

Envosoft

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Envosoft News

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Is your voice application software saving you money or costing you a bundle?

In business today, Return-on-Investment has an intangible component beyond just 'product cost' – that component is time.

Welcome to **Envosoft Solutions**. We are proud to offer a suite of products that are not only 30 to 50% more affordable than our competitors – but are intuitive and easy to use. The result: Your Company realizes a positive ROI faster and easier.

All of our product offerings are:

- Affordable
- Intuitive
- Easy to deploy
- Designed for average users

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Envosoft launches new Software Web Portal

Dallas, Texas – May 22, 2007 – Envosoft Solutions, a PBXInfo LLC company and a premier PBX and Telecom software solutions provider, today announced the launch of its new software web portal Envosoft.com. PBX Professionals, Network Administrators, and Call Center Managers now have Envosoft.com at their disposal to purchase solutions that simplify PBX management and enhanced ACD functionality. “Envosoft.com was started to offer cutting edge technology at affordable prices” according to Envosoft CEO Rick Cruz. In addition to the latest version of MerAssistant, which among other features simplifies PBX MAC (Moves, Adds, and Changes) activities in a user friendly Graphical User Interface (GUI) environment, new programs are now being offered that complement this incredible tool. Frontline ICM, REVO ICM, CS EnCode, and Call Accounting are among the new software packages initially being offered at Envosoft.com.

What are the benefits?

Telecom managers and IT support personnel get their jobs done more quickly, and executive management has the visibility they need to optimize planning and administration. The return on investment (ROI) is substantial.

About the software solutions:

MerAssistant



MerAssistant and the new MA Multi-Site Manager allow administrators to perform many of the daily tasks of programming with simple drop-down menus and point-and-click access rather than a command line interface. MerAssistant Multi-Site Manager now gives administrators a suite of tools to efficiently manage multiple Nortel Meridian PBX Systems.

MerAssistant saves you time and money by keeping track of used and unused phones, ports and telephone numbers automatically. It also e-mails error codes for each site to you...[More info](#)

Frontline ICM



Frontline ICM is a full Contact Center Solution for your Nortel Meridian and CS1000 PBX Systems. It's modules include Agent Dialers, Advanced Reporting, Live Agent Viewing, Custom Call Controls (Call Router), Wall Board Servers and even Proactive Agents. ICM provides a unique collection of base product and enhancements to allow proper monitoring and control of the

call center environment. The ICM server establishes a bi-directional link...[More info](#)

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“Straight forward and easy to use. In I’ve changed names of directory numbers, class of service of telephone sets, and enabled sets that were unplugged. All actions that I would normally have to wait for a technician to arrive to complete. MerAssistant is a nice program to have.”

R. Kessell
PBX Dept. Manager



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REVO ICM



[REVO ICM](#) for Asterisk (Information Centre Management) provides a unique collection of base product and enhancements to allow proper monitoring and control of the call centre environment and statistics. The [REVO ICM](#) server communicates directly to the Asterisk switch software platform over ethernet with a single connection.

Our client supervisor product provides a one to many supervisor interface that provides Supervisor console sessions anywhere on the LAN/WAN...[More info](#)

CSEnCode



[CSEnCode](#) reduces the time it takes to install a new Nortel Meridian pbx .Currently there isn't an easy, single stepped program that assists your engineers in bringing up a new Meridian Switches. [CSEnCode](#) allows engineers to input data into a text file, xls file or into the program manually, then [CSEnCode](#) automatically populates the data of the pbx with the information.

[CSEnCode](#) is designed to assist the Installers with each step needed to power up and install the software onto a new Meridian switch. [CSEnCode](#) is designed to assist the Installers with each step needed to power up and install the software onto a new Meridian switch...[More info](#)

Call Accounting



Management of telephone charges, equipment fees, VoIP traffic, internet usage, and provider discounts is a difficult task. [SHADOW Communication Management System \(CMS\)](#) provides the necessary tools to allow administrators to forecast, monitor and allocate communications management expenses. SHADOW CMS is a completely interoperable solution with most popular equipment providers -- analog or IP.

The platform software includes a comprehensive set of features that address the three main functional areas of voice communications management...[More info](#)

About Envosoft

Envosoft Solutions is a leading provider of telecom and PBX software solutions. Envosoft offers the most intuitive Nortel PBX programming software available and has further expanded its reach into various other PBX platforms. They also offer custom programming solutions for enterprise applications. Based in Dallas, Texas the privately held company was founded in 1999.