



---

## Callisto UCM

### The multi-purpose Application and Collaboration Platform...



**...to enhance your Cisco® Unified Communications Manager to its Best.**



A professional and efficient customer communication with modern technology is the key to success - this applies to small and large enterprises as well. Today customers expect a direct and fast service response via phone, e-mail, web etc. Quick responses have become crucial for the market success. A well designed enterprise communication process must reflect customers communication behaviour. A swift and direct response leads automatically to a higher satisfaction. To bring Cisco®'s Unified Communications Manager to its full potential Callisto UCM adds important features, which enhances the capabilities of the base product, to improve your daily processes and work-flow. It integrates itself easily into the whole IP- and telephony structure, which makes operations and use very easy and effortless to handle.

---

## Callisto UCM - The Solution for almost any of your Requirements

---

Callisto UCM was designed and developed to make Cisco®'s Unified Communications Manager (CUCM) your communication center of the future. Both systems, based on leading technologies, form a perfect team. This gives you all the advantages of a fully converged PABX and the IT infrastructure. In close cooperation with CUCM manufacturer Cisco Systems, Callisto UCM is adapted to latest market demands, and new, innovative modules and features are added continually. This makes your investment a safe one.

Callisto UCM includes everything you need and must have. From a communication solution on top of standard telephony, a bunch of individual modules like: professional VoiceMail System with individual Auto-Attendant and Unified Messaging Extensions, Directory Service, Music-on-hold Service, Reporting, Call Center, IP Fax Server, Alarming, Virtual Conference Room, Operator Console/CTI, interface for individual Applications (OAM/OIM), etc. can be added module by module immediately and easily. All applications, inclusive individual ones, and interfaces to external systems are delivered on one single platform. This allows you to drastically reduce the manufacturer's park in terms of applications and thus save costs. Cost savings are not only due to a massive reduction in operating expenses, but also by a reduced training effort for you within the company.

Callisto UCM is Web-based, it can be accessed from anywhere, which gives you a huge flexibility of how you access your applications. Callisto UCM offers individual user interfaces in English, German, French, Italian and Spanish.

---

## Modular, Flexible and Individual

---

Because of its modular architecture, Callisto UCM fits your individual communications demands perfectly. New features and additional lines can be enabled on demand easily and quickly via the integrated license key system.

As a standard system Callisto UCM is based on the unique UCC development environment CTMaker made by CTModule AG. Callisto UCM partners can realize their individual feature solutions in a fast, flexible and cost-efficient way. By using standard interfaces like 'Open Application/Inbound Manager' (OAM/OIM), CTMaker can meet any demands. Please let your Callisto UCM partner know what you need. Almost everything is possible!

Simplicity was one of the main design targets of the Callisto UCM. Everything, which is not easy to use and to maintain, is most probably not suitable for daily business. This is why the Callisto UCM is a plug&play product: Connect it to your network, assign an IP address and start to benefit from it. Your Callisto UCM partner will be glad to help you with your individual combination of modules or even realize your special 'OAM/OIM' application if required.





## Call Center Service

A tailored Call Center solution for small and large businesses. Customized settings made easy.



## ACD Service

Callisto's Automatic Call Distribution Module is handling, monitoring and dispatching all your calls with ease.



## Voice Mail Service

Integrated comprehensive Voice Mail System to complete Callisto's communication functions..



## COC- Callisto Operator Console / CTI

The most flexible and intuitive Operator Console to handle incoming calls most effectively. Can even be used as a CTI client.



## Voice Recording Service

In- and outgoing calls are recorded, either permanently or initiated ad hoc, no matter whether you decide to record the call at the beginning or at the end. Recorded calls are securely stored on Callisto or on a ftp-server.



## Directory Service

Integrated, synchronized Directory Service to use company directories for click-to-call, Web or phone search, show caller at phone display or even to use VIP persons in applications.



## Hospitality Services

Provides not only a complete interaction with Hotel-PMS system, it offers many different hotel application as well. Callisto can be even enhanced to a full Guest Services platform interacting with entire Entertainment & Room control system and more, to control everything from just one mobile device.



## Jabber Extensions

Add CTModule's extensions, to enhance Jabbers functionality. Manage e.g. your Call Center queues or use all of Callisto's Web based features.



## Open Application Manager

Integrate tailored apps or even create your own. Bring them into Callisto in only a few steps.



## External Call Control

Decide what should happen with a call even before a connection is established. Accept, block or redirect calls based on time, caller- and called number.

Play announcements or start an app before the call is put trough.



## IVR - Interactive Voice Response

Guide your incoming callers with the professional IVR Service and even provide your own voice self-services.



## Conference Room Service

Virtual Conference Room Service to easily invite or meet people at any time. Simply control the meeting room via Web.



## Alarming Service

Flexible Alarming Service to alarm or inform a single or a group of persons fast, efficient and easy. The service can be used to invoke an evacuation, to convene squads or to inform groups. It can send text- and voice messages to phone, mobiles, DECT-phones, fax, e-mail, SMS-services, person search systems.



## Manager Assistant

A helpful Manager service that allows one or many Assistants to answer and manage calls from one or many Managers and connect them to the principal if available. Status is shown on phone display.



## Fax Service

Easy and efficient way of handling all your faxes. Integrated into Microsoft® Fax Service. Send faxes out of any Microsoft® based program, Callisto Web, E-Mail system or MFP. Incoming faxes can be distributed to Microsoft® Fax Service, E-Mail or Callisto Web.



## Reporting Service

Enhance your queue or call management, minimize waiting times, improve the call distribution by keeping control of all your traffic with the Callisto reporting and analysis tool.



## Callisto UCM offers

- Modularity
- Simplicity
- Flexibility
- Quality
- Cost Efficiency

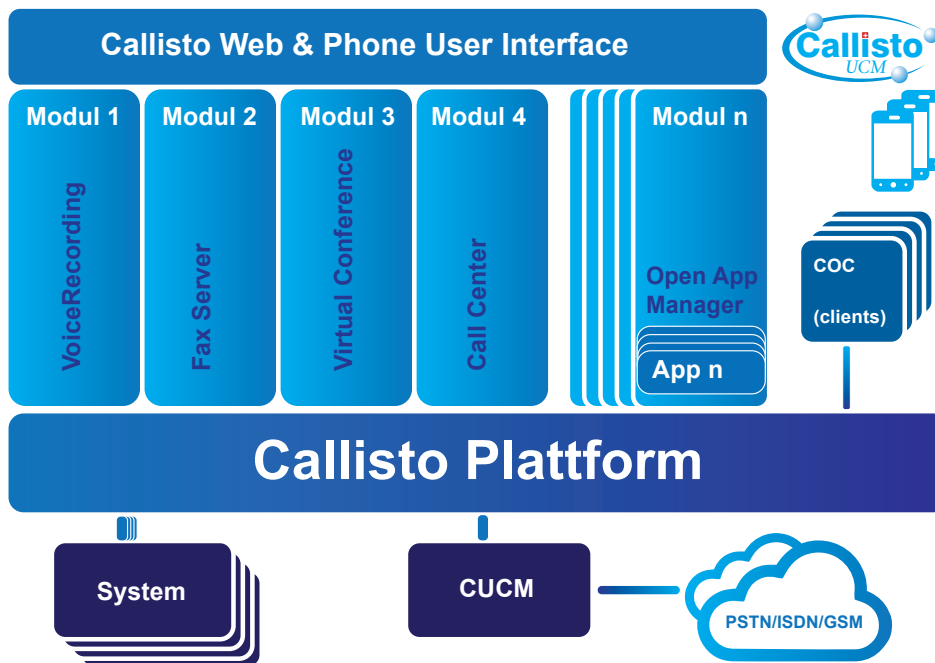
Furthermore:

- One Application Platform
- One Middleware Solution
- One Server Infrastructure
- One User Interface
- One Manufacturer
- One Support Partner



## Advantages

- One single Platform for all Applications
- Application *and* Middleware Solution
- Numerous must-have Modules
- Add Customized Solutions
- Easy to Install, Configure, Use and Maintain
- Best Cost-Value Ratio
- High customer loyalty by providing a wide range of functions
- High reliability and stability
- High quality by market adapted pricing
- 7 x 24h Premium Support
- Preferred Solution Partner of Cisco® Systems.



**Think about your future in Collaboration Services! Call us, we will be glad to support you!**

### CTModule AG

Lehnweg 1  
 CH-3123 Belp  
 +41 (0)31 531 11 11  
 sales@ctmodule.com  
 www.ctmodule.com

### Office in Germany:

Frankfurter Straße 92  
 D-65760 Eschborn/Frankfurt  
 +49 (0)6196 2049173-0  
 sales-d@ctmodule.com  
 www.ctmodule.com



Founded in 1997 and incorporated in Switzerland, CTModule AG specializes in communication and information technology and maintains a wide range of proven solutions in this field. CTModule participates in the "Preferred Solutions Partner" program of Cisco® Systems and is a member of "Swiss Made Software".