

UNIFY & SIMPLIFY

all your daily communications

EACH OUTSIDE CALL REPRESENTS A BUSINESS OPPORTUNITY!

A CHALLENGE THAT FACES MANY REAL ESTATE BROKERS IS ASSURING PROMPT ACCESS TO THEIR INFORMATION AND THEIR BUSINESS CONTACTS.

Brokers understand the importance of handling callers quickly and efficiently. However, most experience bottlenecks and delays because of inconsistent incoming call loads throughout the day, and because staff is frequently busy on other calls or away from the office working with clients.

Providing superior call coverage is especially difficult. Very few Realtors can afford the luxury of full-time staffing to answer phones, provide information to callers, and take messages. Many organizations find they are using valuable employees' time to provide routine information to customers or other employees.

Telephony Office-LinX™ voice applications provide real estate offices with software tools to answer callers courteously and efficiently as well as tools to direct callers to the information they need or directly to their agents. Telephony Office-LinX voice applications can do this whenever your staff can't take their calls, whether it's during peak daytime hours or after-hours.

You can customize any Telephony Office-LinX voice application and combine it with other Telephony Office-LinX applications with the voice application building blocks offered:



- ◀ Voice and fax bulletin boards let your callers choose to hear pre-recorded voice information and request listing documents to be sent via fax
- ◀ Call routing tables allow you to route incoming callers based on caller ID (CLID) or personal identification number (PIN) to a specific agent or customized options for that caller
- ◀ Reduces the need for an assistant and eliminates the number of messages by increasing capabilities for real-time connection
- ◀ Retrieve voicemail messages while on the road, record a response and reply to the message via e-mail
- ◀ Single application provides voice, email and fax messages resulting in increased productivity and efficiency
- ◀ Presence management tools offer immediate notification of availability and easy access for remote users with office staff

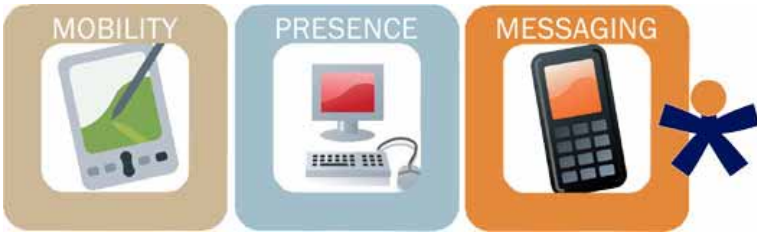


Simply

the best way to communicate!

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TELEPHONY OFFICE-LINX VOICE APPLICATIONS ALSO OFFER SUBSTANTIAL COST-SAVINGS AND REVENUE GENERATING POTENTIAL



- ◀ **PUT OPERATOR STAFF TO BEST USE** Telephony Office-LinX lets callers route themselves to the appropriate information source or connect directly to an agents cell phone allowing operators to better service potential clients while maintaining a high level of service to your callers.
- ◀ **MULTIPLE LANGUAGES** Simultaneous support of up to 9 different languages allows you to serve your customers in their preferred language.
- ◀ **SAVE TIME AND MONEY** Telephony Office-LinX voice or fax bulletin boards can reduce costs associated with printing and mailing documentation,

instructional materials and internal memos. Unlike printed information, information in voice and fax bulletins can be updated instantly by picking up the phone and changing the recorded message or storing a new fax. Telephony Office-LinX voice forms eliminate the expense of printed forms, and you can modify them quickly. Telephony Office-LinX voice applications let you continue to collect and distribute information around the clock.

BENEFITS

By creating and combining telephony office-linX™ voice applications, information can be automated efficiently and economically—yielding significant benefits for your organization including:

- ◀ **INCREASED CUSTOMER SATISFACTION** Your callers can reach the right person or information from any touch-tone phone 24hrs/day. Telephony Office-LinX lets you provide this service without busy signals, calls being placed on hold, or callers being transferred, during busy call traffic periods.
- ◀ **TELEPHONY OFFICE-LINX SINGLE DIGIT MENUS ANSWER CALLS** callers hear options that direct them to the individuals or recorded information. Callers can purposefully and efficiently accomplish their tasks.



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