



PHONEWARE

DIRECTORY SOLUTIONS



SPECIALIST COMMUNICATIONS SOLUTIONS

**HOW WELL YOUR ORGANISATION
USES ITS ELECTRONIC
COMMUNICATIONS HAS A DIRECT
IMPACT ON THE SERVICE YOU
OFFER YOUR CUSTOMERS.**

**YOU CAN IMPROVE YOUR ELECTRONIC
COMMUNICATIONS WITH A PHONEWARE
DIRECTORY SOLUTION.**

**PHONEWARE DIRECTORIES ARE AVAILABLE
FOR BOTH CORPORATE USERS AND
SWITCHBOARD OPERATORS.**

MAKE COMMUNICATIONS EASIER

Your staff need to be able to communicate effectively with customers and colleagues.

With PhoneWare, internal and customer communication is made easier...

PhoneWare Web is a powerful intranet directory system that gives you on-line access to information about your organisation, using just a web browser. It provides you with advanced searching methods so that you can quickly identify the information you need or the person you need to contact.

YOUR ORGANISATION AND THE WAY IT OPERATES IS UNIQUE; YOUR CORPORATE DIRECTORY MUST BE RIGHT FOR YOU.

WITH PHONEWARE YOU GET A CUSTOMISED SOLUTION THAT FITS THE WAY YOUR ORGANISATION WORKS.

PHONEWARE OPERATOR HELPS YOUR SWITCHBOARD OPERATORS REDUCE ANSWERING AND HANDLING TIMES.

CUSTOMISED TO YOUR NEEDS

You are always looking for ways to improve the handling of incoming calls and the level of service offered to your customers.

With PhoneWare, you can empower your operators to deliver even more...

The search and results fields and screen presentation in PhoneWare Operator can be customised to meet the needs of each Operator.



BEST PRODUCT BEST SERVICE BEST VALUE

**A DIRECTORY IS ONLY AS GOOD
AS THE INFORMATION IT CONTAINS
AND IT IS DIFFICULT AND
TIME-CONSUMING TO KEEP IT
UPDATED.**

**PHONEWARE HELPS YOU KEEP YOUR
CORPORATE DIRECTORY UP TO DATE.**

**PHONEWARE IS WINDOWS-BASED AND
COMPLIES WITH THE LATEST STANDARDS
SO IT CAN EASILY INTEGRATE WITH YOUR
EXISTING BUSINESS SYSTEMS.**

KEEPING THINGS UP TO DATE

The directory information you access must be accurate and complete.

With PhoneWare, keeping things up to date is made easier...

Users and departmental administrators can update the directory themselves, online.

And you can integrate PhoneWare with other systems using standards such as LDAP.



PROMISES MADE PROMISES KEPT



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A SELECTION OF BTS' CUSTOMERS INCLUDES:



BTS WORKS WITH A NUMBER OF BUSINESS PARTNERS, INCLUDING:



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