



# TeleWare



## TELEWARE ASSISTANT

Personal call management in the office and on the move

- Real-time message information
- Multiple greeting message record and use settings



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**TeleWare Assistant provides a suite of intuitive tools that enable users to manage calls wherever they are.**

Users can customise and manage their working location, call management and personal messaging needs from the Web Assistant interface.

In addition, the Mobile Assistant web link enables users to manage call settings on the move.

## How It Works

TeleWare Assistant has three components: Intelligent Assistant, Mobile Assistant and Web Assistant.

### Intelligent Assistant

Intelligent Assistant enables users to select alternative users to receive calls when they are not available. Alternative contact details can be configured using Web Assistant. Alternative work locations can be managed using either Web Assistant or via Mobile Assistant.

### Web Assistant

Access to Web Assistant is managed via a web browser interface using secure login credentials.

Call management is controlled via the Web Assistant interface, providing users with options to control how calls to their personal number are handled and how they are routed when they are unavailable.

Password acceptance and announcement options allow for the secure answering of calls to any device, particularly useful for homeworkers.

Call recording and 'click to dial' functionality are available through Web Assistant, enabling users requiring call recording for compliance, training and productivity purposes to work from any location.

The ability to utilise a corporate Calling Line Identification (CLI) ensures that calls can be made and recorded from any location (using Web Assistant) without displaying personal CLI information and with a full audit trail.

Web Assistant enables voicemail and fax messages to be managed and reviewed via PC.

### Mobile Assistant

Mobile Assistant provides call management functionality on the move, including control of call delivery to your required device, call recording, click to dial functionality for outbound call recording capabilities and message management.

### TeleWare Assistant empowers your organisation to be:

- ✓ **more flexible**, by enabling people to quickly and easily manage their call requirements.
- ✓ **more accessible**, with options for users to easily specify alternative call routing when they are not available.
- ✓ **more productive**, providing a suite of tools to aid productivity and streamline communication processes.

To find out more about TeleWare Assistant and other call handling solutions visit [www.teleware.com](http://www.teleware.com)

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