



# *TELIS*



GSM FCT  
with Call  
Recording

Call  
Center  
Suite

GSM  
FCT

Call  
Recorders



Unleash Your  
**Business**  
Potential!

Telis has grown into an International supplier of Telecommunication products. Telis designs, develops and markets products such as Call Recorders, Call Center software and

GSM Fixed Cellular Terminal's (FCT). We strive to provide low cost, high quality products to customers world wide.

## TELIS CALL RECORDERS

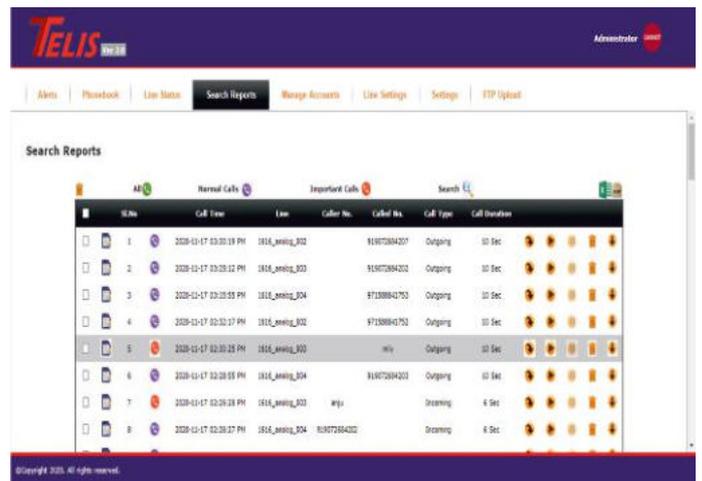
The cost-effective and easy to use Telis PC-based telephone Call recorder offers all the features and functions that is expected from a more expensive product. The small and compact TRX range of Telis call recorders are available for recording Analog and PRI (E1/T1) lines.

- ◆ Available as 1 line, 2 line, 4 line, 8 line and 16 line call recorders that are suitable to record analog lines and as 30 Channel PRI recorders.
- ◆ Records all incoming and outgoing calls by logging the details like date, time, caller id, called ID, nature of call.

COMPATIBLE WITH  
ALL MAJOR BRANDS  
OF PBX's



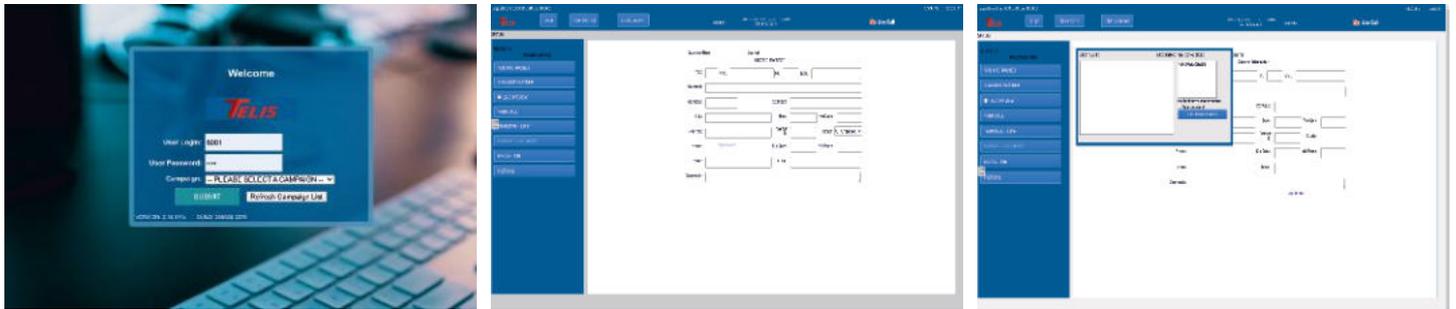
- ◆ Real time monitoring of telephone calls.
- ◆ Phone book
- ◆ Add notes to recorded files to mark for future reference.
- ◆ Search/playback of call recording locally and remotely.
- ◆ Search facility to locate recorded files with specific call details like date, caller ID, called ID, notes etc
- ◆ Reports of incoming, outgoing and missed calls
- ◆ Pop Up with caller ID
- ◆ Alerts for line disconnection
- ◆ Classified management of user rights.



- ◆ Export call details in excel format.
- ◆ Archive recorded files in zip format over the web.
- ◆ Audio records saved in .mp3 format.
- ◆ FTP transfer of the recorded file as secondary backup on other PC.
- ◆ Stores recorded files to the hard disk of the computer.

# TELIS CALL CENTER SUITE

Telis Call Center Suite is an easy to learn, easy to use and easy to manage solution that helps to shorten the customer issue handling time and increase agent productivity with automated call flow. Telis Call Center Suite has no constraints on the number of calls processed. It will have no negative impact on call quality. Combined with the routing functionality within the call center suite, incoming calls can be quickly distributed to the agents. When a caller gets connected to the agent who possesses the appropriate skills and knowledge, not only will it make the customer happy, but it will also reduce the load on the center. Telis Call Center Suite includes tools an organization needs to quickly improve their communication and team performances.



- ◆ Attractive Web Interface
- ◆ Automatic Call Distributor (ACD)
- ◆ Multi-Level IVR
- ◆ Multi campaign support
- ◆ Skills-Based Routing
- ◆ Agent and Call Monitoring
- ◆ Agent call Listening, Barge In & Whisper.
- ◆ Multiple call Queues
- ◆ Callback/Auto callback
- ◆ Click to call
- ◆ Advanced reporting
- ◆ Conference
- ◆ CRM Integration
- ◆ Upload and manage leads
- ◆ Custom user privileges and Role settings
- ◆ Integrated call recording and retrieval
- ◆ Manual, Progressive, Preview and Predictive dialing
- ◆ Live Dashboards for agent, supervisor, admin
- ◆ Comprehensive analytical reports
- ◆ Call history search and dial option
- ◆ Call clients in succession from database through the interface
- ◆ Display a script for the agent to read
- ◆ Display fields that agents can use to fill the collected data
- ◆ Hold Customer calls with Music
- ◆ Add custom call dispositions per campaign
- ◆ Chat between agents and supervisors

# TELIS GSM FCT

TFX 01G is a compact single port device that converts a single GSM to an analog line which can be connected to any regular telephone instrument or can be connected as trunk to any EPBX.

- ◆ Easy to install
- ◆ Works with all 2G/3G SIM cards
- ◆ Connects to EPBX as analog trunk
- ◆ Support Single GSM card connectivity
- ◆ Connects to a normal telephone from a GSM SIM
- ◆ Facility to make and receive calls through a single line
- ◆ Easy to maintain
- ◆ CLI detection

# TELIS GSM FCT WITH CALL RECORDING

**TFL 01G** is a compact single port device that converts a single GSM to an analog line. This device comes with a built in recorder to record all incoming and out going calls happening on the analog line.

- ◆ Easy to Install and maintain
- ◆ Supports single GSM card connectivity
- ◆ Works with all 2G/3G SIM Cards
- ◆ Connects to a normal telephone from a GSM SIM
- ◆ Connects to EPBX as analog trunk
- ◆ Facility to make and receive calls through a single line.
- ◆ CLI detection
- ◆ Records all incoming and outgoing calls by logging the details like date, time, caller ID, called ID, nature of call.
- ◆ Phone book
- ◆ Pop up with Caller ID
- ◆ Search/playback of call recording
- ◆ Export call details in excel format.
- ◆ Stores recorded files to the hard disk of the computer.
- ◆ Audio records saved in .mp3 format.



## IDEAL CHOICE FOR



## USES OF TELIS PRODUCTS

- ◆ Enhance Customer Satisfaction Rating
- ◆ Facilitate Dispute Resolution
- ◆ Help in Performance Management
- ◆ Improve Service Quality
- ◆ Reduces Operation Costs
- ◆ Meets the demands of all regulatory compliance requirements

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