



TeleButler

Computer Telephony without programming

The way incoming calls are handled is a crucial factor in creating a professional company image. The first contact with your company often passes through your reception, and you never get a second chance to make a first impression.

TeleButler is your perfect receptionist treating all incoming calls fast, friendly, efficiently and moreover, 24 hours a day ... 7 days a week.

TeleButler offers an easy to use, graphical user interface (GUI), to let you decide how you want your calls to be handled. You don't need any programming skills; just draw how you want to treat your calls.

Automated Attendant

Powerful Voice Mail

Interactive Voice Response

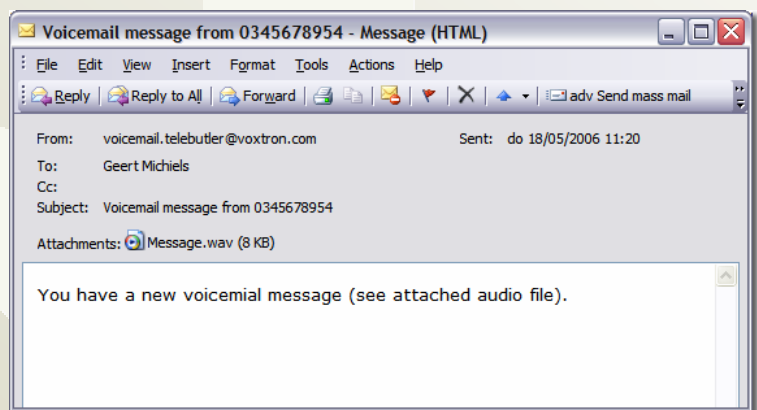
Database access through ODBC (Open Database Connectivity)

Voice to email

When your customers call, TeleButler can identify them based on their telephone number (CLIP), and immediately welcome them in their own language. When such an identification based on the calling number (CLIP) is not possible, you can e.g. have different phone numbers for the different languages or let your callers select their language from a menu!

Once your callers are connected, TeleButler offers many features that allow you to handle your calls the way you want: menus ("For support, press 1", "For sales, press 2", ...), input (order number, support ID, ...), transfer call, record voicemail message, send voicemail messages via email, get data out of your database, put data in your database, ...

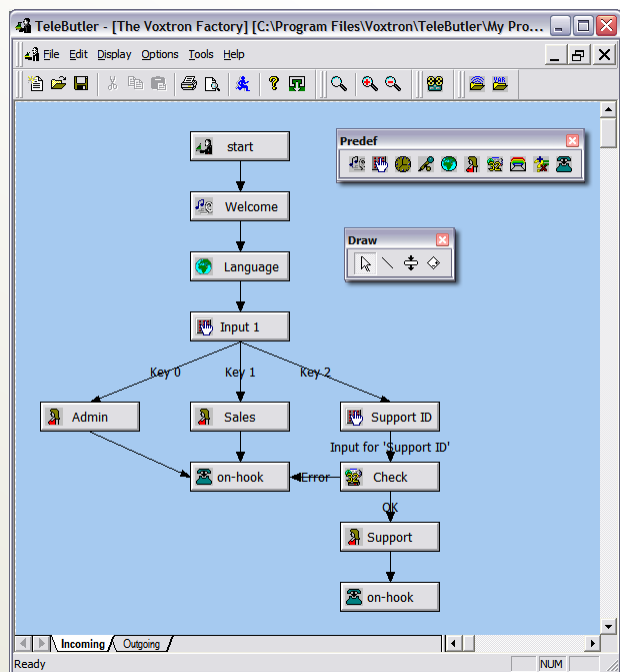
TeleButler contains a ready to use, built-in voicemail system for 10.000 mailboxes. You can use it in traditional mode: your phone's message waiting indicator will signal that you have a new voicemail and you call to listen to it, or... you use voice-to-email: your voicemail messages are simply emails in your inbox, with the message attached as an audio file!



Outgoing calls

TeleButler does not only handle incoming calls, it also offers the possibility to automatically make outgoing calls. How? Easy! TeleButler connects to your database and retrieves the telephone numbers to dial. This opens the way for numerous applications such as automatic wake-up, automatic order confirmation, alarm applications, ...

Graphical User Interface (GUI)



TeleButler has the world's most user-friendly GUI for building Computer Telephony applications.

TeleButler's award winning GUI is based on 10 powerful icons that enable you to build sophisticated incoming and outgoing call flows in no time.

By placing these "click and drop" icons on a worksheet and connecting them, you visually draw the call flow that you want.

Projects that are more complex can conveniently be arranged over multiple sheets, keeping your call flow nicely structured.

While you are building your application, you can simply type in the text that must be read to the caller, TeleButler will convert it to audio messages thanks to its built-in Text-to-speech technology (TTS).

Real world applications

Automatic Wake-Up Call:

Hotel guests can enter the date and time of their wake-up call by using the telephone in their room. TeleButler stores the information in a central database. The hotel guest will automatically receive a wake-up call on his/her preferred date and time, without any human intervention.

Authenticated support line

You want to reserve your support engineers for customers that pay for support? Filter out the bogus calls? Let TeleButler ask your customers for their support contract number, verify it against your support contracts in your database, and only transfer the genuine support calls!

Alarm systems

Let TeleButler call people to notify them of an alarm condition. Because TeleButler can dial-out on multiple lines at once, the notification time can be drastically reduced!

Every day, Voxtron's customers find new ways of using TeleButler to their advantage. So if you have any questions about a possible application, contact your sales representative!

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TeleButler 6.0

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