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Save Your Customers Money & Generate Revenue for your Business

Regardless of size, your customers need the ability to control their telecom costs, which is becoming more and more difficult with the added complexities of VOIP communications, coordinated dialing plans, intricate call routing, and more. Genesis software gives your customers complete control over their telecom costs, helps them plan for future requirements, and much more.

As a telecom solutions provider, selling Genesis software can:

- Provide your customers with software offerings that will get them the most out of their hardware
- Generate monthly revenue by hosting and administering Genesis software for your customers
- Help your customers save on telecom costs, which can help justify purchasing new hardware
- Increase your profit margins over hardware-only sales
- Decrease the unnecessary time & expenses of sending technicians on site for simple tasks (telephone MACs, etc.)

Genesis allows your customers to:

- Allocate telephone costs (calls, equipment, trunks, etc.) to their sources
- Control telephone misuse, abuse and fraud
- Respond to staff in distress
- Determine your optimum number of lines and if all your lines are functioning
- Determine if you have enough call takers for your site
- Ensure the call takers, trunk routes and queues are performing
- Make telephone programming changes in their Nortel PBXs
- And much more

As a Managed Service

Running Genesis software as a managed service for your customers is a great way to provide all the same services while bringing in monthly revenue for your business. Some businesses need to have access to the same information but would rather have the software installed and administered off-site. Genesis can email customized reports to your customers automatically both daily and monthly, and you can still provide your customers access to the software using the web-based interface.

Nortel PBX Moves, Adds & Changes

Genesis *GenSwitch* allows easy performing of moves, adds and changes (MACs) in your Nortel PBX. Plus, *GenSwitch*:

- Allows clerical staff to manage phones instead of higher paid technicians
- Uses clickable buttons on actual phone set pictures for easy programming
- Allows changes to be scheduled for later dates and times

Traffic Management

Genesis *Traffic Manager* monitors PBX traffic to accurately estimate current and future telephone requirements. *Genesis Traffic Manager* allows you to:

- Extensively report on console, trunk, network, processor traffic and more
- Determine if all trunks are functioning correctly
- Determine if you have the optimum number of trunks
- Predict future requirements

Contact Center Management

Genesis *Contact Centre Manager* takes the guesswork out of managing your agency's call takers activity and performance. Genesis CCM:

- Allows you to evaluate the performance of individual call takers, queues and trunk routes to determine how well calls are being handled and routed.
- Reports on individual and group performance

Call Accounting

Genesis *Call Accounting* tracks and allocates telephone usage and related expenses to their sources, plus:

- Tracks, controls, and alerts you of telephone misuse
- Generates over 100 customizable reports to pinpoint areas requiring your attention
- Allows you to charge monthly rentals for equipment (ex. fax machines, phones, etc.)

Nortel 911 Alerts

Genesis *GenAlert* is a unique emergency notification package that alerts you immediately when a 911 call is placed. Plus, *GenAlert*:

- Alerts you immediately, not after the call is terminated like call accounting 911 reporting
- Allows you to protect your staff using equipment you already have
- Distributes an action plan as well as any important information about the distressed employee (allergies, etc.)
- Notifies you via email, SMS text, and on-screen messages and sounds

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