

# NEAXMail<sup>®</sup> IM-16 ViewCall<sup>®</sup> Plus

## A Real-Time Call Management Solution

**V**iewCall Plus helps you meet the challenge of managing real-time communications and information by utilizing your two most powerful business tools — the desktop PC and the telephone. ViewCall Plus helps improve productivity and enhance customer service by enabling you to visually manage all telephone activity on your PC screen and use information from personal databases and other applications with every call. A member of the TeLANophy<sup>®</sup> suite of unified messaging and call management modules, ViewCall Plus works with the tools you use every day, such as Microsoft<sup>®</sup> Excel, Word, Access or Personal Information Managers. ViewCall Plus makes it easy to access and manage the information you need to make your telephone calls more successful.

### Visual Call Management

ViewCall Plus lets you manage incoming and outgoing calls right from your desktop PC.

Using the Telephone Control window, you can actually see the flow of calls to and from your extension and interact with multiple callers simultaneously - without interrupting your conversation. The graphical user interface makes dialing, answering, transferring, holding, screening, and even conferencing calls as simple as clicking and dragging a mouse. For example, while you're speaking on the

Control like this improves productivity by making call management fast and easy while eliminating time wasted on hold.

### Link Calls With Contacts

ViewCall Plus links your telephone calls directly to the information you keep about each caller. With its built-in contact list, ViewCall Plus allows you to instantly access data — including



telephone, you can invite an incoming caller to hold, transfer them to another extension, or politely forward them to your voice mailbox. You can even set up a conference call.

multiple telephone numbers, action items and notes about each contact — while you're on the telephone. ViewCall Plus also integrates with many popular third party information

managers, such as Microsoft® Outlook, Interact Act!® and Front Range Solutions Goldmine®. It also links to personal databases, such as Microsoft Access. Bottom line: You choose which application you use to store and maintain your data.

### Complete Call Summary

If keeping track of contacts and call activity is important to you, ViewCall Plus makes it easy. The Call Log window displays the caller's name, number and other information that you can sort in any order and print. This is a great tool for small call centers, sales groups and other organizations that need specific records of call activity per agent.

Like other ViewCall Plus windows, the Call Log window

also lets you drag and drop elements to other windows and applications. For example, when a caller leaves you a message, you can return the call by simply dragging the name or number to the Telephone Control window. You can also add them to your database by dragging them to the contact list. Tight integration between windows saves you time and effort since you don't need to enter the same information twice.

### Unlimited Capability to Customize

Rather than invent a proprietary programming language, ViewCall Plus uses the industry standard Visual Basic scripting tool and enhances it with special telephony commands to give you a powerful new tool: PhoneBASIC™. All you need

is familiarity with Visual Basic to customize ViewCall Plus in virtually unlimited ways. You can configure ViewCall Plus to access and interact with databases, work with spreadsheets, direct calls according to a set of pre-established rules, handle predictive dialing functions and more. And, because ViewCall Plus supports OLE drag-and-drop and OLE automations, as well as Open Database Connectivity (ODBC), it interacts with virtually any application.

### Complete Call Control In One Application

ViewCall Plus integrates with your NEC NEAX® telephone system even if you are not using TAPI or TSAPI computer telephony applications. If you are using a PC Telephony Adapter, Dterm®

PC, TAPI Link or TSAPI Link, ViewCall Plus allows you to take full advantage of these advanced telephone system features. If you are not using these CTI features, ViewCall Plus still gives you the power of desktop call control through the NEAXMail IM-16 automated attendant.

### A Member of the NEAXMail Family

Custom designed for the NEAX 2000, the NEAXMail IM-16 is an advanced business messaging system that provides automated attendant, voice mail, audiotext and facsimile capabilities fully integrated for smooth, reliable communications.

To find out more about NEAXMail IM-16 ViewCall Plus, and how NEC's powerful and versatile technology solutions can work for you, visit our website at [www.cng.nec.com](http://www.cng.nec.com)



©NEC America, Inc. 11/03 PDF ONLY  
Corporate Networks Group  
6555 N. State Highway 161  
Irving, Texas 75039

NEAX, Dterm and NEAXMail are registered trademarks of NEC Corporation  
ViewCall and TeLANophy are registered trademarks of Active Voice LLC.  
Other brand and product names used in this document are registered trademarks or trademarks of their respective owners.