

# CallManager



Get powerful desktop control of your business communications environment.

## Desktop Call Manager

IPitomy Desktop Call Manager (DCM) gives IPitomy users powerful desktop control of their business communications environment. Calls can be dialed, transferred, parked and recorded. Calls that go to voice mail can be monitored and retrieved. With IPitomy DCM, users have complete control of their phone call from their desktop. IPitomy DCM lets you see the status of all of the other users so you know if they are on the phone, away or available.

## A Version for the Receptionist and Standard Users

IPitomy DCM can be configured for standard users or for receptionists. The receptionist has complete control over all calls and can see, at a glance, which extensions are in use or available.



**IPITOMY**



### Presence Management

Each user's screen can be configured to monitor the presence of other users on the system. DCM automatically displays the presence information, telephone activity and text messaging.

### Corporate Text Messaging

IPitomy extends communications beyond the telephone and allows text messaging between users. This is a great tool for assisting employees with customer service and sales information while they are on the phone with a customer.

### Increased Productivity

With DCM, Employees can collaborate more closely and communicate information in real time while on the phone. DCM shows you if the person you are calling is available - before you make the call. The applications built-in intelligence saves time by optimizing the time invested in calls.

### Always at Your Service

DCM resides on the user desktop - always available and non-intrusive. An intuitive, graphical interface gives users quick access to communications features and user status.

### Just Right for Business

DCM is available for standard users and receptionists. Both versions allow multiple call handling and complete visibility into your business communication environment. DCM puts an intuitive telephone management tool in the hands of every user with presence information, call control, text messaging, call monitoring, call coaching and call recording.



Your IPitomy Dealer is:

