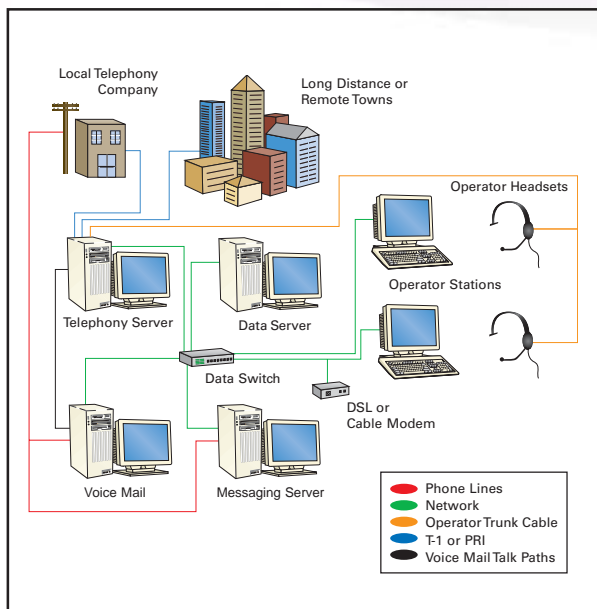


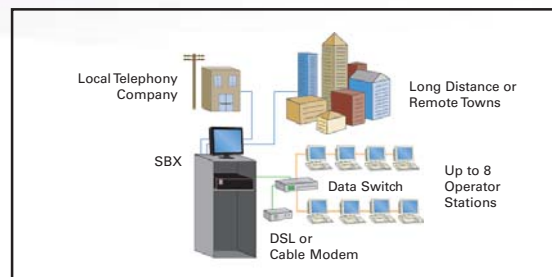
OnviCall System Specifications

OnviCall is a true Automatic Call Distribution (ACD) or Intelligent Call Distribution (ICD) with state-of-the-art telephony boards that deliver skill-based routing to operator stations or voicemail ports. Provide more services, handle larger call volumes and offer customized services with the OnviCall platform of integrated telephone, database and web dispatch functionality.

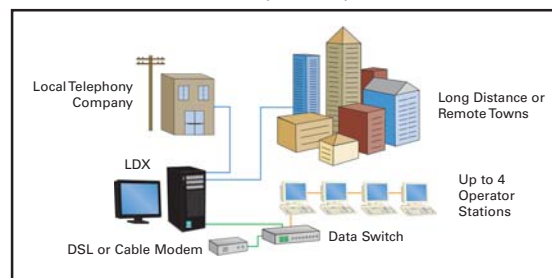
OnviCall MSX 10 + operator stations



OnviCall SBX Up to 8 operator stations



OnviCall LDX Up to 4 operator stations



Messaging Server

- MS Windows XP Professional or 2003 Standard
- Hot-swap hard drives and power supplies
- Alpha, fax, email and flex ports
- On-Call Scheduler
- Status Scheduler
- Auto Dispatch
- Auto retry and error notification
- Timed and instant delivery by alpha, fax or email
- Flex ports pass both alpha and fax digits through the same port
- Raid 1 hard drive redundancy on server

Data Server

- MS Windows 2003 Server
- MySQL
- RAID 1 hard drive redundancy on server or RAID 5
- Hot-swap hard drives and power supplies

Operator Stations

- Off-the-shelf hardware customer supplied
- MS Windows 2000 Professional or XP
- Screen pop available with Called Party ID, Caller ID, or DNIS/DID
- Access for remote operators and our service department for effective troubleshooting

Telephony Server

- MS Windows XP Professional
- ISDN-PRI and T-1 compatible
- PC-PBX Switch
- PBX integration with T-1 and ISDN-PRI
- Hot-swap hard drives and power supplies
- ACD single or multi call
- RAID 1 hard drive redundancy on server
- MSX supports up to 48 operator stations per server