

# TCL Systems Ltd

A Leading Supplier of Voice Mail, Call Centre and Advanced PBX Enhancements and Support Services



*TCL Systems is a leading supplier of Computer Telephony Support Services and Products, Call Centre Solutions, Voice Mail & Unified Messaging systems together with related technologies such as Cellular Gateway solutions*

## **Overview**

TCL Systems Ltd brings a history of providing innovative IVR systems and excellent support services since 1989.

TCL Systems has become a leading provider of products such as:

- Contact Centre solutions
- Voice Mail systems used by small users and major corporations
- Integrated Desktop Telephony applications
- Cellular Gateway Solutions

SuperQ, Voice Messenger, "open" computer products which will grow and succeed by creating added value to mainstream operation systems such as WIN2000 and XP.

The Vocal range of Voice Mail systems are based on the latest cutting edge technology, including flash memory and digital signal processing (DSP). They provide a wide range of Voice Messaging, Auto-Attendant and Unified Messaging features. They are simple to operate and can either be

programmed by the user-friendly, Windows based Utility Program or via any touch-one telephone (DTMF)

Our products are designed to be fully compatible with industry standards and with high interoperability. This protects the customer's investment by extending the life of applications, allowing incremental change rather than complete replacement, and providing portability to new computing / voice environments. The changing environment of Computer Telephony integration is a challenge for businesses to-day – and TCL Systems provides their expertise to assist our clients to minimise risk and maximise return on past and present investment in CTI.

Our Dealer Support is unparalleled; this means that you can be assured of expert courteous support when needed. Great support is why dealers choose to deal with Talking Computers Ltd.



#### **SuperQ Contact Center**

SuperQ is a powerful but easy to use Call Centre application. It is more than an Agent Window. In addition to what an agent sees on the screen, there are five other important Modules that make up the SuperQ Call Centre:

- IRM (Intelligent Routing Module)
- CSTA server
- Call Progression Module
- Supervisor Module
- Reporting Module



**VoiceMessenger with Unified Messaging and SuperDesk** VoiceMessenger is a family of fully featured, PC based Voice Mail and Auto-Attendant systems. They meet the needs of the modern office by providing a quick and easy way to handle your voice messages.

You can record a distinctly different personal greeting message to be played for callers when you are on another call already (Busy), away from your desk for a moment (No Answer) or out of the office (Divert All Calls). You can allow callers to "press one to transfer to my mobile". And your Voicemail messages can be forwarded to your email.



#### **Vocal VoiceMail Systems with Unified Messaging Options**

The Vocal range of Voice Mail systems are based on the latest cutting edge technology, including flash memory and digital signal processing (DSP). They provide a wide range of Voice Messaging, Auto-Attendant and Unified Messaging features. They are simple to operate and can either be programmed by the user-friendly, Windows based Utility Program or via any touch-one telephone (DTMF) Combining the strength of the product with compatibility with most PBX's and Telephone systems (more than 140!) further increases the value, efficiency and cost effectiveness for small and medium sized businesses.



#### **Celluline Cellular Gateways**

Our Cellular Gateways connect to your PBX, letting you call from any extension telephone directly to a mobile phone, taking advantage of special cellular business rates by using your own cellular network provider. This unbeatable connectivity solution can so drastically reduce your calling costs that you make a complete ROI (Return On Investment) in only a few months.

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#### **TCL Systems Ltd**

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TCL Systems Ltd is a leader in the support of Computer Telephony systems.  
We supply systems that provide unified messaging, voicemail, cellular and call centre management solutions