

we connect you



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 more-over: 24 hours a day ... 7 days a week. With TeleButler we don't want to eliminate the human operator but make his/her job more efficiently.

Of course Voxtron is not the only one that believes that there is a huge demand for this added value, but Voxtron's product TeleButler makes this possible without any programming.

Automated Attendant

Powerful Voice Mail

Fax on Demand

Interactive Voice Response

Database access through ODBC (Open Database Connectivity)

Voice to e-mail

TeleButler welcomes your callers, in different languages, let them choose between different options in a menu, transfers to employees, registers voice mail messages, sends faxes and builds applications in which data from external databases can be used.

By linking TeleButler to a database, you can process orders, give pricing information, update customer information etc.

You will never miss a call again!

A few examples of the numerous fields of application:

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.

Fax on Demand:

Companies, City Administration Departments, Tourist Information Centers... have a lot of pre-defined documents at their customers' disposal: city plan, price lists, application forms et. Customers call a unique telephone number (e.g. Toll free number) where they can request these specific documents to be faxed automatically to a fax number of their choice.

Automatic Appointment Manager:

Very efficient application that can be used in a large variety of business areas:

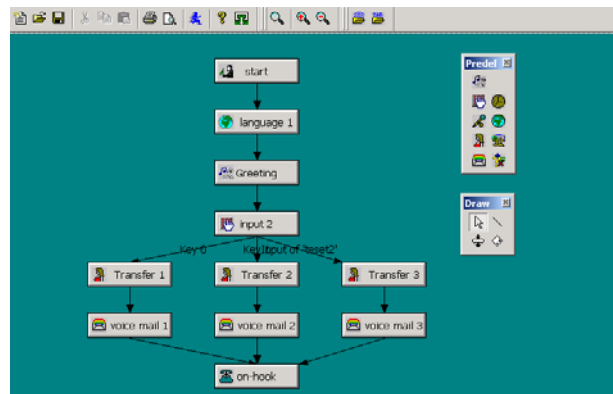
Lawyer offices, Medical Centers (dentists, GP's), reservation of seminar rooms in hotels and convention centers etc.

Customers, who want to make an appointment, call a specific (e.g. toll free) number. They enter their preferred date and time for the appointment. TeleButler checks in the database whether the date and hour of appointment is possible, considering previous made reservations, the actual calendar, holidays and weekends. In case the desired appointment is not convenient, the user can enter a new date. TeleButler makes the reservation and confirms date and time to the customer.

Graphical User Interface (GUI)

TeleButler has the world's most user-friendly GUI to build Computer Telephony applications.

Our award winning GUI with 11 powerful icons enables you to build sophisticated incoming call flows in no time. With these "click and drop" icons you create the call flow in a worksheet: this flow represents what you want your callers to hear and which options you want to offer them. Simply by clicking and dropping the icons in your worksheet. Projects that are more complex can conveniently be arranged over multiple sheets. Like in MS Excel, you can add, delete and rename sheets.



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