

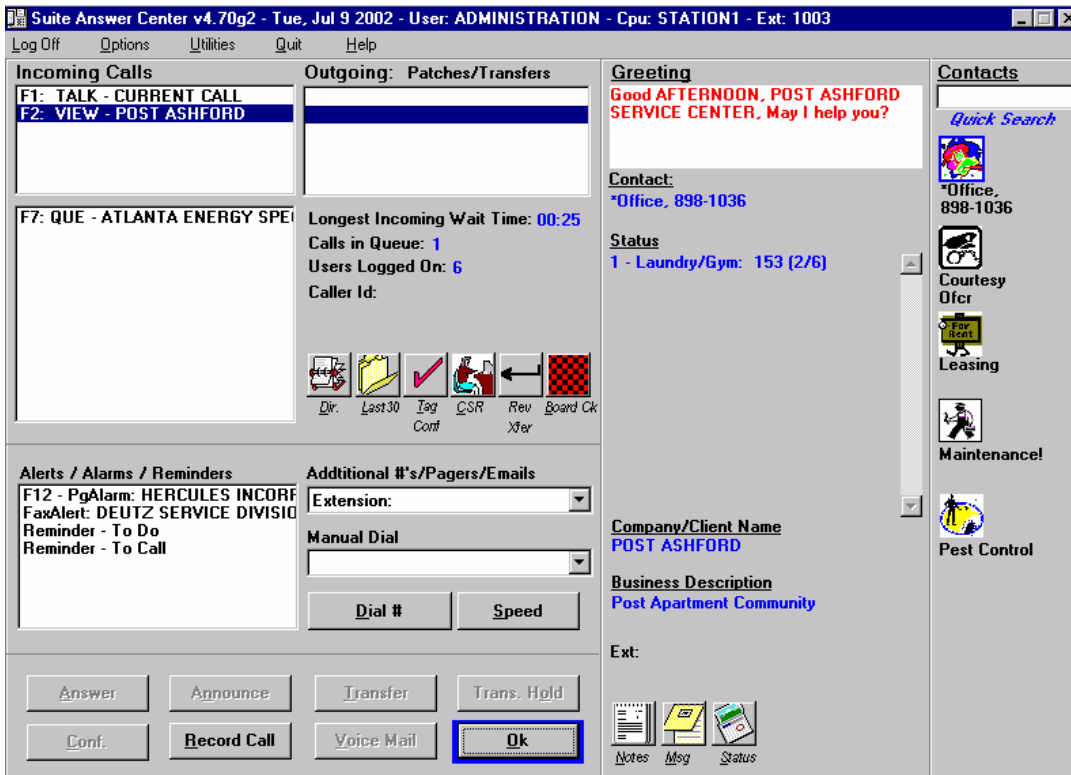


**YOUR TOTAL SOLUTION PROVIDER**  
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 888-284-2850  
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Presents.....

# The Answer

**The Answer** is an affordable and long needed solution in today's ever-increasing competitive environment!



Developed for the Answering Service/Call Center industry, **TheAnswer** integrates with Inter-Tel's **AXXESS** System with **AXXESSORY Talk™** voice processing software to allow the Operator/CSR to quickly and easily implement a variety of call handling, messaging, dispatch & delivery features with the click of a mouse or function key. The Ease of Use in Training, Call Handling & Dispatching, Client Account Development & Management, coupled with Billing Flexibility, Instant Web Access, Management Reports and Workhorse Reliability make **TheAnswer** an important tool for your business.

**Imagine a System that...**

**Increased your Profit and Decreased your Stress!**

**Imagine a System that...**

**Virtually Eliminated the Opportunity for Error!**

**Imagine a System that...**

**Halted the Revolving Door of Clients and Staff!**

**Imagine a System that...**

**Truly allowed you to Focus on Growing and Enjoying your business!**

**What a concept...**

**What a system...**

# The Answer

**TheAnswer's** text message screens offer **TOTAL CUSTOMIZATION** accommodating any information necessary to assist each client's individual needs.

The Message Screen also displays:

- **Status Information**
- **Detailed Confirmation of Delivery Methods - Paged, Faxed, Emailed, etc.**
- **Dispatch Alarms**
- **Detailed Dispatch Trail:**

Prominently displayed for use by your Dispatcher or for your Staff to dispatch as a TEAM!

**Note:** You may also choose to include The Dispatch Trail on Messages when delivered to the client by fax, email, etc.

For many clients this is a **valuable management tool** used to track the response times of their on/call personnel.

**MESSAGE FOR:** SVC From: MR. KEVIN PARKS \* Co: WYN GROVE APT  
**Ph #:** 404-555-2222 Ext: Add'l #:  
**REMINDER:** Get # where CALLER / CONTACT can be reached!!  
**SPECIFIC Request:** HAS A CLOGGED DRAIN LOCATED AT APT B 13 **Location (address):** 5100 WELCOM ALL RD COLLEGE PARK  
**CONTACT at site:** Phone #:  
**Comments:**  
**Dispatched**

Date	Time	User	Contact	Dispatch To	Result
07/06/2002	11:59 AM	TAC	713 bumum, 713	NmPgr: 4046500970/R/	Beeped On/Call
07/06/2002	12:11 PM	BMC			BUDDY CK IN

Completed Msg  Suspended Msg  Show all Msgs for Company  History  
 Deliv. on 07/08/2002 at 07:12 AM - Paged,Faxed,Manual

Complete New All Inc. Undel Susp. Alarm Record Hangup Exit

TheAnswer's message screen also provides **Immediate Access to:**

- Dispatch Screen
- Client/Contact NOTES
- Boardchecking
- Updating STATUS Information
- Manual Print / Fax Options
- Options Screen:

...View preprogrammed delivery method  
 ...View Fax Schedules  
 ...Displays record of message delivery

**AND...**

...Catalogs ALL operator activity regarding current message such as *Change in Delivery Options* or *Any Message Editing* ...  
 ...Affords TOTAL Operator/CSR accountability!

**BOARDCHECK SCREEN**  
(Below)

Maintaining control over all "working messages" in your system is a breeze with TheAnswer's Boardcheck capabilities.

*No More missed dispatches or undelivered messages!*

**On Call for Maint EMG!! of POST BRIARCLIFF**

**Primary:** Dale, Chuck  
**Secondary:** Haggard, David, Supv  
**Other:**

**Dispatch to:** CELL PHONE: N/A  
 HOME: 4045555555  
 NmPgr: 4045552222/Ret:4048982330

**Dispatch Instructions:**  
 1. Call HOME # 1st  
 2. N/A HM # bp 2x 30 Mins  
 3. N/R go to B/U.

**Disposition Quick Entry:**  
 Called M/L:  
 Beeped On/Call  
 Beeped Backup  
 N/A  
 Called CP:  
 Called B/L:  
 Called Home #:  
 \*\*Verified and Relayed

**On Call Pref Dale, Chuck:**  
 \*\*\*\*\* AFTER HOURS \*\*\*\*\*  
 Call HM# 1st!!  
 \*\*\*\*\* BUSINESS HOURS \*\*\*\*\*  
 Bp 1st \*\*\*

**Return Pgr #:**  
 Msg Phone #'s: 404-320-6125\*  
 Use Emergency #: 4048982330

**Alarm Status for Message:**  
 Set Alarm for Msg  
 Set For: 15 min

**Alarm Status for Contact:**  
 Alarm not set  
 Reset in: 15 min  
 Reset TurnOff

**Disposition**

Date	Time	User	Contact	Dispatch To	Result
06/30/2002	04:09 PM	BMC	Dale, Chuck	HOME:4045555555	N/A LEFT MSG TO CL SVC CTR
06/30/2002	04:10 PM	BMC	Dale, Chuck	CELL PHONE: 404-555-2222	PER CHUCK/WILL CL BACK FOR INF
06/30/2002	04:19 PM	TAC			CHUCK CK IN

Dial Hangup Announce Transfer Stamp Close

**DISPATCH SCREEN**  
(Above)

To dispatch Calls the Operator/CSR moves from the Message Screen with **rapid ease** to the Dispatch Screen!

Here the Operator/CSR has before them complete information to efficiently and accurately perform all dispatch functions.

No more failure to follow the Client's Dispatch Instructions **EXACTLY** as they require!!

All **POINT & CLICK**. No physical dialing.

**DISPATCH ALARMS** move Operators/CSR's promptly to the next Level of Dispatch. *Client time parameters are met with precision.*

**AUTOMATED ON/CALL SCHEDULER...** program on/call information as far into the future as each Client can provide.

Wake-Up & To Do Reminders, Fax Alerts, On/Call & Account Update Suspense...

Yes, we've got...

**The Answer**



**Show Filter On...**

- All Messages
- Undelivered Messages
- Incomplete Messages
- Suspended Messages
- Alarmed Messages
- Msg's that were not Recorded to Vmail
- Msg's that were not paged
- Msg's that were not Manually deliv.
- All Unfaxed Msg's
- Unfaxed Through Current Fax Schedule
- Unfaxed Msg's using auto faxing
- by Message Id: [ ]

Date Range: 6/9/02 - 7/9/02 Today

Include All Contacts  
 Include All Companies

User Id: (All)

Ok Close