

# INTER-TEL AXXESS™





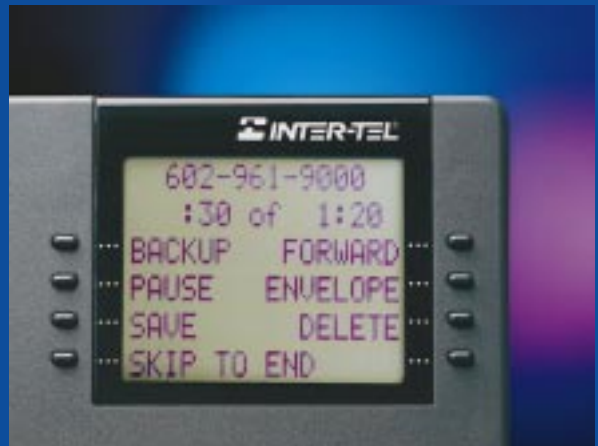
An active outside call is displayed along with call duration and approximate call cost.



Inter-Tel AXCESS supports Caller I.D. with directory look-up. The system can display a phone number or company name.



AXCESSORY Talk™ Voice Processing provides information about the message you are recording and direct access to recording options.



AXCESSORY Talk™ Voice Processing displays a Caller I.D. message, with total duration and elapsed time indicated as well.



Displays can be easily switched from English to Japanese from each individual station.



An active outside call is displayed in Japanese along with call duration and approximate call cost.



## AXXESS Digital Networking — Linking Your Organization to Operate as One

AXXESS digital PBX networking is the smart investment for managing your telecommunications costs and coordinating your operations. By seamlessly linking two or more AXXESS systems to operate as one, you can deliver enhanced communications across wide area networks to employees at up to 21 office locations with a total of 5,000 devices. And, in the future, your AXXESS network can grow to 64 locations and 20,000 devices.

Designed to accommodate your business' growth, the Inter-Tel AXXESS expands with seamless, system-to-system networking. AXXESS networking also offers potential cost savings by lowering long distance calling expenses. Calls placed across your networked AXXESS systems are intercom calls rather than long distance.

To reach a co-worker across the country, just dial an extension. Want to call a business located in one of your networked cities? You can save here as well. Say for example, your AXXESS

systems in your Los Angeles, California and Phoenix, Arizona offices are networked and you want to place a call to Scottsdale, Arizona. Simply dial the number as usual. Using Automatic Route Selection, the AXXESS will transparently route the call across your networked systems, access local dial tone in Phoenix and dial the Scottsdale number. By bypassing your long distance carrier, you're charged for a local call. To further your cost savings, dynamic route optimization minimizes the number of required channels for voice and data traffic between two or more networked locations, eliminating wasted bandwidth on your network.

With AXXESS networking, you will be able to perform virtually all of the same functions across the network as within a single AXXESS system, presenting your company as a single, well-coordinated operation. You can leave and respond to inter-station messages, use a centralized attendant, have ACD call centers located in different offices, place hands-free intercom calls, transfer calls with their associated Caller I.D., DNIS or ANI information between offices and much more.

## The List Goes On and On . . .

Digital end-to-end, the AXXESS delivers many advanced, yet easy-to-use, features and applications.

Inter-Tel AXXESS supports a 12-character display for Caller I.D. The caller's name or number shows on terminal displays, depending on the service selected from your local telephone company. If both name and number are provided, you can quickly switch between

viewing the caller's name or number with the press of a button. The AXXESS uses the system speed dial programming to look up the Caller I.D. name. And, AXXESS saves the number with AXXESSORY Talk voice mail messages, whether or not the caller leaves a message. Future enhancements will allow you to return calls using the saved Caller I.D. information.

Plus, AXXESS gives you superior voice processing, desktop telephony capabilities, advanced automatic call distribution, PC-based attendant console, ISDN primary rate interface support, including national ISDN-2, Automatic Route Selection, dynamic route optimization, uniform call distribution (with announcements)... the list goes on and on.

## AXXESSORY TALK™ FOR SUPERIOR VOICE PROCESSING

Inter-Tel takes voice processing integration to a higher level with AXXESSORY Talk. Tightly integrated with your AXXESS system, AXXESSORY Talk takes over your telephone display, providing you with unmatched voice processing integration capabilities.

And, with AXXESSORY Talk supporting centralized voice processing in a networked environment, all of the benefits of AXXESSORY Talk are available across the network.

With up to 21 locations sharing a single voice processing platform, you can transparently forward a message or disseminate information across a building, across a city or across the country. In the future, AXXESSORY Talk will inter-operate with other voice processing platforms. You'll be able to network up to 64 voice processing units to support even larger applications.

Additional AXXESSORY Talk features include:

- integrated menus and information on digital terminal displays
- message listening controls (rewind, fast-forward, pause)
- up to 3000 mailboxes (private and unlisted)
- integration of voice, fax and e-mail messages
- a company directory and group lists
- remote delivery of messages to pagers or people
- message sending options (normal, private, certified)
- Fax-on-Demand
- ACD callers notified of estimated hold time and place in line
- unique dial-zero destination per mailbox
- record a call to a voice mailbox across the network
- call screening across the network
- Japanese and English voice prompts
- features under development include undelete messages, automatic schedules, cancel unheard messages and return calls using Caller I.D.



# Tomorrow's Technology.

AXXESSORY Talk accommodates 4, 8, 12 or 32 channels. This expansion capability allows AXXESS to grow with your company, providing the cost-effective solutions you need in business today.

AXXESSORY Talk VisualMail provides all of the benefits of AXXESSORY Talk plus much more. It integrates your voice mail and fax communications with your e-mail system. Rather than switching between your phone, fax machine and computer several times a day, you'll be able to view all of your messages from your existing e-mail system and prioritize how and when you'd like to process them. You can hear your voice mail messages over your multi-media computer and read your faxes and e-mail on your PC screen.

## SOPHISTICATED CALL PROCESSING FROM YOUR PC

Through one of its several open architecture interfaces, AXXESS brings telephony to your desktop PC. AXXESSORY Connect software links call processing capability from your AXXESS system to your personal computer.

AXXESSORY Connect offers all the benefits of the powerful AXXESS Executive Digital Terminal, and then some. You work in the familiar and easy-to-use Windows™ environment, making and receiving calls through your PC without lifting your telephone handset!

But, AXXESSORY Connect does more than simplify call processing. It detects the called or calling number and reacts to that information. Using AXXESSORY Connect along with Caller I.D. information, an incoming call can trigger a "screen pop" to a database or contact management program. You can learn the identity and past transaction history of the caller before you answer the call!

## A PREREQUISITE FOR EVERY CALL CENTER

AXXESSORY ACD is the AXXESS system's total solution for call distribution and management information. AXXESSORY ACD includes advanced routing capability within AXXESS, as well as the award-winning TASKE ToolBox management information utilities.

The ACD options within your AXXESS system control and route your inbound traffic intelligently by equalizing call time or call count among your call center agents. The TASKE ToolBox provides management information for the AXXESSORY ACD system. Not only can you monitor real-time displays of agents and call center

activity over the last hour and 12 hours, but you can also generate customized reports for staff forecasting and statistical analysis.

## IN CONTROL WITH AXXESSORY CONSOLE

With AXXESSORY Console, high volume call processing is managed from a personal computer. Attendant productivity and speed is greatly enhanced as all functions — call processing, word processing and more — can be performed from the desktop.

Incoming calls are immediately visible on the attendant's screen. From there, the attendant can answer, transfer or place the call on hold just by clicking on the appropriate icon or pressing a key. The AXXESSORY Console screen displays all calls, the status of those calls and even the status of individual extensions. AXXESSORY Console also enables attendants to access company directories and search for extensions or employees' names, all on their monitor, all while processing a call. Call processing time is greatly reduced.

## The Inter-Tel AXXESS — Providing You With Real Benefits

Selecting the open-architecture AXXESS system translates into real benefits today — increased productivity, cost efficiency, flexibility, system customization — plus much more. And, as digital and networking technologies continue to evolve, the Inter-Tel AXXESS provides the platform necessary to meet your current and future business needs.

The Inter-Tel AXXESS — communicating today with tomorrow's technology.

*The Year 2000 compliant AXXESS is classified as a PBX system (FCC registration # BE2USA-24359-PF-E).*



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*Some features or applications mentioned may require a future release and are not available in the initial release.*

*Future product features and applications are subject to availability and cost. Specifications subject to change without notice. Some features may require additional hardware and/or special software.*

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