



# Tadiran Telecom



## **Coral® FlexiCall Wireless Feature for Bridging Desk and Cell Phones**

### **Extend Communications Anywhere**

For optimal productivity and customer service, clients, partners and prospects need trouble-free access to your staff wherever they may be. The FlexiCall software feature turns employee cell and remote telephones into global extensions of your business telephone system, regardless of location or wireless service provider.

With FlexiCall, your employees can be reached through one number, making it easy for them to receive important calls and timely messages. Whether an employee is traveling on business or has just stepped away from the desk, FlexiCall seamlessly bridges calls received by the Coral communications platform to their remote phone – ringing both their desk and remote phones simultaneously. If the call is not answered, FlexiCall directs the call transparently into the Coral voice mail system.

## Coral® FlexiCall

### Wireless Feature for Bridging Desk and Cell Phones

Ideal for mobile employees such as sales professionals, attorneys, physicians, professors, and warehouse managers, FlexiCall delivers a number of benefits that improve business:

- **Improved mobility** – extends the Coral system's standard features including voice mail, call transfer and caller ID to remote users as if they were on site, keeping mobile workers in contact with customers at any time
- **Increased customer satisfaction** – eliminates long on-hold times and "phone tag" by simultaneously ringing desk phones and remote destinations
- **Increased productivity** – enables sales staff and mobile professionals to respond to inquiries and make decisions on the spot
- **Improved time management** – centralized voice mail saves time by eliminating the need to manage multiple voice mail accounts
- **Fewer missed opportunities** – greater call completion reduces the loss of time-sensitive calls to the sales department while permitting maximum flexibility

### System Highlights

FlexiCall requires software version 11.10 or higher unless otherwise noted. It is provided as a standard feature on Coral systems running version 14 or higher.

- Possible remote destinations include operator, station, external or network number (stationary or mobile), public/private speed call library or Universal Night Answer/central bell
- Operates with all major cellular standards
- Enables users to transfer calls from a remote location back to employees at the main office
- Easily enabled and disabled from the desktop telephone
- Can enable FlexiCall on external, internal or all calls with immediate or delayed ringing\*
- With ISDN PRI or BRI service, can pass Caller ID when presented

Note: Answer supervision required (digital trunking recommended.) DTMF receiver required for each active FlexiCall.

\*Requires Coral software version 14.6X or higher.



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