



YOUR TOTAL SOLUTION PROVIDER  
 44 P Jeffryn Blvd. West, Deer Park, NY 11729  
 1-888-284-2850  
[www.ctisoftware.com](http://www.ctisoftware.com)  
[www.cticloudhosting.com](http://www.cticloudhosting.com)

# TheAnswer

The affordable solution for today's ever-increasing competitive environment!

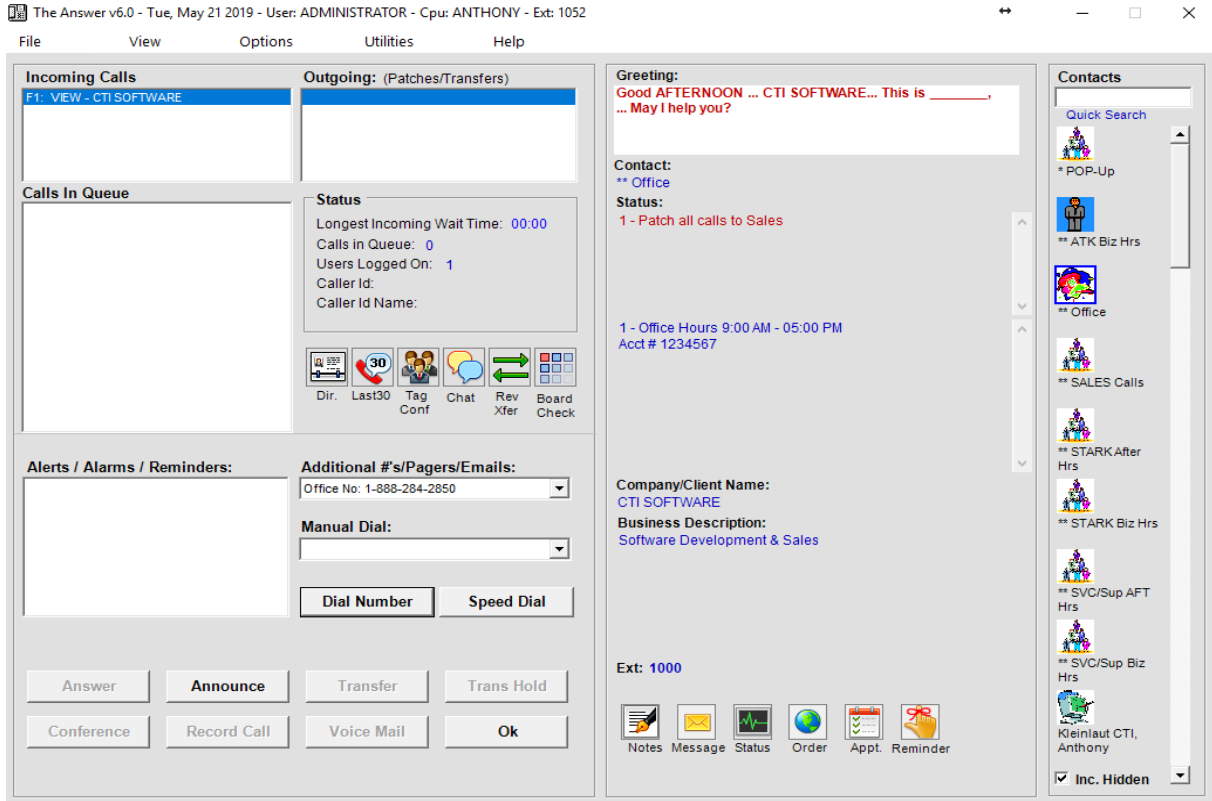


Figure 1

Developed for the Call Center and TAS industry, **TheAnswer .NET VERSION** integrates with the CTI Cloud-Based Hosting platform to allow the Operator/CSR to quickly and easily implement a variety of call handling, messaging, dispatch & delivery features with the click of a mouse or function key. **NEW OPTIONS COMING: Client Mobile App, Web Chat and HIPAA Encryption Engine which will be available 3<sup>rd</sup> quarter of 2020.**

The Ease of Use in Training, Call Handling, Dispatching, Client Account Development and Management, coupled with Billing Flexibility, Instant Web Access, Management Reports and Workhorse Reliability make **TheAnswer** an important tool for your business.

**Virtually Eliminate the Opportunity for Error!  
 Halt the Revolving Door of Clients and Staff!  
 Focus on Growing and Enjoying your business!**

**What a concept...What a system...**

# TheAnswer

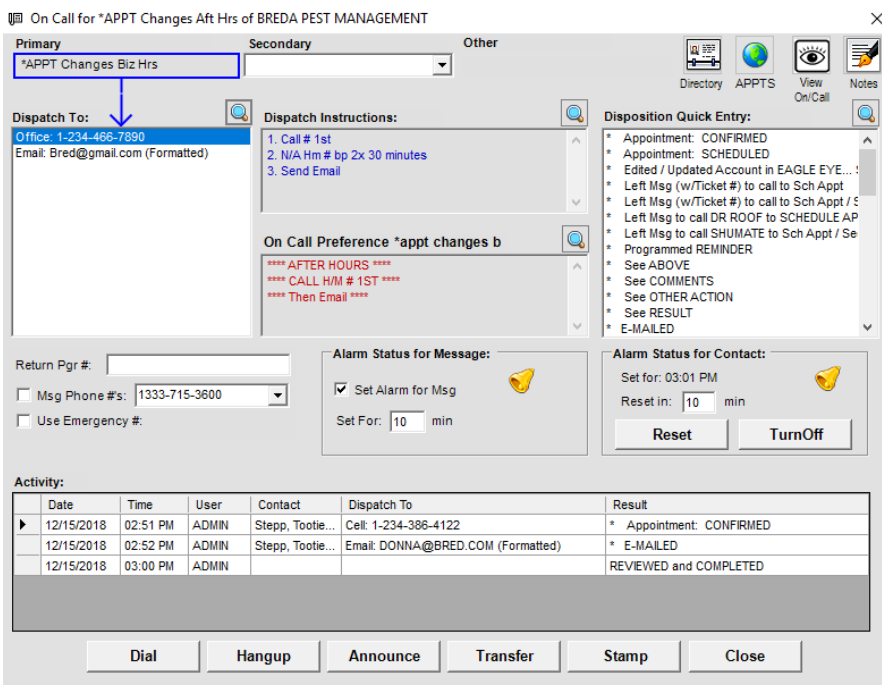
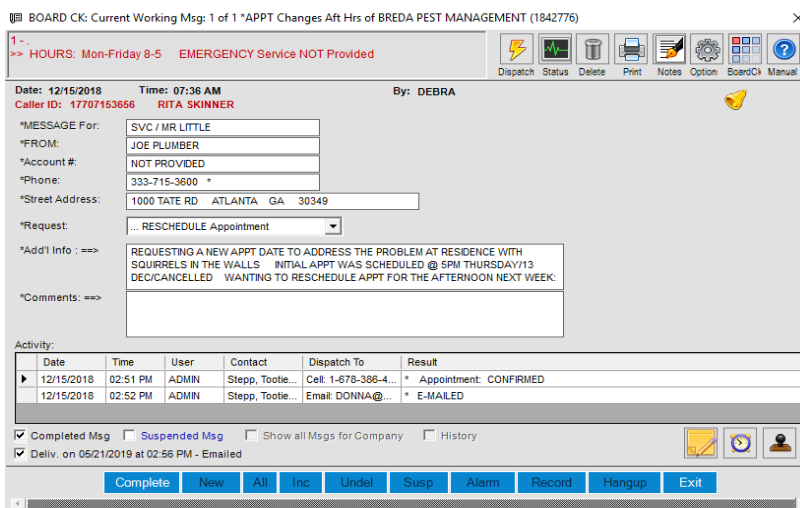
**The Answer's** text message screens offer **TOTAL CUSTOMIZATION** accommodating any information necessary to assist each client's individual needs.

The Message Screen also displays:

- **Status Information**
- **Detailed Confirmation of Delivery Methods - Paged, Faxed, Emailed, SMS and Mobile App.**
- **Dispatch Alarms**
- **Detailed Dispatch Trail:**  
Prominently displayed for use by your Dispatcher or for your Staff to dispatch as a **TEAM!**

**Note:** You may also choose to include The Dispatch Trail on Messages when delivered to the client by fax, email, SMS and mobile app.

For many clients this is a valuable management tool used to track the response times of their on-call



### DISPATCH SCREEN (Above)

- To dispatch Calls the Operator/CSR moves from the Message Screen with *rapid ease* to the Dispatch Screen!
- Here the Operator/CSR has before them complete information to efficiently and accurately perform all dispatch functions.
- No more failure to follow the Client's Dispatch Instructions EXACTLY as they require!!
- All POINT & CLICK. No physical dialing.
- DISPATCH ALARMS move Operators/CSR's promptly to the next Level of Dispatch. *Client time parameters are met with precision.*
- AUTOMATED ON-CALL SCHEDULER... program on/call information as far into the future as each Client can provide.
- Wake-Up & To Do Reminders, Fax Alerts, On-Call & Account Update Suspend...

Yes, we've got...

**TheAnswer**

The Answer's message screen also provides Immediate Access to:

- Dispatch Screen
- Client/Contact NOTES
- BoardChecking
- Updating STATUS Information
- Manual Print / Fax Options
- Options Screen:

...View preprogrammed delivery method

...View fax schedules

...Displays record of message delivery AND...

...Catalogs ALL operator activity regarding current message such as *Change in Delivery Options or Any Message Editing ...*

...Affords TOTAL Operator/CSR accountability!

### BOARDCHECK SCREEN (Below)

Maintaining control over all "working messages" in your system is a breeze with The Answer's BoardCheck capabilities.

**No More missed dispatches or undelivered messages!**

