



## Call Manager

### Efficient Call Control from Your PC

Combine the capabilities of your computer and telephone into one powerful communication tool. Call control from your PC gives you the ability to dial, answer or transfer calls, and more, using your mouse without ever picking up the telephone.

Call Manager can be used in conjunction with an IP or digital business telephone to provide desktop call control. Call Manager can also be used as a stand-alone IP soft phone providing mobility and remote access.

### Unified Communications at Your Fingertips

Call Manager is a powerful unified communications tool that provides additional telephone functionality from your PC.

- Drag and drop features make call transfer, speed dialing, and other functions faster and easier
- Personal call handler uses events, conditions, and actions to handle incoming calls the way you want including routing and screening of calls, selective call forwarding, screen pops of incoming calls, voice mail notification, and more
- Outbound dialing from any application makes calling easy with a click of the mouse
- Launch electronic documents, applications and web pages directly from the Call Manager interface for quick access to the most frequently used communications tools
- Chat instant messaging enables instant communications with any user, broadcast message to multiple users, and simultaneous Chat sessions

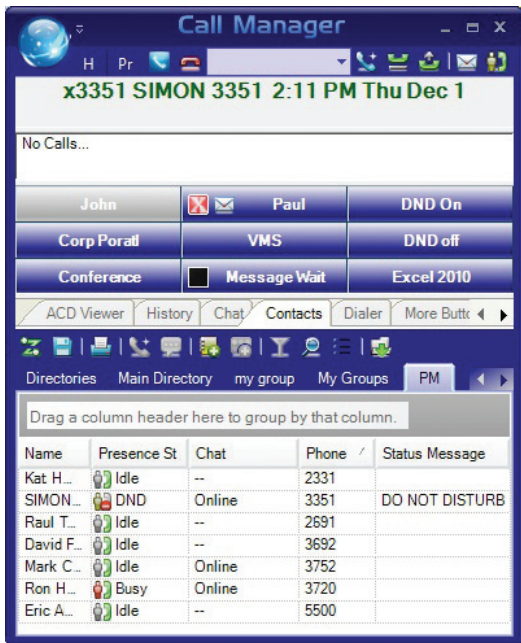
- Presence capabilities let users see the availability of co-workers and quickly relay and transmit important information to best serve your customer through an easy, intuitive interface
- Preset control buttons enable you to dial numbers or extensions, launch applications, view automatically generated screen pops of caller information and more
- Call history provides a log of incoming and outgoing calls that you can print, search, sort, and redial with one click
- Call notes follow the call wherever it's transferred so callers don't have to re-answer the same questions
- ACD login/logout, supervisor functions and ACD Viewer through built-in integration with Toshiba's ACD
- Optional softphone function makes the entire set of IP telephone features accessible to the user
- Recording control through built-in integration with OAISYS® Tracer products



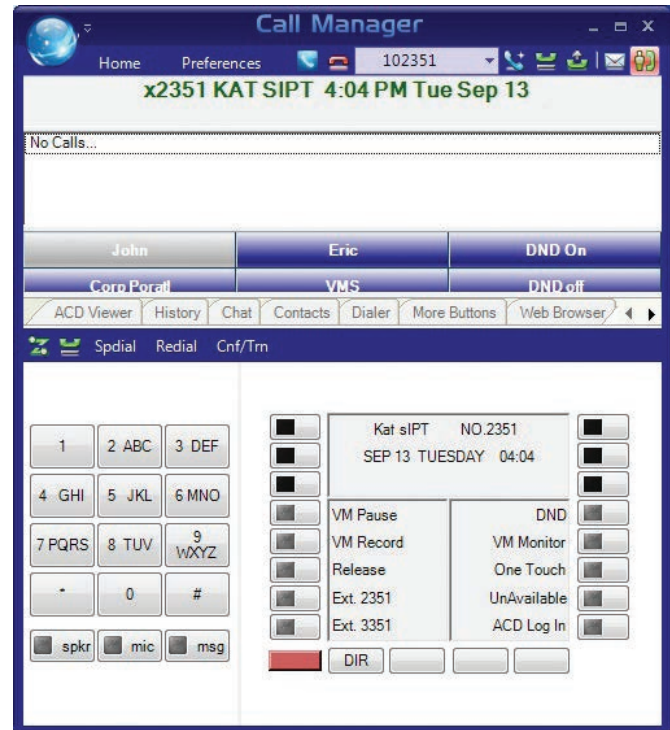
## Intuitive User Interface

Call Manager has many sophisticated capabilities, but it's easy to use and manage. This is because of the intuitive design that has a familiar look found in many other applications we use daily.

The Call Manager was modeled using the Microsoft® Fluent Ribbon design for better grouping, providing quicker access to common functions, and to create a modern, attractive look.



Contacts Companion Applications combine presence, directory, and speed dial into one view.



The softphone function can be assigned to one of the companion application windows, making the entire set of IP telephone features accessible to the user.

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