU

Ready to discover a new wave in CT? With TeleButler you can. From now on YOU decide how to handle your incoming calls!

You don't believe it?

It's true because TeleButler offers you the world's most user-friendly GUI and 12 icons to build the flow charts with. Just 'click and drop' the icons you need on your worksheets and fill in the variables.

So, get that professional sound that you were looking for!

TeleButler is your perfect receptionist treating all incoming calls fast, friendly and efficiently. TeleButler will welcome your callers; in different languages, let them choose between different options in a menu, transfer to employees, register voice mail messages, send faxes and build applications in which external databases can be used ...

You need more to get convinced?

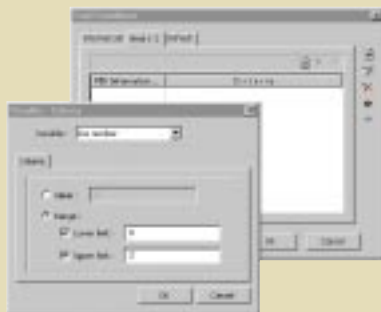
What about **Call Screening** (the called party can first hear the name of the caller before deciding whether to accept or reject the call), the use of more than **20 different languages in one project** (see below, language choice), **TTS (text-to-speech generation)**, a built-in **sound blaster recording module** and the possibility of **different actions - depending on the time of day, and the integration with over 60 PBX's?**

And our new trendy feature: **Voice to e-mail!** When you have a new voice mail message, the mailbox owner can be notified about it via any SMTP server. An e-mail appears in the inbox with (or without) the voice mail message in attachment (wave file).

Personal IVR becomes a reality ...

Intelligent Start State

This 'Start State' is always the first element of your project. Depending on which number the caller dials, or the type of call received (direct, diverted, internal, external,...) TeleButler decides which route will be taken. TeleButler supports CLI (caller line identification) and DNIS (dialed number identification service) on digital lines or through PBX integration.



The 12 intelligent icons



Play message

Plays a prerecorded message in the language chosen by the caller. The message in the 'play' state can automatically be generated with TTS (text-to-speech).



Timed action

Depending on the time and date (office hours, weekends, holidays, other time/date related criteria) TeleButler takes different actions. Time to open up your office 24 hours a day, 7 days a week!



Language choice

TeleButler supports more than 20 languages (American English, British English, Dutch (Flemish), Dutch (Netherlands), French (Belgium), French (France), German, Indonesian, Italian, Korean, Malay, Norwegian, Polish, Portuguese, Singapore Mandarin, Spanish, Thai). In these languages TeleButler guides you through your Voice Mail and knows how to spell out any number; dates, time and currencies.



Transfer call

The caller is transferred to an internal extension, external number or to a mobile phone, dials out a message or informs you on your pager.



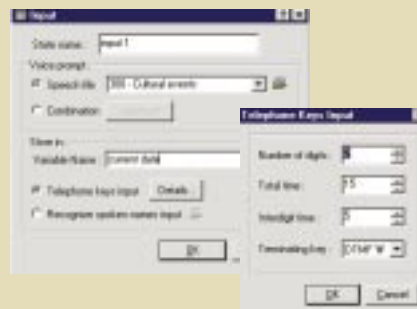
Fax-on-demand

Fax documents to your callers. Use fax-1 and send it immediately. Or ask your caller to enter his fax number and send it with fax-2-call.



Input

Ask your caller to enter a number via the keypad of the telephone. With this 'Input' icon you can retrieve variable information from your caller. Not to be confused with the 'Menu' icon where your caller has to choose between different fixed options.





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CT without programming



Voice Mail

A complete Voice Mail.

Voice Mail In: the caller leaves a message in the mailbox. Voice Mail Out: the user checks his mailbox, listens to his messages and changes his password and greeting messages whenever he wants. Not in the office for a day? Enter the extension number where you can be reached and TeleButler will call you as soon as a new message has arrived. Voice Mail Operator: the voice mail operator performs the operations to manage the system.



ODBC wizard

Open Database Connectivity (ODBC) links TeleButler with any ODBC compliant database. This database may be present on the same computer or on the same network. The caller can add records, update fields or retrieve values. This enables TeleButler to process orders, update customer information, give prices,... over the telephone. So now you get business or give service even when your office is closed.



Record a message

The caller records a new voice prompt while the system is running. Updating the content of some messages is no longer a hell of a job.



Menu

The caller chooses between different options by pressing the keys on his keypad.



Calculation

TeleButler makes calculations based on numbers and/or variables. In combination with ODBC you get a powerful tool to automate orders.



On-hook

All calls are terminated with this icon.

Worksheets

Projects are made in a worksheet. If the project doesn't fit on one worksheet, you can use multiple worksheets that are easy to use. Like in Excel, you can add, delete and rename sheets.

Dial Out Worksheet

A separate worksheet helps you to manage outbound calls. Dial out to employees and give them access to details entered by the caller or run an external application and start calls based on new records that are being added.

Termination Worksheet

Worksheet in which you can define all actions that should happen after a call has been terminated unexpectedly. A call can be terminated by the caller, in the middle of an unfinished action. Leaving the partial information entered by the caller would lead to a pile of unwanted incomplete information in your system. In the termination worksheet you can, for example clean up these incomplete transactions.



12 intelligent icons

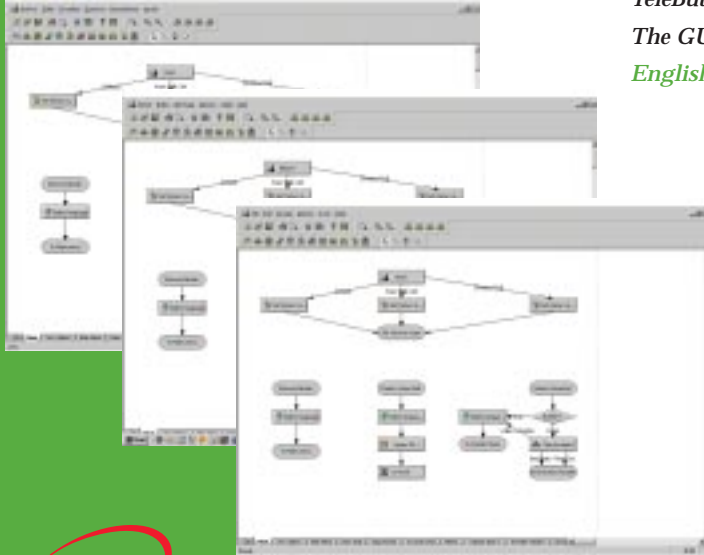
The whole concept is based on getting an average Windows user started in no time! Our award winning GUI with the 12 unique 'click and drop' icons enable you to design sophisticated incoming call flows in no time. No need for programming!

Graphical User Interface

TeleButler has the world's most user-friendly GUI to design CT applications.

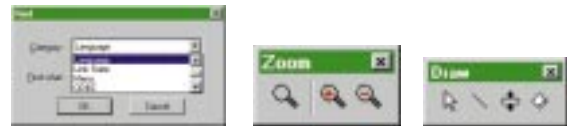
The GUI comes in no less than 3 languages:

English, French and German.



Some interesting functionalities to make your life easier:

- **Personal IVR.**
Use separate worksheets for departments or an individual
- **Zoom in/ zoom out**
- **Easily find the state you are looking for**
- **Adjustable toolbars**
- **Icons visually present in each state**
- **Put your cursor on a state and see what has been filled in (floating content)**
- **Fields which are not yet completed, stay red.**
When done, they become black.
- **Lock your project so others can not make any changes**
- **Changes on the fly**
- **Copy & paste**
- **GUI in 3 languages**
- **Pre-recorded voice prompts in over 20 languages**
- **Automatic voice prompt generation (text-to-speech)**



- **Pentium II, 333 Mhz**
- **Min. 64 MB RAM (Windows NT or Windows 98),
Min. 128 MB RAM (Windows 2000).**
- **Windows 98, Windows NT 4.0, or Windows 2000**
- **Min 150 MB free HDD**
- **Voice (and fax) telephony boards supporting**



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Voxtron is an international group specialized in Computer Telephony, Headquartered in Belgium and with offices in Germany, India, Singapore and the Philippines, Voxtron offers a comprehensive range of CT products such as Automated Attendant/Voice Mail and E-mail reading systems. Furthermore, Voxtron delivers tailor-made high-end IVR solutions for the financial, government and corporate market. Visit WWW.VOXTRON.COM and learn more about us and our products!