



TS612 ScreenWin™ Software

ScreenWin™ is Windows®-based call screening software that provides all of the information you need to screen, air, and gather database information on your callers.

ScreenWin talks to your TS612 system by collecting and displaying real-time information from the TS612 and your screener. You can tell at a glance who is on-air, who is on hold, who is next in the caller queue, and how long everyone has been waiting or talking. When anything happens with the system, the screen is instantly updated to show the new information. If a caller drops the line, the information in ScreenWin drops off the screen. If someone in-house picks up a line to make an outbound call, the line is displayed on the screen as "in use."

Operation is intuitive as well. To select a line, the screener presses the associated function key. A box pops up on the screen for that line, and each area in the box is highlighted as information is entered. Should the screener need it, a prompt line at the bottom of the screen walks the screener through each step of the data entry process (a keyboard template is also provided). When all data is entered, the line immediately goes into a "screened hold" mode.

Your PC connects to the TS612 mainframe via a provided screening interface unit at the mainframe Screener Control Surface port. (If a Control Surface is connected at this port, it is removed when ScreenWin is installed.) Included with the screening interface unit are a

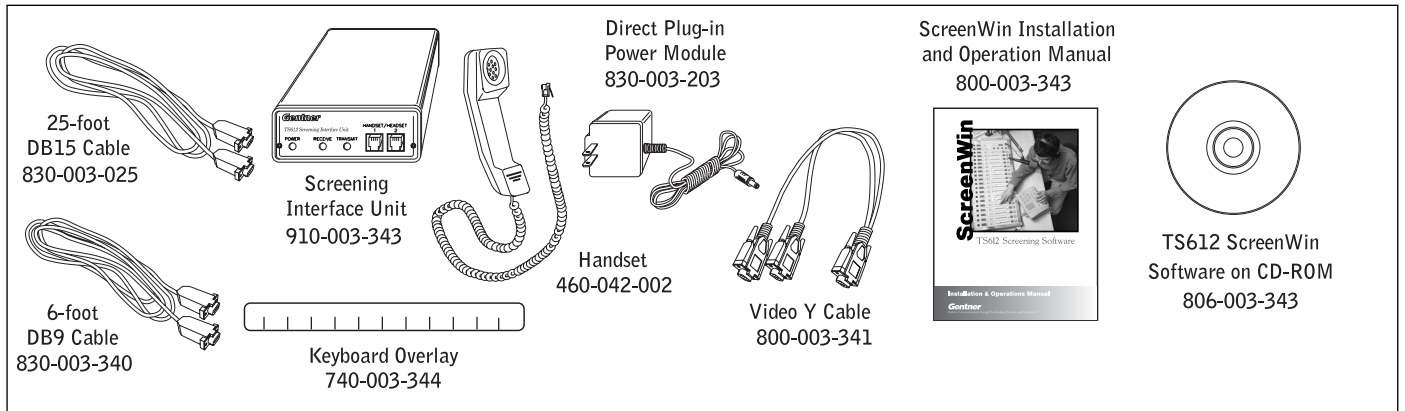
set of cables, a telephone handset, and a CD-ROM containing the ScreenWin software and manual. A video Y cable is also provided for connecting a second monitor to the system.



With ScreenWin, you can tell at a glance who is on air, on hold, and next in queue.

Features and Benefits

- Remote Access (with external software package)
- Four Languages Supported: English Spanish, German, and French
- Customizable Colors
- Audible Rings (per line)
- Log to Disk
- Log to Printer



Specifications

Fields entered by screener

Name
Address
City (programmable)
Zip Code (programmable)
Phone Number
Age/Age Group (programmable)
Call Type (programmable)
Topics (programmable)
Gender
Disposition
Comments

Visual options

Gender
Disposition

Fields automatically created

Hold Timer
Air Timer
Call Status

Note: The information in these fields may also be used to create a database.

System Requirements

PC with a Pentium 133 processor or better, 32MB RAM, 5MB free disk drive space, video card supporting 1024x768 screen resolution, CD-ROM drive, and 2 SVGA monitors with 1024x768 resolution.