

# Gaytes

:: Products :: Information ::



Winning Solutions

- ❑ Voice Mail Solutions
- ❑ Unified Messaging
- ❑ Conferencing Solutions
- ❑ Voice Loggers
- ❑ Fax Servers
- ❑ Predictive Dialer Solutions
- ❑ Auto / Progressive Dialers
- ❑ Call Centre Solutions
- ❑ Progressive Dialer Solution

- ❑ Call Accounting Solutions
- ❑ PC based Operator
- ❑ PC based Soft Phones
- ❑ Screen-Pop ups
- ❑ Global SMS Solutions
- ❑ Hotel Management Solutions
- ❑ Internet Billing Solutions
- ❑ Interactive Voice Response System
  - ❑ Complain Management System
  - ❑ Customer Relationship
  - ❑ Disaster Management

# Voice Mail Solutions



**Voicemail** is a centralized message recording facility that records voice messages when you are unable to take a call. It has enabled people to leave lengthy, secure and detailed messages in natural voice, working hand-in-hand with corporate phone systems. The adoption of voicemail in corporations have improved the flow of communications resulted into saving of huge amounts in money.

Voicemail systems are much more sophisticated than answering machines and can be used at all places where messages are very important.

**Refer to Product Literature for:**

- Product Features
- Minimum System Requirements

**Product Highlights:**

- Supports all PBX / KTS with and without In-band Signaling
- GUI based tool for flow designer
  - Simple to complex flow designing at customer sites
- Auto-attendant with Voicemail
- Expansion from Voicemail to Unified Messaging

↳ Z.VMS GOLD

# Z.VMS GOLD 11.3

## Product Availability and Scalability

Voicemail Product Solutions from Gaytes number in hundreds with thousands of ports running across various countries. Various configurations are available as mentioned below:

### Product Types

02 – Port VMS as USB Box Device expandable to 10 boxes per PC

04 – Port VMS as USB Box Device expandable to 10 boxes per PC

04 – Port VMS : PCI Card based expandable upto 128 Ports per PC

08 – Port VMS : PCI Card based expandable upto 128 Ports per PC

12 – Port VMS : PCI Card based expandable upto 128 Ports per PC

16 – Port VMS : PCI Card based expandable upto 128 Ports per PC

### Optionally,

- SMS Notification and screen popup can also be given
- Voicemail can be upgraded to Unified Messaging
- Voicemail and IVRS can be offered as a combined solution



VM-GUI Flow Designer

# Unified Messaging Solution



Unified messaging (UM) is the concept of bringing together all messaging media such as voice messaging, email, and facsimile into a combined communications experience.

Minimally, the communications experience will take the form of a unified mailbox and/or alert service, allowing the end-user to have a single source for message delivery, access, and notification.

UM is the ability to retrieve and send voice, fax, and email messages from a single interface, including personal computer

### Unified Messaging :: Features

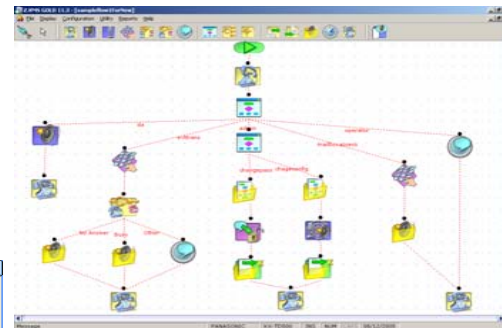
- **eMail** ⇔ **eMail / Fax (TIFF attach.) / Voice (Using Text-To-Speech)**
- **Fax** ⇔ **eMail (Fax attach.) / Voice (Notification) / Fax (Pull & Push)**
- **Voice** ⇔ **eMail (WAV attachment) / Voice (Pull & Push – Mobile/Phone)**

Users can retrieve and send voice, fax, and email messages from a single interface including mobile phone, fixed network phone, or personal computer.

- Allows more control over communications
- Allows for more protection and privacy
- Its anytime – anywhere communications :: A One-Box Messaging Solution

# Unified Messaging Solution

The image displays two overlapping windows from a software interface for configuring a mailbox. The top window, titled 'MailBox', shows 'Edit Mailbox Entry' with tabs for 'E-Mail Forwarding Config.', 'Voicemail Forwarding Config.', and 'Fax Forwarding Config.'. It includes fields for 'Mailbox Number\*', 'Extension Number\*', 'Password', and 'Expiration Days'. There are also sections for 'User Details' (Full Name, Short Name, Birth Date, Name Dialing) and 'User Rights' (Call Screening, Do Not Disturb, Extension, STD Facility, Voice Mailbox). A 'Features' section includes 'Message Notification' and 'Call Recording' options. The bottom window, also titled 'MailBox', shows 'Edit Mailbox Entry' with tabs for 'E-Mail Forwarding Config.', 'Voicemail Forwarding Config.', and 'Fax Forwarding Config.'. It features 'Forwarding Settings' for 'E-Mail' (E-Mail ID, Mailbox No., CC, BCC) and 'Outbound' (From, To, Number) configurations. It also includes 'Voicemail' and 'SMS Notification' settings. At the bottom, there is a 'Forwarding Rules' table with columns for 'Rule For', 'From', 'To', 'Subject', and 'Body', and buttons for 'Add', 'Edit', and 'Delete'. The bottom window also has an 'E-Mail Account Configuration' button and 'Ok', 'Apply', and 'Cancel' buttons.



## Product Types:

- 04 – Port VMS : PCI Card based expandable upto 128 Ports per PC
- 08 – Port VMS : PCI Card based expandable upto 128 Ports per PC
- 12 – Port VMS : PCI Card based expandable upto 128 Ports per PC
- 16 – Port VMS : PCI Card based expandable upto 128 Ports per PC

## Includes:

- eMail Notification / Forwarding
- Fax Mail Notification / Forwarding and Pull Technology
- Voicemail Notification / Forwarding and Pull Technology  
AND Text-To-Speech Conversion (TTS) Capabilities for eMail to Voice

# Interactive Voice Response - IVR



Interactive Voice Response System (IVRS) is an automated system which responds by way of pre-recorded voice messages. Information and services can be achieved through any touch-tone telephone.

Today, this facility is widely used by various industries across the globe to respond to the most frequently asked questions and to provide information required by callers.

The major benefits of the system are automated access to information, 24-hour operations and consistent quality voice response.

Certain areas of business domain where IVR Solutions can be given:

- Organizational Inquiry
- Education Institutes
- Public Awareness and Govt. Agencies
- Help Desk Services
- Banking and Finance
- Health Care Organizations
- Information Providers and many others

# Interactive Voice Response System

## Product Types:

02 – Port VMS as USB Box Device expandable to 10 boxes (20 Ports)

04 – Port VMS as USB Box Device expandable to 10 boxes (40 Ports)

04 – Port VMS : PCI Card based expandable upto 128 Ports per PC

08 – Port VMS : PCI Card based expandable upto 128 Ports per PC

12 – Port VMS : PCI Card based expandable upto 128 Ports per PC

16 – Port VMS : PCI Card based expandable upto 128 Ports per PC

## Product Features:

- Multiple language support
- Connects to any User Database
- Flow designer allows for On-site IVR flow creation
- Custom IVR Flows can be designed and integrated with other Gaytes Products
  - IVR with Voicemail
  - IVR with SMSare few of the examples

# Voice Logger Solution



**:: CALL LOGGERS ::**

Today's technology allows voice conversations to be recorded so as to control and monitor. Voice Logger allows all call conversations – incoming or outgoing, be it at Trunk line or at the extensions to be recorded with complete details like caller-id, date and time of the call. Recordings start and stop automatically using either phone line voltage sensing or speech activated.

**Key Benefits of the product are:**

- High compression supporting various recording formats
- Coherent conversation recording
- Automatic caller-id detection supporting (FSK/DTMF)
- Ideal for litigation and protection from abusive and nuisance callers
- Clarification of quantities and specifications such as in Stock Market
- Continuous 100% recording : 24x7
- Online Monitoring
- Date-Time Stamp

**Product Types:**

- Analog Trunk
- Analog Extensions
- Digital Extensions
- Digital PRI / E1 Loggers

# Voice Logger

Solutions available in Analog and Digital

## Devices:

### Analog

Diskless

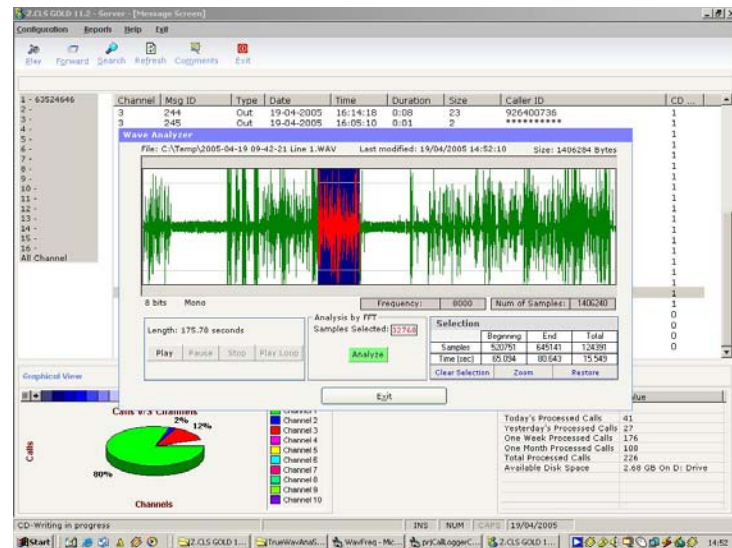
In-built Disk (Flash Memory)

In-built Hard Disk (24 Ports Only)

### Digital

Digital Extension Logger

Digital PRI Logger



Call Logger - GUI with Wave Analyzer

## Analog :: Trunk or Extensions

01 – Port CLS as USB Box Device: Max 4 boxes per PC

02 – Port CLS as USB Box Device: Max 4 boxes per PC

04 – Port CLS as USB Box Device: Max 4 boxes per PC

## Digital :: Extensions

04 – Port CLS as PCI Card. Allows min. 4 Digital Ext. Logging.

Expandable upto 256 Digital Extensions per PC

## Digital :: E1 / PRI

1x E1 – Single E1 CLS: Expandable upto 14 x E1 per PC

(Requires Industrial Grade PC with 7 PCI Slots for 14 x E1 Logging)

# Fax Server Solution



# 5 Z.Fax Server

**Fax Server Solutions ::** Enterprise Fax and electronic Fax delivery solutions allows organizations with voluminous inbound and outbound fax activity to manage with just one single server, instead of investing in multiple fax machines.

Fax machines which are spread across the whole organization, requires continuous paper feeding, toner change and which require a lot of maintenance is eliminated by just investing in a Single PC based Fax Server Solution.

**Fax Server ::**

A fax server typically consists of three components, a LAN connected PC running a Windows OS such Windows 2000 Server, Fax Server application software, and a FaxServer Board.

When a user wants to fax a document from their PC they can send it to an email message to a FAX address and adding information as the number onto which the fax has to be sent, and then attaching the document to be faxed.

Fax servers can also be set up to receive faxes. Once a fax is received the following actions can be taken : Print the fax to a network printer, send the fax to the appropriate user via email or notify them via email that they have received a fax.

**Use FaxServer** to deliver seamless email driven fax communications. A properly implemented Computer Based Fax (CBF) solution will enable the organization to send and receive faxes in the same manner they would any other electronic communication.

**Product Types:**

04 – Port VMS: PCI Card based expandable upto 128 Ports per PC

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16 – Port VMS: PCI Card based expandable upto 128 Ports per PC

**Includes:**

Online document conversions from various formats like Word, Excel, etc.

Create and send documents from native applications

Outlook integration

**Features:**

- Network-wide Desktop Faxing
- eMail Integration
- Fax Broadcast
- Immediate and scheduled Fax delivery
- Inbound Fax Routing

If anytime the IT department can help their fellow workers perform the same task in less time, they've done them a big favor. FaxServer does just that.



A hand holding a white telephone receiver over a computer keyboard. In the background, there is a large clock face showing the time as approximately 10:10. The scene is set against a blue, abstract background with light rays. The word "Dialers" is written in the top right corner.

Dialers

**DIALERS**  
Auto - Progressive - Predictive

**Dialers** are instrumental in placing calls in one go. Dialers come in various forms and we cater to all of them.

**Dialer from Gaytes comes in the following forms:**

- Auto
- Progressive
- Predictive

Auto Dialers are generally used in organizations where the calls can be scheduled and made.

Progressive and Predictive Dialers are generally deployed in Call Centers. Progressive Dialer when installed with a PBX System having CTI Connectivity allows for a very cost effective solution. Such solutions can be installed for domestic call centers, where the need for the detection of answering machine and fax is very negligible.

Our Progressive Dialers are designed to work with PBX Systems having CTI Connectivity. This means that without any additional hardware, a Progressive Dialer application works, thereby saving huge investments.

**Features and functions of Dialers are explained in the subsequent pages.**

# 9 DIALERS

### **Auto Dialers are available in two types.**

- Works with the CTI Link of the PBX
- Works using Voice Processing Hardware Boards, if the PBX does not support CTI connectivity

#### **Application Areas:**

- Office's where daily calling up to many people is a must
  - Corporates and the operators who have to dial on behalf of many people and staff
- 

### **Progressive Dialer's are also available in two types**

- Works with the CTI Link of the PBX
- Works using Voice Processing Hardware Boards, if the PBX does not support CTI connectivity

#### **Application Areas:**

- Call Centers and primarily domestic call centers where Answering Machine and Fax detection is not a priority
  - Low cost call center Solutions
- 

### **Predictive Dialer**

- Works with the CTI Link of the PBX
- Work using Voice Processing Hardware Boards, if the PBX does not support CTI connectivity

#### **Application Areas:**

- International Call Centers where Answering Machine and Fax detection is a primary requirement.

# Auto Dialer Solution





Z.ADS GOLD

**Auto Dialer** is one of the sub-products of the Dialer Range.

Auto Dialer is an useful solution for corporates, offices and the operators who have the need to make calls in numbers and require an automated system that places the calls as per the requirements for each user.

User can make a selection of the calls from the address book and select the calls to be made. The calls are made automatically by the dialer software and then it is transferred to the user's extension.

**Advantages:**

- Saves time in making calls
- Allows scheduled dialing
- Network wide – user desktop dialing





# Predictive Dialer Progressive Dialer

**Progressive Dialer Application** is a part of the Call Center Solution. All outbound Call Centers use a Dialer. CTI supported PBX allow a low cost Dialer applications to be deployed. Domestic call center's who do not require advanced level of dialers, which have Fax detection and answering machine detection, can use these progressive dialer application. In Progressive Dialers, the agents make the decision of the call progress and take the action appropriately.

**Predictive Dialers** on the other hand work on pacing ratio and also allow for high speed and accuracy for dialing and thereby increasing the efficiency of the agents. Predictive Dialer Application, transfers the call to the agent only when human voice is detected. In all the other cases of no answer, busy, answering machine, fax tone, the PD does the detection and makes a appropriate entry into the database. This reduces the number of transfers to the agents, increases their efficiency and based on the pacing ratio, each agent is always loaded with calls coming onto their extensions.

Gaytes engineering team has designed these applications, which can be deployed based on the requirements of the customers. Our sales team, working closely with the customers, helps them decide and deploy the solution suited to their pockets.



Z.PDS GOLD



# Call Centre Solution



Contact Centre Solutions (Call Centers) include the complete range of

- Outbound
- Inbound
- Blended

This comprehensive range of solution includes predictive dialing, progressive dialing, CC database management, scripting and management solution for setting up a contact center. This product can be clubbed with our products like Interactive Voice Response System and Voice Loggers for quality management.

Supervisory monitoring and administration module are designed to increase productivity in any contact centers.

Its unique individualized flexibility can be used for numerous applications, from outbound/inbound business-to-business or residential telemarketing to customer service, help desk and follow-up. The open-architecture design of the product allows for easy integration with existing in-house systems and software applications.

9  
Z.CCS GOLD

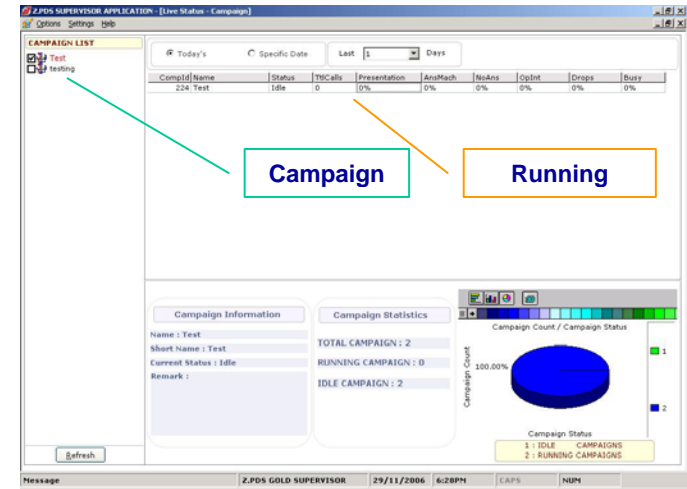
## :: Call Center Solutions ::

### Product Types:

- Inbound
- Outbound
- Blended
  
- Standard telephony based
- IP based
- TAPI and CSTA based
- Server based OR PBX Supported

### Features:

- Database Integration
- Multiple simultaneous Campaigns
- Pop up on Agent PC during Inbound/outbound call
- Automated display of information - based on caller-provided information along with a telephone transfer
- Automatic Email Scheduling for Reporting
- Do Not Call Facility
- Day to day concise call centre reporting



Supervisory Screen Shot

# Call Accounting Solution



Telephone Call Accounting Solutions helps organizations save on telecom costs. Call Accounting Software generates reports on all calls; incoming, outgoing, when connected with the PBX in a proper format, thus allowing organizations to track on telecom expenses, misuse, control and manage telecom usage.

Our commitment to quality and accuracy, backed up by ISO accreditation, guarantees client satisfaction and ensures our status as one of the India's leading service providers.

**Features ::**

- Supports all PBX/EPABX
- Centralized call billing
- Individual Budgeting solution on Extensions/Users/Department
- Unlimited Extension & Trunk line
- Auto report scheduling & emailing
- GUI based easy to manage & configure
- Personal Call Mark-up
- Desktop Version
- LAN Version
- Centralized Version for inter-branch / inter-office and multiple PBX connections

And a wide range of features. Refer to the Brochure for complete list of features

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Z.LINK

## **Call Billing Software comes in the following Types:**

### **Z.Link Lite ::**

- 6 x24 (30 Ports)
- 24 x 256 (280 Ports)

### **Z.Link GOLD Version ::**

- Upto 500 Ports
- Above 500 Ports with IP enabled

### **Optional On –Request Features**

- Budgeting Solution
  - Centralized – Multi-location / Multi-Branch Solution
  - LAN based solution Client – Server
  - All above with Web based Administration
- 
- Supports most PBX Worldwide
  - Supports both COM (RS232) / V.24 / IP Communications
  - Support most countries billing systems (Any billing plan can be added anytime for any country)
  - Consistent upgrades and updates available

# Operator Console



Operator Console is an enterprise wide intuitive, PC based Operator Console for their PBX-IP Centrex or Hosted PBX voice services.

With UC6000 Operator Console Assistant - receptionists and group attendants can easily manage incoming calls and outgoing calls to a main company number or group members through their On-screen line status indicators, corporate directory, and icons/menus that enable Point-and-Click transferring, Click-to-Call capabilities and a variety of enhanced features. Supports all TAPI compliant PBX.

PC based Operator Console provide the facility to view all extensions status at one sight on a single screen. Operator saves time to find the extension is busy or available, thus efficient use of the operator without wasting time.

Its one of the great feature click and transfer helps operator to transfer the call without dialing over the phone. The software can be further customized as per the user requirement which is the one of the best part in the GAYTES products.

TAPI based CTI applications are very cost effective and efficient solutions.

11  
UC - 6000

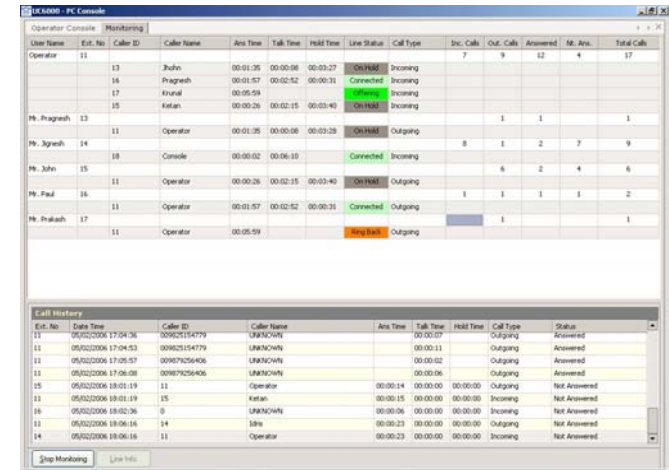
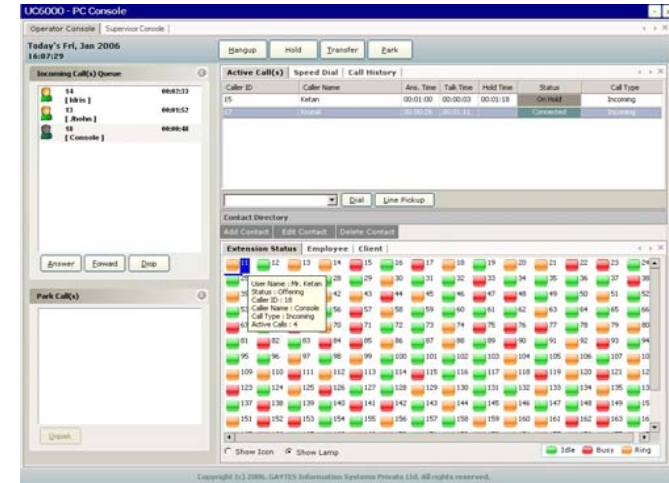
# Operator Console

Operator Console Software comes in the following Types:

- PC Based Operator Console
- Operator Console with Screen Pop-ups
- Supervisor & Monitoring Screen
- Screen Pop-ups with database Integration

## Features ::

- Online user status with call details
- Click and dial
- Supervised/ Blind Transfer to an Extension
- Shows call incoming queue & park calls
- Screen Pop-Ups on Inbound/Outbound Calls
- Call History
- Outlook or other Address book integration
- Extension supervisor or monitoring screen
- Speed Dial



## Soft Phones



# 12

## SoftPhones

### SoftPhones

SoftPhones are software based telephones where user can make a call, maintains individual call list and use it to dial a call on single click of a mouse.

With GAYTES SoftPhone, users can have a extension status monitoring as well, whereby he/she can identify the status of other extensions in the organization.

SoftPhones contains the functionality just like that of physical phone and much more. Software based phones, are cost effective and cheaper & easy to implement in the organization. Thus making the efficient & cost effective solution for the organization specially for large organizations.

SoftPhones are a dependant part of UC-6000 but can also be used independently without the need for installing the Operator Console. A server solution is required for running the SoftPhone.

Other major benefits allows the user to know:

- Call History
- List of incoming calls with date time and duration
- List of outgoing calls with date, time and duration
- Live extension status
- Forward, hold, transfer, conference and many other features right at the click of a mouse button

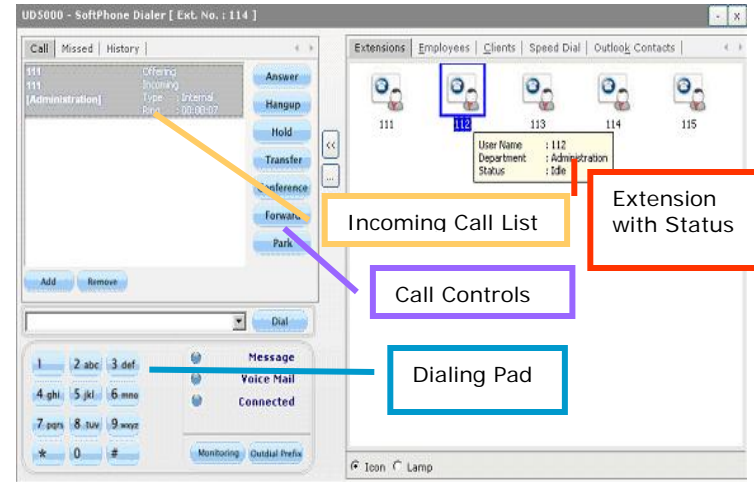
## SoftPhone License

SoftPhone can be installed on any number of PC's to allow users to use the computer as a phone with many features like that of a Digital Phone.

- **UD5000**
- **UD5000 – Screen Popup (Optional)**

### Features ::

- Shows online user status with call details
- Automatically dials number on click of a mouse
- Shows incoming call-queue
- Screen Pop-Ups on Inbound/Outbound Calls
- Call History and dial out directly from the call history
- Outlook or custom Address book integration
- Extension monitoring screen for all extensions on the SoftPhone Speed Dial
- Voice message notification in case our voice mail is also installed



# Screen Pop-up Apps



## Screen Pop-up Applications

Gaytes design and development team can create any screen pop-up applications which can work with any TAPI compliant switches

### Advantages of Screen Popup Applications

Screen Pop-up application are designed as per the customers business and their requirements. The application connects to the customer's database and will allow for information to popup on the screen when a call comes or when a number is dialed.

Though such screen popup applications are highly used in the call centers, our applications are designed to be used for any office, who would like to have complete information come up on the screen including CRM Integration.

It is useful in all offices where some information needs to pop-up automatically when there is incoming call or outgoing call is made.

Pop-up can be a form where an agent / user enters some data and stores in the database. Other pop-up can be integrated to the business database or business address book to pop-up the business transactions or information on the screen before the call is picked up.

Screen Popup requires that the PBX supports CTI / TAPI Interface.

## Screen Pop-up Applications

- Can be installed on any number of computers.
- License fee based
- Custom screen popup solutions
- GUI based and tight user DB integration
- Screen Pop ups for basic caller information
- Screen Pop ups for business transactions
- Screen Pop ups for customer information

Customer Details Entry

Caller ID : 11 Date Time : 20/05/2006 16:00:47

Customer Information

First Name : Mr. Saroj

Middle Name : J.

Last Name : Das

Address :

P.O.Box : J92929

Area : Dhat

City : Gandhiangar

Company : Institute of Plasma Research Center

Conversation Details

systems are

Call History

Date Time	Caller ID	Details
20/05/2006 15:59:30	Caller ID : 14	System is working fine now and all temp files are deleted.
20/05/2006 15:58:16	Caller ID : 14	System memory is going to low... Please take backup of all files and restart again...
20/05/2006 15:56:28	Caller ID : 11	System has been dump on disk : 19/05/2006 at 9:00 AM. Power failure...
20/05/2006 15:53:21	Caller ID : 11	System is worked fine, just take a backup of all files.

Contact Details

Type	Number
Assistant	23732232
Business 1	25527822
Business 2	982736727
Home 1	11
Company	14
Business Fax	429231123

Add Delete

Save Cancel

## Features ::

- Outlook or other Address book integration
- Instant Pop up on the screen as the call is received
- Customized as per the requirement
- Easy to install and use

## Application Areas ::

- Complaint management
- Call History with CRM Integration
- Service industry
- Support Centers
- Small and mini Call Centers

# Global Short Message Service - SMS

An overhead view of a person sitting on a wooden chair in a room filled with many white envelope icons, representing SMS. The person is wearing a white lab coat and a green apron, and is holding a laptop. The room has several other wooden chairs and tables. The envelope icons are scattered throughout the scene, some on the floor and some on the chairs.

# SMS Solutions

## SMS Solutions

The simplest and easiest way to send individualized, bulk text messages (SMSs) globally! All you need to do is select the recipient or group, type the message from your computer, and it will be sent immediately. SMS Server is a powerful, flexible GSM Router based application, that enables you to send/receive SMS messages to mobile devices with your computer.

It has an easy to use user interface, and an excellent internal architecture. The Application uses SMS router for sending/receiving messages, the router can also be connected to EPABX for making inbound/outbound calls.

Sending Group messages have been made easy instead of calling each person. Messages can be read on users convenience

# 14

# Z.GSMS GOLD

## Z.GSMS solution is available in the following types:

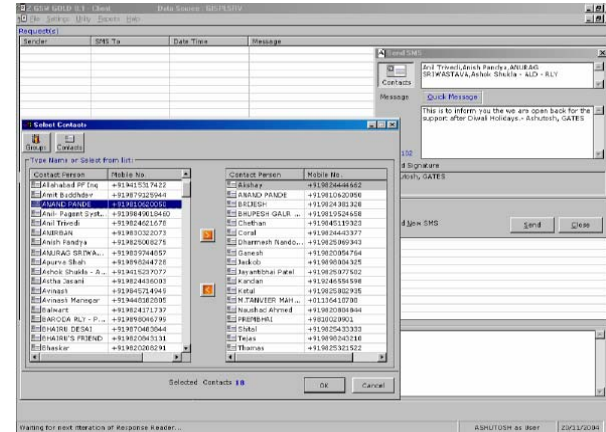
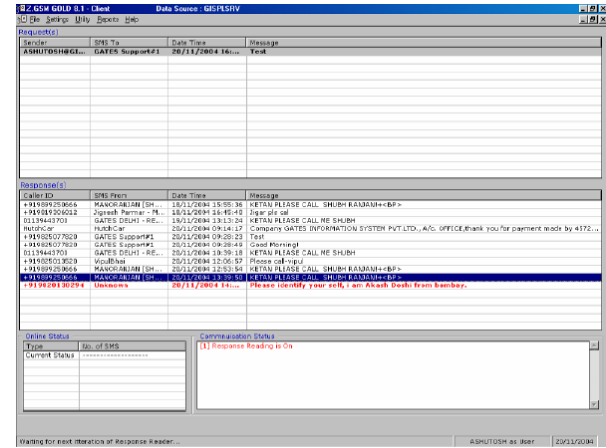
Z.GSMS GOLD – Standard

Z.GSMS GOLD – Client/Server

Z.GSMS GOLD – Custom Solutions :: Push-Pull DB Info. SMS

## Features ::

- Groups and address book functionality
- Outlook Address book integration
- Immediate text messaging to global contacts
- History log
- SMS to email & Email to SMS
- Group Messages
- Scheduled Messages
- SMS Notification on all connected Desktops



# Hotel Management with Call Accounting



## **Hotel Management Solution (Property Management)**

Application is designed to meet the need of wide range of hospitality industry like Hotel, Motels, Guest Houses or where the guest information along with telecom details are required to be maintained.

The product is best suited to increase revenue by 10%, 50% or even 100% with flexible surcharge capabilities, surcharges are automatically added to the phone calls.

Z.Link Hotel Lite software has an optional feature to change the Class Of Service – (COS) when the guest is available in the room and when he/she checks-out of the room whereby restricting the misuse of the phone calls.

Call Budgeting facility is also incorporated with the software to budget the specific amount of calls. (This facility depends on the PBX and if the feature is supported by the PBX over the CTI Interface).

The solution comes with complete features of Property Management

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Z.Link Hotel Lite



# Complain Management System



Complaint Management System is a solutions-product designed for use for various organizations – mid-size to large-sized organizations, whose customer base and service and complaint handling plays an important role of their business process.

Complaint Management System solution can be internal organization or external be it for customer service. The solution is available in two forms one Telephonic Complaint Register another Web based Complaint Register. The system can be integrated with the SMS solution to send the registered complaint automatically to the near by service engineer for handling the complaint.

Various complaint reports can be generated for taking serious business improvement and quality. Enhance the business by providing the Complaint Management System 24x7 days.

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Z.CMS GOLD

## Complaint Management System

### Availability:

**Z.CMS GOLD - Telephonic**  
**Z.CMS GOLD - Web based**

### Key Features ::

- Register complaints via the telephone or the web
- Easy to Register Complaint – via the phone or web-client application
- Complaint management using standard or custom database
- Easy to maintain the registered complaints
- SMS alerts as optional feature
- Complaint escalation to higher authorities possible
- Automatic Screen Pop up on the Complaint Manager's Screen
- Report Scheduling
- Auto forwarding reports on emails
- GUI based - easy to use

# Disaster Management System



**DMS :: Disaster Management System** was designed for many such locations, where immediate and instant information can be sent out by just a click of a button. This product is developed for companies who need to deal with Disasters and Emergency Situations, wherein immediate notification of a disaster must be communicated to all concerned in the lowest possible time to all.

**:: Features ::**

The product is developed to notify all in case of a disaster using three different mediums of communication:

1. Telephones (Internal Extensions or External Numbers)
2. SMS Notifications
3. On-Screen Pop-ups on computer screens
4. In-premise loudspeaker announcement – PBX supported

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Z.DMS GOLD

## **Disaster Management System**

**Availability:**  
**Z.DMS GOLD – Standard**

### **Key Features ::**

- GUI based Interface for easy access
- Predefined text and voice messages
- Facility to add individual or users voice & text messages
- Automatic call dialing
- Automatic SMS send
- Group wise contact details management

**Customized solutions for Disaster Management**

# IP Products



## IP Telephony ::

The next big thing in telecommunications is now available in our product range.

The following products are to be released in 2007.

- IP Products (VoIP, VM, IVR and our complete range using HMP)
- IP PBX
- Patented PBX System to be released in December 2007.

A complete new revolutionary PBX System, which will allow for extreme low cost IP-PBX, far cheaper than even the currently available in the market. It will be the Dawn of the new PBX.

# GAYTES : PRODUCT POLICY

This document gives an overview of our company and the products. A very basic information of the products is given in this document.

To know more about our products and services, please request a complete detailed information on any of the products and we shall provide the same to you.

Our Product development team is in a constant state of development and advancements, engineering new products from our development lab.

We stay abreast with the technological developments and ensure that you get the best product, technically robust, scalable and affordable.

We invite you to give us your suggestions on our products and any features that you need.

Ensuring you of our best products and services, we remain Customer Friendly.



## :: Support and Services ::

We believe in total solutions. Just products without the required service and support to customers are worthless.

Precisely, that is why, with our central office located in USA and development center in India, we have also ensured that we have supporting branch offices in major cities of India and overseas.

A dedicated support engineering work force is available through:

- eMail
- Phone
- Web
- On-site support

We are there for you 24 x 7.

Details of our branch offices locations are mentioned on the next page.

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SUPPORT & SERVICE



For more information, please contact:

<b>:: India Development Center ::</b>	<b>:: USA Head Office ::</b>	<b>:: Overseas Branch Office ::</b>
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Tel.: +91-79-26583760 / 26585855	Tel.: 1800-525-2997	Tel.:+971-4-3969731
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**India Branch Offices :: New Delhi, Mumbai, Pune, Bangalore, Hyderabad,  
Chennai, Kolkata**

**Representative Offices:: United Kingdom, Australia, South Africa**

**Opening Shortly**

**International Branches:: Singapore, Egypt (North Africa)**