



## Tid

A callback system -  
call reservation instead of queuing

### In short

Flexi Tid is an IVR based system for appointment scheduling, instead of queuing incoming calls the system reserves a callback time. The callers decide when callback should occur, which is then executed from a web interface.

### Flexi Tid gives relief

By "reversing the queue" and instead call the customer at a pre-scheduled time you relieve your PABX. Queuing calls involve a high use of incoming telephone lines, quite unnecessarily. Calling on a scheduled time gives an effective use of the PABX but also your staff and customer's time. Many people who call for a short time give naturally a queue, with the Flexi Tid, you can plan calls with customers and avoid congestion.

### End of the constantly ringing phones

Since Flexi Tid receives all incoming calls you do not get constantly ringing phones. It simply becomes quiet, you call up the customer instead on a pre-booked time. The customer takes care of his own booking without your work being influenced or you being disturbed.

### How it works

Flexi Tid is IVR-based, meaning that customers can call around the clock, long before you start for the day. It also means that more customers can call at the same time, far more than you can handle manually, in other words, better service to the customer. You connect Flexi Tid to your PABX and divert incoming calls to the system. The customer calls the same phone number as before but may now, through an IVR dialogue,



the opportunity to schedule a time for callback instead of ending up in a queue. The customer's bookings will be stored in a database and you as agent connect to the system via a standard web browser. Sign in and you see the list of the scheduled calls, time of call and the customer's phone number. If you have enabled the social security number / customer ID feature the call list will also include this information.

Click on the "Call"-button and the system will automatically connect the call for you, easy, convenient and without the risk of misdialing. If the customer does not answer or is busy, you can "reschedule" the call in the call list to try again later. When you get in contact with the customer the call disappears from the call list as soon as you hang up. The system automatically logs all successful and unsuccessful calls in a history log. You can also manually type notes for each call, which are also stored in the history log. You administer Flexi Tid via the joint web interface AdmiTal Web, where you can handle staffing schedule, set different properties for the call queue, add or remove agents, generate statistics etc.

### Easy to install

Flexi Tid can be installed on site with your PABX or be rented as a service. You do not need to make any installation of software or equipment on your desktop, the only thing you need is a computer and an ordinary phone. You do not need to work at a particular desktop, you can choose your workplace freely. For instance you can work from home.

Today's bookings											
Operators 1(1)			Booking 2 (142)			Date Tuesday 13 November					
Call	Time	Case	Phonenumber	SSN	Note	Booking	Sign	Originated	Count		
	Call	16:40*	Provsvar	087343052		Change		10:41	1		
	Call	18:05	Recept	3017		Change		08:48			

## ■ Lots of benefits

- Connects to your PABX or rented as a service
- Centralized installation - *no equipment at the desk-top, existing phones can be used*
- IVR-based - *open all day, every day*
- Integrated queue function - *schedule or wait*
- Web interface - *both agent and administrator*
- Fully digital - *quick and accurate*
- Scalable - *fits all needs*
- Work from any desktop
- Automatic Dialing
- Supports Caller ID
- Support for social security number / customer ID
- The customer schedules the callback time
- Built-in voice mail if the customer lacks touchtone
- Built-in staffing schedule - *week-/holiday*
- Built-in statistics and history function
- Case selection - *with priority*
- VIP feature - *integrated*

## ■ Technical data

- Operating system Server - *Windows 2003/2008*
- Operating system Desktop - *Windows XP/Vista/7*
- Database engine - *MS SQL*
- PABX integration - *Yes, CSTA, Sopho CTI, TAPI, Mitai and Corba*
- Telecommunications Interface - *SIP / PRI / BRI*
- SIP / Voice card - *Dialogic*
- Number of voice channels per system, *2-480*
- Web interface for administration - *Yes*
- Browser - *Explorer / Mozilla Firefox / Chrome*
- Web technology for Agent - *AJAX*
- Interface for calling customer - *Touchtone*
- Integrated Voicemail - *Yes, any number of messages*
- Built-in help - *Yes, for agent and administrator*
- Support for A-number - *Yes*
- Support for social security number - *Yes*

- Number of call queues - *Unlimited*
- Number of agents / call queues - *Unlimited*
- Support for automatic dialing - *Yes, via CTI*
- Staffing Schedule - *Yes*
- Support for rescheduling / cancellation - *Yes*
- Queue function - *Yes, Integrated*
- Case selection - *Yes, with priority*
- Support for future schedulings - *Yes*
- Maximum number of schedulings / A No - *1-99 pc*
- Maximum number of schedulings / social security number - *1-99 pc*
- Maximum number of days for future schedulings - *0-28 days*
- Restrictions on future schedulings - *Yes, 0-100%*
- Statistics-/History funktion - *Yes*
- User Rights Management - *Yes*
- VIP funktion - *Yes, with priority*
- System message - *Yes*

## ■ Flexi has a lot to offer ...

- Flexi Presentity - *referral and Voice Mail with IVR, web interface, fax, conference, ASR etc.*
- Flexi Voice - *system for IVR with integrated voice mail, fax, ASR etc.*
- Flexi Conference - *conference system*
- Flexi CC - *Contact center for advanced handling of calls, with graphical interface and integration with CRM*
- Flexi Tid - *IVR-based appointment scheduling*
- Flexi Fax - *Fax2Mail and Mail2Fax*

## ■ Datatal as supplier

Datatal, based in Visby, have since 1991 developed systems for computer aided telephony and currently have 12 employees. Over 600 systems have been delivered to both large and small companies and organizations in various industries. The Flexi product family offers a variety of solutions based on Dialogic SIP, voice and fax card for Windows platform. For more information visit [www.datatal.se](http://www.datatal.se).