

# AltiGen Phone Systems



Selecting a phone system is one of the most important decisions facing businesses today. It will not only determine a company's ability to leverage the applications and technology currently supporting their business, it also determines the complexity and cost of implementing new technologies in the future. Traditional telephone systems have become obsolete with the convergence of voice and data and Voice over IP. AltiGen's IP phone systems provide a communications foundation designed to improve the way you communicate today, with the flexibility to easily add more advanced capabilities as your business needs change.

## Benefits of AltiGen's VoIP Technology

- ▶ Concurrent support for legacy analog telephones and newer IP phones.
- ▶ Telecommuters now have a working corporate telephone extension at home.
- ▶ Easier Extension and multi-site administration.
- ▶ More features and information available on IP phones.
- ▶ Consolidated infrastructure requirements resulting from the use of existing data networks.
- ▶ Unified corporate appearance over multiple locations.
- ▶ Reduced long distance toll charges through Voice over IP trunking.

AltiGen's all-in-one IP phone systems include standard PBX functionality, a comprehensive voice mail system, call detail reporting, call recording on demand, and an advanced auto attendant. The system is easily scaled in both size and capability.

## Simplified Management

AltiGen customers have the ability to manage as much or as little of the phone system's daily administration as desired. Common changes such as adding a new employee, changing call routing or modifying an auto attendant can be done quickly in house. For more advanced implementations such as call centers, AltiGen has focused on making the capability easy and intuitive for the agent, supervisor and administrator.

## AltiGen Puts You in Charge With:

- ▶ Intuitive system management software for managing moves, adds and changes to your system.
- ▶ Client software included with every system that allows "power users" to make changes to their extension without involving an administrator.
- ▶ Insight into what's happening. With self-management and the ability to monitor calling activity, you have a live view into calling activity and patterns.
- ▶ Measurable information for decision making. Using live and historical information, your company can implement best business practices and make corrections immediately.



**1-888-ALTIGEN | [www.altigen.com](http://www.altigen.com)**

**Opportunity is Calling**

## Product Overview:

### AltiServ™

The AltiServ platform is the foundation of every Altigen phone system, pre-packaged with powerful functionality.



### Voicemail

With each system, Altigen's innovative design provides unlimited voicemail. Never worry about "Voicemail Ports" again!



### AltiAdmin™

Altigen was the first phone system to offer self-administration. AltiAdmin puts your team in charge of daily changes to the system.



### AltiView™

Our desktop software provides call control, voicemail management and "screen pops". AltiView is included with every system.



### AltiConsole™

Our included operator software makes it easy to juggle calls and know who is calling. It even works with multiple locations.



### AltiReport™

AltiReport is a web based reporting application with advanced reports and queries to measure call center performance.



### Advanced Routing / Call Distribution

Route your customer calls automatically by caller Id, account number and more to the right employee every time.

### Call Monitoring

When enabled, our supervisor software can allow managers to selectively monitor live calls even when out of the office.

### Call Recording

Our unique design makes it possible to automatically record select or even all calls without overpriced "bolt on" systems.



### AltiAgent™ and AltiSupervisor™

Our agent software will help your team professionally answer calls with real time statistics and advanced caller information. Supervisors have complete control with live views and monitoring of agent status, call queues and performance statistics.



### Call Detail Record Reports (CDR)

Every Altigen system includes as standard a Call Detail Record application to maintain a history of all call activity.



For more information and to view interactive demos, please visit our website.

**Altigen Communications, Inc.**  
4555 Cushing Parkway  
Fremont, CA 94538  
Tel: (510) 252-9712  
Fax: (510) 252-9738  
sales@altigen.com

**1-888-ALTIGEN | www.altigen.com**

**Opportunity is Calling**