

Call Manager

*The Call Manager runs in a small window on your computer.
View current calls and access information about past calls.*

For Completed Calls

Quick View

You're one click away from a complete list of all calls made today, yesterday or this month. Who called, when, for how long, who answered, and more. With another click you can place a return call.

What You Don't Know Can't Help You

It's difficult to grasp the usefulness of something until you've used it. We use it all the time, and if it ever stops (while testing a new version) we hear about it from our staff *right away*. Call Manager is depended upon because it's so useful.

Searchable Call Records

Another click and you can search all completed calls by calling number, called number, answering extension, date and more.

Voice Mail - Web Page

You are just one click away from the voice mail web page where it is easy to review and/or listen to your voice mail messages. Instead of listening to each message (and its announcement) you can skip the short or unimportant messages and quickly delete multiple messages.

Phone Essence offers:

- Far more features
- Lower operating costs
- Small initial investment
- Future proof design

For Current Calls

You Will See Who is Calling

You instantly see the number and the name of the calling party without waiting for the second ring. If the caller is a client, a link to the client's records can also be displayed.

You Will See the Purpose of the Call

There is no magic involved, here is how it is done: First, if the caller called a number that appears in an advertisement, then we know it is a sales inquiry call (because that number is only used in advertisements). Second, we know which auto-attendant menu item the caller selected. Did he press "1" for bookkeeping, "2" for support, "3" for sales....

You Will See Who Answered the Call, or Not

The extension that answered the call is displayed. If the call hasn't been answered, and other staff members are busy or already on calls (they'll also be listed in the call manager), then anyone can answer the call by clicking on 'PickUp'.

You Can 'Pickup' the Call

The 'PickUp' link appears with every incoming call. If you recognize a call you should answer, click on the link and the call will immediately ring to your extension.

The Phone Essence Advantage

The telecommunications industry is full of providers trying to differentiate themselves by claiming better value, service or solutions. But they are all actually selling the same product; expensive and inflexible hardware using yesterday's circuit based technology.

Phone Essence Business Phone Systems are truly different. We offer far more features for a lower price because our systems use computers, Internet technology and are 100% packet based. We bring the essence of the Internet Revolution to voice communications.



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