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Control Your Education Facility's Telecom Costs

As a School, University or College you know the importance of monitoring call activity and controlling your telecom costs to keep within your budget. You know that telecom costs can easily get out of control. Further complexity arises when your facility has multiple buildings or sites. As you know, education facilities struggle with some of the highest instances of telephone misuse and abuse, and controlling this can be a major challenge. Additional concerns include:

- Allocating call, equipment and trunk costs to their sources
- Controlling telephone misuse, abuse and fraud and tracking it to its source
- Responding to staff or students in distress
- Determining your optimum number of lines and if all your lines are functioning correctly
- Determining if you have enough call takers for your site
- Making telephone programming changes in your Nortel PBX to facilitate staff and student relocations
- And many more.



You can do all this and more from anywhere on or off site. *Genesis* software comes standard with both client and web-based interfaces, and you can even allow limited access for users that only need to use certain features. *Genesis* comes with automatic reports that can send you the critical information you need daily.

Call Accounting

Genesis Call Accounting accurately tracks and allocates all telephone-related costs (calls, equipment, trunks, etc.) to their sources and notifies you when a fraudulent or suspect call is made. You can generate over 100 different customizable reports and even have them sent out automatically on scheduled intervals.

Nortel 911 Alerts

GenAlert alerts you immediately when someone at your campus dials 911. You need a solution that notifies you when a 911 call is placed so that when help arrives you can tell them exactly where they need to go. Often 911 calls are not terminated until an ambulance is on site. Standard call accounting only notifies you after the call was terminated, which could make finding the distressed person nearly impossible, especially when your site has multiple buildings. *GenAlert* is available for Nortel / Avaya Meridian & CS1000 phone systems.

Traffic Reporting (For Avaya, Cisco, Nortel, Siemens, Rolm & more)

For larger institutions, *Genesis Traffic Manager* monitors PBX traffic to accurately estimate your current and future telephone traffic requirements. You can quickly determine if all your trunks are functioning correctly, and report on console, trunk, network, processor, and more...

Contact Center Reporting (For Avaya & Nortel)

For larger institutions, *Genesis Contact Centre Manager* (CCM) allows you to easily manage your operators activity and performance. You can evaluate individual call takers, queues, trunk routes, and report on individual and group performance. *Genesis CCM* offers comprehensive ACD reports at an affordable price.

Nortel Switch Management

GenSwitch allows you to easily perform moves, adds and changes (MACs) in your Nortel / Avaya Meridian & CS1000 PBXs, reducing or eliminating outsourcing for MAC services. Your clerical staff can manage your phones easily by clicking on actual buttons on pictures of the phones they are administering, and can schedule changes to happen outside of regular business hours.

Visit Genesis Systems at: www.buygenesis.com, or call us at: 1-888-993-2288