



## TOPCALL for Siebel

### Unified Communications

- *Fax, Voice, Internet mail Integration, SMS, CTI and more*
- *Native Siebel® integration*
- *Lotus Notes®, Microsoft Exchange® and Novell GroupWise® Integration*
- *Advanced Faxing*  
*Options:*
  - *Automatic distribution*
  - *Least Cost Routing*
  - *Sending Authorisation*
  - *Branch office solutions*
  - *Archiving Options*
  - *Cost reporting tools*
- *Advanced Voice*  
*Options:*
  - *Customisable greetings*
  - *Text to speech for email/fax*
  - *Help menu attendant*
  - *Message delivery options*
  - *Remote print-to-fax*
  - *Automated Text-To-Speech voice calls*
- *Advanced Internet*  
*Options:*
  - *SMTP/MIME*
  - *Secure Socket Layer (SSL)*
  - *Secure fax-to-email*
  - *Internet Web Client*
- *Other Options:*
  - *SMS/WAP*
  - *CTI-to-Siebel*
  - *IVR-to-eBusiness Applications*

**TOPCALL integrates Siebel®** eBusiness Applications with fax, email and voice technologies. Siebel users are able to communicate directly with prospects and customers quickly and more efficiently. The result of this partnership is improved service, quicker response times and superior business practices.

### Unified Messaging

TOPCALL's Unified Messaging integration makes it possible for Siebel® eBusiness Applications to communicate with fax, email, SMS and voice services. Users can distribute business critical information to customers and prospects in a matter of seconds, enhancing marketing, sales and support services that your company delivers.

### Fax Messaging

Faxing out bulletins, customer notifications and broadcast messages is made easy with TOPCALL's native Siebel integration. Users can attach and send Microsoft Word® or Excel® files as a standard email to any address in their eBusiness Application. The Communication Server One optimises all of the processes surrounding the delivery, archiving and notification of fax messages. If a message does not reach its intended destination, the system notifies the system administrator or user. Archiving of all messages makes it easy to track the correspondences with customers and prospects, even going back several years.

### Voice Messaging

Communication often starts with a telephone call. TOPCALL's voice-related features optimise users contact and responsiveness to customers and prospects. The Communication Server One delivers all voice messages directly to the users preferred inbox (Microsoft Exchange®, Lotus Notes®, Novell GroupWise®). In addition, users have the possibility to comment, forward and send all multi-media messages. Mobile users can access and process fax, emails and voice mails via the mobile phone, with the option to forward important messages to a nearby fax.



## TOPCALL for Siebel

### Unified Communications

- *System Administration:*
  - *Modify Subscribers*
  - *Create/Manage User Templates*
  - *Security Access Levels*
  - *Managed Distribution Lists*
  - *Backup/Restore Facility*
  - *Error Notifications via SMS, SNMP, email and fax*
  - *Maintenance (local and remote)*
- *Software Prerequisites*
  - *Client: Windows® 95, 98, NT, Exchange® or Outlook® 97/98 client/2000/XP, Lotus Notes® (all versions), Novell GroupWise® (version 3.0 or above).*
  - *Server: Windows® NT 4.0 or 5.0, Exchange® 5.5 or 6.0/2000, Domino/Notes Server 5.0 or above, GroupWise® Server 5.5 or above, pcANYWHERE®.*

### Single Siebel Communications Network

TOPCALL's unique **one** architecture means that businesses using Siebel can adopt a single platform for all of their business communications. Siebel eBusiness Applications, along with Lotus Notes®, Microsoft Exchange® and Novell GroupWise®, can be integrated into a single communications hub. And since the One platform has been developed from a carefully constructed „Hub and Spokes model“, your business can easily integrate new communications or platforms into the system and take advantage of prior investments.

### Siebel Directory

TOPCALL's advanced „DirSync“ function, makes it possible to adopt a single directory (Microsoft Exchange®, Lotus Notes® or Novell GroupWise®) and have messages delivered automatically to email clients.

### Siebel Administration

Native Admin tools provide administrators with feature-rich capabilities to manage, to administer, to report and to notify all communication activities. TOPCALL's unique reports generator issues a detailed listing for all communications transactions, including a breakdown of usage by business area and traffic generated.