



homeShore Agent

Complete Outlook phone integration

homeShore Agent transforms Microsoft Outlook by integrating the telephone and the computer.

Outlook includes CRM (Customer Relationship Management) functionality which allows you to organise contacts, arrange meetings, track emails and assign tasks.

homeShore Agent builds on this functionality by allowing you to track and record telephone conversations with all of your Outlook Contacts.

homeShore Agent is designed for Windows Vista and XP running Office 2007 or Office 2003.



Caller display

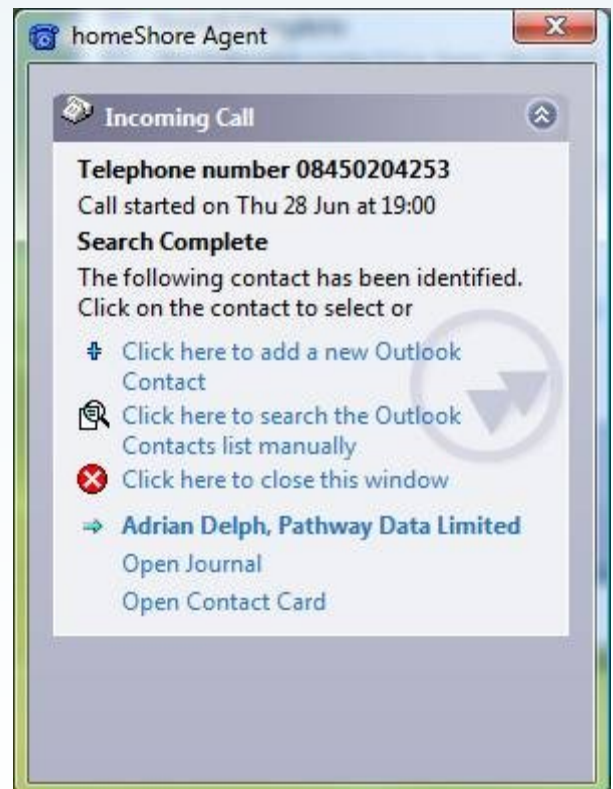
Contact details are displayed in a slide up window during incoming and outgoing calls. The slide up window is designed to be as unobtrusive as possible and provides call information without preventing you from continuing with other work.

Contact Information

You can open the Contact card during the conversation to update personal or Company details. For example, to enter a new delivery dress or to change a telephone number. You can also add notes during the conversation.

If the Contact does not already exist then you can add them during the call; homeShore Agent will automatically recognise them when they call again.

All Contacts with the same number are listed in the slide up window which means that you can select the person with whom you are speaking. This is particularly useful when dealing with business contacts who share the same office number.



Please refer to the Product Feature Matrix on the back page

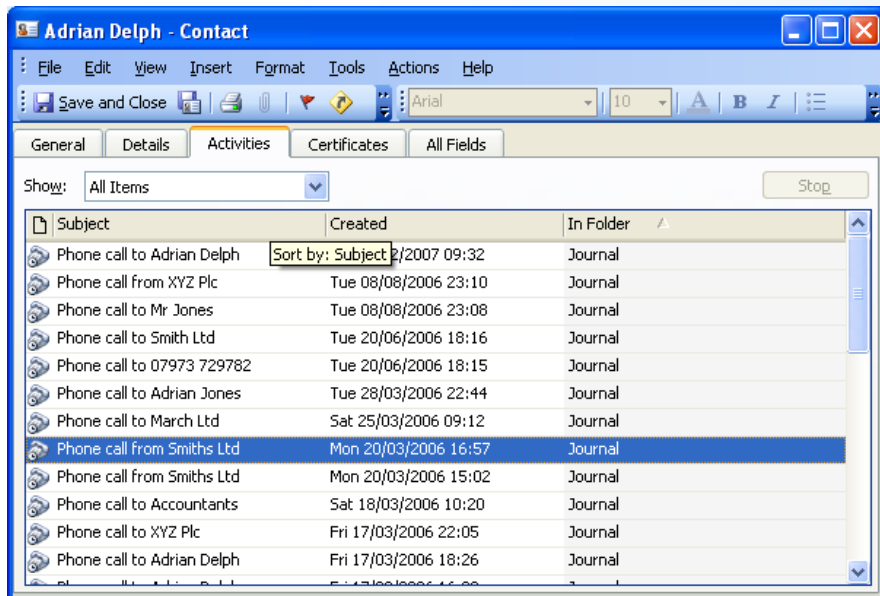


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Call Logging

homeShore Agent keeps a permanent record of all calls in the Outlook Journal. A recording of the conversation is attached to the Journal entry and can be played back using the Windows Media Player. The Journal

entries are associated with the Contact which means that they will be displayed along with other Journal entries such as Calendar appointments and emails. By using the Activities tab you will be able to see a full history of correspondence with all Contacts.



Product Feature Summary

Product Feature	
Integration with Microsoft Outlook	
Slide up window displaying caller information during all calls (contact details derived from the Outlook Contacts list)	✓
Call recording of all incoming and outgoing calls	✓
Play back recordings of calls directly from the Outlook Journal	✓
Uses inbuilt Outlook CRM (Customer Relationship Management) functionality to manage contacts and calls	✓
List of all incoming and outgoing calls in the Outlook Journal	✓
All incoming and outgoing calls are logged against Outlook Contacts (view entire call history on the contacts Activities tab)	✓
Add a new Outlook Contact record during calls	✓
Update an Outlook Contact record during calls (Add notes, update address details etc)	✓
Update Outlook Journal during or after calls (add notes pertaining to the conversation)	✓
General	
Easy installation	✓
Designed for Windows Vista, Windows XP, Office 2007 and Office 2003	✓
Works in most European countries, Northern USA and Canada.	✓
Designed for analogue phones	✓
Runs in the System Tray (it is only on the screen when you're involved in a call)	✓
Compression of recordings using Microsoft Windows Encoder to ensure efficient disk usage	✓
All recordings are in WMA (Windows Media Audio) format which is compatible with all current versions of Windows.	✓