

# TECH - TALK

An exciting newsletter from **UNITEL**

[www.unitelinc.com](http://www.unitelinc.com)

May 2001

2400 W. Leonard St.  
Appleton, WI 54914  
(920) 739-1288

2715 Post Rd.  
Stevens Point, WI 54481  
(715) 344-1962

**UNITEL**  
*Proud New Member of the  
Oshkosh Chamber Of  
Commerce*



## OSHKOSH CHAMBER OF COMMERCE

In April of 2001, Unitel became a proud member of the Chamber of Commerce in Oshkosh. Upon joining, Unitel is excited to place its name by other distinguished companies that are currently a part of the Chamber. We would like to thank Karlene Grabner and Kelli Karpinski for all the help they provided

us during the kick-off blitz week. We are confident that the relationship with the Chamber will be beneficial for years to come. The Chamber is a powerful asset to use in the competitive market of today's vast businesses.

### **Ultimate! Communicator**

*What is it and how can it help  
your company?*

By Dave Jensen

Many businesses today are overwhelmed with the various costs of running an organization and the intense battle to stay

profitable. Did you know that telecommunications is the third largest business expense. Wouldn't you love to be able to enhance productivity and control cost? Now you can with the Ultimate!

Communicator software products. You might be wondering, if there is a system that can couple my contact management software to my Toshiba phone system? Do we have too many lines handling our existing traffic? Is our company returning busy signals when customers call? Can the phone database be network friendly? Is it possible for a customer's account to "POP" when they call? The answer to all of these questions is **YES** with **Ultimate!**

Another software application derived from **Ultimate!** Is the **Ultimate! Call Accounting**. Most companies simply guess at how many lines, voice mail ports or ACD agents they require. Studies show 90% of all organizations are 20% overtrunked, overstaffed and port heavy. **Ultimate! Call Accounting** empowers you to do more than flip a coin or guess at how many lines, agents and ports you need.

If some of these questions pertain to your company or even if your looking for more information on the **Ultimate!**

Software Products, please call (800) 359-7833.

### **NO JOKE**

Who's on first? What's on second? I don't know on third? Who's on third? If you don't know why are you asking me?

With all the Long Distance, Local and Equipment Vendors today, did you ever feel like you were in the middle of a bad joke? That's the way it feels if you have ever had a line problem, no one admits fault, and everyone blames each other. Meanwhile you wonder if there is any resolution. **THERE IS!**

Maintenance contracts with your equipment vendor cover trouble shooting of both equipment and line problems. Maintenance contracts usually cost 5% to 10% of the original system cost on an annual basis. That's only \$42 to \$84 per month on a \$10,000 system, providing a fixed cost, and the end of a bad joke.

### **Great old Telephone Songs**

- Telephone Line - ELO
- Mama don't take my code-a-phone - Shelley Sure?
- Operator - Jim Croce
- Sylvia's Mother - Dr. Hook & Medicine Show
- Ricky don't lose that number - Steely Dan