

# ₹ PROFIT

from the Digital Exchange



# SMART TELERETURNS



Welcome to our world of value driven Communication Solutions. At Syntel, we believe in offering products that make a significant difference to our customer's telecom experience, the emphasis being on assuring a superior return on investment through a unique blend of system intelligence, scalability, and cost optimization. In our effort to deliver this core proposition, the company today offers uniquely differentiated products and solutions by looking beyond the system into the Complete Telecom Value Chain. Geared to offer what we call the 'Smart Telereturns', Syntel gives its valued customers two core advantages on a continuous basis; cost savings and productivity gains.

## NEOS

### Profit from the Digital X'change

#### **Rich user experience at no extra cost.**

The NEOS is a new age Digital EPABX that makes technology work for you in more ways than you can imagine. The core strength of the product lies in even a layman getting enabled by the system to exploit all the benefits that are unique to NEOS alone! This is enhanced further with a true digital experience inbuilt into the basic system at no extra cost, something no other PBX in the market can truly claim to deliver today!

#### **Installed base of more than 2.75 million lines**

This unique 'value for money' proposition is evidenced in a customer base of more than 2.75 million lines (users) including renowned names like Wipro, Whirlpool, Ashok Leyland, Blue Dart, Sahara Airlines, The Indian Armed Forces, State Bank of India, The World Bank, ICICI Lombard, etc., all of whom are testimony to Syntel delivering the promised returns.



# SIMPLY PROFIT

Various Telecom Service Providers offer a plethora of mind boggling options but unfortunately most users are firstly unaware and secondly have limited expertise to decide the alternative best suited to their needs. The NEOS comes as a refreshing change, especially since the Syntel Consultants configure it for the ideal telecom value chain best suited to your specific needs, with the system being programmed to deliver cost benefits assured.

## Choosing the right telecom plans

Almost every month, if not more frequently, a new type of Subscriber Plan is introduced by some Telecom Service Provider. This is where the Syntel Consultant plays an important role of assessing the organization's requirements and suggesting the right mix of plans to be chosen for the NEOS to ensure minimum billing and maximum returns from their Telecom System.

## Operating within the calling budgets

Even after selecting the right mix of plans, there is a need to ensure that the chosen schemes are used optimally, which is impossible to be done manually. How does one make sure that there are no surprises in the telephone bill? The NEOS supports a special budgeting facility to set out-dialing budgets for every extension user individually as well as for every Service Provider telephone line terminated on the system. The respective extension lines become restricted or disabled, as soon as the budgets are exhausted, making the end users start using their extensions more judiciously. The system also ensures that after the free or discounted calls are exhausted, the Service Provider telephone lines too are disabled thus diverting the calls via other such lines where free/discounted calls are still available.

## Directing calls via the least cost route

In India we have a different tariff structure for calls made to land line & mobiles as well as different Service Provider networks, where the calls cost the least only if routed via the same network. NEOS can be programmed to recognize the service provider from the number type dialed by the end user and automatically direct the same to the lowest cost route to gain from the special tariffs available.

## Choosing the right connectivity to the public telephone network – ISDN PRI, SIP, GSM or Analog

NEOS enables you to get connected to the telephone network in multiple ways, including ISDN PRI, SIP, GSM and Analog. Syntel Consultant will suggest the right connectivity for you, depending on your particular needs, to achieve minimum billing and maximize your return on investment.



# PRODUCTIVITY GAINS

NEOS has unique capabilities that empower you to utilise the full potential of technology to improve the overall productivity of your organization. To start with, NEOS offers almost all the features that any other EPABX manufacturer can talk about - built into the system - thus shielding the user from hidden cost burdens of the add-ons required in the future. NEOS also provides a host of other unique benefits that enable the users to experience the true meaning of going Digital!

## Automating your callers reception

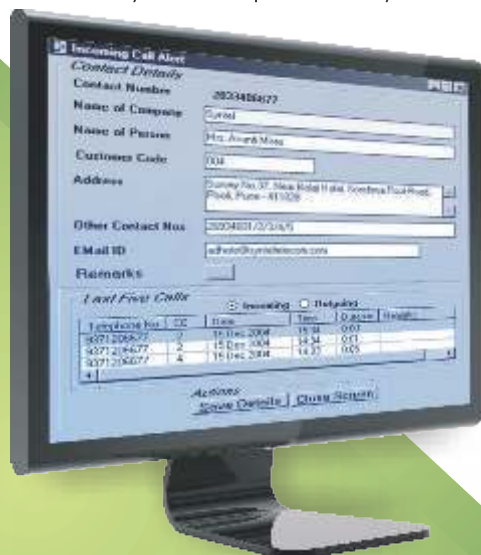
When it comes to answering & greeting outside callers, the entire onus lies on the receptionist. And should she by chance not be in place - or busy answering another call - the callers are either not attended to or are directed to an unknown extension; adversely affecting the image of the organization. The NEOS has a special provision to greet 8 callers simultaneously in a highly pleasing manner and recording 8 different messages that can be played separately on each telephone line or during the time zone specified. Apart from enhancing the image of the organization, this unique feature equips the person at reception to work efficiently.

## Differentiating between voice & fax calls automatically

More often than not, organizations dedicate separate lines to receive or send faxes only because of the inability of their existing systems to automatically route fax calls to fax machines. The NEOS can recognize a fax call and thus automatically divert the same to one of the fax machines without any human intervention whatsoever.

## Routing your calls to you, instantly

Most of the calls landing at the reception belong to frequent callers who typically need to speak to one particular person regularly. It is just a waste of the receptionist's time & energy to transfer such calls on a repeated basis. The NEOS has a special provision wherein every extension user can specify a list of telephone numbers that they would prefer to land at their extension directly, without any operator intervention, multiplying the efficacy of the receptionist many times over..



## Make the most of your EPABX through Voice Guidance

Most of the available EPABXs tend to have a long list of user codes that are very difficult to remember. As a result, people end up not using most of the features. Recognizing this problem, the NEOS has been designed to have an inbuilt Voice Guidance provision, where the system guides the user on all the possible options that one can exercise for a particular event. For example, on getting a Busy Tone, a normal extension user will hear the message 'For Auto Call Back, dial 4'. However, a senior executive with the barge-in facility will hear 'For Auto Call Back, dial 4. To Barge-in, dial 5'. What's more, in order to make this function even more user friendly, the NEOS supports these voice prompts in two languages: English as well as Hindi!

## Enabling you with instant details on your callers through CTI (Computer Telephony Integration)

In today's age of intense competition, Customer Relationship Management (CRM) cannot be overlooked. NEOS has a unique, CRM feature. It has inbuilt mini CRM Software, called Responz, which generates an instant popup window on the user's computer screen, even before a call lands on their extension. All the details of the incoming caller are displayed along with a provision to add notes of the discussion held.



## Call Reports

NEOS comes with software that helps the management get details of all the telephone activity of the organization, thus enabling them to monitor and control the organization's telephone usage.

Although we prefer not to confuse our customers with the typical industry jargon, we have incorporated the feature list for your benefit should you still need to compare. If you have any problem in terms of understanding the same, our Syntel Consultants will be more than happy to guide you on their benefits in your specific context.

# NEOS "Lets talk Profits"

## "How NEOS makes a difference!"

- 8 port Auto Attendant (With 8 different user recordable message options)
- Attendant/Operator Console
- Auto Fax Detection
- CLI (Caller Line Identification)
- CLI based Routing
- DISA/DID
- Day Night Mode (Manual/Automatic)
- MSN based Routing (With PRI only)
- Mobile Parallel ring / Mobile Extension#
- Responz – Inbuilt Mini CRM Software

## No need to memorize codes!

- Internal Voice Guidance Prompts
- Bi-lingual Prompts (English & Hindi)

## For the Budget Conscious

- Call Billing
- Call Timeout Facility
- Extension Budgeting
- Least Cost Routing
- Trunk Budgeting

## The misuse prevention brigade

- Class of Service
- Manual & Dynamic Extension Locking
- Restricted & Denied Dialing

## The Usual Basics

- Abbreviated Dialing (Departmental / Global / Free Pool)
- Auto Call Back
- Broker's Call
- Conference
- Call Split
- Call Hold
- Call Park
- Call Pickup (General & Selective)
- Call Forward
- Call Follow-me
- Call Transfer
- External Call Forward #
- Last Number Redial
- Serial Call Transfer
- Walk-in Class of Service

## For the 'I want more!' camp

- Barge-in
- Barge-in Protection
- Boss-Secretary Extension
- Do Not Disturb (DND)
- DND Protection
- CLI Restriction
- Hotline (Immediate & Delayed)
- Trunk Grouping
- Listening In
- DOSA
- Private Trunk
- Room Monitoring
- Executive Ring\*

## And you thought it's over!

- Alarms (Self/Other)
- Date & Time Setting
- Call Buffer (10000 Calls)
- Call Camp-on
- Closed User Groups
- Departmental Call Hunting
- Distinctive Ringing (only on SLT)
- Flexible Numbering
- Music on Hold (Default & User Programmable)

## The Intelligent NEOphone

- Backlit LCD (2 and 4 line)
- Clock Display
- Call Queuing (If Operator)
- Calling Number/Name Display
- Direct Station Selector (12 & 24 keys)
- Operator Lock
- Day Night Mode Change (If Operator)
- Menu Driven Options
- Call Waiting Indication & Display
- Missed, Received & Dialed Call Details
- Navigation Keys
- Online Advice of Charge
- Phone Book (only with 4 lines KTS)
- Status Indication (3 Color LEDs)
- Speakerphone (Full Duplex)
- Single Key Feature Access
- Volume Control
- Function Keys

## For Universal Connectivity!

- ISDN PRI
- SIP
- GSM
- Analog

## If you are a hotel, there's more ...

- Check-in/ Check-out
- Floorwise Room Service
- Room to Room Call Barring
- Single Digit Number Access Setting
- HMS Integration

## For Ease of Configuration

- Manual & Block Programming
- Flexibility of Programming via SLT, KTS & PC (Via Hyper Terminal)
- Remote Programming
- Programming Backup (2 levels)\*

## For the record : Technical Specifications

- Technology - Digital TDM/ PCM Non Blocking
- Control - Stored Program Control
- Architecture - Distributed Processing
- Operating Voltage - 110 to 275 VAC, 50 Hz
- Power Backup - Battery Charging Circuit
- Temperature - 0 to 50 °C
- PC Connectivity

Cabinet	Ports	Dimension in mm (L x W X H)	Weight kgs
3S	80	297 x 210 x 195	4.3
6S	128	342 x 318 x 190	4.8
8S	160	425 x 320 x 200	12.0
16S	256	795 x 290 x 390	21.0

\* - Optional  
# - With PRI



## B R A N C H E S

### New Delhi

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### Chennai

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### Ahmedabad

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Mobile : 9322107379/80

### Bangalore

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### Hyderabad

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### Guwahati

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Mobile : 9339212135, 9331589301

### Pune

Mobile : 9373337124

### Kochi

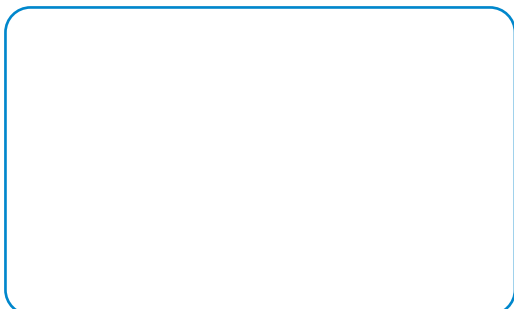
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### Coimbatore

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And more than 300 channel partners across the country.

### CHANNEL PARTNERS



Smart **T**ele returns

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