

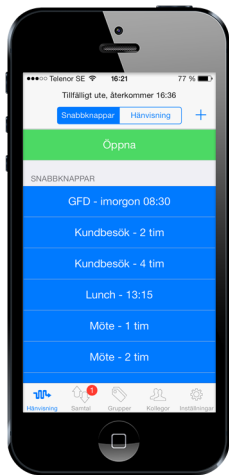


Presentity

A "Nordic Presence" system with Auto Attendant, Voicemail, Presence, Calendar integration, Teleconferencing, PC Attendant and Mobile Apps for both large and small enterprises.

■ In brief

Flexi Presentity offers IVR and spoken Presence integrated into a single system for customers with 10 to 3,000 users. In the basic version "everything necessary" is included, at a very competitive price. For customers who have additional requirements on functionality or capability several options are offered, including Calendar Integration, PC Attendant, additional languages or additional voice channels.



■ Flexi Presentity - a new concept

Flexi Presentity - the solution for those who have a focus on the "voice" presented to their customers and that the correct information is given on every occasion. Even if you have a small business you will now have access to a telephony solution which only "major" companies previously have been able to offer their customers and employees. A complete "Nordic" Presence system for your PBX, which increases availability for your employees and service to your customers.

■ Callers will always receive an answer!

With Flexi Presentity the caller is always met with professional and accurate pre-composed voice information, containing a welcome message, the name of the person they are calling, presence status and/or time of return. The caller is also offered, via an IVR post menu, options to leave a voice message, get the user's mobile number or email address read or alternatively be connected to an operator.

Flexi Presentity enables all users to communicate with their customers in an efficient and simple manner, even when the user is busy. When the user cannot answer or is busy, Flexi Presentity attends to the call.

If a voicemail is left the user is notified by, for instance, email or SMS. All functions are easy to use and allows the user to handle their telephony in a professional and efficient manner.

■ How does Flexi Presentity work?

When the user set his Presence status all incoming calls are automatically routed to Flexi Presentity. Via a connection with the PBX the system "knows" which user is called and checks the internal database for how calls for that particular user should be handled and what features should be offered to the caller. Presence data is retrieved from the internal database and pre-recorded voice files are linked lightning-fast before reading of the so-called Spoken Presence occurs, meaning that the spoken information always reflects the current presence status.

■ Users do not have to record...

Thanks to the professional reading of pre-recorded voice files the caller gets correct and complete information without the user having to record a "personal greeting".

Flexi Presentity offers via subscription a fully automated update service for user names, so that they are always spoken correctly. All administration for the customer in terms of name recording is thereby gone! Flexi Presentity does not use any synthetic speech - only pre-recorded voice files (from a recording studio).

■ Mobile App included...

Flexi Presentity offers, at no extra charge, a mobile client for iOS, Android or Windows Phone. With the app you can set your Presence status, manage voice messages, check the presence status of your colleagues and quickly call them, search the internal directory, forward incoming calls, sign in/out of groups in the PBX, etc.

■ Flexi Presentity - standard functions...

- Spoken Presence with integrated Voice Mail
- Presence
- Message Notification
- User Web - *Presentity Web*
- Mobile App for iOS/Android/Windows Phone
- Windows Gadget/Apple Gadget
- Single-Sign-On
- Admin Web - *AdmiTal Web*
- Auto Attendant, IVR (DTMF)
- Statistics
- Schedule
- Conference module
- System Voice Files - *5800 per language*
- Queueing on busy user
- Customer unique Welcome greeting (Swe/Eng)

■ Flexi Presentity - optional modules...

- Calendar Integration MS Exchange
- Additional languages
- Open API
- Flat Rate SMS subscription
- Integrated PC Attendant
- Flexi CC and Flexi Tid

■ Flexi Presentity - tech data...

Market - *SME/LME, 10-3000+ users*

Number of voice channels - *2-250 per system*

PBX's - *Avaya IPO, Mitel 400/MX-One/MCP*

Telecom Interface - *SIP*

Operating System for Server - *MS Windows 2012*

System Database - *MS SQL Express*

Calendar Integration - *MS Exchange 2007/2010/2013 and Office 365*

Web interface for the user - *Yes (Click-to-Call)*

Mobile App - *Yes, for iOS/Android/Windows Phone*

Scheduled Presence Status - *Yes*

Presence status with no diversion - *Yes*

Overlapping/Serial Presence - *Yes*

Future Presence Status - *Yes*

Default settings for different Presence Status - *Yes*

Built-in rounding of termination time - *Yes*

Set Presence Status from Phone Set - *Yes*

Smart "Gone for the Day" feature - *Yes*

Queueing on busy user - *Yes*

Web interface for administration - *Yes*

Number of personal greetings - *1-9 st*

Post IVR Menu - *Yes*

Call Transfer - *Yes, to the operator*

Callers Phone Number - *Yes, replay*

CallBack to Callers ANI - *Yes*

Retrieving voice messages - *Yes, from any phone*

Time stamp for voice messages - *Day/Date/Time*

New Message notification - *Yes, E-mail, SMS och App*

Integrated conference module - *Yes*

Number of conference participants = *Number of Voice channels*

Number of simultaneous conferences - *Unlimited*

PIN for conference-ID - *Yes*

Integrated PC Attendant - *Yes (only Avaya IPO)*

Multiple Languages - *Swedish/English/Norwegian/Finnish/Danish*

System Voice Files - *Yes, included 5800 per language*

Automatic User Name Update - *Yes (Swedish only)*

SMS Subscription - *Yes, Flat rate (optional)*

■ Datatal, your supplier

Datatal AB, based in Gotland, Sweden, is since 1991 developing systems for computer aided telephony and currently have 15 employees. Over 800 systems have been delivered to both large and small enterprises and organizations in various industries. The product family Flexi is fully developed in-house and offers a variety of telephony solutions.

For more information visit www.datatal.se.