

i-call

The *convenience*
Improves Efficiency and
boosts productivity



The I-Call Application Bar

I-Call presents itself in this Application Bar at the top of your computer screen. It takes its space from Windows so it does not obscure your view of other programs. (You can set it to autohide if your screen is small.)

The bar provides you with several call handling tools, a search window to find a contact's details and a glide down extension display and contact list.

Search for a number

Type a name in the search window - the contact window glides down and highlights the contact details. You may then click to dial a number, to transfer an existing call to the contact's number or send an SMS message. If this call was to a party you want to include in an existing discussion you simply click the conference button when they answer.

I-Call integrates, out of the box, with Outlook, Maximizer, ACT! or GoldMine. Using its Active X capability a database developer can quickly create an integration with any modern database.

Incoming Calls

If there is a match to the CLI (calling line identification) of a caller, I-Call can open their screen before you answer the call. Alternatively the calling party's name will appear in the call window and you can click to open their screen.

Conversation Recording

The stop and start recording controls are at the right of the app bar. At any you may click to stop or start recording. Alternatively you may set I-Call to record every call and process it according to your settings - or have the options window appear at the end of the call so that you can delete or process the recording. You may nominate where it is to be stored, insert a copy in the record of the other party, or email a copy to any address.

SMS Messaging

Communicate quickly with field staff. Type in their name and choose "Send SMS" type the message and click send. You may ask for a delivery report and all replies are listed in the SMS screen with the outgoing message.



Whilst doing business on the phone is a necessity in these busy times, it is not always easy.

Staying focussed, with the purpose clearly in your mind, is important.

You certainly don't want to be distracted with finding a number, dialling wrong numbers, finding the other party's details when needed and being able to record parts or all of a conversation readily.

I-Call, integrated to your corporate database or contact manager, does all of this for you without you having to give it a thought.

Finding a number and dialling is quick and instinctive. You are never distracted from your purpose.

Conferencing another party in is just as easy, and is often the fastest way to resolve an issue.

Incoming calls are "announced" with a pop up screen displaying the caller's details.

Record at will with a single click or set up to record every call and decide at the end whether you wish to keep the recording. The recording file can be stored in the database entry of the other party - for quick retrieval when needed.



See over for call handling, sending and replying to instant messages, on line help and working with your voice and fax messages in Harmony.

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Extension	Caller ID	Called ID	Reason	Status	Duration
201	0419717707 Coady	0289251001	New Call	Offering	00.12

The Call Window

The call window drops down below the application bar when you receive or make a call. You can see it displays the CLI and the caller's name among other information. If you want to see the caller's details, click on the call and choose open record.

Call Transfer

If you wish to transfer the call, drag it and drop it on an extension - the extension display glides down when you move your cursor to the left.

Instant Messages

To communicate with someone who is busy on the phone, right click on their extension, choose "send text message", type what you want to say and send it. The message immediately appears on the screen of the person you sent it to.

Extensions	Contacts
jastrel 101	George 102
Eric 103	Graham W 104
Marilyn 105	Vlado 106
Busy/No Answer: 100	Showroom 108
Spare 107	VolP 110
Test 109	VM Port 1 112
Modem 111	VM Port 2 113
VM Port 2 113	VM Port 3 114
VM Port 4 115	Operator 300
Sales 330	Service 331

On Line Help

You will notice a question mark icon on the application bar. Click to connect to the help pages on the web. Everything you could want to know is detailed here.

Working with Harmony

When I-Call is installed as part of the Harmony suite it takes on many more powerful functions. Perhaps the most important is accessing voice and fax messages.

When the Harmony Icon turns red a message has arrived. Click to open the web message manager and click to play the message on your 'phone or PC speakers. Click to view a fax or to change mailbox settings.

The arrow to the left of the Harmony icon has the last 20 numbers - outgoing and incoming. Click one to redial.

To the right of the Harmony Icon click to change diversion on your 'phone, to swap mailbox greetings or to record a new greeting.

I-Call is many things to many people, but the general consensus is that it is easy to use and most worthwhile using.

Saving small amounts of time often is a little like saving pennies and letting the pounds

The many opportunities offered by I-Call to save time, ensure the end result can be quite valuable.

One of our customers, who has a small team taking email requests for service, claim they save around 18 minutes each day from one feature. They refer to the ability to highlight a telephone number in the email and press F10 to call.

But the real benefit results from the pleasure it is to use. We tend to put off the unpleasant tasks but if it is fun we do it first.

There is a touch of magic in I-Call. Click a number and see your phone go "offhook", dial the person you want to speak to and their details open in front of you. This took little thought on your part - you were free to focus on the purpose of the call.

The magic appears again when you click to record what is being said. It is only when you can review a discussion later that you fully appreciate this facility.

Clicking to dial, screens popping up, recording, sending SMS, setting up a conference with two clicks - your team certainly has the edge with these time saving, convenient facilities.



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