

COPIAFACTS Improves TeleVantage Integration with v5.0

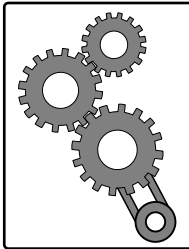
We are proud to announce the successful integration of CopiaFacts software with TeleVantage 5.0, the most recent release of Artisoft's award-winning software-based telephone system. This integration marks Copia's continued commitment to be a preferred provider of fax server and IVR solutions for TeleVantage, having been compatible with every release of TeleVantage since the phone system's debut in March of 1998.



As current CopiaFacts and TeleVantage customers know, CopiaFacts software can operate either on the same platform as the TeleVantage system or in a separate machine. The CopiaFacts fax or voice channels appear to be stations on the TeleVantage system with the ability to perform fax or voice operations, custom IVR scripts, and call transfers to/from TeleVantage ACD queues. Copia currently uses TeleVantage with CopiaFacts to implement a complete software-based PBX system in-house with individual fax and voice mailboxes for each employee. A number of Copia customers are running custom IVR applications with full fax and e-mail integration using the robust CopiaFacts software with TeleVantage.

A large number of TeleVantage resellers are also Copia resellers so if you have purchased your TeleVantage system from another Artisoft reseller, be sure to ask them about CopiaFacts integration. If you are interested in upgrading your phone system then give your sales person a call and have a TeleVantage quote put together.

Amy's Tech Tip: Delete Week



'Delete Week' is a utility that can be setup to automatically purge FS files from your callback directory. You can set it to delete these FS files from your sent, failed and TOSEND folders weekly or monthly depending on how busy your system is.

This utility works in conjunction with our Client Administration Program. For those customers using the Client Administration Program, Delete Week can also be utilized to delete and/or archive files from a user's inbox and outbox.

To get the files and documentation regarding the Delete Week Utility please go to ftp.copia.com and download DELWEEK.ZIP

To start using the Client Administration Program you can go to the install\install folder and download IFFADMIN.EXE and run this file at the fax server. Documentation about this program is in the doc folder on the FTP site. The PDF file is called; 'FaxFacts Administrator.PDF'

Feel free to call Copia's Tech Support line with any questions on this tip!

Contact Us for more Information:

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Check out all these new features at the Call Center Demo & Conference on **May 8th and 9th** at the Hyatt Regency Grand Cypress in Orlando, FL

For passes please contact your sales person and at the show stop by pedestal #E15 for a look at the

COPIAFACTS suite

<http://www.ctexpo.com/cc/>

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