



## Answer your calls seriously

Customers want to get to the correct representative as fast as possible. Give them clear options and let them decide who they need to speak with. Play back different scripts according to predefined schedule.

ITS Automated Attendants help improve your customer service:

- Let callers choose options and extensions with the press of a button
- Memory to record multiple scripts
- Multilingual feature helps direct callers from a range of pre-recorded instructions, in your choice of up to three languages
- Vary opening greetings according to daily and holiday schedules, automatically or manually



**Automated Attendants  
With Voice Announcers**

## ITS Automated Attendant and Voice Announcer Solutions

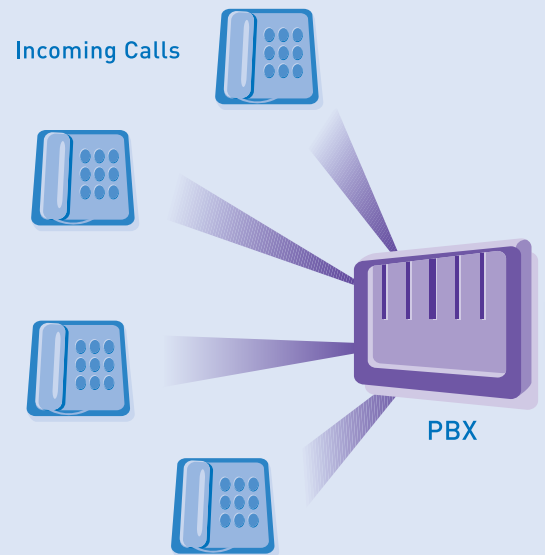
Grow your company's image with a choice of ITS solid state, flash memory Automated Attendants and Voice Announcers, designed to accommodate the needs of various sized businesses. All systems are very simple to set up and compatible with all major telephone systems.

Promote your departments and offer callers a wide range of options with our range of state-of-the-art EAR products, the most cost effective Automated Attendants on the market. Prompt callers for the location they want and then automatically transfer them to the correct ACD group or extension. Record information and marketing messages for callers.

- **The EAR 5000** offers 2 or 4 ports, 8 mailboxes and 3 hours of recording time
- **The EAR 4000** offers 2 or 4 ports, 2 mailboxes and 1 hour of recording time
- **The EAR 2000** offers 2 ports and 9 minutes of recording time
- **The EAR 1000** offers 1 port and 9 minutes of recording time

In addition, we offers 2 types of Voice Announcers:

- **The ADRA 2000** offers 2 ports and 9 minutes of recording time
- **The ADRA 1000** offers 1 port and 9 minutes of recording time



### EAR 5000

The EAR 5000, our enhanced Automated Attendant, answers 2 or 4 calls simultaneously and processes each one efficiently and carefully.

Offering your customers a friendly greeting, the EAR 5000 answers calls 24 hours a day and by single digit access, directs callers to any required destination within the company. The caller has the ability to dial an extension directly through script, sub-script menus or directory listings. The EAR 5000 supports up to 3 languages simultaneously.

The EAR 5000 not only provides 39 script menus, i.e. opening greeting, but also provides up to 8 personal mailboxes as a voicemail system that can be used by predefined extensions.

The EAR 5000 is available in 2 or 4 ports with 3 hours of memory. Using state-of-the-art technology, this unit has been specifically designed and developed for those organizations that require large amounts of directory calls to various destinations and have only a small demand for personal mailboxes.



### EAR 4000

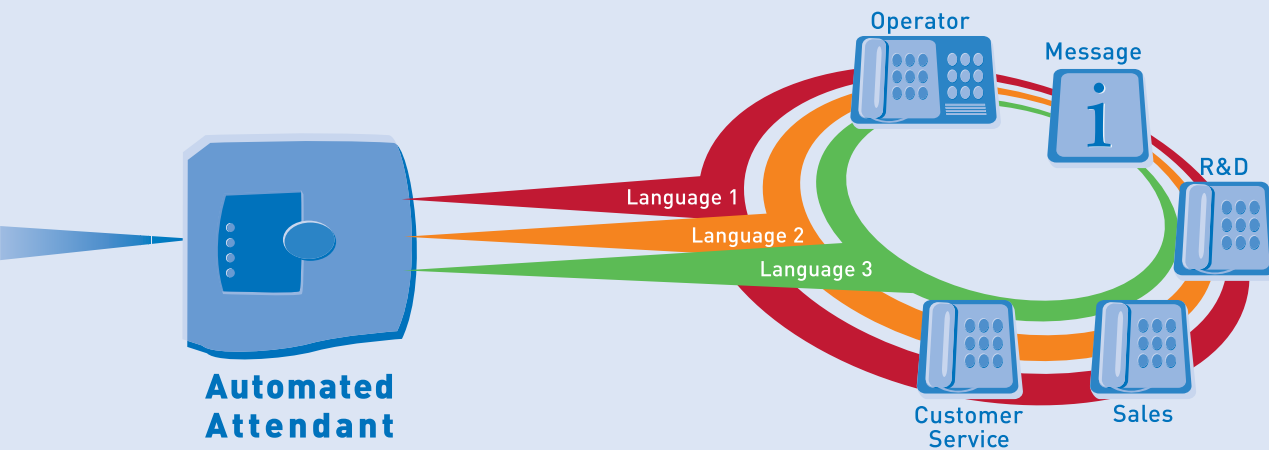
If affordability is predominantly important to your small business, the EAR 4000 is your most cost effective solution to help improve your customer relations by providing outstanding service as your business grows.

The EAR 4000 offers your customers a friendly greeting as it answers calls 24 hours a day, 7 days a week, enabling customers to reach their required destination swiftly and efficiently.

Available with either 2 or 4 ports with up to 1 hour of recording time, the EAR 4000 also provides 2 voice mailboxes and supports up to 3 languages simultaneously.

Incorporating the EAR 4000 in your front office provides backup to the receptionist and allows you to reserve employees for responsibilities that require their personal interaction with customers.

The EAR 4000 efficiently handles up to 4 calls simultaneously, providing complete after-hour service and ensuring that you don't miss important opportunities.



### EAR 1000/2000

The EAR 1000 (1 port) and the EAR 2000 (2 ports) are compact, stand alone Auto Attendant systems. Both Automated Attendants include DSP, flash memory and SMT production providing up to 9 minutes of recording time.

The EAR 1000 can answer 1 call, while the EAR 2000 can answer 2 calls simultaneously. Both let you play a different greeting for day, night or holiday, helping reduce the need for additional personnel to handle incoming calls.

The systems send calls to live agents, various extensions and operators. They can be integrated with most types of PBXs through analog ports and can be programmed from any Touch-Tone telephone.



### ADRA 1000/2000 Voice Announcers

Always deliver friendly greetings to your calling customers with an ADRA 1000 (1 port) or ADRA 2000 (2 port) Voice Announcer. The ADRA answers calls efficiently according to the personalized script menus programmed for day, night and holiday modes.

The ADRA delivers 9 minutes of high quality recordings and announcements, featuring Digital Signal Processing (DSP), flash memory and SMT production.

The ADRA Voice Announcer answers incoming calls and transfers the caller to the predefined extension or to a predefined "hunt" group of extensions at the end of the announcement or greeting.

# Automated Attendants With Voice Announcers

## Automated Attendant Comparison Table

FEATURES	EAR 5000	EAR 4000	EAR 2000	EAR 1000
Port Options	2 or 4	2 or 4	2	1
Maximum Recording Time	3 Hours	1 Hour	9 Minutes	9 Minutes
Operation Mode	Day/Night/Break/ Holiday/Automatic	Day/Night/Break/ Holiday/Automatic	Day/Night/Holiday Manually	Day/Night/Holiday Manually
Multilevel Menu	Yes	Yes	No	No
No. of Mailboxes	8	2	N/A	N/A
Integration	In-band DTMF/SMDI/ Call Progress Tones	In-band DTMF/SMDI/ Call Progress Tones	Call Progress Tones	Call Progress Tones
Line Monitor	Yes	Yes	No	No
PC Programming	Yes	Yes	No	No
Touch-Tone Programming	Yes	Yes	Yes	Yes
System Messages	Yes	Yes	No	No
Call Transfer	1.Blind 2.Supervised 3.Semi Supervised	1.Blind 2.Supervised 3.Semi Supervised	1.Blind 2.Supervised 3.Semi Supervised	1.Blind 2.Supervised 3.Semi Supervised
No. of Script Menus	39	39	3 Per Port	3
Number of Languages	3	3	N/A	N/A
Languages Available	29	29	N/A	N/A

The EAR 5000 and the EAR 4000 Automated Attendant Solutions are multilingual, offering up to 3 different languages. **The available languages are:**

Afrikaans, Arabic, Bahasa Indonesia, Bulgarian, Chinese (Mandarin), Czech, Danish, Dutch, English (UK/US), Finnish, Flemish, French (France/Canada), German, Greek, Hebrew, Hindi, Hungarian, Italian, Japanese, Norwegian, Polish, Portuguese, Romanian, Russian, Spanish (Spain/Latin America), Swedish, Thai, Turkish.

## Voice Announcer Comparison Table

	ADRA 2000	ADRA 1000
No. of Ports	2	1
Maximum Recording Time	9 Minutes	9 Minutes
Operation Mode	Day/Night/Holiday	Day/Night/Holiday
Number of Greetings	3 Per Port	3



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### Increasing your business phone system performance

ITS Telecom is a leading provider of the most comprehensive range of top-quality peripheral solutions for business telecommunication systems on the world market. We are constantly developing innovative, feature-rich and cost effective products that promote your company's image and streamline needless expenses. Dedicated to improving the performance of small, medium and large organizations, ITS is a one-stop-shop for all your current and future business phone system needs.