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**Tascom  
EVOLUTION**

**HOSTED  
Telemessaging System**



## The Evolution System

The system is a communications and data system that includes a comprehensive contact center and messaging solution. In addition to live agent answer, the callers can be sent directly to Voicemail, or to IVR (Interactive Voice Response) applications.

The System consists of Automatic Call Distribution with skills and rules based routing, Fax, Alpha and Digital Paging, Email, and optional Agent Recording.

## Technology

Object-oriented architecture makes full use of Microsoft Windows SQL databases to provide very efficient, tight integration with all aspects of application control, database integration, unified messaging and the Internet. The heart of the unified system is a Digital Communications Server.

## True ACD Functionality

Evolution has an intelligent, rules and skills-based Automatic Call Distributor (ACD) whose function is to route calls to their appropriate destination.

## Evolution IVR

The IVR is a robust, intelligent messaging and interactive response platform which comes as a standard integrated feature.

## Evolution Voice Mail

The Voice Processing and Voice Mail module is a digital module, full of high-powered features designed to keep your clients in touch while freeing agents to handle more incoming calls.

## DNIS and ANI

The System supports both DNIS (Dialed Number Identification Service) and ANI (Automatic Number Identification; Caller ID).

## Agent Recorder

The Digital Agent Recorder creates digital voice files and stores them on an archival hard drive.



## Billing Package

This program will create the "billing file" in .txt (text) format.

## Zipcode Database

Imported with the Evolution Order Entry application, this database provides city, state, zipcode, and area code data.

## Administration Stations

Any workstation can act as an agent, supervisor or management position.

## Client Call Scheduling

Automatic scheduling capabilities allow a client's call routing and/or greetings to vary by time, by day of the week, day of the month, and holidays.

## Database Maintenance and Back-Up

All data is automatically backed up. The data is archived to a back-up on-line server.

## Management Utilities

The system shows managers statistics and productivity levels to help them manage agents and resources more effectively,

## Message Forms

The Form Design program provides tremendous flexibility to tailor message forms to the situation. The system includes three primary screen formats:

- Full Screen - for specialized forms appropriate for order entry, service scheduling, account applications.
- Full Screen Internet Browsers for accounts needing access to client web-sites.
- Split Screen - for master information and message forms.

## Scheduled Delivery

A Client Schedule is set up to automatically send messages at pre-determined times via fax, Email or database export.

## Simultaneous Transmission

This feature offers transmitting messages to several devices (fax, Email, alpha pager) and locations simultaneously.

## Auto Check-In

Auto Check-In allows a client to check for new messages, and to request a fax of the messages, without speaking to an agent.



## Client Profile

Provides database driven client profile information, allowing each client to be unique. A client profile also has its own "General Info" Index of topics for quick access to specific information.

## Color Highlighting

Instructions may be highlighted using different colors to stand out. In addition, the text and background color can be specified in designated fields and they can be programmed to change based on information in that or other form fields.

## Confidential Information

This provision allows for specific information (i.e. credit card numbers) to be blocked from the agents view after the data is verified and the message is saved. The data, will, however, transmit to the client.

## Directory

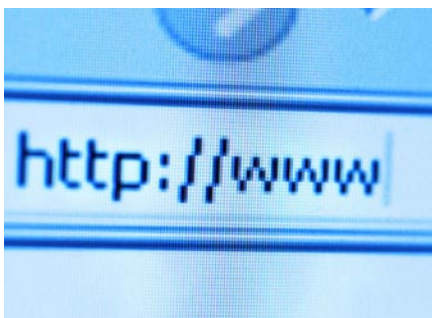
The Directory provides the agent with easy access to a client account without knowing the client's account number.

## Fax Without Messages

This feature is for clients who have scheduled fax events and want to receive a fax even if there are no undelivered messages at the time of the fax event.

## Hyperlink To Web Page From a Client Account

This web-enabled feature allows an agent to access specific web pages when the URL is listed within the form.



## IF-Message Form

This on-screen form allows an agent to enter "temporary" instructions "if" a particular person or company calls, making it possible for the agent to act as a private secretary for the client.

## Indicator When Someone Else is on the Same Account

When more than one agent has the same account on their screens (with or without a call), a special icon appears at the bottom of their screens.

## Linked "Joint User" Accounts

When calls to one account could be for different "sub accounts", the agent is presented with an index of the sub accounts, to quickly move to the appropriate sub- account.



## Locate Field

This on-screen field allows the agent to enter temporary on call information or instructions.

## Mandatory Message Entry Fields

Message forms may be created with certain fields of information mandatory for agents to fill in.

## Message Copy

A message may be copied from one account to another account or to multiple accounts that use the same message form.



## On-Call Scheduler

On-Call Scheduler feature displays time and date sensitive On-Call information to the agent. Information can be entered in advance, and only what is currently in effect will appear to the agent.

## On Call Calendar

This allows agents to view a client account's time-sensitive On Call Calendar. It displays the current month in a standard calendar layout with the names of people who are scheduled to be on call.

## Paging

All forms of paging are provided, including numeric, voice, tone, and alphanumeric.

## Quick Keys

The system provides agents with "Quick Keys" for certain phrases that are typical in the industry, such as "Please call"; "Will call Back", and "Out of Office". The phrases are programmable.

## Recalls / Time Delayed Actions

Recalls are time delayed actions used when an agent needs to be reminded to perform a task in connection with a specific message, such as when an operator needs to digitally page again if a page is not answered within a certain timeframe.



### Redelivery of Messages

This feature allows for the delivery of messages and then flags them for scheduled redelivery at a later time.

### Redirect Account

When an account is redirected to another Client ID, the account that it is redirected to will be presented to the agent on all incoming calls.

### Reminders / Actions

Timed reminders are used to remind an agent to perform functions such as wake-up calls, appointments or other time-critical, agent required tasks.

### Sign In/Sign Out With Password Protection

The System provides the ability to establish agent access codes that control the functions that an agent is permitted to perform.

### Speed Dial

An agent may automatically dial out to a specified speed dial number or access a list of speed dial numbers for the account.

### Spell Check

Spell Check can be enabled on specific text and memo form fields.

### System Status Bar

The System Status Bar is displayed at the bottom of the agent screen. It provides a summary of calls waiting and other information for each agent, such as:

- CALLS WAITING - Indicates the number of new incoming calls waiting to be answered.
- SYSTEM HOLD - Indicates how many system hold calls are waiting to be handled.
- ALERTS - Indicates if electronic transmissions (faxes, email, alpha pages) need to be checked.
- SERVERS - Indicates if system servers need to be checked.
- STATUS - Indicates current agent login ID and current Client ID.
- MAIL - Indicates when inter-office Email is waiting for the agent.



### Transfers and Patched Calls

The Digital Switch provides several call transfer options. A Patch uses lines until the call disconnects. The number of simultaneous patches that may take place is based on the number of trunks and voice paths available.



### Undelivered Message Report

This allows agents to run a report that lists the clients who currently have undelivered messages.

### Standard Reports

Many reports have already been designed for your use. Reports can be run manually or scheduled. The Evolution Reports Package provides management reports that reflect the status of the system, the clients, and the agents. The reports are displayed on the monitor and can be printed. Many of these reports can also be displayed in graph format.

**This is a partial list of the features and benefits of the Evolution Hosted Telemessaging System.**



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