

# CS Call Management

## INTERNET SECURITY

The Remote Screening module requires a time limited authentication file from your site to connect to the Telos system. When the time period has ended, the screener is no longer active.

## PRODUCER/SCREENER

In Producer Mode the screener can quickly enter the caller's information and place them in the queue ready for the host. A special VIP command allows the producer lock a guest on-air ready for the next segment

## PERSONAL SETTINGS

Font sizes, chat window size and position, caller ID, and window tooltips are all user definable allowing each individual to see the data as they prefer.

## SHOW SCHEDULER

The show scheduler allows the Producer or Talent to schedule segment topics, add notes about the topic and schedule guests. This information is then available for reference during the show.



Call Screening for

*Telos*



The CS Call Management package includes all of the tools necessary to keep your Producer and on-air Talent in constant communication. The easy to use "quick fill" listener window allows the producer to quickly enter caller data providing the host with up to the minute information.

Colour codes make it easy to see who is on-air, next in the queue and ready to go on-air while the Time Out clocks keep the show on schedule.

The show scheduler brings topic information right to the desktop and the contact database provides access to your guests contact information.

Interfacing directly with the Telos equipment phone lines and on-air systems, they are controlled from the desktop director, extended director, computer commands with hot keys. For CS Contest Management users, the call screening software links directly into the contesting system for up to the minute access to contest and prize information.

- All the tools necessary to keep the Producer and Host in constant communication
- Support for the Telos 2X12, NX12 and VX telephone systems
- Rating, time and drag and drop caller sequencing
- Countdown clock with 30 second Timer Window
- Internal Chat with alerts
- Show and guest schedule provides instant access to guest and topic material
- Remote screener for remote access to caller system
- Contest Mode option to connect directly into the CS Contest Management database
- Optional Caller ID for individual shows or mode

In addition to the standard call screening features, CS Call Management also provides the Producer and Talent with an internal chat feature ideal for remotes or background information.

The Show Scheduler is used to pre-schedule all or parts of shows listing the guest in each segment along with their contact information.

Out-times for breaks can be pre-scheduled or set on-the-fly notifying on-air staff the time left until the next break or feature.

The remote version of the call screening module is readily available from our web site and once authenticated is ready to go.

## INSTALLATION AND SETUP

The download is available on request and includes the PDF version of all manuals for installation and setup. If desired, we will arrange a web meeting to assist in the installation and setup.

## TRAINING

All of the user manuals are available in the installation set as well as on-line help. If desired, we can arrange for on-site or a web session to train staff.

## LIVE UPDATER

The installation set includes our CSUpdater module that will update your software to the latest release versions for those sites with a support license.

## APPLICATION SUPPORT

New features are constantly being added, then tested in our labs and finally in our live beta sites. It's only after passing these stringent tests they are posted for release to our Live Updater.

# Features and Benefits

## Call Screening



**Center Stage Call Management** provides Producers and Talent with the tools to capture and control callers while staying in touch with each other in a single easy to use Caller Control window.

The show scheduler with a searchable Guest list Database provides the Producer/Talent with the ability to pre-schedule topics, guests and add notes for reference during each show segment.

Designed for use with Telos TWOx12, NX and VX Systems

CS Call Management links into our CS Contest Management software to capture caller information for on-air contests and our Center Stage Live with CSRDS to send topic or limited caller information to your RDS\RBDS display, Web Site, On-Line Stream, HD Radio system or internal applications.

The optional Caller ID can be useful in screening callers or turned off in show mode and used in contest mode to automatically capture winner data.

CS Call Management is licensed by Telos units and can be installed on as many work stations as required including remote copies for off-site access. For complete details check our web site at:

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

## Features

- ✓ Color coded call lines for easy call status identification
- ✓ Drag and Drop Caller Sequencing
- ✓ Public and Private Chat with Alerts
- ✓ Hybrid Selection for VX Systems
- ✓ Use Definable Fonts
- ✓ Show and Contest Mode
- ✓ Selectable Caller ID by User and Mode
- ✓ Scheduled and on-the-fly Time Out Clocks
- ✓ Show Topic and Callers to CS Data Casting (RDS/HD/Web/Stream/Social Media)
- ✓ Host/Producer Messages to CS Data Casting
- ✓ Local and Remote versions with Authentication and Expiration Periods
- ✓ Telephone Book with Block Notice Option
- ✓ Pop-UP Copy windows with Producer Control for Host Computer
- ✓ Show Scheduler with Contact Data Base
- ✓ Computer Control same as Desktop Directory and VSET
- ✓ Prize Vault access for "special callers"
- ✓ On-The Fly Contest Prizing for Guest's giveaways
- ✓ Direct Connections to CS Contest Management, CSSocial and Center Stage Live
- ✓ The Artist Experience posting station logos, host pictures, etc in HD, Web and Stream.

## SERVICES AVAILABLE

Installation and Setup

Training

30-day Free Trial Period

Updates via Live Updater

Application Support

Custom Development

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