

## Phone Manager Pro

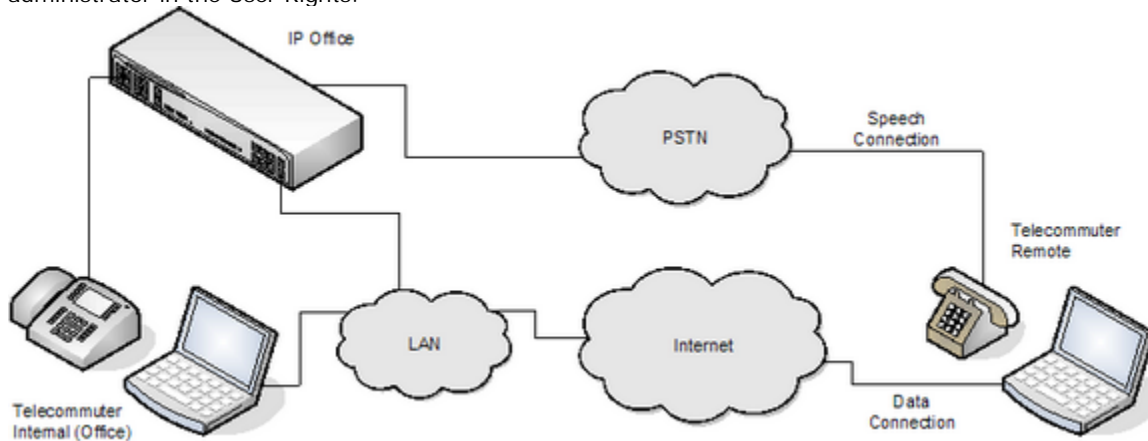
Phone Manager Pro is licensed on a per-user basis and provides all of the Phone Manager Lite features plus the following:

- **Personal Productivity and Collaboration**

Phone Manager Pro offers increased capacity from 15 to 1000 Speed Dial/BLF entries. These are distributed across 10 tabs to allow users to group speed-dial/Busy Lamp Field icons by department or location, for example Sales, Support, etc. Each speed-dial tab supports up to 100 speed dial/BLF entries.

- **Telecommuter Mode**

Phone Manager Pro allows making and receiving calls and retrieving voicemails on an external phone number as if they were in the office, with Phone Manager providing the call control. It also provides billing convenience and potential cost savings for remote workers and mobile work force. Access to the feature is controlled by the administrator in the User Rights.



When logging on, a Telecommuter user will be asked to choose the phone number they can be reached at. This number is either entered directly or is part of a previously saved profile. Once selected, Phone Manager will use this number to make and receive calls and retrieve voicemails for the duration of the session.



- **Integration with Contact Management packages**

To facilitate screen popping of the contact details of an incoming caller, dialing from the contact record with a simple mouse click and simple creation of new contact records with auto-insertion of the telephone number while on a call. The user can select which Contact Management should be popped:

- Outlook
- GoldMine

- **ACT!** (\*ACT! 7.0 and higher requires the TAPI.NET add-on from various providers plus the IP Office TAPI driver from Avaya.)
- **Maximizer.**
- **VoiceMail Pro mailbox control**
  - **Manage voicemails**  
Phone Manager Pro allows users to play, rewind, fast-forward, save or delete their voice messages.
  - **Manage Personal Distribution Lists**  
Phone Manager Pro allows users to configure their Personal Distribution Lists (VoiceMail Pro Intuity mode only).
  - **Manage voicemail greetings**  
Users can record and select which of the personal greetings is active (VoiceMail Pro Intuity mode only).
  - **Personal Directory**  
Personal phone number directory which allows further personalization and improves productivity:
- **Name matching**  
If the Caller ID is recognized in the local PC directory, the caller's name can be displayed. Up to 1000 entries are supported.
- **Simple incoming call scripting**  
Scripts can be displayed based on the Caller ID or the dialed number (DID/DDI) to remind users of a specific greeting or message to use.
- **Distinctive ringing**  
Allows the configuration of distinct ringing on a per caller basis. WAV sound files can be associated with incoming callers' numbers and then played through the PC speakers when a call is received from that number. This allows you to easily differentiate calls from important customers, clients, and unknown callers.
- **Compact Mode**  
Compact mode minimizes the screen space required to run the Phone Manager Pro application. While in compact mode, a notification slider alerts new calls and allows the user to view the caller ID or associated caller's name and answer the call. Users can easily switch between standard and compact modes.



- **Agent Mode**  
Agent mode operation allows the user to perform contact center functionality without needing a specially designed contact center telephone, for example one with dedicated keys such as log on/off. Agent-mode users can set their phone to "Busy" or "Wrap-Up" and select which hunt group they are member of via simple button clicks. Access to this feature is controlled by the administrator via User Rights.

 **Busy Wrap Up**

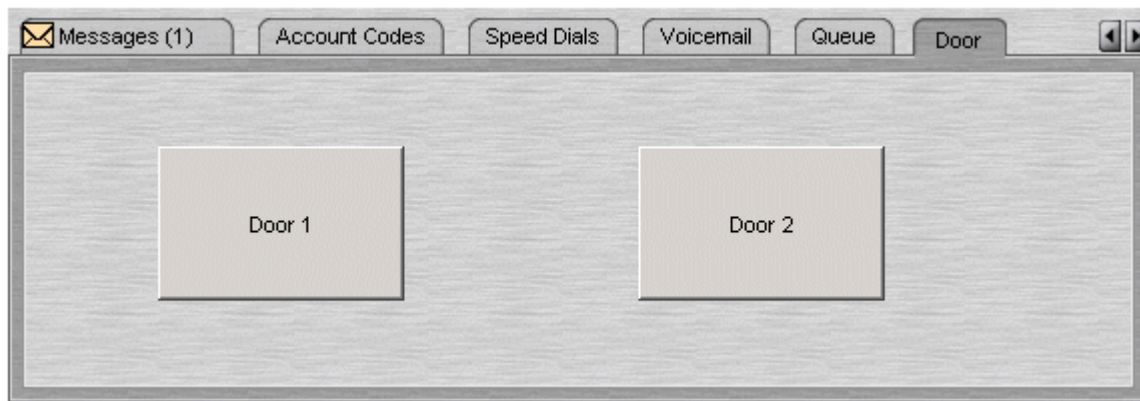
 **Select Group Membership**

 **Busy Not Available**

 **Start Call Recording**

 **Stop Call Recording**

- **Account Codes tab**  
Users can easily activate Account codes (before or during the call) through the 'Account Codes' tab. This tags calls with an alphanumeric account code via a single-click. Note: Lite users can enter account codes but cannot view the Account Codes tab.
- **Queue monitoring**  
Queue monitoring allows the user to see the number of calls waiting in up to 2 queues. The Phone Manager Pro user does not need to be part of the hunt groups being monitored.
- **Door entry control**  
Door entry control allows the user to open or close the two external relays in the IP Office system. This can be used to activate an external system such as door-entry or security camera.



- **Call History**

Phone Manager Pro provides separate tabs for Incoming, Outgoing, Missed and All Calls. Each call log tab will store the last 100 entries which can be sorted by date and time, caller ID and call duration if required.