

Ultimate!
Software
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Ultimate!

for Windows®
95, 98, NT, 2000, XP Pro.

(((ECHO)))

Software for sharing telephone conversations.



*"I'll (((ECHO)))
you on that!"*

What is "Echo"?

Echo records telephone calls and saves these recordings to the user's computer, e-mail service and network. These recordings can be played back while on a call, be forwarded to other computers or distribution lists by e-mail, or copied to other programs. Echo has streamlined, automated and combined these functions into a cost-effective program that is fun and easy to use.

(((Echo)))

Standard Features

Echo E-mailing Recorded Calls

- ◆ Send an e-mail copy of the Echo message to a predefined e-mail address or e-mail distribution list – *creates a central file on the network*
- ◆ Echo recordings of new sales – *share the good news as it happens*
- ◆ Dictate an idea when you think of it – *e-mail the idea to an e-mail distribution list and save time and money*

Echo Recording Calls

- ◆ Automatic or manual recording of internal & external calls – *easy to use*
- ◆ Break calls into smaller files as topics change – *keeps recordings organized and smaller*
- ◆ Prompts to rename the Echo message – *better organization*
- ◆ Prompts to add comments to a named Echo file – *helps identify the topic discussed*
- ◆ Recording in the background – *no focus needed on the computer desktop makes recording easier to use*
- ◆ Hot key recording of calls – *quick manual control*
- ◆ Keyword message & comment prompts to further identify the specific purpose of a Echo file – *stay organized*

Echo Playing Recorded Calls

- ◆ Advance & rewind messages – *quickly find the point needed*
- ◆ Dictation controls (pause, back-up, fast forward) – *for speech to text services*
- ◆ Hot keys &/or list-box for playing repeated messages to called parties – *e-mail verbal testimonies of your product or service*
- ◆ Hot keys for playing messages to the calling party – *“this call may be monitored or recorded for quality assurance purposes”*
- ◆ Play recordings back through the phone, computer speakers or paging system – *good for sharing positive news or emphasizing a key point*

Echo Managing Files

- ◆ Real-time or night-time Centralized Voice Logging – *flexible archiving*
- ◆ Export messages to other Windows programs (e.g. ACT!™, GoldMine®, MS® Word, Access, Outlook) – *easy transfers*
- ◆ Echo recordings to predefined network computer – *daily back up of recorded calls*

- ◆ Echo Message Interface can sort by name, date/time, comments, and duration – *it is easy to find a file with these options*
- ◆ Precise message timer for locating key recorded points – *zoom in to a specific portion of the call*
- ◆ Recover deleted messages – *24 hours to change your mind*
- ◆ Redundancy with e-mail and auto archive of messages to multiple locations – *prevents the loss of important recordings*
- ◆ Secure Echo settings on the computer to prevent changes or access recordings – *prevents trainees from deleting echo files*
- ◆ Manual message delete – *ensures a choice or action*
- ◆ Automated naming of multi-segment recordings of long calls – *reduces keyboard data entry*
- ◆ Archive messages each night to any TCP/IP data network computer – *low cost centralized voice logging*
- ◆ Delete or archive messages – *you decide how long to keep them on your computer*

Echo Coordinating with Microsoft Outlook

- ◆ Keyword message for MS Outlook delivery (Tech Call, Sales Call, Collection, Personal, up to 100 categories)
- ◆ Copy of all echo files can be sent to a specific Outlook folder automatically – *keeps you organized automatically*
- ◆ Play the recorded messages from e-mail without using the Echo Message Interface – *no special software needed*
- ◆ Share recordings with one or many other e-mail members – *speedy information delivery*
- ◆ Combines voice logging and e-mail into one package – *just work from Outlook*

Echo Technical Information:

- ◆ Works with Toshiba 2000 or any 3000 series digital phones
- ◆ MS Windows® 95 / 98 / NT / 2000 or XP Pro
- ◆ One dedicated communications port on the computer
- ◆ Access to the Mic In jack or Line In jack of the sound card
- ◆ Optional access to the Line Out or Speaker Out of the sound card
- ◆ One minute of a recording takes about 650 KB of data storage
- ◆ Supports headset operation - no need for a BHEU or HHEU
- ◆ Add the Toshiba Ultimate Communicator for additional benefits – Computer Telephony Integration for Toshiba telephones
- ◆ Readme file for installation

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