



Infortel Select PSP

Billback for professional service firms

To maintain profitability in today's fast-paced business environment, professional service firms need to recover all phone-related billable costs accurately and on a timely basis. Unfortunately for many firms – including law, architecture, advertising, public relations, accounting and engineering – thousands of dollars are lost each year on unbillable phone expenses because calls are not accurately billed back to clients.

The solution? Infortel Select Professional Services Package (Infortel Select PSP). Infortel Select PSP combines the best of onsite software and outsourced service bureau into one flexible package. It can be deployed as an onsite application, a web-based ASP solution or a fully outsourced service. Firms can easily migrate to a more suitable configuration, with minimal disruption, as a firm's needs change.

Best of all, our Web Call Edit feature saves you time and money, and improves customer service. Web Call Edit allows users the ability to edit call records from any PC, anywhere! All they need is an Internet browser and a login and password. Users can edit calls for themselves, or for multiple people, based on password-level rights.

Other Features

Time-and-Billing Interface: Infortel Select PSP provides a two-way interface to all major time-and-billing systems. Infortel Select PSP automatically accepts lists of valid clients and matters and posts transactions without user intervention.

Support for Alphanumeric Account Codes: Firms using alphanumeric account codes cannot enter the codes at the telephone. In the past, these firms had few, if any, options for assigning codes to calls. Infortel Select PSP supports the entering of alphanumeric account codes, making this an ideal solution for these firms.

Most Recently-Used Feature: The Most Recently Used Feature of Infortel Select PSP allows users to reduce the number of client/matter numbers shown in the search box. When the search box is clicked, only the most recently used accounts appear, speeding up entry.

Spreadsheet Editing: A key feature to the application is its "spreadsheet" editing methodology. The user first selects a series of records to be edited. They are then presented with a spreadsheet showing calls to be edited. This allows for multiple record selection, column locking, variable sort order and right-mouse functionality.



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As a leader in both onsite and outsourced call accounting, ISI is uniquely qualified to deliver a solution optimized for deployment in any environment. Choose the configuration best suited to your organization's needs, resources and expertise. All Infortel Select configurations are built on the same powerful platform, with consistent look, feel and reporting interfaces. The only thing that's different, if your circumstances change, is where the application resides, who manages the process and how you access your reports. This ensures that your investment in our call accounting solution is preserved. More detailed information is available by talking to your sales representative, or by reading our white papers.

Onsite:

Onsite configurations provide you with maximum control of the call accounting environment, as you are responsible for all aspects of product administration, on dedicated hardware at your facility.

- Infortel Select Desktop is perfect for small to mid-range companies that require a single user or up to five concurrent users, and storage of less than two million calls.
- Infortel Select Enterprise is geared towards larger companies with a greater number of sites, stations and users, providing the power and scalability of a true enterprise solution. It offers various web-enabled options for easy access throughout the organization.

Application Service Provider (ASP):

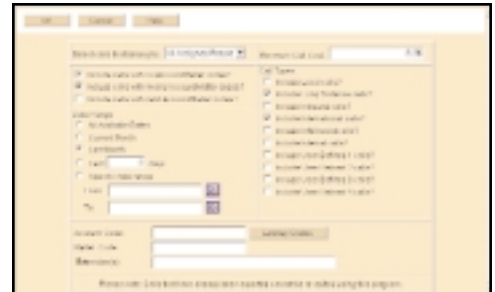
Infortel Select ASP is a self-service call accounting solution hosted at ISI's data center with web-browser access for your administrative and reporting needs.

- Infortel Select ASP is an alternative to purchasing hardware and software, as they are supplied by ISI who also performs functions such as data collection and processing. You access the system via the Internet for all reporting activities, updating of trunk facility information and maintaining the user database.

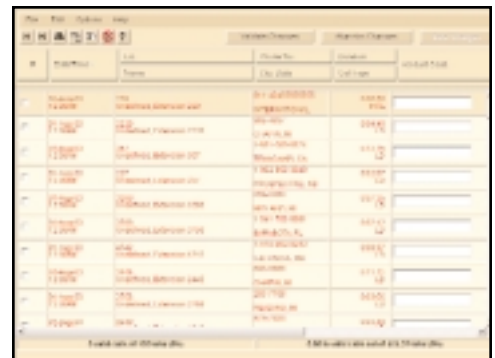
Outsourced:

Our outsourced solution provides a full-service alternative to purchasing hardware and software and system administration. ISI hosts and manages the entire process on your behalf; including generation and distribution of scheduled reports to minimize the burden on your resources. Web-browser access is provided for your ad hoc reporting needs.

- Infortel Select Advantage is a comprehensive call accounting solution deployed in a fully outsourced manner. A dedicated Customer Account Coordinator provides personalized service to ensure your every call accounting need is met.



Call Editor lets you easily pull up calls that are missing account/matter codes or ones with invalid codes. It lets you choose from your own calls or calls assigned to you.



The Call Editor screen makes it simple to update account/matter codes. You can easily search for account/matter codes, and assign one code to many calls with one click of a button.

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