



The ideal route to the destination.

## UC Flow

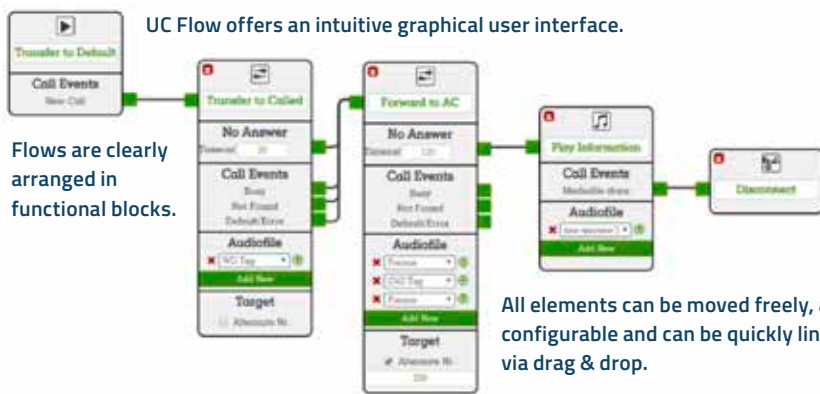
### Callflow Manager for telephone systems

Forwarding calls correctly and using an audio business card are important elements of your corporate image. Optimum initial contact gives callers a professional impression of your company.

The design proves to be technically very complex with many commercially available solutions. Current processes are not logical, difficult to service and adaptations are only possible at great expense. Maintenance often requires specialized knowledge and trained personnel. Our UC Flow works differently.

Clear, logical and easy to understand.

We offer an intuitive, graphical interface that allows you to create your own callflows and reduce costs.



## The benefits to you

- Configuration without any previous technical know-how
- Low costs through self-maintenance
- Installation costs pay for themselves quickly
- Existing system can be used

### Flexibility and security through best match principle

Incoming calls are routed to the right place depending on the time and the number dialed. In addition to the global definition, our system allows you to create exceptions and special cases – quickly and conveniently via an easy-to-use interface. Above all, it is safe and with a low probability of input errors.

### Scalable without restrictions

Our solution demonstrates its strengths with multi-client capability and any number of head numbers and number ranges, especially for large telephone systems and branch operations.

### Powerful analysis and data export

Settings and flows can easily be reviewed – this confirms that the configuration is fully functional. Even previous flows can be analyzed in this way, saving you the hassle of searching through log files. Extensive export options create detailed data for your reporting.



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More about this topic

[www.world-direct.at/tk15](http://www.world-direct.at/tk15)



## Telecommunications

Providers of telecommunication services are faced with the challenge of satisfying a central need – connecting people – in a world that is becoming ever faster and more complex in terms of technology.

As an A1 subsidiary, we have years of experience in connecting and operating core systems. Our service portals give providers a platform for speeding up and simplifying flows with their key account customers. As experts in Unified Communications, we can support you with comprehensive services and products in telephony applications.

**We make sure that you can concentrate on what matters most. The people.**

## #YourDigitalFuture

Here at World Direct, we develop software and operate IT infrastructure for the medical, energy, real estate, financial, telecommunications and public sectors. Working together with our parent company A1 and cooperation partners, we are in the business of creating new solutions for a digital future.



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<we code your digital future>