GROW YOUR BUSINESS
FLEXIBLE. SCALABLE. CUSTOMIZABLE.

TELESCAN
A DIVISION OF amtelco

INNOVATIONS
Genesis Spectrum has been designed with the needs of your service in mind. Built on the foundation of AMTELCO’s Genesis soft switching technology, Genesis Spectrum offers the flexibility and scalability to meet the demands of your growing business.

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**GENESIS SPECTRUM'S FEATURES ARE OPTIMIZED FOR THE MODERN TAS**

- Flexible Call Path Scheduling
- Powerful IVR Processing
- Fast and Efficient Agent Call Control
- Integrated Call Logger and Voicemail
- Configurable Third Party Interfaces

With Genesis as its core technology, Spectrum is designed for growth.

- Scalable Soft Switching
- Virtualized Environment

Genesis Spectrum’s web applications provide integrated access to voice logs, voicemail, call records, and messages from a variety of desktop and mobile platforms.

With these additional tools and third party integrations, Genesis Spectrum gives you everything you need to grow your business.
Inbound calls can be handled differently depending on the time or the day.

Using the directory scheduling feature, entirely different paths can be used to make the call processing unique to the specific client or situation.

Flexible Call Path Scheduling

Genesis Spectrum's Directory provides a flexible, intuitive approach to handling inbound calls, based on the concept of Path and Destination. The ‘path’ would be, for instance, ‘Live Operator’ or ‘Voice Mail’ or ‘IVR’ and then the corresponding destination would be an account or mailbox or IVR menu.
Powerful IVR Processing

Genesis Spectrum’s IVR menus enable a great deal of flexibility and customization with call processing.

**Flexible**

Individual touch tones can be configured to transfer calls to the hold or ring queue for operators, transfer the call to a different phone number or account, or even go to a different IVR menu to create a multi-level menu system.

**Custom**

Different IVR menus can be scheduled based on specific client needs.

**Efficient**

The customization and convenience of these menus enables your calls to be handled correctly and efficiently, while minimizing labor costs.
Genesis Spectrum’s agent interface provides several modes based on administrative preferences.

- Visibility into inbound call queues
- Auto-Present and Auto-Answer
- Multiple call patching options
- Voice Log Playback

Fast & Efficient Agent Call Control
Genesis Spectrum’s integrated call logger provides access to all inbound, outbound and intercom calls. Playback can be done directly from an agent station based on assigned operator capability.

Genesis Spectrum’s web applications provides long-term access to the call logs, using highly specific search criteria, that integrates the call logs with any associated message and call detail.

Voice logs can optionally be made available to clients via email and web interfaces.

Genesis Spectrum’s integrated voicemail system enables message notification and retrieval in several ways, including by email, web, and call pickup. Notification via SMS is also an option.
User Testimonial

“The best decision I’ve ever made in regards to our telephone answering service is the move to Genesis Spectrum hosted. Everything happens with minimal interference from us (updates, maintenance, troubleshooting, etc.) which is fantastic! The system runs like clockwork. Genesis Spectrum hosted has given me peace of mind and confidence at being able to continue to run the business despite other challenges I have had to deal with.

The system works really well and the speed and flexibility are great! Genesis Spectrum hosted is the future and puts us in the modern world.”

Jeff Rosgen, Owner
Sierra Answering Services

Genesis Spectrum is designed to work with third party media gateway systems to enable AMTELCO customers to continue to leverage those tools with their Spectrum system. AMTELCO staff can assist with configuring Genesis Spectrum so calls can be sent to external systems and then back to Genesis Spectrum for further processing.

Genesis soft switching technology eliminates the need for proprietary hardware, making your overall cost of operation lower.

Soft switch processing also enables Genesis Spectrum to take advantage of virtualization. This enables entire server backups and restorations in the event that Genesis Spectrum needs to be moved to a different server. These new virtualization options also enable Genesis Spectrum to be hosted, further relieving your on-site requirements and allowing your business to focus entirely on your clients.
AMTELCO’s conversion software will automate your move to Genesis Spectrum, preserving your current investment in programming and training.

If you are new to AMTELCO, you will find that Genesis Spectrum builds on AMELCO’s long history of success in the industry. Whether you are just starting out or you are a large service, Genesis Spectrum can scale to meet your needs!