NEOS: THE SWISS KNIFE OF ALL EPABXs
INCOMING CALLS “HOW NEOS MAKES A DIFFERENCE!”

• 8 port Auto Attendant (with 8 different user recordable message options)
• Attendant/Operator Console
• Auto Fax Detection
• CLI (Caller Line Identification)
• CLI based Routing
• DISA/DID
• Day Night Mode (Manual/Automatic)
• MSN based Routing (With E1/PRI only)
• Single User Caller Identifier Software
• Mobile Parallel Ring/Mobile Extension
• An absolutely essential feature for all companies, especially with high incoming call traffic

• Helps in handling more calls simultaneously (max.8) as compared to the conventional 2P or 4P Auto Attendant

• All incoming callers are attended to in time irrespective of the load of call traffic.

• The impression of the company is enhanced as callers are attended to in a professional manner.

• Even if the calls are in queue or on hold, the callers patience is not tested as he is guided by the system appropriately.

• Different types of voice messages constantly guide the caller on how to proceed – should he be unable to contact the required extension – thus making it extremely simple to operate.

• The user has the flexibility to set 8 different types of messages that can be played for the 4 time zones are even separately for each individual line.
CLI BASED ROUTING

- All personal calls will land at the user’s extension directly.

- From the calling party’s point of view, the calls are attended instantly without the delay caused by the Attendant or Operator.

- Important callers feel the privilege of being given immediate service/response.

- For certain calls – where secrecy needs to be maintained – this feature ensure that the calls do not go via reception or any other 3rd party.

- This will also help reduce the workload of the receptionist as regular callers get directly routed to their respective extensions. As a result, the receptionist is spared to handle other calls or even do other work.
**AUTO FAX DETECTION**

- All incoming CO/P&T lines can be treated as fax lines. User does not need to specify a separate fax number.
- There is no need to dedicate a line specially for fax. Thus all lines connected to the system get optimally used.
- Even if one fax port is busy on an incoming/outgoing fax, the other calls are routed to the other 3 fax ports (as defined in hunting) thus ensuring the callers don’t have to wait or redial.
DID & CLI

**DID**
- A recorded voice message is played when a caller calls the Organization, directing him to dial the desired extension number. Thus, eliminating the need of manually transferring the call. This facility is called DID.
- Illustrates that organization is in sync with today’s technology.
- Enhances the impression of the Organization in front of Caller by showcasing the professionalism.

**CLI – Caller Line Identification**
- Enables the extension user to view the number of the calling party on the display of the telephone, thus easing the process of identification.
DAY NIGHT MODE (MANUAL/AUTOMATIC)

• As per the Organization’s requirement, the day to night changeover mode & vice versa can be done either manually or automatically.

• This option is customizable as per the needs of the organization.

• This option can be utilized optimally according to users choice.
Any organization opting for PRI/E1 connection is automatically allotted 100-300 MSN numbers by the service provider which can be assigned to individual extension users – connected to NEOS via System Programming.

When any external caller dials one such number, the call lands directly at that extension making it as good as a Private line.
MOBILE PARALLEL RING/MOBILE EXTENSION

- One can attend the calls on his mobile while not present at his desk
- Minimizes the chance of missing the important calls
- Make an employee accessible anytime
- Single number connectivity to the employee while inside the office or outside

[Image of a phone and a mobile device]
NO NEED TO MEMORIZE CODES!

- **Internal Voice Guidance Prompts**: Prompts and guide while using all the features. Usage becomes easy as a Digital support system is in place.

Usage becomes frequent as message is well communicated.

- **Bi-lingual Prompts (English & Hindi)**: Gives user an option to choose language of his choice if not well versed with one language.
MULTIPLE VOICE GUIDANCE PROMPTS

• Presence of over 75 voice prompts in the system ensures that the user operates all features optimally.

• The availability of playing the same in either English or Hindi, makes the system even more user friendly by allowing the users to opt for a language they are more comfortable with or comprehend better.
FOR THE BUDGET CONSCIOUS

- Call Billing
- Call Timeout Facility
- Extension Budgeting
- Least Cost Routing
- Trunk Budgeting
- Least Cost Routing with Centrex
CALL & TRUNK BUDGETING

• This feature is required to help control the telephony cost within the organization

• Applies the same logic as that of a prepaid SIM card in case on the extension user w.r.t Call Budgeting

• Trunk Budgeting ensures that the available free/subsidized calls allowed on all lines are used completely and optimally

• This is coupled with Budget Announcement, thus allowing the user to keep a check on the same
LEAST COST ROUTING

The calling rates from landline to landline, landline to mobile, one service provider to another, etc differ on an area to area basis. To help the customer benefit from these differential rates, the Service Providers give free FCT routers to the end user that help connect a SIM card to the PBX. However, to be able to use the various landlines & FCT routers connected to the PBX optimally, LCR is a must!!

Benefits

• The extension users get the flexibility of talking via extensions (which is far more comfortable) than using a mobile phone

• Even for the external mobile users, the calls costs are reduced as they can speak with the individual extensions within the office via the FCT router attached to the PBX

Commercial Benefit:

• Helps cut telephone bills by at least 30%

• The company saves on the capital expenditure of investing in mobile phones for all the users sitting in office as well as the recurring cost on the same
CALL TIMEOUT

- A Call Limit is set on calling/out dialing, ranging between 0-99 minutes. After the set time, call gets automatically disconnected.
  e.g. 3 minutes maximum for local calling at a stretch.

- Helps in cost-cutting and eliminating the chance of unnecessary long talks during working hours.
THE MISUSE PREVENTION BRIGADE

- Class of Service
- Manual & Dynamic Extension Locking
- Restricted & Denied Dialing
Setting features for a PBX with large number of extensions is a tedious task. Here, NEOS offers 34 Class of Service tables defined with feature access rights as per specific profiles.

Dialing rights to be given to extension users as per their requirements/rank.

Services offered are – Listening in, room monitor, barge-in with tone/protect, 3 party conference, Do not Disturb, Junction Transfer, Call Forward /Protect, second junction call, CLI (allow/override), DND override

E.g. In an organization the extensions belonging to the same grade of staff have similar features or access rights.
MANUAL & DYNAMIC EXTENSION LOCKING

• Extension Locking enables an employee to minimize the chances of his extension getting misused for outgoing calls. It can be done manually as well as dynamically.

• Dynamic Locking helps employee in case he forgets to lock his extension while leaving the workstation, which could lead to misuse of the extension out dialing.

  e.g. In case an employee A of company XYZ while leaving for home forgets to lock his extension, in such a case he can enable dynamic locking for mobile, intra-circle STD & ISD numbers, thus automatically limiting the local calling to not more than 3 minutes.
RESTRICTED & DENIED DIALING

- Restricted Calling - Calling possible only to assigned numbers. e.g. 98,86,etc

- Denied Calling – Calling possible leaving the assigned numbers. e.g. 98,86 etc
THE USUAL BASICS

- Abbreviated Dialing (Departmental/Global/Free pool)
- Auto Call Back
- Broker’s Call
- Conference
- Call Split
- Call Hold
- Call Park
- Call Pickup (General & Selective)
- Call Forward
- Call Follow-me
- Call Transfer
- External Call Forward
- Last Number Redial
- Serial Call Transfer
- Walk-in Class of Service
Employees of all the organizations have a set of regularly dialed numbers. During office hours recalling & locating these numbers becomes quite inconvenient. By setting access/out dialing abbreviated codes this worry can be waved off.
The Syntel NEOS supports three such categories of Abbreviated Number Groups as follows:

Departmental Abbreviated Numbers :-
set of 20 tables- having 10 no’s each – can be assigned interdepartmentally extension-wise for common use.

Global Abbreviated Numbers :-
Total of 80 common no’s that can be accessed by the entire organization.

Free Pool Abbreviated Numbers :-
Set of 10 numbers that can be accessed by the entire organization (can be emergency no’s also).
AUTO CALL BACK & BROKER’S CALL

• Auto Call Back - During peak hours if the called number is busy, it leaves the caller with no other option than redialing the number. Whereas, Auto Call Back dials the number itself when the number to which the call was made is free.

• Broker’s Call – This facility is used when one has to seek advice or consult some one within or outside the organization, while keeping the existing caller on hold and then, dialing the other party number
CONFERENCE

In day-to-day operations in an organization, there are often instances when one has to speak to two or more parties simultaneously internally or externally, the provision is known as conference.

NEOS provides this facility to the User.
CALL - SPLIT, PARK, HOLD, PICKUP, FORWARD & FOLLOW ME

• **Call Split** – During a conference call, if a private message is to be shared between 2 parties then, third party is kept on hold. This is Call Split.

• **Call Park** – When busy a user can keep the call on hold for a longer period of time. In case he is on another call, he hears a camp-on tone to remind him of the parked call or else if not retrieved, after 1 minute it is automatically presented at his extension.

• **Call Hold** – While either indulged in a conversation or transferring a call, the user puts the caller on hold with music fed to his ears.

• **Call Pickup** – Gives an option of Selective & General. A group is formed so when a dialed extension is not responding anyone from the group can answer the call.

• **Call Forward** – The facility of diverting calls from extension to another number when not at desk or out of office.

• **Call Follow me** – In event of user forgetting to activate call forwarding while leaving his work station, can do so using the 3rd party extension and activating the ‘call follow me’.
LAST NUMBER REDIAL & WALK-IN CLASS OF SERVICE

- **Last Number Redial** – Used to redial the last number dialed by the extension, either an extension or external number.

- **Walk-in Class of Service** – The class of service of each employee differs as per their requirements/rank. However, he may leave his workstation to attend official duties elsewhere in the office premises and can still access his own extension out dialing rights from some other person’s extension.
FOR THE ‘I WANT MORE!’ CAMP

- Barge-in
- Barge-in Protection
- Boss-Secretary Extension
- Do Not Disturb (DND)
- DND Protection
- CLI Restriction
- Hotline (Immediate & Delayed)
- Junction Grouping
- Listening in
- DOSA
- Private Junction
- Room Monitoring
- Executive Ring
Barge-in: In an instance where a message needs to be delivered to an extension urgently, the caller needs to enter the telephonic discussion with a barge-in tone and convey the message to concerned person.

Do Not Disturb – Certain Senior Employees may at times be busy with extremely vital work and thus would not wish to be disturbed by calls landing at their extension. This can be taken care of by DND facility.

Hotline – No worries of dialing numbers again and again! Hotline gives a provision to get connected to another extension, junction or external number by simply going off hook.
**Junction Grouping** – For making an outgoing call from a KTS, the user first needs to access a free line offering the Service Provider’s DT to enable dialing any outgoing number.

**Listening In** – In order to ensure security of company’s confidential information, the senior authorities may have to eavesdrop on ongoing conversations in event of suspicion being aroused. Can hear Live Conversation of any extension user and 3\textsuperscript{rd} party, without they being realizing the fact.
**DOSA** – Direct Out Station Access.

For official purpose can access extension dialing rights from home/other location from a Landline phone.

**Room Monitoring** –

A meeting or a conversation happening in a room when needed to be heard/monitored by any Senior Employee.
AND YOU THOUGHT IT’S OVER

- Alarms (Self/Other)
- Date & Time Setting
- Call Buffer (10000 Calls)
- Call Camp-on
- Closed User Groups
- Departmental Call Hunting
- Distinctive Ringing (Expect KTS)
- Flexible Numbering
- Music on Hold (Default & User Programmable)
**Call Buffer** – Call records up to 10000 outgoing and incoming calls can be stored/recorded.

**Flexible Numbering** – It gives a facility of changing the extension number with available extension numbers.

Date & Time, Alarms can be set by others/self
THE INTELLIGENT NEOphone

- Backlit LCD (2 & 4 Line)
- Clock Display
- Call Queuing (If Operator)
- Calling Number/Name Display
- Direct Station Selector (12 & 24 keys)
- Operator Lock
- Day Night Mode Change (If Operator)
- Menu Driven Options
- Call Waiting Indication & Display
- Missed, Received & Dialed Call Details
- Navigation Keys
- Online Advice of Charge
- Phone Book (only with 4 lines KTS)
- Status Indication (3 Color LEDs)
- Speakerphone (Full Duplex)
- Single key Feature Access
- Volume Control
- Function Keys
Backlit Lcd

Clock Display, Calling Number/Name Display

Volume Control

Function Keys

Speakerphone
FOR THE TRUE DIGITAL CONNECTIVITY EXPERIENCE!

- ISDN PRI
- Computer Telephony Integration
- Fully Configurable Key Phone System
• Availability of 30 channels for incoming & outgoing calls, making the system completely & truly non-blocking.

• Lines are never found busy and the work load of person at Reception becomes easy.

• Truly digital telephonic experience due to digital nature of line (e.g. redialing, voice clarity, etc)

• Common pilot number definition for all 30 channels makes it convenient for callers to remember as well as user to publish

• MSN Numbering gives each extension user the feel of having a private line for him/herself
**Incoming Call Alert**

**Contact Details**
- **Contact Number**: 2033406677
- **Name of Company**: Syntel
- **Name of Person**: Mrs. Avanti Missra
- **Customer Code**: 004
- **Address**: Survey No. 37, Near Balaji Hotel, Kondhwa Pisoli Road, Pisoli, Pune - 411028
- **Other Contact Nos.**: 26534601/2/3/4/5
- **Email ID**: adhotel@synteltelecom.com
- **Remarks**: 

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<tr>
<th>Last Five Calls</th>
<th>Incoming</th>
<th>Outgoing</th>
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<td><strong>Telephone No.</strong></td>
<td><strong>Date</strong></td>
<td><strong>Time</strong></td>
</tr>
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<td>9371206677</td>
<td>15 Dec 2004</td>
<td>15:34</td>
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</tr>
<tr>
<td>9371206677</td>
<td>15 Dec 2004</td>
<td>14:33</td>
</tr>
</tbody>
</table>

**Actions**
- Save Details
- Close Screen
Customer details including name, number, address, etc displayed with each Incoming Call Alert…
Incoming Call Alerts with a list of the last 5 incoming & outgoing calls, received from or made to the calling number, with time, date & duration details along with the summary of the call for immediate reference...
CTI

Facility to insert **remarks** against each incoming & outgoing call logged, as a reference for further telephonic conversations…
CTI

Unanswered Call History to give the list of all the missed calls along with the date & time at which they were received & the extension number for whom they were meant...
CTI

Call logging with date & time stamps of all incoming and outgoing calls...
Cost of each call made is logged in the Outgoing Call History and a total cumulative cost can be obtained from the Outgoing Call Report...
All contact entries made by any user get stored in the List of Contacts. Thus anyone can simply do a name or number based search to get the number, address, email or any other contact detail of the person they are looking for...
All incoming, outgoing & unanswered details can be converted to crystal format for printing or can be imported into word/excel format for analysis...
Commercial Benefit:

- Business will grow
- Investment on CLI phones can be avoided
- Online data availability saves time & energy
- Constant online supervision of staff telephonic activity possible
- Dependency on system manager eliminated
IF YOU ARE A HOTEL, THERE’S MORE.....

- Check-in / Check-out
- Floor wise Room Service
- Room to Room Call Barring
- Single Digit Number Access Setting
- HMS Integration
CHECK-IN/CHECK-OUT

• First impressions are lasting, and to see lines of people waiting to be checked-in doesn't set a good first impression

• Helps in curbing the problems of Check-In /Check-out time arising due to geography of the hotel.

- Helps in managing large groups of people Checking-In at the same time. Or when large groups of guests checkout, you don't want them standing in a line either. In fact, there shouldn't be a need for guests to come to the registration desk at all."
FLOOR WISE ROOM SERVICE

- The Day has indeed arrived when Organizations no more talk about Customer Satisfaction but they Value Customer Delight.

- For making the customer stay at a Hotel more comfortable, a hotelier should focus on improving the process by reducing the delay in Room Service procedure.

- Room Service is now just a button away

- Value Customers Time and they will Value Yours!!!
ROOM TO ROOM CALL BARRING

- Maintaining Privacy of the Guests is an important task for a Hotel.
- Can choose which extension numbers can be called on.
SINGLE DIGIT NUMBER ACCESS SETTING

- Convenience is the key. For a Hotelier a user friendly technology which can make the guest stay more worthwhile is definitely a Yes! Yes!!

- Press of a button can add magic by offering services of bell boy, restaurant, laundry, etc.
FOR YOUR & OUR BACKEND STAFF

- Manual & Block Programming
- Flexibility of Programming via SLT,KTS & PC (via Hyper Terminal)
- Remote Programming
- Programming Backup (2 levels)
Choosing the right telecom plans

Operating within the calling budgets

Directing calls via the least cost route

Automating your caller’s reception

Differentiating between voice and fax calls automatically

Routing your calls to you instantly

Make the most of your EPABX

Instant details on your callers
FOR THE RECORD: TECHNICAL SPECIFICATIONS

- Technology – Digital TDM/PCM Non Blocking
- Control – Stored Program Control
- Architecture – Distributed Processing
- Operating Voltage – 110 to 275 VAC, 50 Hz
- Power Backup – Battery Charging Circuit
- Temperature – 0-50 degrees Celsius
- PC Connectivity
NEOS “LET'S TALK PROFITS”