

# Infinity

# UltraComm 4.2

Account Setup

Account 209 Billing

Client Name Fred Williams Passcode 209

Delivery Method Modify Message Advanced Divvy Inbound Fax

Fax Write To File E-mail UltraTalk Reminders Wireless Messaging

Fax

Use Two Column Format (fax and fax mail only) Lines on Cover 45 Lines per Page 95

Fax Delivery

Fax Number 8005551234  Use Schedule

Fax Header  Force 9600 baud

Cover Page

Fax Mail

Copy Account Cancel Save

Offer expanded information delivery options to existing and new clients using UltraComm's eCreator Dispatch.

## Benefits:

- Adds even more powerful features to UltraComm 4.1
- Adds new revenue for UltraComm set-up
- Provide your clients message dispatch via UltraComm

## Features:

- UltraComm and *Infinity* Unified Supervisor
- Wireless Messaging
- UltraComm eCreator Dispatch

UltraComm provides powerful and flexible communications solutions for call centers using *Infinity* and eCreator. UltraComm Software Version 4.2 adds even more power and flexibility. The new features and applications of UltraComm 4.2 increase revenue through expanded dispatching options, save labor by building a tighter integration between UltraComm, *Infinity* and eCreator, and reduce overhead costs by improving administrative and operator processes.

## UltraComm Wireless Messaging

Wireless messaging is expanding beyond traditional devices such as pagers to include cell phones and PDA's. *Infinity* Software Version 5.2 and eCreator 2.1 put you in position to send messages to today's popular wireless devices via UltraComm 4.2.

UltraComm 4.2 supports sending messages to wireless devices using SNPP and SMS protocol. SNPP is an industry standard Internet paging protocol. It supports standard paging, delayed paging, and two-way paging via the Internet. SMS is an industry standard Internet messaging protocol used primarily for cellular phones.



*UltraComm Software Version 4.2 now allows you to send messages to wireless devices such as cell phones and PDAs*

Using *Infinity's* new UltraComm Network Integration, *Infinity* receives updates from UltraComm regarding the delivery status of a message and any SNPP two-way paging responses. SNPP two-way paging responses will create a call that will be posted to an operator with the response presented in a popup window on the screen and stored permanently in the message history.

## UltraComm and *Infinity* Unified Supervisor

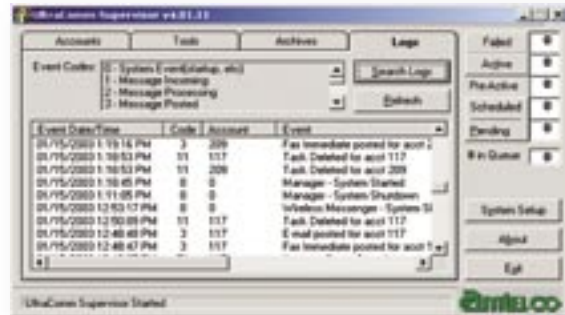
Traditionally in a call center, a supervisor would enter a client into the messaging system and would then need to go to the equipment room to set-up the client in the communications server. That is all changing now.



*You can now launch UltraComm Supervisor directly from within the *Infinity* Supervisor Client Set-up Screens, reducing labor costs.*

UltraComm 4.0 added the ability to run the UltraComm Supervisor on each supervisor's desktop PC. UltraComm 4.2 takes this even a step further. Supervisors are now able to launch the UltraComm Supervisor directly from within the *Infinity* Supervisor Client Set-up screens.

Integrating the *Infinity* and UltraComm Supervisor applications reduces the effort required to set-up new clients or edit existing ones. A supervisor simply goes into the *Infinity* Supervisor to do everything.



*The UltraComm Supervisor Logs shown here, continue to accumulate billing statistics while you are editing the UltraComm screens.*

Launching the UltraComm Supervisor Client Setup from within the *Infinity* Supervisor Client Setup screens allows the *Infinity* Client Setup billing statistics to continue to accumulate while editing the UltraComm screens.

## UltraComm eCreator Dispatch

UltraComm is a powerful communications solution for call centers. UltraComm Software Version 4.2 now offers this power to call centers utilizing eCreator for sophisticated agent scripting.

Information taken in eCreator can now be passed to UltraComm to be dispatched using any of UltraComm's dispatch methods including fax, e-mail and wireless messaging (SNPP and SMS). UltraComm will update eCreator with the results of the dispatch attempt by updating the eCreator database. This provides the tracking that is essential for client dispatching.

The dispatching of information from eCreator can be sent immediately to UltraComm as part of the agent script or can be scheduled for dispatch at a later time.

*on call for over 25 years*



**CALL CENTER**  
INNOVATIONS

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