



Instant Knowledge

In today's business environment, knowledge is power. Knowing which employees are currently on the phone, sitting idle or in do-not-disturb is key to increasing customer service, improving productivity and ensuring a smooth running business. OAISYS Group DSS, a software-based Direct Station Selection/Busy Lamp Field (DSS/BLF), shows the current phone status of any combination of extensions or trunks. OAISYS Group DSS provides important information so you can improve customer service by routing calls more efficiently and reducing the number of abandoned or unanswered calls.

Complete Control

The OAISYS Group DSS interface uses icons to display the status of each phone station such as busy, idle, ringing, and DND. This allows each user to quickly see the current status of a supervisor's, co-worker's, or team member's extension. With three unique views and user defined groups, Group DSS is simple to use and can be configured to match individual preferences. The Group DSS list view provides additional information on specific phone states including DND status with message, Caller ID/ANI (with supervisor class of service designation) and call forwarding information.

Working in conjunction with OAISYS Net Phone and OAISYS Chat, Group DSS can be used for improved call control and processing. With a single mouse click, extensions can be dialed, incoming calls can be picked up, or current calls can be transferred to another extension. The group pickup feature answers any incoming call without specifying the extension number, making for quick and easy call coverage during peak calling hours. With Group DSS, you can program speed-dial numbers to quickly access commonly used phone numbers. OAISYS Chat integrates with Group DSS to send instant messages directly to a group member, getting the information you need immediately and avoiding wasted trips or interruptions.

Powerful Tools

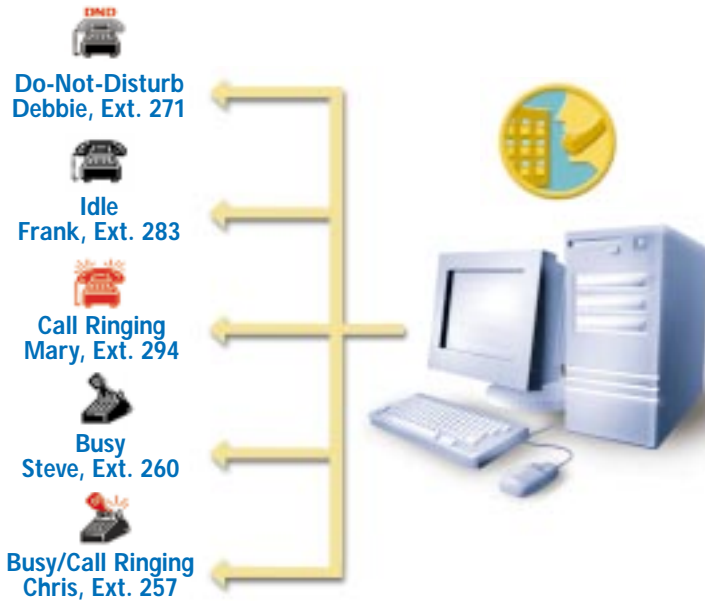
With "Class-of-Service" programming options, supervisors can use advanced features such as "Add Me to Call", "Monitor Call" or "Hang Up Call". Plus, supervisors can use the active call feature to see the Caller ID or dialed number for every active call in the group. With Group DSS, managers can see who each person is talking with and easily monitor or join the call. Supervisors can also change DND status and forwarding numbers for anyone in their group.

OAISYS Group DSS allows users to make informed, knowledgeable call processing decisions by providing important phone-related information in a simple, easy-to-read interface.

*Some features require additional OAISYS software and phone company services.



Enhancing Business Communication Through Technology



OAISYS Group DSS uses icons to display information and status of each user including DND, call forwarding and active call information.

System Requirements:

- OAISYS Net Server software using a TCP/IP network
- IBM compatible PC
- Windows 95/Windows 98/Windows NT/Windows 2000
- Minimum Pentium/66 MHz
- 10 Mb free disk space

Applications:

- Customer service: Find out if another employee is available to take a call and transfer that call with a click of the mouse.*
- Intra-office communications: Check on the status of group members without leaving your desk. Easily monitor status and information of incoming calls, ensuring calls are routed to the proper department, group or individual.
- Supervisor tools: Supervisors can use Group DSS to listen and join in on calls, set DND and extension forwarding status, and observe information about each caller*

*Requires OAISYS Net Phone

Features	Functions	Benefits
DSS/BLF interface	Displays current status of any desired extensions using a system of icons	Simplifies the process of answering, routing and monitoring calls and agents and improves customer service
Caller ID preview	Provides Caller ID/ANI information of ringing calls (if available)	Users can be more prepared and improve service
Notification of ringing extension	Allows user to have Group DSS interface pop-up on computer screen or alert with a subtle tone when an extension is ringing	Improves worker performance and efficiency by working on other tasks without missing a call
Do-Not-Disturb (DND) status	Easily view which members are on DND	Avoid interrupting other members
Group call pickup	Allows user to pick up any ringing call within the group without specifying extension number	Reduces the number of hang-ups, missed calls or calls routed to voice-mail by allowing any member within the group to pickup a call
Integrates with OAISYS Net Phone	User can dial other extensions, transfer calls and answer any ringing phone visible on Group DSS	Simplifies repetitive phone tasks
Integrates with OAISYS Chat	Send and receive instantaneous messages with pertinent or timely information	Saves time and improves internal communication
"Class of Service" programming allows:		
Monitor call	Listen in on another user's phone call	Improves training by listening in on real-time situations and observing how the call is "handled"
Add me to call	Allows user to join another member's call with full interaction	Provides instant assistance to employees
Set forwarding	Set call forwarding parameters on another user's phone	Saves time and motions by decreasing the number of steps involved in performing functions
Hang up call	Disconnect another member's phone call	
Set Do-Not-Disturb	Set the DND status of any member's phone	