



LOOKING TO INCREASE REVENUE AND IMPROVE CUSTOMER SERVICE WHILE DECREASING COMMUNICATION COSTS?



# UNIFY & SIMPLIFY

ALL YOUR DAILY COMMUNICATIONS

TELEPHONY OFFICE-LINX™ IS HERE – AND YOUR BUSINESS IS ABOUT TO BECOME PRODUCTIVE, RESPONSIVE AND AGILE.

Just imagine how much more productive your business would be if callers were able to connect to your workforce more reliably and consistently, not to mention how much higher customer satisfaction, loyalty and eventually sales would be if callers could actually get through to live people more regularly. TELEPHONY OFFICE-LINX helps connect callers to your business. TELEPHONY OFFICE-LINX integrates the 3 key pillars of communications – Mobility, Presence & Messaging. You will never have to worry about your communication system becoming obsolete, any hardware upgrades, large service contracts or integrating with your e-mail and Internet servers, because TELEPHONY OFFICE-LINX grows with your business to deliver a future proof investment in communication.

## TELEPHONY OFFICE-LINX DELIVERS:

- ▶▶ Access to your mobile workforce
- ▶▶ Secure access to messages and Live Communications
- ▶▶ Enterprise, Presence & Availability
- ▶▶ Increased employee productivity
- ▶▶ Improved customer service and satisfaction



Simply  
the best way to communicate!





# Voice, Fax, E-mail, SMS UNIFIED & SIMPLIFIED



## DELIVERING ACCESS TO ENTERPRISE MESSAGING FROM ANY DEVICE

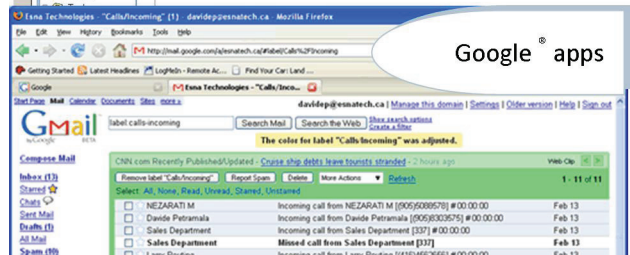
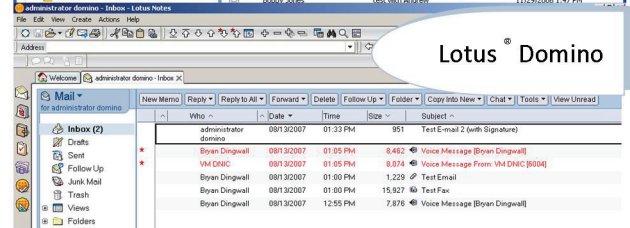
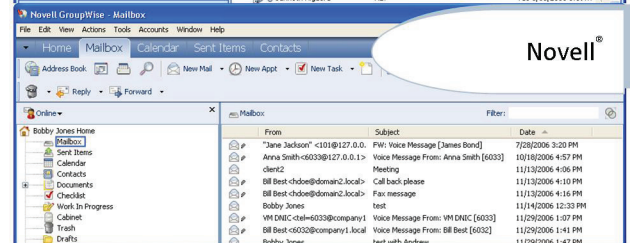
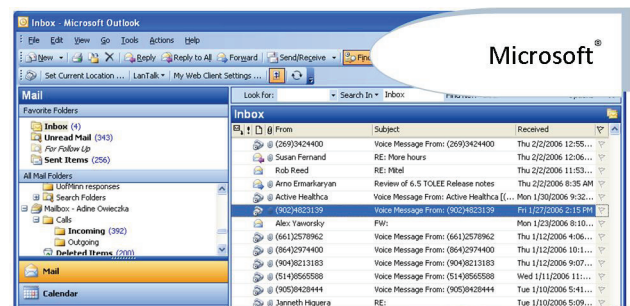
TELEPHONY OFFICE-LINX integrates with all major messaging platforms including MS Exchange 2000/2003/2007, Lotus Domino 6.0 or greater, Novell GroupWise, and Google Apps. TELEPHONY OFFICE-LINX enables you to access, manage, and respond to any kind of message (voice, fax or e-mail), using any device (phone, PC, web or PDA), from anywhere (office, road, home or remote), at anytime. Eliminate user training specifically with legacy OCTEL voice mail users. Telephony Office-LinX ships with templates created specifically for Octel Serenade and Aria.

With TELEPHONY OFFICE-LINX respond to messages anytime, anywhere, from any device.

TELEPHONY OFFICE-LINX is all about security, convenience and choice. Here's how it works: the sender decides whether to send a fax, e-mail or voicemail message. The recipient then chooses how to access that message, unencumbered in any way by the form of the message. By choosing their device, senders and recipients dramatically improve productivity and overall corporate responsiveness.

### WHAT DOES IT ALL MEAN TO YOU?

Enhanced productivity. Greater responsiveness. Increased reliability. Considerable cost savings. Remarkable ROI. Increased responsiveness is best easily outlined in this example: While traveling into the office or out at lunch, an employee can use their cell phone or check their wireless PDA for urgent messages – i.e. voicemails, faxes or e-mail messages. Gone are the days where you would have to power up a PC and find a phone line to connect it to. Whether by phone, wireless devices (PDA, Blackberry, Cell Phone) or e-mail, and with the ability to manage all of their communications using the rich capabilities of the mail client, all employees can file critical voicemail and fax messages in the same way they file e-mail messages, into a specific folder for future reference or even security compliance.



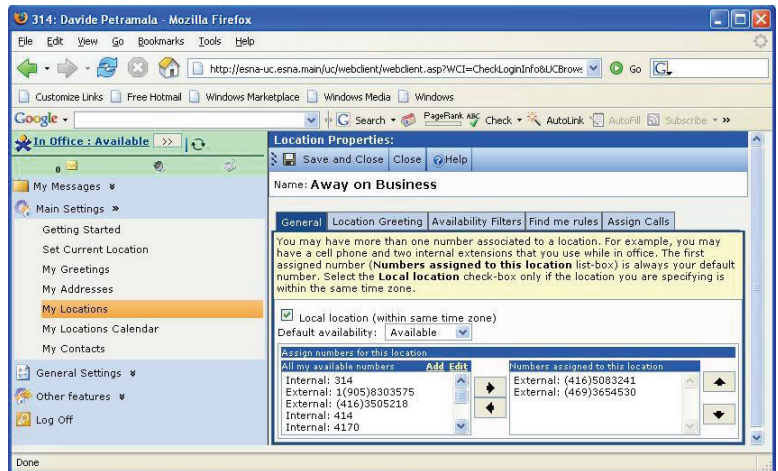


# Mobile, Home, IP Phone UNIFIED & SIMPLIFIED



## TELEPHONY OFFICE-LINX POWERS INTELLIGENT OFFICE MOBILITY, LINKING YOUR MOBILE WORKFORCE TO YOUR CUSTOMERS

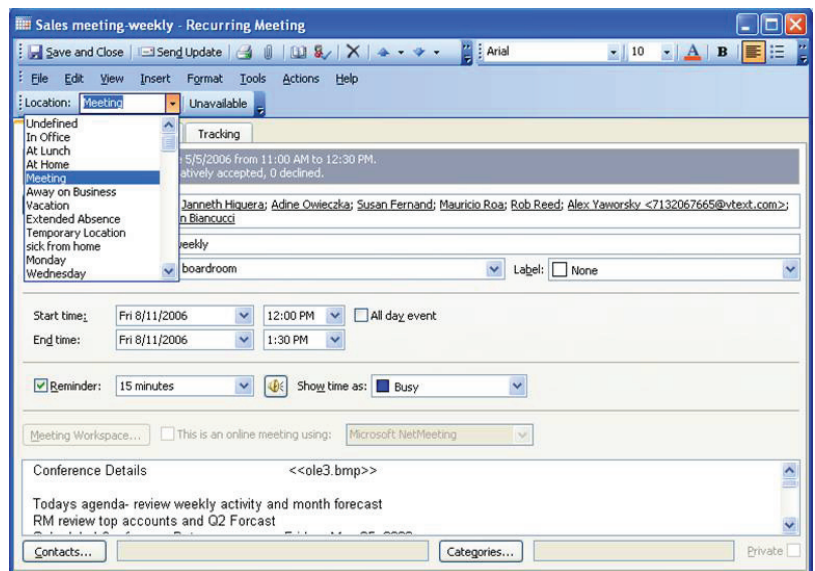
TELEPHONY OFFICE-LINX's first and most prominent feature – accessibility, indirectly leads to its second key feature – responsiveness. Regardless of whether you're a desktop worker (operations, customer service, inside sales), an executive, a mobile worker (field sales, technical specialist, marketing) or a home office worker, all employees can become more productive, responsive and flexible with TELEPHONY OFFICE-LINX services – like Location Based Routing, Find Me Follow Me Automation, Call Filtering and Contact Specific Messaging. Calls coming into your organization represent major assets, your customers! Having customers call your staff directly on their mobile device compromises your control over these assets. If an employee leaves the organization the customer will follow the number they know which should be your company's main number, not the mobile of your staff. By employing a mobility server an organization retains control of incoming calls and their distribution ensuring that calls are always promptly connected to a live call as well as making sure they are always answered by a member of your organization.



## SPEECH ENABLED FIND ME/FOLLOW ME AUTOMATION & MOBILITY

Business has become predominately a messaging environment and those companies that figure out how to increase live interaction with customers and reduce messaging, will deliver the competitive advantage that will allow them to succeed in today's global market place!

Esnatech's TELEPHONY OFFICE-LINX links the mobile workforce to their office infrastructure through speech and presence technology, enabling your workforce to answer calls LIVE in real time no matter where they may be. Leveraging Speech Recognition technology from Nuance, callers and employees simply say the name of a person or department and depending on the user's availability, presence, and location, TELEPHONY OFFICE-LINX will connect the caller to the user in real time, dramatically lowering your daily messaging and vastly improving your customer satisfaction.





Mobile, In Office, On the Road **UNIFIED & SIMPLIFIED**



REWRITING THE RULES OF BUSINESS BY SIMPLIFYING THE PROCESSES, AND PROVIDING INSTANT AVAILABILITY AND CONNECTIVITY ANYTIME, ANYWHERE, TO ANYONE IN YOUR ORGANIZATION.

## PRESENCE & INSTANT MESSAGING

TELEPHONY OFFICE-LINX is a Presence Management Server integrated with Active Directory and other LDAP interfaces to deliver LIVE communication between voice and data networks. It enables organizations to know real-time status and availability of their workforce and provide users the tools to communicate with one another instantly.

Mailbox Number	First Name	Last Name	Current Location	Availability
313	John	Biancucci	Vacation	Unavailable
323	Malcolm	Concannon	In Office	Available
500	Sales	Department	In Office	Available
375	Sue	Fernand	In Office	Available
354	Janneth	Higuera	In Office	Available
335	Adam	Kling	In training	Unavailable
324	Jeff	McDonnell	In Office	Available
314	Daive	Petramala	Meeting	Available
337	Rob	Reed	Mobile	Available
348	Mauricio	Foa	Meeting	Unavailable
345	Sales Webinar	Room	In Office	Available
360	Alex	Yaworsky	Away on Business	Available

- ▶ Presence management tools offer immediate notification of staff availability and easy access for remote users with office staff
- ▶ Missed calls can be pulled out of voicemail even when on the road to ensure real-time connectivity and reduced messages
- ▶ Users can identify a caller and consequently prepare for incoming calls – leading to better customer service in the way they answer and respond to live calls.
- ▶ Instant messaging provides real-time ability to communicate with users logged into the Internet or wireless network via SMS both internal and external users can send messages via IP to any user in or out of the office; dramatically lowering internal communication by eliminating cell charges, long distance and telephone tag.
- ▶ Voice messages display caller ID so you can view messages and prioritize your response
- ▶ Click-to-dial from any application regardless of which phone you are using
- ▶ Integrates natively with core business applications such as Salesforce.com, Microsoft CRM, Microsoft Outlook etc.





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## UNIFIED COMMUNICATIONS

TELEPHONY OFFICE-LINX provides your business with real-time communication tools that will dramatically reduce costs, while increasing efficiency and customer satisfaction — not to mention a great return on your investment (ROI).



Reduce operational costs and improve organizational communication capabilities with customers, staff and suppliers.

- ▶▶ Speech recognition technology streamlines access to any member of your staff
- ▶▶ Presence management tools offer accessibility to any distributed workforce

Lower your total communication costs through TELEPHONY OFFICE-LINX, resulting in:

- ▶▶ Greater mobility and productivity tools with speech & DTMF access to messages, contacts, and presence
- ▶▶ Less IT-related support than is normally required for similar applications that should be integrated together, e.g. voicemail, fax mail, e-mail, auto attendant, CTI, IVR, wireless & mobility
- ▶▶ Integrated fax services, a solution incorporating all fax content into your data network, eliminating annual maintenance and printing costs

Facilitate employee mobility by:

- ▶▶ Lowering cost of communicating with mobile staff while increasing their ability to access critical information leveraging speech technology such as contacts for dialing and emailing over any telephone
- ▶▶ Enabling greater productivity without violating security concerns with secure wireless/unified messaging

TELEPHONY OFFICE-LINX is the first step in interconnecting all of your corporate communications together. Simply put, it enables your organization and employees to communicate more effectively and efficiently with each other – and more importantly, with customers!

GET THE COMPETITIVE EDGE WITH

TelephonyOffice-LinX™

**UNIFIED COMMUNICATIONS**





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## TELEPHONY OFFICE-LINX™ CONFIGURATIONS

CONFIGURATIONS

TELEPHONY OFFICE-LINX SMALL BUSINESS EDITION	TELEPHONY OFFICE-LINX STANDARD EDITION	TELEPHONY OFFICE-LINX ENTERPRISE EDITION
Auto Attendant	Auto Attendant	Auto Attendant
Voice Mail	Voice Mail	Voice Mail
Basic UM	Basic UM	Basic UM
CTI Services	CTI Services	CTI Services
TTS Text to Speech		TTS Text to Speech
Advanced UM		Advanced UM
IMAP TSE		IMAP TSE
		ASR

AVAILABLE OPTIONS

ASR	
	TTS
	IMAP/TSE
	Advanced UM
	WAP Services
	SMS
	Multiple Companies
AMIS Integration Software	
Property Management Software (PMS)	
ASR Languages	
IVR Services	
Additional Language License	
Softfax Fax Mail	
Outbound Fax	
ActiveX	
VPIM Networking Services	
Speech-to-Text	
	High Availability



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## SOFTWARE SPECIFICATIONS & SYSTEM REQUIREMENTS

SOFTWARE SPECIFICATIONS	TELEPHONY OFFICE-LINX SMALL BUSINESS EDITION	TELEPHONY OFFICE-LINX STANDARD EDITION	TELEPHONY OFFICE-LINX ENTERPRISE EDITION
Ports	4-16	4-32	4-800
Users	25 UC / 75 Basic included 2	5 CTI / 5,000 Basic included	20,000
Maximum Mailboxes <sup>3</sup>	1000	5,000	30,000 <sup>3</sup>
Hours of Storage	Every 10MB of Hard Drive space equates to 1 hour of voice storage		
PBX Integration	Inband/SMDI/Digital set emulation	Inband/SMDI/Digital set emulation	Inband/SMDI/Digital Set emulation/T1/E1/ISDN
IP Integration	Tapi.wav/SIP	Tapi.wav/SIP	Tapi.wav/SIP
CSTA Support <sup>1</sup>	Optional	Optional	Optional
Multilingual Support <sup>2</sup>	1 Language included	1 Language included	1 Language included
Email Support	SMTP/POP3/IMAP	SMTP/POP3/IMAP	SMTP/POP3/IMAP
Fax	1 Soft Fax Port Included	1 Soft Fax Port Included	1 Soft Fax Port Included
<b>SYSTEM REQUIREMENTS</b>			
Pentium Processor 2.2GHz	✓	✓	✓
SVGA Graphics Card	✓	✓	✓
DVD Drive	✓	✓	✓
Operating System	Microsoft® Windows® XP Professional/2003 Server	Microsoft® Windows® XP Professional/2003 Server	Microsoft® Windows® XP Professional/2003 Server
Minimum RAM	Min 2GB	Min 2GB	Min 2GB
HD Space	Min 40GB	Min 40GB	Min 40GB

<sup>1</sup> PBX Dependent

<sup>2</sup> Supports up to 9 Languages

<sup>3</sup> Greater than 30,000 mailboxes, please contact Esnatech

TelephonyOffice-LinX™

# UNIFIED COMMUNICATIONS





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## PARTNERS



DEVELOPER CONNECTION  
GOLD



Alliance Member



## AWARDS



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Simply  
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