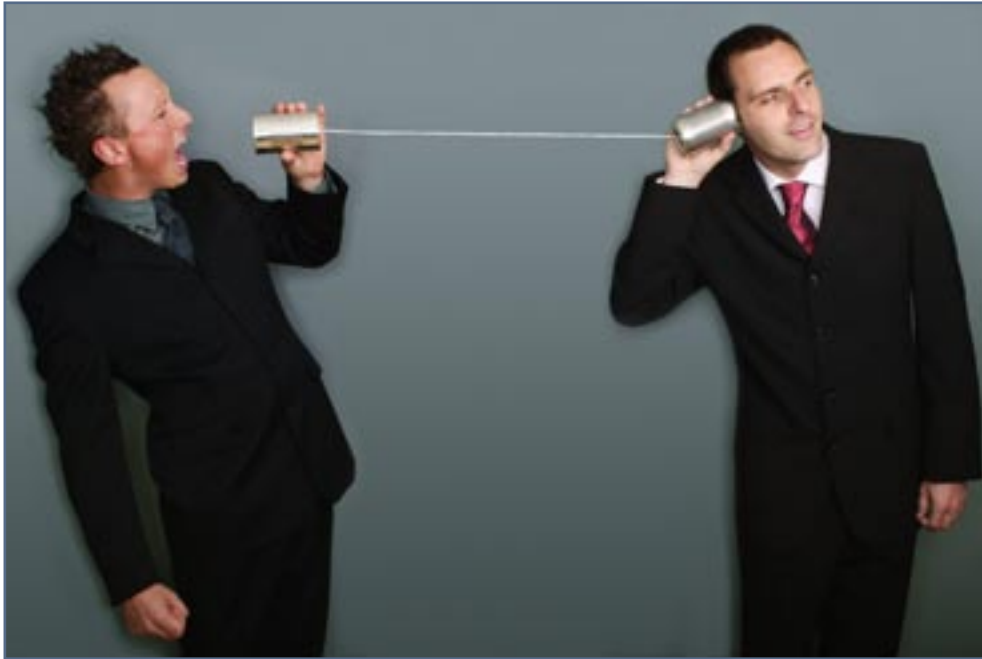


OUT BACK



The direct connection
between two people

"OutBack contributes to a better level of service for our customers and business partners."

*Mette Berg
Deputy IT Manager
Konica Minolta a/s
(160 OutBack users)*



"We have offices over four floors. OutBack's quick and efficient overview helps us save both time and resources. And the integration to Outlook is optimal."

*Hanne Christiansen
CFO
Red Barnet
(Save the Children)
(60 OutBack users)*



The very best telephone service



With Merlinia OutBack the people who phone always get in touch with the correct employee, or else they get information about when he/she will be available.

Customers and business partners won't find their call switched from phone to phone. No more phones that just ring or are answered by people who are unable to help.

This is true even if the employee being called has just gone for a cup of coffee.

Merlinia OutBack is an easy-to-use PC-based telephone switchboard everyone can use. It includes a unique in/out board that allows the receptionist to know where everyone is, and it integrates with the most common calendar systems.

One screen that shows it all

Merlinia OutBack's PC switchboard makes it easy to handle many calls quickly and efficiently. A comprehensive but simple screen shows information about current and waiting calls plus a list of all of the employees. Each employee is shown as being available to take a call or else an indication of what they are doing and when they will be available. This results in a rapid routing of calls, and no calls are ever routed to a phone that just rings and rings.



Talk to the right person - every time



The telephone receptionist can use Merlinia OutBack to quickly find the employee who can best answer a call or solve a specific problem. The employee database is integrated into OutBack so the receptionist can search on department name, job title or product competence. If an employee is not available, the customer gets information about when he/she will be back. Or else the receptionist can route the call to the best alternative employee using the information available.

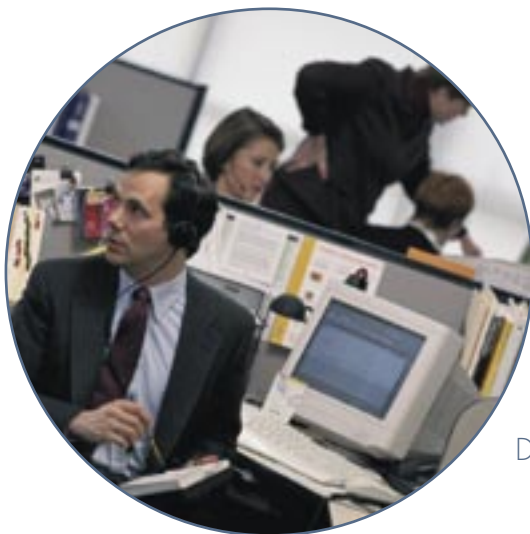
"As a receptionist I always have a clear picture of which employees are in the office."

*Vera Lautrup-Larsen
Receptionist
KHR Arkitekter AS
(100 OutBack users)*



"With the integration to our Lotus Notes calendar, OutBack is indispensable in our daily work."

*Tom Toft
Emergency Manager
Odense Fire Brigade
(30 OutBack users)*



Boost daily efficiency

With Merlinia OutBack you get all of the advantages of integrating IT and telephony: Improved efficiency and better customer service. All messages from the telephone receptionist are received via e-mail. Merlinia OutBack is compatible with the most common calendar and e-mail programs: Microsoft Exchange/Outlook and Lotus Domino/Notes.

Super-easy in/out board

Merlinia OutBack's unique combination of calendar input and manual in/out board prevents telephone calls from ending in a blind alley, even when the employee has only left his/her desk for a few minutes. The employee only needs to use a single keystroke to indicate that he/she has gone to lunch or an ad-hoc meeting.



Keep track of mobile employees

Mobile employees can easily update their status via their mobile telephones. By sending an SMS employees can forward office telephone calls to the department secretary, for example, or alternatively have calls forwarded to their mobile phone. Customer calls do not get forwarded to a mobile phone that's been turned off. And the employee can always indicate when he/she is available, no matter where.

"OutBack ties together our telephone system and our calendar system. OutBack belongs to the class of rarely seen innovative software products that makes technology useful and the working day easier. OutBack is the solution to a known problem - to such a degree that we cannot, and will not, live without it."

*Lars Vesth
Vice President
FORCE Technology
(1000 OutBack users)*



Merlinia OutBack

- improves the company's telephone service and makes daily life easier for the employees,
- ensures that the people who phone get in touch with the correct employee
- prevents irritating re-routing of calls and dead ends in the telephone system
- makes the mobile telephones just as efficient as the desktop phones, thanks to the SMS Gateway, and
- integrates PC switchboard, calendars, in/out board and employee database into one easy-to-use combined system that everyone can use.



Alcatel Applications Partner



DeveloperConnection
Program



Partner



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