

Enhance your Panasonic TDA Phone System with a

# SUPER FAST

ISTT, Inc. CTI Software Suite!

Microsoft Business Solutions  
Steven Doran, David

Leads  
Opportunities  
Accounts  
Contacts  
Competitors  
Products  
Sales Literature  
Quotes  
Orders  
Invoices

Quick Create  
Contact  
Go

Home  
My Home page

Done

Status: Active

Local intranet

start  
Inbox - Microsoft Out...  
Microsoft Business So...  
Contacts: Doran, Davi...  
7:03 AM

Program Integration for Caller

Matching Contact List - Microsoft CRM

Name	Job Title	Company
Smith, John	IT Tech 1	ISTT, Inc.
Jones, Mike	Sales Rep	ISTT, Inc.
Michaelis, Sam	(null)	ISTT, Inc.
Brown, David	Vice President	ISTT, Inc.

Create A New Phone Call Activity For Selected Person

Open Contact Data for Selected Person

Info About Current Caller

Call Information: 7815096

Answer

Hang Up

ISTT, Inc.

Last Name: Doran  
Job Title: Telecommunications Design S  
Parent Account: ISTT, Inc. OFFICE  
Web Site: www.isttechnology.com

Address Name: Corporate Office  
Street 1: 846 Broadway Ave  
Street 2:  
Street 3:  
City: Bowling Green  
ZIP/Postal Code: 42101  
Country/Region: United States of America  
Phone: 1.888.ISTT.CT  
Address Type: Primary  
Shipping Method: FedEx

Sales: Contact Manager

Modified On

12/17/2004

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2/2004

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- **CTI - Computer Telephony Integration - A software synergy for your Computer and Panasonic™ phone system.**
- With your Telco's Caller ID and ISTT's CTI software you can have quick and detailed on screen information on who is calling before you answer!
- From any Windows Application highlight and dial any phone number from your keyboard
- A convergence of the telephone and computer - the time has come where you can truly maximize your telephone and computer technology investment.
- Through ISTT Inc. CTI software you can save time and money through better tracking of calls and customers.

## **What is ISTT's CTI?**

ISTT, Inc. CTI is a synergy of telephone technology with computer technology. It provides telephone technology accessible via your computer.

ISTT, Inc. CTI is a telecommunications productivity utility written especially for the Panasonic™ TD & TDA phone systems. It enables the phone user to quickly have access to their incoming and outgoing calls without touching their phone. Through user programmable F keys the ISTT, Inc. CTI Client can be programmed to handle almost any phone task with out there fingers ever leaving the computer keyboard. Also ISTT Inc. CTI will connect to many of the most popular contact management database packages so that a matching customer record is displayed as fast as the call is connected. Even multiple phone records of any possible contacts will be displayed for situations such as a large office with many people sharing the main business phone number.

**For Incoming Calls**, the super fast pop up window provides methods for all calls to be screened, identified and answered from the computer keyboard. With a large variety of contact manager software, ISTT, Inc. CTI can be linked and enabled to retrieve specific customer information completely before the call is answered. In addition, detailed call information can be captured via one mouse click so that specific caller based journal entries can be made quickly and efficiently to business list.

**For Outgoing Calls**, any number that can be highlighted from within any Microsoft Windows application can be dialed directly from the computer keyboard. Also any often used System function or feature code can be accessed via user defined F keys. Answer and Hang Up are accessible as simple 1 mouse click from our main pop up screen.

## **Almost every Panasonic™ installation can benefit from the CTI software features.**

- Medical Offices** - Can easily benefit in a triage situation to quickly link to patient data as the call is coming in.
- Legal Offices** - Lawyers can benefit by calling up client records quickly and adding notes to their case files.
- Sales Offices** - Account Executives can have super fast access to client details, history and last activity data.
- Call Centers** - Save significant call time on every call via quick access to customer caller data.
- Service Centers** - Simple one click outbound calling of any phone number of any application.

## **OVERALL SYSTEM FEATURES & BENEFITS**

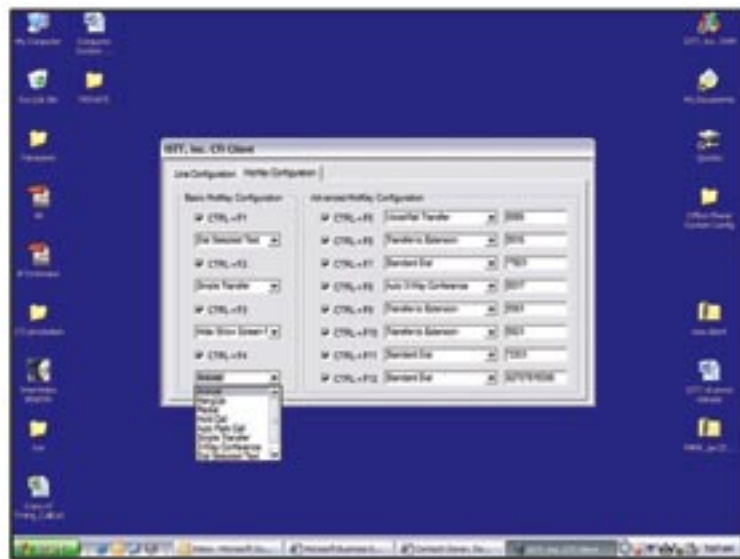
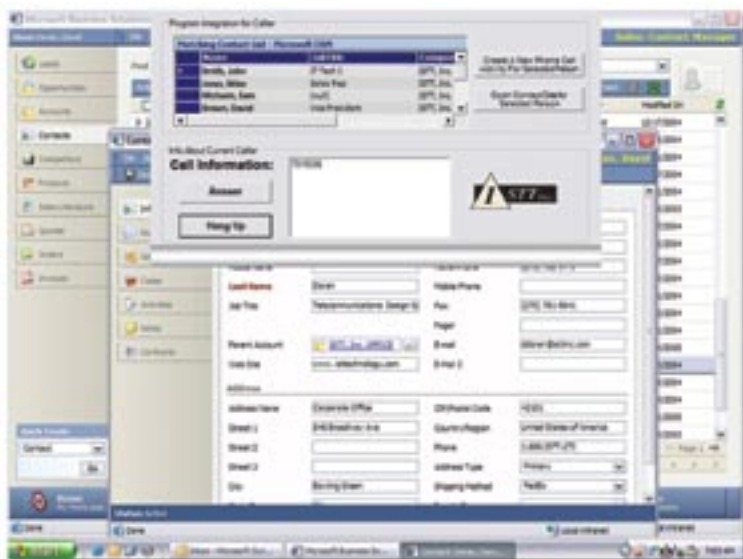
<b>FEATURES</b>	<b>BENEFITS</b>
Small Client and Server Hardware needs	Overall hardware cost are very low
Fully MS Compliant	Can be distributed and managed through Group Policies
Simple Licensing	Simple Online licensing after FREE 30 day trial
Can run on average PC as a server	Does not require expensive hardware – CTI connects to Phone System USB port or CTI Card
Low network requirements	Small Client will not bog down network
User Defined F Keys	Customizable for every individual
Quick Access to almost all Feature Codes	No complicated number codes need to be remembered
Does Not require Administrative rights on the local PC	Much easier to manage in a large deployment
Contact Database Lookup of all contacts for a given number	Many to one relationships – such as many contacts at the same office are easy to control
User Defined Pop Up Window Position	User flexibility
User Defined Screen Pop Disable	Can temporarily disable for no computer interruptions
User Defined Screen Pop Delay	Can define that pop ups only appear when call is specifically
Remembers Extension Relationship	Easy restart from day to day
Hands off phone operation	More productivity via answering phone from PC keyboard - Fingers never leave the keys

# INCOMING CALLS

FEATURES	BENEFITS
Very fast Incoming Call Pop Ups	See who is calling before you answer
One Button Contact Lookup	Quick access to Customer information
One Button Call Journal creation	Quick Access to phone call data collection of Customer data
Customer lookup field	Know who you are talking to before you answer the phone
Complete integration with Contact Databases	Quick & easy access to Customer info
New number search Feature	Can quickly search all phone numbers even while on a call
Programmable F Key - Call Answer	Quick access to all phone functions - w/out touching phone
Programmable F Key - Transfer and Auto Park	Almost any phone function can be accessed from computer keyboard
One Click - Create New Phone Call Activity	Quick access for adding detailed call documentation
One Click - Open Contact Feature	Fast access to any customer information you have available

# OUTGOING CALLS

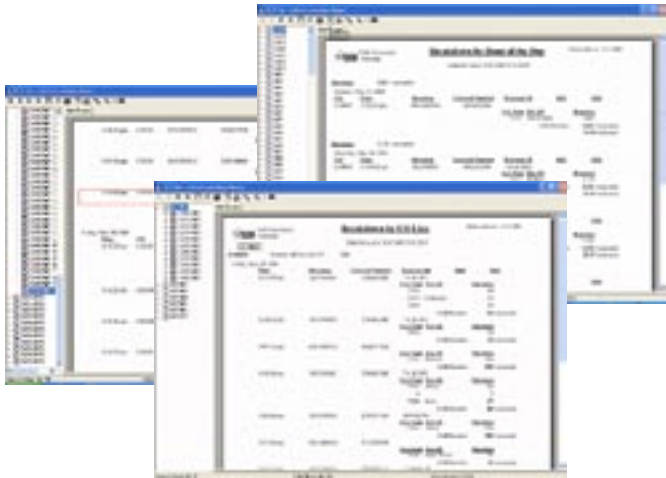
FEATURES	BENEFITS
Dial Selected Text	Preprogrammed F Keys can quickly Dial any text that can be highlighted in almost any Windows application.
Answer / Hang Up	Hands never leave keyboard
User defined F Keys	Very Flexible – can be customized to users needs – All Panasonic Feature Codes are accessible
One Click Answer	Complete hands off access to phone from the keyboard – ideal for High volume call & headset users
One Click Hang Up	Complete hands off access to phone from the keyboard – ideal for High volume call & headset users
Clear Caller Display with Listing And Number	Attractive easy to read display
Quick Number Search Field	Easy data lookups for contacts
Last Call Memory	Easy reference for wrap journal entries
Customer lookup field	Know who you are talking to before you answer the phone
Programmable F Key – 3 way Conference Record Conversation	All phone features accessible from computer keyboard



# ISTT, Inc. CALL ACCOUNTING INTERFACE

## MAIN REPORT INTERFACE with STANDARD REPORTS SELECTED

Note ability at bottom to filter by extension, CO, ICD groups and Voicemail ports



Once in a report it is possible to select the dates and jump to any specific point in the report by selecting it from the drop down menu on left side. Double click and the display will jump to that specific record.

## Pages link for all reports and summary fields for each report.

### Also recently added are the following reports:

- Average call
- Longest call (then grouped by Date)
- Longest calls (then grouped by ICD/Agent)
- Report on DID
- Calls by hour sorted by Incoming/Outgoing

### Graphs:

- Graphs by date all calls Number of calls & Minutes used
- Graphs on CO usage Number of call & Minutes used
- Graphs by ICD/Agent Number of calls & Minutes used
- Graphs by Hour Number of calls & Minutes used



846 BROADWAY AVE. BOWLING GREEN, KY 42104



# 270-781-5096

**Client Software Minimal Requirements:** Windows® 98/NT/2000/XP, CD-ROM Drive, 486Mhz processor w/ 32MB RAM, 100MB free hard drive storage