

# Features

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Active Call Center's primary advantages are reliability and low total cost of deployment. Customers report that properly configured Active Call Center Professional systems run error-free for long periods of time and Active Call Center has successfully been used by military agencies and other entities that required fault-tolerant operation. On the Microsoft Windows platform you will be hard pressed to find a product matching Active Call Center's reliability in any price range.

With your computer, Active Call Center (starting at \$399), a good voice modem (about \$99 per line) or telephony card (about \$129 per line), and a few hours of time you can have a fully functional phone attendant in place. Most competing products will cost hundreds or thousands of dollars more in time and materials.

## Features and Benefits for the New User

- Installs and uninstalls quickly and easily, even works with voice modems!
- Easy to learn user interface can be learned in less than an hour!
- Visual depiction of call paths.
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Extensive manual, help file, and examples. [Read the manual online](#) or in PDF .

- Tutorial videos.
- Automates inbound and outbound calls.
- Rapid integration with existing hardware, software, data, and networks.
- Completely self-contained, requires only compatible hardware.
- Low cost of implementation and maintenance.
- Online discussion group and technical support forum.

## Features for Handling Incoming Calls

- Prompt caller with pre-recorded prompts or generated text-to-speech.
- Accepts touch tone input.
- Allows recording of audio which can then be saved to WAV files.
  
- Supports advanced audio playback features like fast forward/rewind, speed up/slow down, etc.
- Conditional branching and looping during a call based on caller's responses.
- Multiple line support is included in the Standard version for up to 5 phone lines.
- Users that require more than 5 lines can purchase the Professional version.
- Supports both announced and "blind" call transfers and forwarding .
- Detailed data about each call is saved to an easy-to-use call log database .
- Caller ID support and conditional processing based on Caller ID information.
- Virtually unlimited depth of call paths.

## Features for Making Outbound Calls

- All the features for incoming calls, PLUS:
- Make calls to a list of people automatically .
- Results of outbound calls are saved to an easy-to-use call log database.
- Software or hardware based answer detection to determine if a call was answered.
- Initiate one or more outbound calls from an inbound call .
- High efficiency Power Dialer add-on available.
  
- COM object and command line parameters to integrate outbound dialing with other programs.

## Features for Customization and Integration

- Fully customize call logic with Microsoft Visual Basic Script (VB Script) .
- Integrates easily with Microsoft Office applications: Excel, Access, Word, etc .
- Integrates easily with custom Visual Basic, Delphi, and C++ applications .
- Integrates easily with internet client and server applications.
- Integrates easily with other types of applications .
- Customize the call log database to work with almost any ADO database.
- Telephony implementation uses Microsoft TAPI for maximum compatibility.
- Supports Brooktrout / Rhetorex telephony cards , Dialogic , Avaya IPOffice & more!

## Text-to-Speech Features

- Male and female synthesized voices in 7 languages all included in Standard version!
- Choice of Text-to-Speech Engines: Microsoft, Lucent, RealSpeak (TM).
- E-mail preprocessing with the Lucent speech engine .
- Microsoft SAPI 4 compliant, allows use of third party speech engines.
- Foreign languages supported with Lucent or other third party engines.
- Control speech with built-in pronunciation editor or run-time control tags .
- Customize speed, pitch, pace, age, gender, and other features of the voices .
- Easily use prerecorded audio in place of computer generated text-to-speech.

## High Performance Features

- Optimized to take advantage of modern processor architecture features such as HyperThreading.
- Runs as a service under Windows 2000/XP for maximum reliability.
- Provides multiple layers of fault monitoring when run as a service.
- Readily scalable to more lines for when your business grows!
- Performance tuning guide included in the documentation.