



CSE Web Portal

CSE Web Portal provides an intuitive graphical user interface that puts the user in control of CSE Hosted PBX Services. CSE Web Portal is accessible from anywhere on the Internet including: home PCs, hotels, Wi-Fi hotspots, Internet kiosks etc.

Web Portal Features

DIRECTORIES - A corporate directory and a personal directory organize contact information that can be accessed from anywhere. The corporate directory is automatically updated in real-time when employees join or leave the company and provides information for all employees regardless of their location including work-at-home telecommuters and/or other branches or offices. The personal directory acts as a private address book for the individual user's own friends, family and business contacts. Import and export contacts for rapid synchronization with other applications such as Microsoft Outlook.

CLICK-TO-CALL – Simply click on a name or number to instantly place a call or add another party to a conference call.

VOICE MAIL - Regain control of voice messages by reviewing voicemail envelope information visually and listening to the most important messages first. Listen to voicemail messages through any telephone or any multi-media PC. Forward voicemail messages as email attachments to anyone with an email address. Control advanced voicemail features such as paging notification, custom operator number, email forwarding and message playback order.

CONFERENCING – Eliminate the cost and complexity of third-party conferencing service bureaus. Conferencing allows the user to easily make a conference reservation, invite the attendees and then manage the conference using floor controls. Floor control provides a basic set of functions for all participants and an expanded set of controls for the conference moderator.

CALL MANAGEMENT - Advanced call management capabilities put the user in control of inbound calls. Configure different treatments based upon day-of-week and/or time-of-day. Handle calls differently depending upon who is calling. Use Find-Me to ring their home phone and cell phone simultaneously when important customers call, but route annoying telemarketers directly to voicemail.



Its intuitive user interface means that you can easily use the productivity features in your voice package.

The screenshot displays the TEKELEC web portal interface. The top navigation bar includes 'Directory', 'Voice Mail', 'Conferencing', 'Call Management', and 'Options'. The user is logged in as 'Ann Grannan - (972)354-2191'. The main content area is titled 'Add' and contains a form for 'Add a New Call Screening Record'. The form includes fields for 'Name' (Joe Piper), 'Incoming Number' (972311-5634), 'Time of Day Action 1' (Forward to Number), and 'Forward to' (9723542118). There are also checkboxes for 'All Day', 'Start Time' (09:00), 'End Time' (10:00), and 'Everyday'. Below the form, there are instructions and a 'Save' button. The bottom part of the screenshot shows a 'Personal' directory table with columns for 'Last Name', 'First Name', 'Company', 'Phone Numbers', 'Functions', and 'Select'. The table lists three contacts: Fred Flintstone (Bedrock Quarry), Angelina Jolie (United Way), and another contact. At the bottom, there are buttons for 'Add', 'Import', 'Export', and 'Delete'. The page is powered by TEKELEC.

CALL LOG - Monitor inbound, outbound and missed calls with the call log. See whether a missed call is from an important customer even though he didn't leave a message.

REMOTE MODE - Configure the phone for Remote Mode to work away from the office in a location where only a mobile phone or a land-line phone is available. In Remote Mode, inbound calls ring simultaneously on the business phone and the Remote Phone while outbound calls from the Remote Phone look to the recipient as if the call came from the office.

SCREEN POPS - While logged into the CSE Web Portal, inbound calls will be "announced" by a pop-up window on the PC. Screen Pops show the caller's identity and let the user choose how to handle the call with a click of the mouse.

REAL-TIME CALL CONTROL & CALL DISPOSITION - CSE Web Portal enables real-time control of the telephone and calls using the mouse. Point-and-click to answer an inbound call, transfer or hold an active call or initiate a new call or conference.

SELF-ADMINISTRATION - Web Portal provides intuitive tools to manage the phone and the many service features. Common activities include instantaneous phone reassignment, adjusting the ring-no-answer timer, password changes, configuring custom call screening and/or time-of-day schedules.

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Productivity Benefits

- Get the most out of Hosted PBX Service features with an intuitive, user-friendly interface
- Click-to-dial convenience within directories, call logs and voice mail reduces misdialing and time spent looking up telephone numbers
- Screen pop-up convenience for easy visibility of incoming calls and quick call disposition
- Puts users in control to receive the important calls whenever and wherever needed while avoiding unimportant callers
- Easily adjust account settings or even relocate without having to wait for an administrator or support department
- Quickly scan visually to see who called and who left messages and respond in any order
- Instant email, telephone or pager notification an important message is received
- Eliminates the need for periodic phone directory updates and distribution

Budgetary Benefits

- Self-administered moves, adds and changes eliminates the time and expense of a service call

Management Benefits

- User self-administration reduces or eliminates the need for on-site technical resources and related costs
- Secure web portal access from anywhere without complex and risky firewall configurations

User Requirements

- Personal computer running Microsoft Windows® XP or 2000
- Microsoft Internet Explorer® 5.5 or higher for full features or Netscape® 7.0 or higher for basic features

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