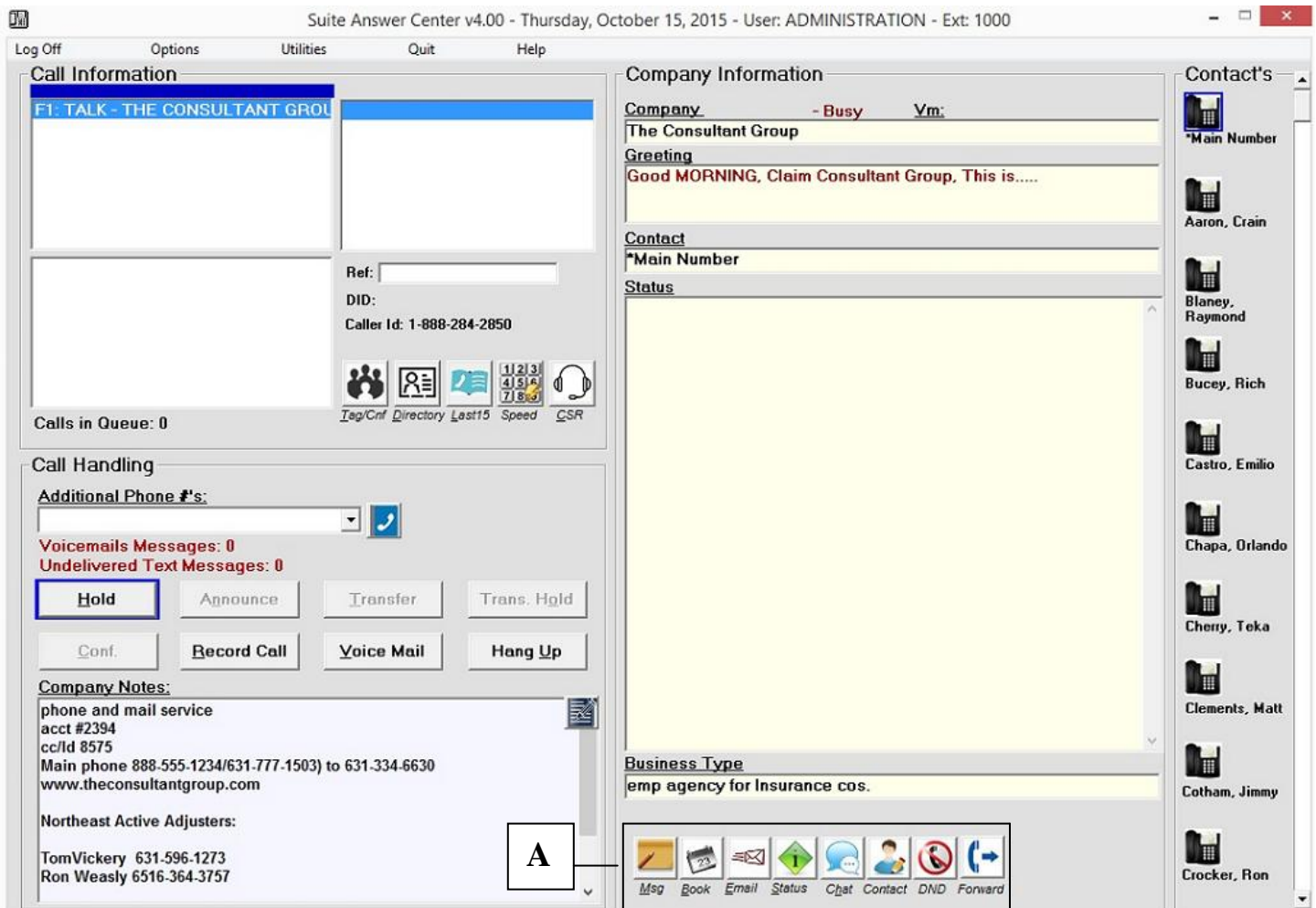


SUITE ANSWER CENTER SOFTWARE



CTI SOFTWARE'S *SUITE ANSWER CENTER* SOFTWARE: THE #1 CHOICE FOR DISCERNING EXECUTIVE SUITE OWNERS!

SIMPLIFIED CALL HANDLING FOR A MULTIPLE COMPANY ENVIRONMENT

Designed specifically for the Executive Suite environment, *Suite Answer Center* integrates with Mitel's MiVoice 250 and MiVoice Business platforms as well as CTI's Cloud-Based Hosting solution. This allows the receptionist to quickly and easily implement a variety of call handling and messaging features with the click of a mouse or function key. *Suite Answer Center* is an affordable solution for multi-tenant offices whose clients want their callers to receive personalized attention from a shared receptionist. There is no other software like it in the marketplace today. It has all the features you could possibly need to make call processing quick and efficient.

- ◆ Automatic screen pops highlighting the company being called
- ◆ Company greeting to be used is displayed as well as the status of the person being called
- ◆ Detailed management reports
- ◆ Customized billing tables
- ◆ Call patching
- ◆ Customized text messaging
- ◆ Networking Capability

Not only is *Suite Answer Center* user friendly, but it will also offer you the opportunity to make more money by offering more services to clients when answering and processing their calls.

- "Msg"** - This feature allows the receptionist to type text messages if a tenant prefers them.
- "Book"** - This feature allows the operator to schedule and view conference room time for the tenants.
- "Email"** - This feature allows you to email a selected contact directly from the console.
- "Status"** - This feature is used to update a contact's office "status".

- "Chat"** - Allows you to send a chat message to another operator who is logged into the software.
- "Contact"** - Brings you directly to a selected contacts main setup.
- "DND"** - this button allows you to put a selected clients extension into Do Not Disturb.
- "Forward"** - this button allows you to forward a selected contacts extension to an outside phone number.

SOFTWARE BENEFITS

Management Benefits:

- ◆ **Make More Money** - By utilizing *Suite Answer Center's* billing feature.
- ◆ **Business Information at Your Fingertips** - Detailed management reports give an in-depth business overview, including response time for each call, average time in queue and number of abandoned calls.
- ◆ **Versatile** - *Suite Answer Center* software can be used in a standalone console application or with multiple consoles sharing a common database.
- ◆ **Save Money** - *Suite Answer Center* is so easy to use, there is minimum operator training required and one operator can do the job of two.
- ◆ **Easy conference room scheduling** - CTI's Conference Room booking feature allows your operator to see the rooms and times available at a glance directly on their console.
- ◆ **Virtual Opportunities** - Generate residual income by expanding your walls. Voice over IP phone rental, Answering Service-Call Overflow

Operator Benefits:

- ◆ An immediate **pop-up screen** shows the company profile and how the client wants the calls handled, i.e. station transfer, voice mail, announce a call, record-a-call, and transfer capability both inside and outside the office. The screen also shows the current activity of all extensions.
- ◆ Transfer calls to a client's extension or voice mail by just clicking on a button with a mouse or using a function key.
- ◆ A call can be **Announced** internally as well as transferred to an outside phone number.
- ◆ Client calls can be patched to the outside to their cell phone or any other number provided by the client.
- ◆ **Record-a-call** allows calls to be recorded verbatim directly into client's voice mailbox.
- ◆ **Messages** can also be taken by the operator if the client prefers and customized to their needs.
- ◆ The operator can set up and view conference room time scheduled for clients.
- ◆ **Integrated MAPI E-Mail**

Client Benefits/Personalized Options:

- ◆ Your clients benefit from the ability to **personalize greetings, retrieve messages at any time, set voice mail mode** and **record and distribute messages**.
- ◆ Clients have the ability to **change their status and call forwarding** via their phone or through CTI's web integration from a remote location.
- ◆ Clients can reserve conference room time through the CTI Conference Room Booking feature via CTI's web integration.
- ◆ **NEW! SMS Messaging** - Text messages can be sent to a client's cell phone.
- ◆ Client's calls can be **patched** outside the office to their cell phone, home phone, etc.

Suite Answer Center's Conference Room Booking Module

Schedule Info:

Suite #: EXTRA CONF

Book Date: 10/19/2015

Time From: 8:30 AM **Time To:** 11:59 AM

Summary:
 COMPANY: United Lighting Technology
 SUITE: EXTRA
 HOURS: 3.5
 EMAIL: unitech@unitechca.com

Recurring Schedule

Don't Post to Billing

Customer Notes:

Office Notes:

Id: 746

Calendar

	Thursday, Oct 15 15	Friday, Oct 16 15	Saturday, Oct 17 15	Sunday, Oct 18 15	Monday, Oct 19 15	Tuesday, Oct 20 15	Wednesday, Oct 21 15
07:00 AM							
07:15 AM							
07:30 AM		Apartment					
07:45 AM							
08:00 AM							
08:15 AM							
08:30 AM					United		
08:45 AM							
09:00 AM	ADM-CRE	New					
09:15 AM							
09:30 AM							
09:45 AM							
10:00 AM							
10:15 AM							
10:30 AM							
10:45 AM							
11:00 AM							
11:15 AM							
11:30 AM							
11:45 AM		Apartment					
12:00 PM							
12:15 PM							
12:30 PM							
12:45 PM							
01:00 PM							
01:15 PM							
01:30 PM							
01:45 PM							

Edit **Save** **Delete** **Close**

Suite Answer Center's Conference Room Booking module allows the receptionist(s) to view and schedule conference room time for your clients. Clients can also schedule conference room at any time via CTI's web integration.

At a glance, the receptionist will know what time slots have already been booked and with a few clicks of the mouse they will be able to schedule conference room usage.

Scheduled conference room time can be tracked on Suite Answer Center's billing report.

SMDR Report

Date Range: 8/01/2007 - 8/31/2007

CTI SOFTWARE

Date	Time	DID Ext.	Type	QueTm	RingTm	Call Lgth	CallerId/Dialed #	Trunk #	UserId	Acc. Code	RecExt.	CallId	Handled
08/03/07	09:47 AM		Incoming/Outside	00:00	00:05	00:00			INTC	-----	1020	4F8#001	-
08/03/07	11:41 AM		Incoming/Outside	00:00	00:06	00:00			INTC	-----	1054	4F92301	-
08/03/07	11:45 AM		Incoming/Outside	00:00	00:09	00:00			INTC	-----	1032	4F92501	K
08/03/07	12:04 PM		Incoming/Outside	00:00	00:06	00:00			INTC	-----	1054	4F93F01	-
08/06/07	09:38 AM		Incoming/Outside	00:00	00:06	00:50			INTC	MACK	1032	4F9XF01	I
08/06/07	09:46 AM		Outgoing/Internal	00:00	00:02	00:00	2030		-----	MACK	1032	4F9X001	-
08/06/07	09:46 AM		Outgoing/Internal	00:00	00:02	00:18	1020		-----	MACK	1032	4F9X001	-
08/06/07	10:52 AM		Outgoing/Outside	00:00	00:10	06:30	2611830	94180	TERRJ	-----	1020	4F9#601	-
08/06/07	11:20 AM		Outgoing/Outside	00:00	00:32	00:30	5924315	94183	TERRJ	-----	1020	4F9#601	-
08/06/07	11:21 AM		Outgoing/Outside	00:00	00:05	00:57	15163693641	94183	TERRJ	-----	1020	4F9#601	-
08/06/07	01:09 PM		Incoming/Internal	00:00	00:00	03:40			-----	CHRIS	1003	4F9X201	-
08/06/07	01:12 PM		Incoming/Internal	00:00	00:01	00:00	INTC		-----	-----	1003	4F9X801	-
08/06/07	04:50 PM		Incoming/Outside	00:00	00:06	00:00			INTC	-----	1032	4FFX101	I
08/07/07	09:26 AM		Incoming/Outside	00:00	00:03	01:10			INTC	BEA	1054	4X3@701	-
08/07/07	09:26 AM		Incoming/Outside	00:00	00:09	00:44			INTC	BEA	1054	4X3@F01	I
08/07/07	09:41 AM		Outgoing/Internal	00:00	00:02	00:03	2030		-----	BEA	1054	4X40@01	-
08/07/07	10:55 AM		Incoming/Outside	00:00	00:07	00:00			INTC	-----	1032	4X47X01	IV
08/07/07	11:17 AM		Outgoing/Internal	00:00	00:04	02:02	1020		-----	BEA	1054	4X48701	-
08/07/07	12:06 PM		Incoming/Outside	00:00	00:15	00:00			INTC	-----	1054	4X4#601	-
08/07/07	03:02 PM		Outgoing/Internal	00:00	00:04	00:27	1020		-----	BEA	1054	4X53101	-
08/08/07	09:03 AM		Incoming/Outside	00:00	00:05	00:00			INTC	MACK	1032	4X#0X01	-
08/08/07	09:03 AM		Incoming/Outside	00:00	00:04	02:24			INTC	MACK	1032	4X#0701	-
08/08/07	10:24 AM		Incoming/Outside	00:00	00:09	00:00			INTC	-----	1032	4XP*201	K
08/08/07	10:45 AM		Incoming/Outside	00:00	00:03	00:21			INTC	MACK	1032	4XPP@01	I
08/08/07	10:48 AM		Outgoing/Internal	00:00	00:02	00:10	2030		-----	MACK	1032	4XPF101	-
08/08/07	10:49 AM		Incoming/Outside	00:00	00:08	00:00			INTC	-----	1054	4XPF401	K
08/08/07	12:36 PM		Outgoing/Internal	00:00	00:03	00:05	2030		-----	CHRIS	1003	4XF6501	-
08/09/07	09:30 AM		Incoming/Outside	00:00	00:24	00:00			INTC	MACK	1032	4X@9F01	-
08/09/07	09:33 AM		Incoming/Outside	00:00	00:04	00:00			INTC	MACK	1032	4X@9@01	-
08/09/07	09:45 AM		Incoming/Outside	00:00	00:10	00:00			INTC	MACK	1032	4X@*P01	-
08/09/07	10:03 AM		Outgoing/Internal	00:00	00:03	00:08	1020		-----	MACK	1032	4X@#001	-
08/09/07	10:04 AM		Incoming/Outside	00:00	00:06	00:33			INTC	MACK	1032	4X@#001	KK
08/09/07	10:38 AM		Incoming/Outside	00:00	00:12	00:00			INTC	MACK	1032	4X@F801	-
08/09/07	11:02 AM	1346	Incoming/Outside	00:00	00:04	07:35	5163693622	94183	TERRJ	-----	1020	4X@F01	-
08/09/07	11:12 AM		Incoming/Outside	00:00	00:08	00:47			INTC	BEA	1054	4@00#01	IIIV
08/09/07	11:13 AM		Outgoing/Internal	00:00	00:03	01:30	1020		-----	BEA	1054	4@00601	-
08/09/07	11:16 AM		Incoming/Internal	00:00	00:00	00:00	1003		-----	-----	1003	4@00X01	-
08/09/07	11:16 AM		Outgoing/Internal	00:00	00:00	00:00			-----	BEA	1054	4@01201	-

SMDR REPORT

This report lets you view all incoming and outgoing calls made by the operator under a client's profile.

CALL SUMMARY REPORT BY COMPANY

This report shows a breakdown of calls answered by the operator and how the calls were processed.

* Preview: Call Summary Report by Company			
Next Page Previous Page Done			
Call Summary Report by Company			
Date Range: 7/1/2001 - 7/31/2001			
Time Range: 12:00 AM - 11:59 PM			
Company Totals			
Total # of Incoming Calls:	3329	Total # of Voicemails:	869
Total # of Outgoing Calls:	2386	Total # of Record-a-call:	17
Total # of Calls:	5715	Total # of Status Changed:	151
Total # of Minutes used:	2580min	Total # of Check in calls:	0
Total # of Calls Answered:	3091	Total # of Outgoing Announced Calls:	199
Percentage Answered:	92%	Total # of Intercom Announced Calls:	1475
Average Ring Time:	5sec	Total # of Xfer Calls to Ext #:	1070
Average Talk Time:	27sec	Total # of Patched Calls:	128
Average Hold Time:	0sec	Total # of Conferenced Calls:	1
		Total # of Recalled Calls:	0
		Total # of Abandoned Calls:	238
		Total # of Text Messages:	0
		Total # of Message Prints:	0
		Total # of Message Faxes:	0
		Total # of Emails Sent:	0
A. BACCARO ASSOCIATES			
Total # of Incoming Calls:	44	Total # of Voicemails:	9
Total # of Outgoing Calls:	9	Total # of Record-a-call:	1
Total # of Calls:	53	Total # of Status Changed:	5
Total # of Minutes used:	39min	Total # of Check in calls:	0
Total # of Calls Answered:	43	Total # of Outgoing Announced Calls:	5
Percentage Answered:	97%	Total # of Intercom Announced Calls:	0
Average Ring Time:	6sec	Total # of Xfer Calls to Ext #:	1
Average Talk Time:	45sec	Total # of Patched Calls:	3
Average Hold Time:	0sec	Total # of Conferenced Calls:	0
		Total # of Recalled Calls:	0
		Total # of Abandoned Calls:	1
		Total # of Text Messages:	0
		Total # of Message Prints:	0
		Total # of Message Faxes:	0
		Total # of Emails Sent:	0
AFFINITY VIDEONET			
Total # of Incoming Calls:	0	Total # of Voicemails:	0
Total # of Outgoing Calls:	0	Total # of Record-a-call:	0
Total # of Calls:	0	Total # of Status Changed:	0
Total # of Minutes used:	0min	Total # of Check in calls:	0
Total # of Calls Answered:	0	Total # of Outgoing Announced Calls:	0
Percentage Answered:	0%	Total # of Intercom Announced Calls:	0
		Total # of Xfer Calls to Ext #:	0
		Total # of Patched Calls:	0
		Total # of Conferenced Calls:	0
		Total # of Recalled Calls:	0
		Total # of Abandoned Calls:	0
		Total # of Text Messages:	0
		Total # of Message Prints:	0