



# Accelerator

## Call Center & ACD

### Never Miss A Call

**FREE  
14Day  
evaluation**

- + 3Com - NBX 750
- + 3Com - NBX 100
- + Mitel - ICP 3300
- + Mitel - ICP 3100
- + Avaya - IP Office 406
- + Avaya - IP Office 403
- + Avaya - IP Office 402

## Full Featured... Affordably Priced

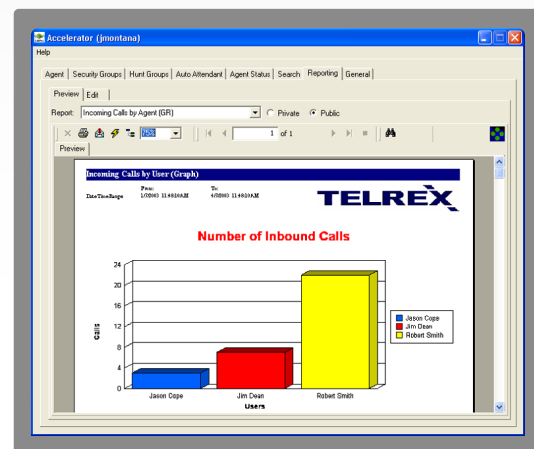
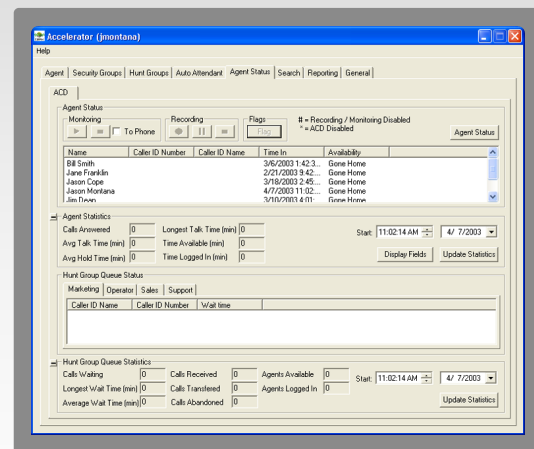
In today's fast-paced and highly competitive business climate, it is imperative that companies answer customer calls in a timely and efficient manner.

Accelerator is an advanced call center and automatic call distribution (ACD) solution for small and medium-sized companies wanting a full-featured, integrated solution at an affordable price.

Accelerator includes call routing and queuing, flexible hunt groups, multi-level auto attendants, real-time reporting, customizable greetings, and much more.

Call recording and monitoring can be added by purchasing CallRex separately or in a bundle.

### Accelerator ScreenShots



**CALL TODAY**  
To find out how to get a FREE trial



**WWW.TELREX.COM**  
Learn more about our products and purchasing

**WORKS WITH CALLREX**  
Telephone Recording & Monitoring



**Accelerator includes call routing and queuing, flexible hunt groups, multi-level auto attendants, real-time reporting, customizable greetings, and much more**

---

## Standard Features

**Auto Attendant** – Use tree-based multi-level auto attendants for customizable in-queue greetings and wait time announcements, and time-of-day scheduling. Greetings and announcements can be easily imported and are saved in standard .WAV file formats.

**Optional Integration with CallRex** – Track and monitor all phone interactions with CallRex, which seamlessly integrates with Accelerator. Products can be purchased separately or in a bundle.

**Hunt Groups** – Transfer inbound calls to agents based on multiple hunt group criteria: Linear, Random, Least Call Time, Least Number of Calls, Percentage, and Agent Priority.

**Real-Time Agent Statistics** - Real time agent statistics include; call duration, calls answered, talk time, hold time, time available, time logged, etc...

**Real-Time Hunt Group Statistics** – Collect hunt group statistics that include: calls waiting, wait time in queue, number of calls waiting, calls received, calls transferred, abandoned calls.

**Flags Calls** – Flag inbound calls received via hunt groups in order to associate additional information with calls. Flag options include: flag name, value, call description, and notes.

## Advanced Features

**Multiple Search Criteria** – Enable managers to quickly zero in on important calls through the use of multiple search criteria that includes: time and date, user name, inbound number, caller id name, caller id phone number, flag name, recording group, and so on.

**Reporting** – Choose from 25 pre-defined reports that can be customized to meet your specific requirements.

**Multi-Level Security** – Leverage flexible security rights to allow administrators to assign call-center reporting and configuration rights to individual users.