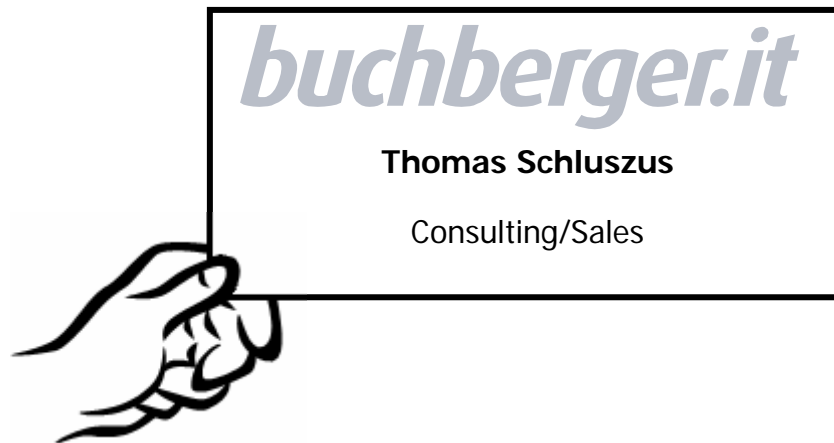


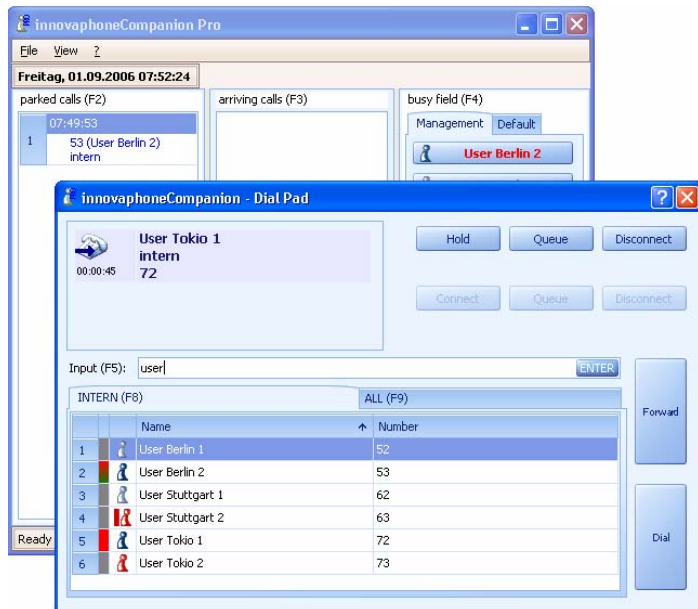
innovaphone Partnertag 2007

innovaphone CTI-Solutions



innovaphone Software

Operator Software innovaphone Companion Pro



CTI-Software innovaphone Companion



innovaphoneCompanion

... CTI Software for innovaphone PBX

IMPROVE SERVICE QUALITY

- Efficient calling
- Voice and data integration
- Flexibility in internal and external communication
- Employee and customer satisfaction

IMPROVE AVAILABILITY

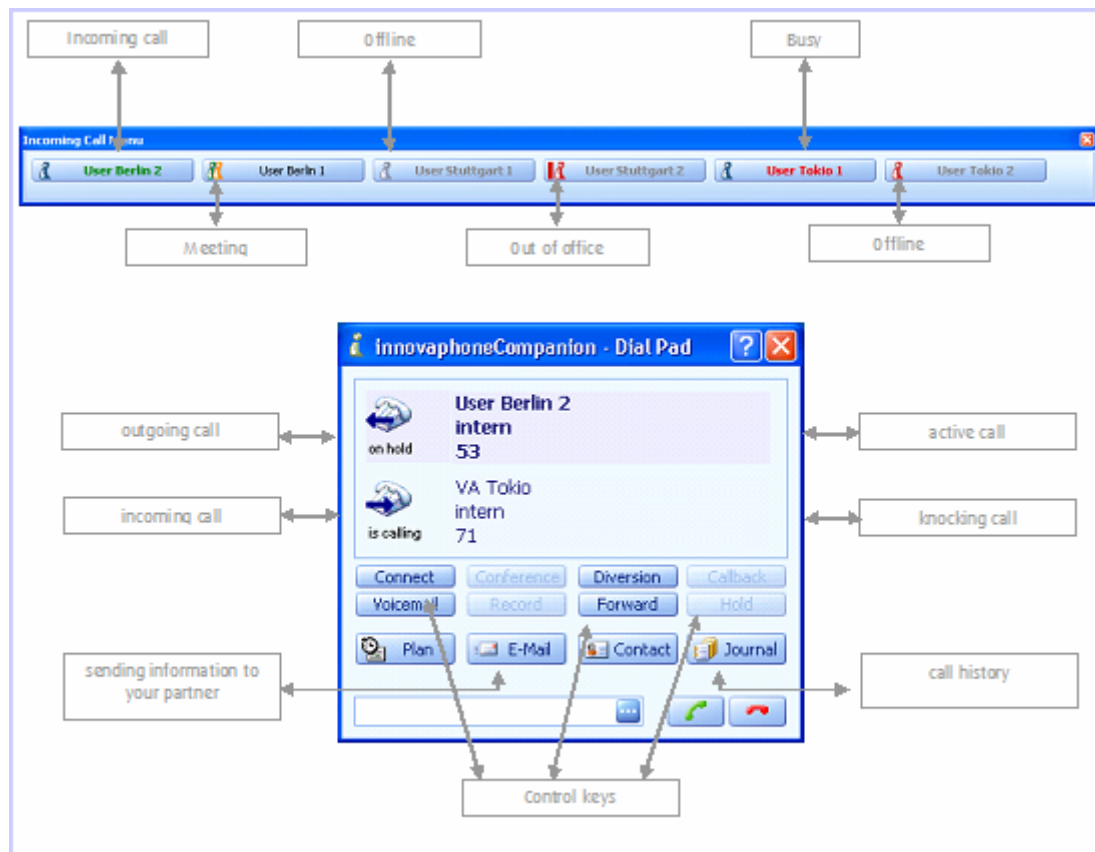
- Avoid loss of information
- Connect participants directly
- Initialize calls from databases
- Improve your internal and external communication



innovaphone CTI-Client

innovaphoneCompanion

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buchberger it

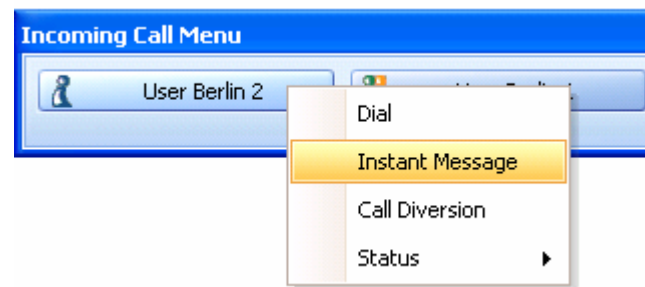
INCOMING CALL MENU

VISUALIZATION OF PARTICIPANTS

- Display of participant status
- Individualized structuring in tab form
- Simplified internal communication
- Visualization of incoming calls Individuelle
- Flexible configurations, e.g. designs
- PickUp and Instant-Message

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OPTIONS MENU

COMPUTER-AIDED OPTIONS

- Plan activities
- Call research through the journal
- Direct dialing, even from all applications
- E-mail generated as a reminder in case of missed calls
- Call transfer, hold, callback & forwarding function
- and many more ...

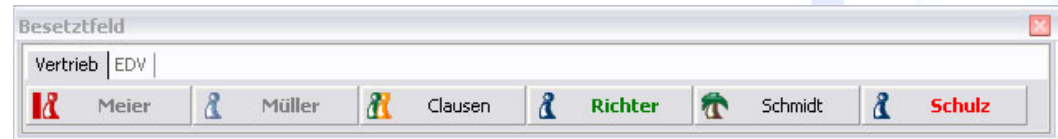


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The incoming call menu surface is

INTELLIGENT



- Create as many tabs as you want, with the associated extensions, and assign various categories to your contacts
- You can expand the menu according to your preferences, using the extensive adaptation options
- You will be informed about the presence and call status of your colleagues at all times
- The instant message function enables easy and rapid communication with your colleagues
- Administer call transfers for your colleagues

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ADMINISTRATION & INSTALLATION

Integration domain and group rules

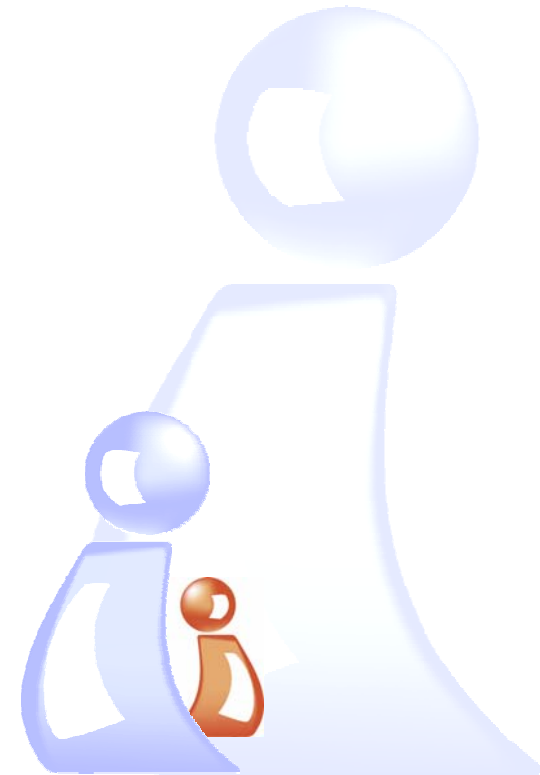
Pretty easy management and deployment

MSI (Microsoft Windows Installer)

Different installation modes (managed or guided)

ADM templates

License server



innovaphoneCompanion

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REQUIREMENTS

Client:

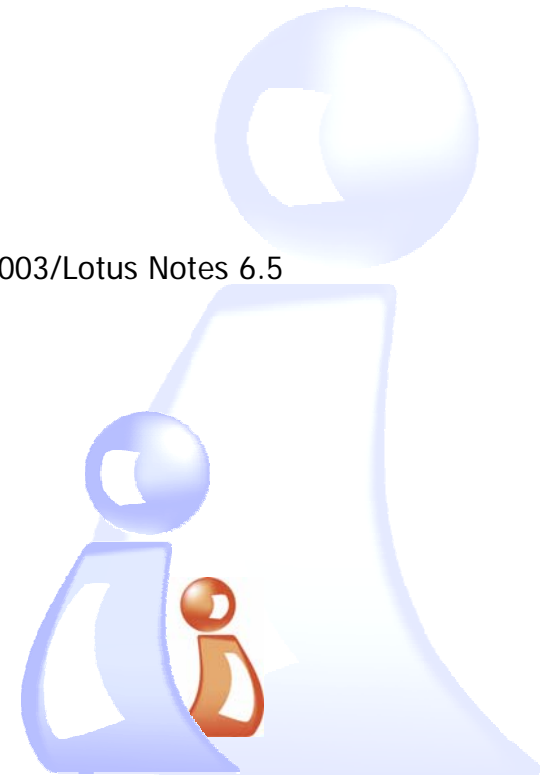
- for Microsoft Windows XP/Vista
- Microsoft .Net Framework 2.0
- 20 MB HDD free space

Server:

- Microsoft Windows Server 2000/2003

Office Plugin:

- Microsoft Office 2003/Lotus Notes 6.5



innovaphoneCompanion on

... CTI Software for innovaphone PBX

TOP Features

- 1 Server for all locations and all products (innovaphoneCompanion Std. + Pro)
- central Administration
- direct innovaphone PBX connection without Tapi
- free SQL-Database (2000/ 2005)
- Pretty easy central management and deployment
- nice price



innovaphone CTI-Operator

innovaphoneCompanion Pro

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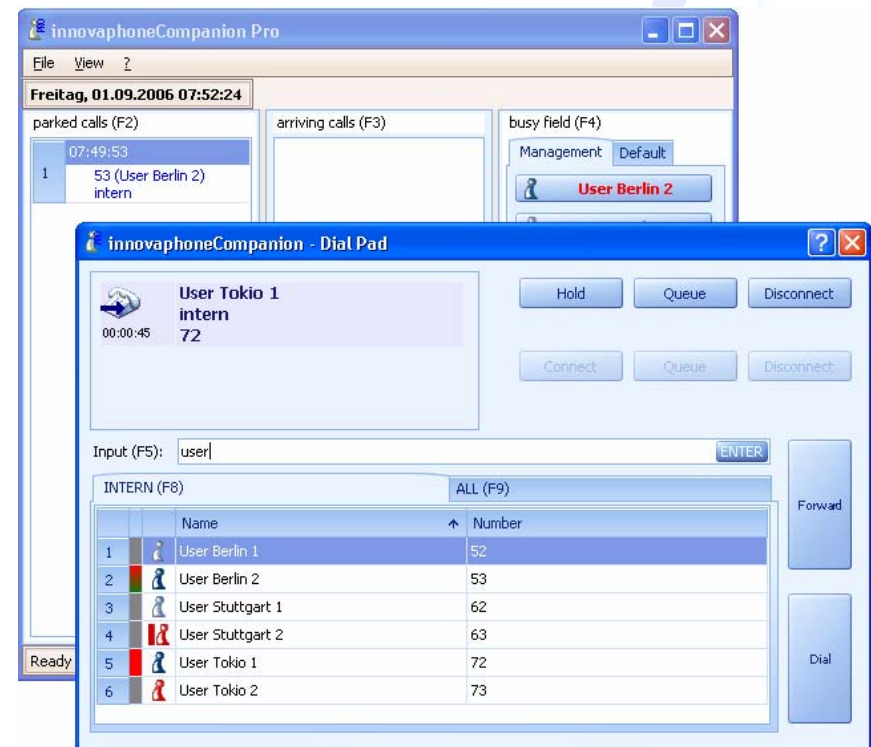
WINDOWS BASED CTI DIAL SWITCHING WORKPLACE

Quick dialing keys for miscellaneous dial switching functions

Keyboard controlled administration and organisation

Waiting queue administration for incoming calls

Phonebook Power search



innovaphone CTI-Operator

innovaphoneCompanion Pro

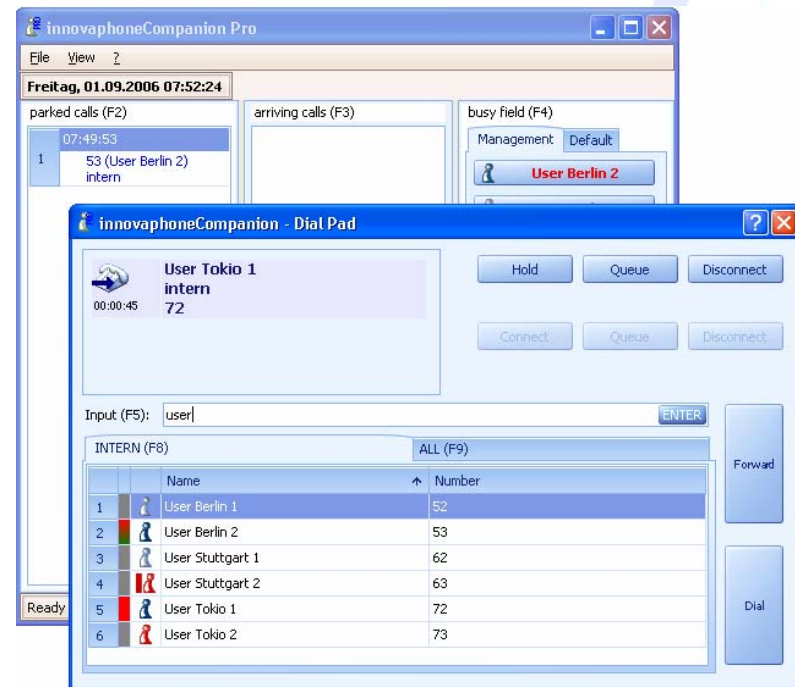
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TELEPHONE FUNCTIONS

- Hold, Alternation, Forwarding
- Selection, Hang Up, Answer
- Callback, Pickup, Park
- Dial target number by keyboard
- Forwarding (connect without consultation)

- Power search
- Easy dialing
- Create contacts
- Pickup for all phones
- Call history
- Simple delegation and authorization for setting status,
- Observing, pickup and redirect

- Different design styles
- Unlimited participants
- Complete keyboard navigation possible



innovaphone CTI-Operator

innovaphoneCompanion Pro

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The screenshot displays the 'innovaphoneCompanion Pro' software interface. The main window is titled 'innovaphoneCompanion Pro' and shows a menu bar (File, View) and a status bar (Fri Aug, 01.09.2006 07:52:24). The interface is divided into several functional areas:

- parked calls (F2):** A list of parked calls, currently showing one entry: '07:49:53 53 (User Berlin 2) intern'. A callout box labeled 'Parking Queue' points to this section.
- arriving calls (F3):** A panel for incoming calls, currently empty.
- busy field (F4):** A panel showing 'Management Default' and 'User Berlin 2'. A callout box labeled 'Incoming call menu' points to this area.
- Ready:** A status indicator at the bottom left.

An overlaid window titled 'innovaphoneCompanion - Dial Pad' is shown in the foreground. It features a call information box for 'User Tokio 1 intern' with the number '72'. Below this is an 'Input (F5): user' field with an 'ENTER' button. A 'Phone book' callout box points to the 'INTERN (F6)' section, which contains a table of available partners:

	Name	Number
1	User Berlin 1	52
2	User Berlin 2	53
3	User Stuttgart 1	54
4	User Stuttgart 2	63
5	User Tokio 1	72
6	User Tokio 2	73

Additional callout boxes include 'PBX Queue' pointing to the top right, and 'Available partners listed in phone book' pointing to the table. The dial pad window also includes buttons for 'Hold', 'Queue', 'Disconnect', 'Connect', and 'Dial'.

innovaphone CTI-Operator

innovaphoneCompanion Pro

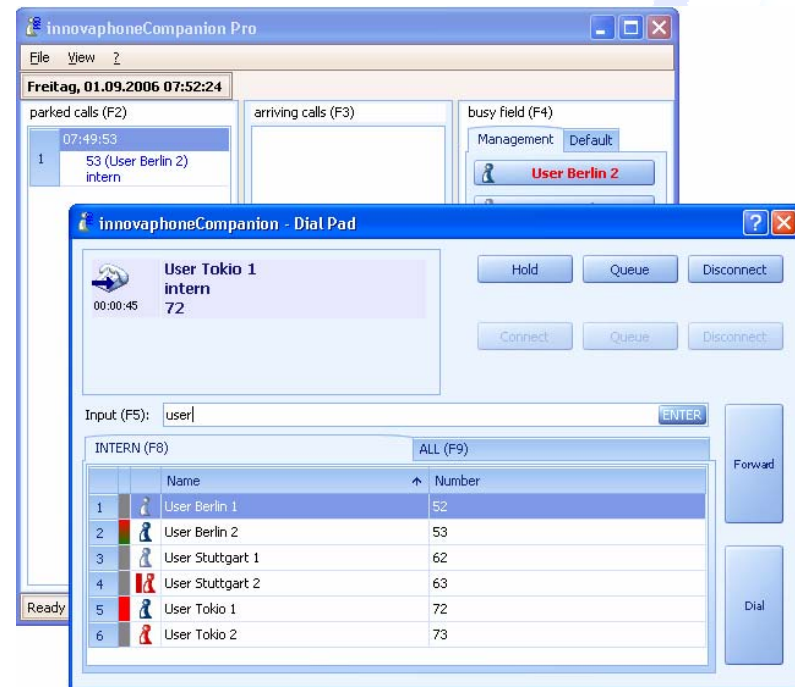
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POWER SEARCH

Intern, extern phone book (PBX,LDAP)

Visible status of participants (Online, Absent, Meeting, Out of Office, Break, ...)

Direct name dialing possible



WAITING QUEUE MANAGEMENT

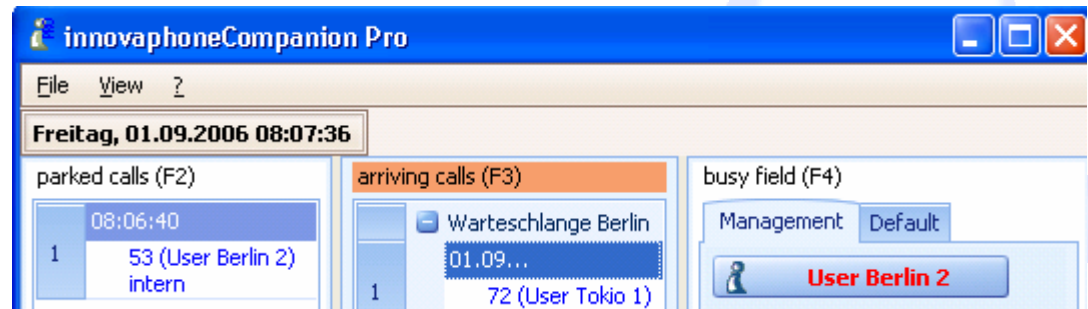
Displaying incoming calls

Nameresolution for phonenumber

Call acceptance in arbitrary order

Displaying caller information and waiting time

Call parking in personal waiting field



INCOMING CALL MENU (PARTNER BAR)

Presence management

Phone status (idle, busy, ringing)

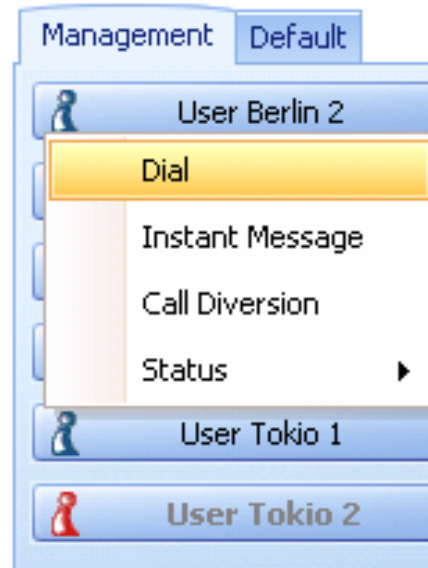
Participant status (Online, Absent, Meeting, Out of Office, Break...)

Displaying the online participants

Connect, pickup, call diversion

Instant-messaging

busy field (F4)



innovaphoneCompanion Pro

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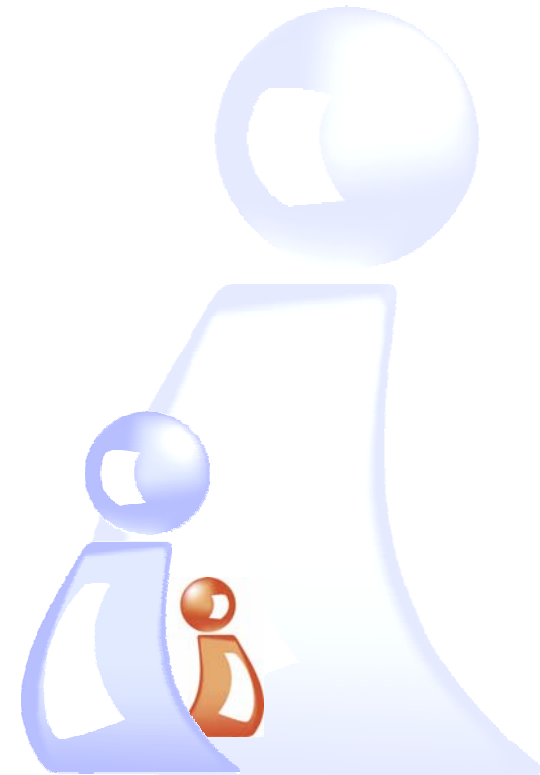
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innovaphoneCompanion Pro

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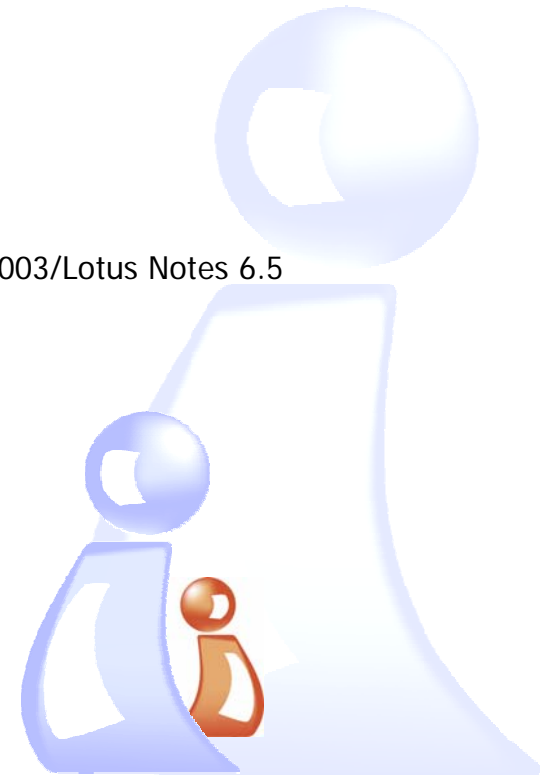
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