



Xen CTI Mail

Empower your Communications



Empowered by Innovation





Empower your communications by combining your most powerful business tools. With Xen CTI Mail, the sophisticated voicemail and data feature of the new Xen IPK Business Telephony System, you can fully integrate your computer and phone for enhanced business versatility and efficiency.

INGENIOUS INTEGRATION

Everything about Xen CTI Mail is designed to simplify and strengthen your communications by improving productivity through the integration of three key business information technologies:

- Voice Messaging
- Fax Integration
- Call Management

Unified Message Management

Streamlined processes mean better customer service. Make missed calls and uncollected messages a thing of the past. Gaining complete control over telephone, fax and e-mail messages gives you uninterrupted access to information at any time. Manage your messages with a click of your mouse, allowing you to focus on the business at hand and your customers needs.

As well as Play, Send, Reply, Redirect, Archive and Delete features, you can Rewind, Pause and Fast Forward during playback. Multimedia-equipped computers can even play and record messages without you picking up the phone.

Advanced Call Control

Xen CTI Mail's advanced call control features enable you to overcome the limitations of the desktop phone. Gain access to an entire range of communication tools directly from your computer. You can view, answer, make outbound calls,* place calls on hold, transfer, conference call and screen calls with ease and efficiency.

Manage multiple calls and identify callers before you pick up the telephone allowing you to prioritise calls and access vital customer records. You also have immediate access to important call data via Call Log and Contact Lists.

Live Record

Xen CTI Mail's digital integration simplifies your entire communications process. The Live Record facility avoids misinterpretation of information by letting you record a conversation directly to your mailbox, either via the phone or the ViewCall™ module on your computer. This means call information can be passed between employees without relying on 'word of mouth' reconstructions. Live Record can be activated at any time during a call.

Fax Integration

Now there's no need to leave your desk to send or receive a fax. By managing faxes from any networked desktop computer, Xen CTI Mail ViewFax™ makes fax communication faster, easier and entirely confidential. All documents are password-protected and can be stored electronically until previewed and printed. The print-to-fax facility lets you instantly fax documents to other users, groups or personal databases.

Softkeys

Xen CTI Mail has softkeys on all Xen IPK or Dterm® Series Eterminals, so instead of picking up the handset and dialing several codes, you can now press a single softkey to access multiple message handling and mailbox set-up options.

*Requires TAPI adaptor

XEN CTI Mail Features

- 3 Personalised Greetings: Standard, Alternate, Busy
- Caller Interviewing
- Constant Message Count to LCD
- Day and Time Stamp
- Fax Detect, Routing & Notification
- Field Programmable System Key
- Guests
- Holiday Schedule
- Live Record
- Menu Interface
- Message Waiting Notification
- Multilingual Prompts
- Port Independence
- Remote Administration
- Remote Maintenance
- Single-digit Dialling
- Softkeys
- Speed Keys
- System Administration via Console or Phone
- TAPI Support
- Transfer to Attendant
- Trunk Mapping in Auto Attendant
- User Self-Enrolment
- Variable-Length Passwords
- Variable-Length Security Codes
- Voice Detect
- TeLANophy™
 - Supports Caller ID Capture and Display (from Auto Attendant)
 - 50 Seats ViewCall™ Plus (additional seats available)

ViewCall™ Plus supports;

- Caller ID Call Return (from Call Log)
- Live Monitor
- Call Screening
- 50 Seats ViewMail™ with Microsoft Messaging Interface
- 50 Seats ViewFax™ (requires fax activation)

Specifications

- Hardware In-skin (digital ports)
- Software Xen CTI Mail
- Unlimited subscribers
- 4 or 8 Ports
- Storage Approx. 320 hours

For more information, please call during business hours, (Australia only) 1800 036 136 or contact your Authorised NEC Channel Partner www.nec.com.au

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