



T3 Telecom Software, Inc.
Powering enterprise communications
through integrated telephony solutions.

T3main[®]

An innovative and comprehensive telephony application providing flexible voice and data capabilities through a unique single-platform approach.





MANAGE COMMUNICATIONS THE SMART WAY

T3 Telecom Software's approach is to design innovative telephony solutions that meet customers' unique, and evolving, business environments and goals. We look to future trends to offer cutting-edge solutions, while at the same time providing a core set of comprehensive messaging functionality. With a flexible, open architecture and a unique *building blocks* approach, our products work within organizations of all sizes and infrastructure complexities.

Streamlining Your Messaging Approach

Just because your organization is complex doesn't mean your messaging solution has to be. T3main® allows you to have a streamlined approach that cost-effectively shares messaging across the enterprise and ensures all locations have the same secure and reliable solution in place. We are uniquely positioned to help you manage complex infrastructures and environments through unified messaging, networking and integration capabilities.

Creating an Efficient Organization

How you reduce the cost of live agent support while maintaining highly professional and responsive service is a constant balancing act. Even with the proliferation of the Internet there remains a need to support customers and employees through efficient and quality telephone assistance. T3main has the components that allow you to implement message management solutions, robust call centers, and directory assistance environments that meet the needs of your organization. T3main includes feature-rich components that provide the building blocks for a fully customized and scalable unified communications solution.

Designed to Bring You Into the Future

You need a solution that is designed to support you today and well into the future. T3main allows organizations to complement their previous investments in both traditional TDM and VoIP environments with a robust messaging and telephony application.

At its very core, T3main incorporates an open architecture and technically advanced foundation built on Linux to leverage reliability and a low cost of ownership. A modularized set of standards-compliant messaging capabilities can be enhanced through our *building blocks* approach to build a fully customized telephony application.

T3main is SIP-enabled to offer the functionality, flexibility and scalability of the platform in a software-only application. It lowers costs by reducing the number of required servers and hardware, and creates a more stable environment in geographically distributed organizations by providing flexible installation options.

FREEDOM OF CHOICE

T3main works within an extremely flexible environment, avoiding vendor-lock in and allowing you to choose solutions from multiple providers.

- Hardware independent: open standard Intel® architecture
- Client/Server independent: POP3 and IMAP server can be used with any email client environment and email server
- SIP-enabled: supporting VoIP, TDM, and mixed environments
- PBX independent: serial, in-band, SIP, QSIG, DPNSS, ISDN or digital ports integration
- Linux foundation: providing reliability and low cost of ownership



T3main includes robust, feature-rich components that provide the building blocks for a fully customized and scalable solution.

Unified Messaging

Unified Messaging provides instant access to voice, email and fax messages from any location with the tools you already use day-to-day. Fully-featured functionality allows users to work within a single environment and minimizes administration headaches with a single point of administration, choices for security and integration with existing email clients. The T3main provides multiple options to support your architecture needs by integrating with, or remaining independent from, your corporate email system. With the T3main you can choose one or multiple configurations to deploy your unified messaging architecture while maintaining flexibility in the future should infrastructure needs change.

Speech Recognition

Speech Recognition enables highly reliable speech recognition from telephones, cell phones and speaker phones. More intuitive than a touch tone interface, Speech Recognition allows callers to use simple and intuitive voice commands to get immediate access to the information they need, decreasing operational costs and increasing customer satisfaction.

Viometrics®

Speaker verification helps protect you and your customers by reducing and managing the risks associated with providing remote services. Viometrics allows you to use a convenient, non-intrusive, and cutting-edge technology to authenticate a person's identity based on his unique vocal pattern. No longer a technology of the future, speaker verification, or voice biometrics, is increasingly used by organizations that provide access to sensitive systems.

Broadcast Notification (T3iCall®)

T3iCall helps you strengthen relationships with your customers by providing them with the information they value. T3iCall lets you easily disseminate messages to an audience of any size to communicate emergency notifications, status updates, or personalized reminders quickly and consistently.

Call Distribution (T3iQ®)

T3iQ enables sophisticated automatic call distribution scenarios through an *intelligent queuing* mechanism. Expanding upon the automatic call distribution capabilities of your PBX that queues and transfers caller to live agents, T3iQ provides additional layers of call distribution functionality that takes care of callers. Callers know their position in the queue, their expected wait time, and can leave a message or even request a call back at a convenient time.

Direct Cluster Networking

DCN minimizes unplanned as well as planned system downtime resulting from hardware failure, network outage or system maintenance. DCN employs a unique cluster configuration of redundant and fully synchronized nodes. Each node maintains a complete T3main voicemail application, database and file system that resides on a single machine, rather than leveraging shared storage which can be affected during a node or network outage. Proprietary software synchronizes the multiple databases asynchronously, whenever a change occurs in one node. Because replication occurs only when necessary, network traffic and CPU activity is minimized. And network latency or outage never affects real-time operation of the originating node, since data changes can occur locally and be transmitted to the other nodes after the network has stabilized.

Interactive Voice Response and Scripting

T3main incorporates an interface that allows you to program highly customized applications at a low cost. Front-end a call center or provide callers with important information such as driving directions, a store locator, or a more complex application that links to an external database and allows callers to schedule and cancel appointments. Hooks from the scripting language can run external programs and create full IVR applications.

Automated Attendant

Through this easily customizable component, multiple auto attendants can be triggered by the criteria important to you, such as time/date or DID parameters. Further flexibility allows mailboxes to be reached by multiple aliases ensuring that callers can always find the person or department they need. Tenanting extends these capabilities by allowing different departments or companies in a single location to set up customized prompts and have secure, private user directories and extensions.

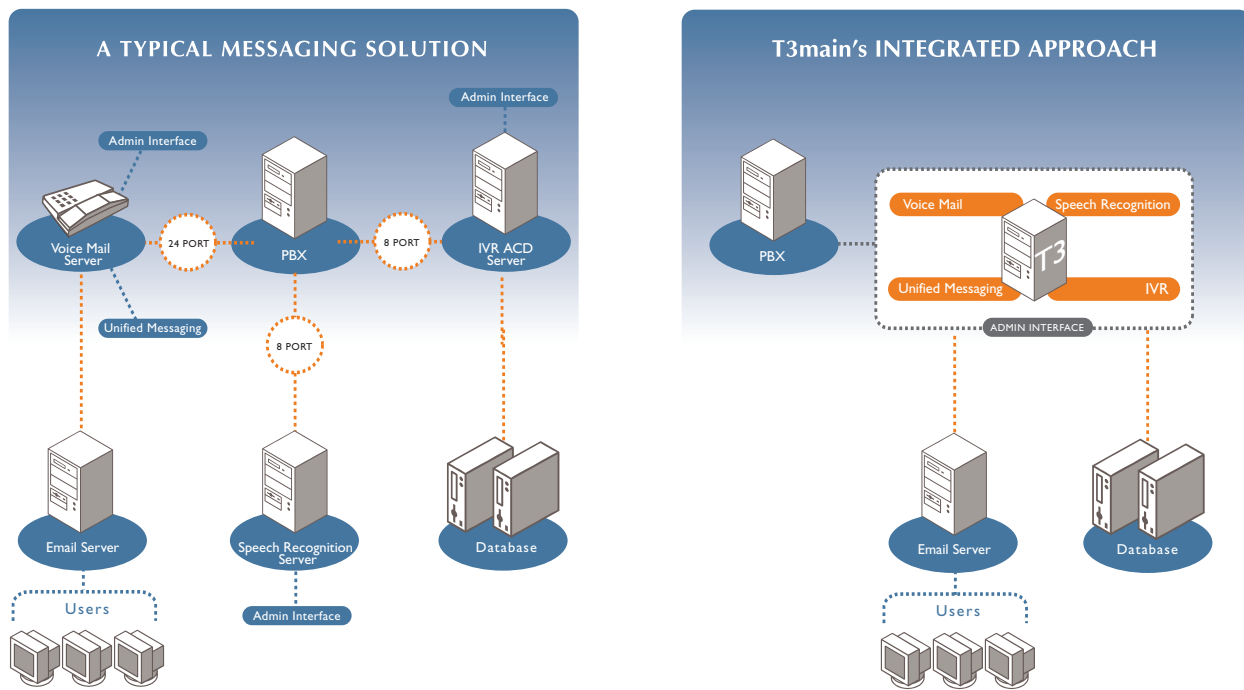
Fax

Fax allows you to configure a centralized fax server as a shared resource on T3main. T3main delivers faxes to your email as a PDF or TIF document. Outgoing capabilities allow users to send documents as faxes from any Microsoft® Windows® application, monitor the process of fax documents, and maintain activity logs. Fax-on-demand stores documents allowing callers to easily retrieve them from the system.

T3main's Integrated Approach

T3main mitigates costs and administration complexities by sharing resources and ports across all application components, and by allowing voice, fax, IVR and announcer capabilities to use any available resource.

Unlike T3main, typical messaging solutions require separate servers for each component, including interactive voice response (IVR), speech recognition and fax capabilities. Resources must be purchased for each component, and are then often under utilized.



About T3 Telecom Software, Inc.

T3 Telecom Software offers an innovative and comprehensive telephony solution harnessing the best technologies in the telecommunications industry. A unique single-platform approach provides flexible voice and data capabilities to support a variety of location sizes, regional requirements and technology infrastructures.

The company's progressive building block approach allows customers to build a highly customized and configured telephony application that meets unique business requirements without in-depth knowledge of programming and telephony. T3 Telecom Software's suite of products includes next-generation unified messaging, speech recognition and voice verification capabilities, as well as traditional voice messaging, interactive voice response, fax, and automated attendant functionality.

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