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Control Your Government Agency's Telecom Costs

As a Government Agency you know the importance of controlling your telecom costs to stay on budget. You know that telecom costs can easily get out of control and Further complexity arises when your facility has multiple buildings or sites. Government facilities often have high instances of telephone misuse, and controlling this can be a challenge. Additional concerns include:

- Allocating telephone costs (calls, equipment, trunks, etc.) to their sources
- Controlling telephone misuse, abuse and fraud
- Responding to staff in distress
- Determining your optimum number of lines and if all your lines are functioning
- Determining if you have enough call takers for your site
- Ensuring the call takers, trunk routes and queues are performing
- Making telephone programming changes in your Nortel / Avaya PBX
- And many more



Genesis allows you to 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 or monthly.

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 to you automatically.

911 Alerts (Nortel / Avaya Meridian & CS1000)

GenAlert alerts you immediately when someone at your government agency dials 911. You need a solution that notifies you when a 911 call is placed so that when help arrives you know exactly where to send it. 911 calls are usually 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 quickly very difficult, 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 Agencies, Genesis Traffic Manager monitors PBX traffic to accurately estimate your current and future telephone requirements. You can quickly determine if all your lines are functioning correctly, and report on console, trunk, network, processor, and more...

Contact Center Reporting (For Avaya & Nortel)

For larger Agencies, Genesis Contact Centre Manager allows you to easily manage your call takers 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 (Nortel / Avaya Meridian & CS1000)

GenSwitch allows you to easily perform moves, adds and changes (MACs) in your Nortel PBX, 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