PROGRAM FEATURES:

• With incoming calls the welcome text is immediately displayed.

• A message from freely definable texts can be generated to your customers

• It is possible to create and to send messages as e-mail, SMS, fax or as print edition in any combination.

• All fields are pre-definable, so after a call is taken you can send a message by clicking the mouse.

• All boilerplates can be configured in user-defined languages.

• Hot keys to call any function (e.g. documents, programs, web pages or to forward a call to any call number) can be custom-made for any customer.

• Notification about calls taken at another workstation (on the network)

• The number of calls, messages sent and editions as well as their handling duration can be evaluated at a push of button in whatever time frame may be required.

• A CTI connection is possible with almost all telephone systems (details on www.icetel.info)

• Network-compatible

• The password protected configuration field prevents modification of data by unauthorized persons.

SYSTEM REQUIREMENTS:

Client:
• PC with Windows 2000/XP (32bit)
• 50 MB free disk space / 50 MB free memory
• For network usage: Network interface card (at least 100MBit/s)
• Graphic resolution at least VGA 1024x768

Server:
• PC with Windows 2000/XP/2003
• At least 300 MB free disk space / 200 MB memory
• Network interface card (at least 100MBit/s)
• MySQL-Server (free "Community Edition" recommended)
• CTI-Connection:
  - PBX-specific TSP (TAPI driver)
  - ESTOS TAPIServer 2.2 (with accordant amount of licenses)

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iCe.Tel II

The innovative software solution for customer-specific call management

What is iCe.Tel II ?

iCe.Tel II is specially developed software for call centres and telephone service providers, which enables a high number of customer-friendly calls to be taken without delay. Thus it is possible to answer calls satisfactorily in any situation and to treat effectively and rapidly specific customer requests.

The application's focal point is the individualization of the call handling by means of the number dialled and not only by caller identification on the basis of the transmitted phone number (such as with a conventional CTI solution).

How does iCe.Tel II work?

At the push of a button iCe.Tel II can send messages to predefined e-mail addresses, SMS and/or fax numbers as well as to a printer, so as to inform your customers promptly and accurately of calls received. This more effective and efficient call handling simplifies significantly your business' workflow.

A correct transmission of the caller's number is guaranteed being read by the telephone system and being automatically transmitted to the application.

The reliable logging and evaluation of the number of all messages sent and the handling duration avoid accounting errors.
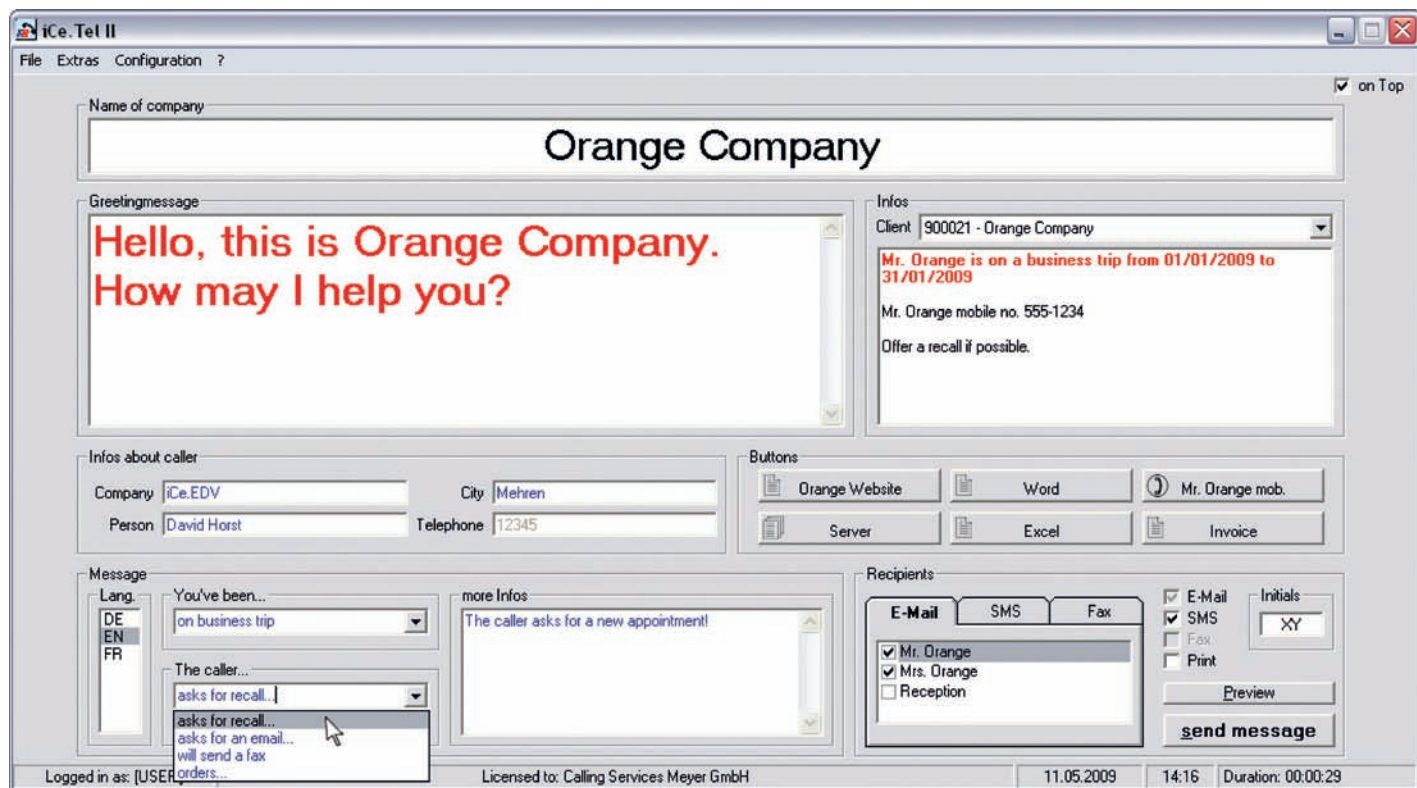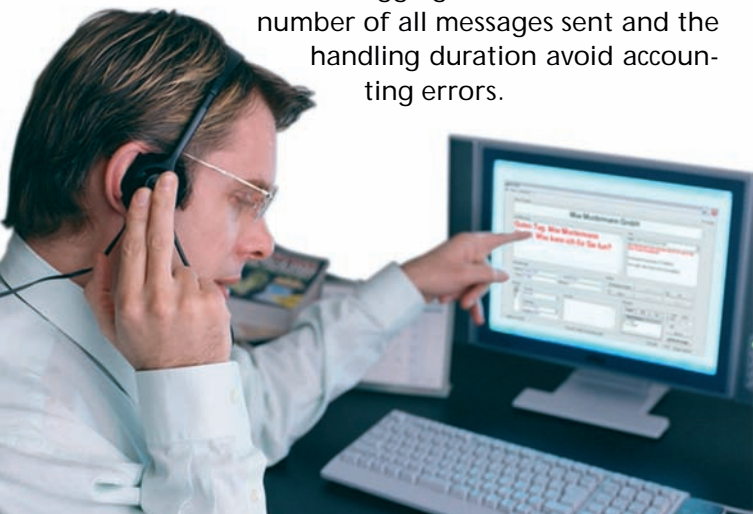
iCe.Tel II is designed to be so customer-friendly that after a short time every user will be able to work with it intuitively and reliably.

How is iCe.Tel II organised?

The modular organisation of iCe.Tel II provides with the basis-version all essential functions. If necessary iCe.Tel II can be upgraded rapidly and without difficulty with additional function modules and/or workstation licences.

The integration of the software into the in-house network ensures that all customer information is always up to date and immediately available at all workstations.

Where can I find an iCe.Tel II trial version?

At www.icetel.info you can find a 45day trial version for free download.