



Web Assistant

Manage your Intelligent Office from a Web browser

What it is

Web Assistant is a portal for users to personalise their own services profile. It allows access to fax and voicemails and set up of call routing preferences. Web Assistant users can control their telephone call handling and access messaging services from anywhere in the world, without requiring a PC loaded with client application software.

The proposition

Being a 'thin client', browser-based tool, Web Assistant cuts out administrative overheads associated with installing and upgrading which is particularly significant for businesses with a large number of users. Web Assistant gives control to the user through a web interface.

How it works

Getting Access

Web Assistant is automatically available to users each time they access the applications. Web Assistant is loaded by pointing to the appropriate address from a compatible browser – Microsoft Internet Explorer 5.5 onwards and Netscape 6.2 and above. Personal log in details create a secure environment.

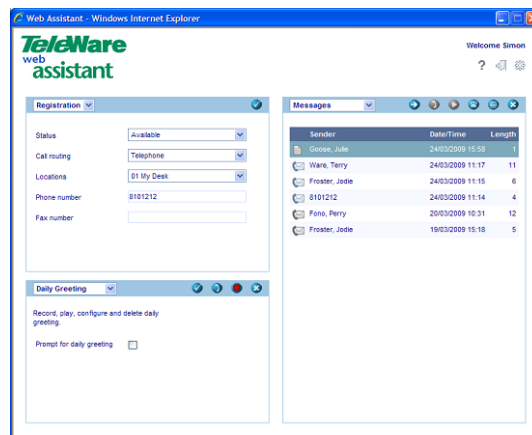
Access to Voicemail

Web Assistant can be used to display and access voice and fax mails. New messages are highlighted and can easily be identified. Individual messages can be accessed, with voice messages played back using PC speakers or the user's registered phone, and fax displayed on screen.

Controlling Calls to Your Personal Number

Intelligent Number and Intelligent Assistant include a comprehensive set of options that enable users to control how calls to their personal number are handled. For example:

- Where to route calls
- What to do when busy, unavailable or not answering
- Managing location settings
- And greetings options
- Setting up automatic filtering and screening of calls



Web Interface

Key Benefits

Flexibility - the Web Assistant service can be accessed from any PC, WAP-enabled mobile or PDA using an internet browser

Full access to your voice and fax messages

Customise your own profile

Shows **record of calls** received or abandoned

Clear distinctive icons are used to denote different message types making it **easy to use**

Delivery / Upgrade

All applications are scalable and can be integrated into the customer's existing infrastructure or provided as a hosted service on a pay-as-you-go basis.



intelligent Office
Powered by TeleWare

Part of the IO product suite that supports flexible working by improving contact management and office productivity with features such as messaging, call recording and conferencing.

Features and Benefits of Web Assistant

Feature	Description	Benefit
Viewing Messages	<p>Recently received voice and fax mail details can be viewed on screen showing sender name and number, time of receipt and message length in seconds or pages.</p> <p>Selected voicemail can be played to registered telephone or to multimedia PC's while faxes can be viewed on screen or collected to any fax machine or network printer. All message types can be deleted, saved to file or forwarded to other users. Senders of voicemails can be contacted easily and quickly, simply by selecting a message and clicking 'dial'.</p>	<p>Up to the minute detailed info on messages received.</p> <p>Distinctive icons are used to denote different message types and whether new or already accessed.</p> <p>No requirement for a fax machine as can view faxes on screen.</p>
Messaging Options	<p>Options include:</p> <ul style="list-style-type: none"> - Message Waiting Notification – preferred device and frequency - Greetings - Mailbox Forwarding - Mailing Lists - Prompts and Breakout 	<p>The wide range of messaging options available to users can be reviewed and managed by a simple point and click.</p>
Call Lists	<p>Provides users with a record of calls received showing the date, time, caller's number, and whether the call was answered, abandoned or transferred to an Alternative or to Voicemail. Caller name is also displayed wherever available.</p>	<p>Up to the minute detailed records of call information.</p>
Send SMS	<p>Send text messages directly to any mobile phone or pager.</p>	<p>Allows users to create SMS text messages from the PC.</p>
PhoneBook	<p>Corporate and personal phonebooks enable callers' names to be displayed. PhoneBook entries can be used when sending faxes in Fax Dispatcher and when making calls using Preview Dialler.</p>	<p>Call Line Identity (CLI) displays name / number of caller which enables elective response.</p>
Preview Dialler	<p>Enables users to initiate a telephone call by selecting the required contact from a corporate or personal phonebook.</p>	<p>Quick number look up. No need to enter long phone numbers.</p>
Call and Busy Notify	<p>The user is alerted to incoming calls through a pop-up window on their PC screen. It shows the caller's number (and name if a PhoneBook entry exists) and waits while the user chooses how the call should be handled. During this time the caller continues to hear a ringing tone. This facility enables real time decisions to be made on how calls are managed. Each call is answered selectively by the user at their registered location, transferred to an Alternative or to Voicemail or held until ready to accept.</p>	<p>Detailed info on each incoming call so that user can answer appropriately.</p>
Fax Dispatcher	<p>Enables a fax attachment as a tiff file sent from Web Assistant.</p>	<p>Fax despatch from the web.</p>

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