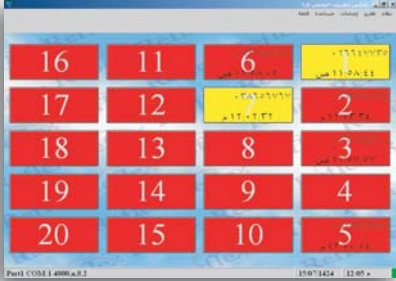


## CALLER-ID SYSTEM



Marvel Caller-ID is a system that allows person receiving phone calls to identify the caller before answering the phone and save historical data of all calls received and made.

Marvel is a multi-line Caller-ID system that sends your telephone's Caller-ID data to a PC software program, which receives and creates a database of all incoming and outgoing calls. It also detects the dialled digits for outgoing calls.

### Benefits:

- Know who's calling before you answer the phone
- See who called while you were away
- Display details such as address and location of the caller upon receiving the call.

### Features:

- Provides pop-up window displaying caller-ID information when call is received.
- Tracks incoming phone calls, including caller name, number, date, time.
- Announces the name of caller as soon he calls.
- Sounds a distinguished tone when an unidentified caller rings.
- Marks unidentified callers in distinguished color.
- Sounds another distinguished call if unidentified caller rings.
- Stores up to hundreds of thousands of calls to your database.
- Generates different types of analytical reports about your database.
- Displays detailed pictures, location map, address and others information on callers on Request.

### Applications:

#### Government Departments:

Police Station, Civil Defence, Red Crescent and other Ministries can use it to identify callers reporting accidents and to track malicious calls

#### Businesses:

For a better customer satisfaction, all types of corporate and business house can use it to identify the calling party and greet him by the name as soon he calls to show more friendliness to your customers and display basic information on them without bothering them to ask for it again and again.

#### Restaurants and Fast foods:

Home delivery restaurants can use it to identify callers and display location maps of their customers as soon as they call.

#### ▼ Riyadh HO ▼

Tel. 4657722  
Fax 4661323

✉ salesr@aflak.com.sa

#### ▼ Jeddah ▼

Tel. 6659942  
Fax 6657063

✉ sales@aflak.com.sa

#### ▼ Khobar ▼

Tel. 8644070  
Fax 8986549

✉ aflakkhob@aflak.com.sa

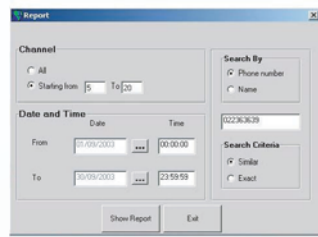
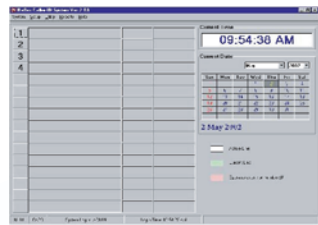
#### ▼ Abha ▼

Tel. 2220111  
Fax Ext 107

✉ aflakabh@aflak.com.sa



## 10 New ways your business can profit of Caller-ID:



**Orbits Technologies**  
 Reflex Caller ID - Monthly Report

Printed on: 11/09/2002 at 12:01:06 Page no. 1

Filter Criteria	Date	Time	Channel
Area	01/09/2002	00:00:00	1
to	30/09/2002	23:59:59	25

Serial No.	Date	Time	Channel	Caller ID	Name
1	04/09/02	13:17:31	6	02296309	
2	04/09/02	09:44:05	7	02296309	
3	04/09/02	09:33:06	6	02296309	
4	04/09/02	09:54:16	5	02296309	
5	04/09/02	12:23:43	7	02296309	
6	07/09/02	09:36:44	7	02296309	
7	15/09/02	17:08:12	5	02296309	

Total Calls: 7  
 End of Report

### 1- Know who's Calling Befor you Answer:

The name and number of the calling party is displayed before you pick up the phone to greet them. You decide whom to talk to and when.

### 2- Enhance Customer Service techniques:

By showing you who is calling, Caller-ID prepares you to respond before you answer, then greet your customer by name.

### 3- Cut down Order Response Time:

Retrieve files and othe information for your clients as you pick up the phone to greet them.

### 4- Recognize Preferred Clients:

Know when your most important customers are calling. When you are away, you will know they called; even if they did not leave a message.

### 5- Eliminate Unnecessary Interruptions by Prioritizing Calls:

If you are busy and cannot answer... Do not worry; the caller's name and number are stored for later use.

### 6- Recover Missed Opportunities:

Even the first time callers store time, date, name and number of calls while you are unavailable, even if they do not leave a message.

### 7- Maximize Advertising Dollors by Tracking phone Inquires:

Who is calling? When are they calling? Where are they calling? Now you will know, even if they call after hours of over the weekend!

### 8- Improve Information Collection & Database:

Trace the name and number of the caller to the source. Use a cross check directory for addresses.

### 9- Segment your customers and future prospects:

Caller-ID can help any business develp list of current and potential customers by keeping call records with deates and times.

### 10- Track Phone time with clients if you bill for Consultation:

Store caller's name and numbers along with the date, time and length of call. Make billing in a snap!

## System Requirements:

- Marvel Caller ID devices
- Windows 95, 98, Me, NT or 2000
- DTMF Caller ID service provided by STC
- Sound card (optional)

### ▼ Riyadh HO ▼

Tel. 4657722  
 Fax 4661323

✉ salesr@aflak.com.sa

### ▼ Jeddah ▼

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### ▼ Khobar ▼

Tel. 8644070  
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✉ aflakkhob@aflak.com.sa

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Tel. 2220111  
 Fax Ext 107

✉ aflakabh@aflak.com.sa