

# Callisto Express

THE VALUE ADDED POWER PACKAGE FOR CISCO®'S UNIFIED COMMUNICATIONS MANAGER EXPRESS!

*A professional and efficient customer communication with modern technology is a growing key to success - also for small and medium enterprises. It used to be too expensive for them, but now a direct and fast service response to customer requests via phone, facsimile, e-mail, web etc. is crucial for the market success. If the enterprise communication processes are good, the customers feel good. Callisto Express adds important features to Cisco®'s Unified Communications Manager Express. It integrates itself easily into the whole IP- and telephony structure, which makes operations and use very easy.*

- COST-EFFICIENT AND PROFESSIONAL COMMUNICATION
- ALL FEATURES FULLY INTEGRATED INTO CISCO®'S UNIFIED COMMUNICATIONS MANAGER EXPRESS
- ALL IN A BOX, COMPACT AND EASY INSTALLATION
- OPEN AND FUTURE-PROOF SYSTEM, SINCE BASED ON STANDARDS
- USER INTERFACE IN ENGLISH, GERMAN, FRENCH, ITALIAN AND SPANISH
- EASY AND QUICK ENABLING OF ADDITIONAL CHANNELS AND FUNCTIONS VIA LICENSE KEY, EASY TO UNDERSTAND LICENSE KEY MODEL
- DESIGNED AND CREATED ON THE DEVELOPMENT PLATFORM CTMAKER®, INDIVIDUAL, FAST, EASY AND COST-EFFICIENT ADAPTATIONS ARE FEASIBLE

Callisto Express was designed and developed to make Cisco®'s Unified Communications Manager Express (CUCME) your communication center of the future. Both systems, based on leading technologies, form a perfect team. This gives you all the advantages of a fully converged PABX and the IT infrastructure. In close cooperation with CUCME manufacturer Cisco® Systems, Callisto Express is adapted to latest market demands, and new, innovative modules and features are added continually. This makes your investment a safe one.

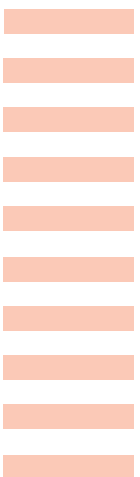
Callisto Express includes everything you and your customers expect from a communication solution on top of standard telephony services like: professional voice boxes with individual auto-attendant and unified messaging extensions, directory service, music-on-hold service, reports, facsimile, virtual conference room, administration and configuration service, operator console, etc.

Of course, Callisto Express is web-based, which gives you access to your applications from anywhere. In case you don't have a Web access at your disposal all functions are also available by a phone menu. Callisto Express offers individual user interfaces in English, German, French, Italian and Spanish.

Because of its modular architecture, Callisto Express fits your individual communications demands perfectly. New features and additional channels can be enabled easily and fast on demand via the integrated license key system.












As a standard system Callisto Express is based on the unique CTI development environment CTMaker® by CTModule AG. Callisto Express partners can realize their individual feature solutions in a fast, flexible and cost-efficient manner. By using standard interfaces like 'Open Inbound Manager', CTMaker® can meet any demands. Please tell your Callisto Express partner your individual wishes. Almost everything is possible!

Simplicity was one of the main design targets of the Callisto Express. Everything, which is not easy to use and to maintain, is most probably not suitable for daily business. That is why you can plug your Callisto Express to your network, assign an IP address, and off you go! Your Callisto Express partner will be glad to help you with your individual settings or even realize your special 'Open Inbound Manager' application if required.



# Callisto Express

## Service Specification

- Voice Mail Service** \_\_\_\_\_  answering of incoming calls during absence; notification of new voice messages via SMS or e-mail (adjustable); individual welcome messages for incoming calls with the option to be directed e.g. to the secretary, your mobile phone or your voice box (auto-attendant); use and administration of the auto-attendant via web-interface; listening to voice box messages via phone, e-mail attachment or web; virtual group voice boxes
- Directory Service** \_\_\_\_\_  central service; individual web access or access via Cisco IP-phones like e.g. 794x, 796x oder 797x; entries can be added, deleted and modified; one-click dial
- Music-on-Hold Service** \_\_\_\_\_  music or audio text messages for hold or other call waiting phases; administration of stored and new audio files via web-interface
- Reporting Service** \_\_\_\_\_  delivers statistical data for call analysis; detailed information about calling ID, called ID, calling time and duration; extended filters for an individual analysis; export of data via export manager in Microsoft® Excel format (xls) and Microsoft® Access format (mdb); various predefined and individual filters for any data evaluation
- Administrations & Configuration Service** \_\_\_\_\_  web-based administration; additional administration tools for Cisco®'s Unified Communications Manager Express
- Miscellaneous** \_\_\_\_\_  web-based message sending to XML displays of Cisco® IP phones (if supported) with 'one-push' call-back phone softkey to message sender; new services (service button of the IP phones) can be added easily for own applications; all user interfaces (web, voice) adjustable in Englisch/German/French/Italian/Spanish individually; SMS sending; copy/paste dialing of call numbers; Startup-Skripts used for any time dependent application (on/off of voice mails, automatic backup's, etc.)
- Fax Service (optional)** \_\_\_\_\_  sending and receiving of facsimile messages; individual fax boxes; direct access via web (view, print) or as e-mail attachment (Tagged Image File Format - TIFF) to individual e-mail accounts; fax messages can be sent from any Microsoft® program to any fax number
- Virtual Conference Room Service (optional)** \_\_\_\_\_  conferencing of several parties (internal/external); admission control to password protected conference room; conference room selection via ID-number; Web live view to control the conference room incl. invite/disinvite of members by mouse-click and displaying live status
- Open Inbound Manager (optional)** \_\_\_\_\_  assigning of inbound call numbers to CTMaker® 's Open Inbound Manager applications such as IVR, ACD, SBR, AA, etc.; structured file management of own applications over the Web interface; more than 200 CTMaker® skript functions
- Mobile Connect-Service (optional)** \_\_\_\_\_  Call forwarding to mobile phone user by Callisto Express; mobile phone user are now accessible like internal users and can reach internal users by dialing internal numbers, transfer the call, set the call on hold or setup 3-party conference
- Operator Console (optional)** \_\_\_\_\_  Operator Console COC Express according to a separate brochure

Subject to change without notice

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