

Integrated Voice Response								
System Product	CICS	CICS	CICS	CICS	CICS	CICS	CICS	CICS
Software Version	1.0	2.0	4.0	4.1	4.1.1	4.2	6.0	6.1
IVR	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Voicemails								
System Product	CICS	CICS	CICS	CICS	CICS	CICS	CICS	CICS
Software Version	1.0	2.0	4.0	4.1	4.1.1	4.2	6.0	6.1
Startalk A, B & C 2.04L	No	No	No	No	No	No	No	No
Startalk Mini 2.5	No	No	No	No	No	No	No	No
Startalk Mini 2.6	No	No	No	No	No	No	No	No
Startalk FLASH 1.36<	No	No	No	No	No	No	No	No
Startalk FLASH 1.44	Yes	No	No	No	No	No	No	No
Startalk FLASH 1.46	Yes	No	No	No	No	No	No	No
Startalk FLASH 1.7	No	Yes	No	No	No	No	No	No
Startalk FLASH 1.9	No	No	No	No	No	No	No	No
Startalk FLASH 2.0	No	No	Yes	Yes	Yes	Yes	Yes	Yes
Norstar Voicemail NAM-Cooper 1.0	No	No	No	No	No	No	No	No
Norstar Voicemail NAM-Cooper 1.1	No	No	No	No	No	No	No	No
Norstar Voicemail NAM-Cooper 1.2	No	No	No	No	No	No	No	No
Norstar Voicemail NAM-Cooper 1.3	No	No	No	No	No	No	No	No
Norstar Voicemail NAM-Cooper 2.0	Yes	No	No	No	No	No	No	No
Norstar Voicemail NAM-Cooper 2.1	Yes	Yes	No	No	No	No	No	No
Norstar Voicemail NAM-Cooper 3.0	Yes	Yes	No	No	No	No	No	No
Norstar Voicemail NAM-Fiber 3.0	Yes	Yes	No	No	No	No	No	No
Norstar Voicemail NAM-Fiber 4.0	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Norstar Voicemail NAM-Fiber 4.1	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
CallPilot 100	No	No	No	Yes	Yes	Yes	Yes	Yes
CallPilot 150	No	No	No	Yes	Yes	Yes	Yes	Yes

ACD Softwares								
System Product	CICS	CICS	CICS	CICS	CICS	CICS	CICS	CICS
Software Version	1.0	2.0	4.0	4.1	4.1.1	4.2	6.0	6.1
Minuet ACD 1.0	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Prelude, Cinphony 1&2 ACD-2.0.0.13	No	No	No	No	No	No	No	No
Prelude, Cinphony 1&2 ACD-2.00.15	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Prelude, Cinphony 1&2 ACD-2.0.0.18 & .19	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Prelude, Cinphony 1&2 ACD-3.0	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Prelude, Cinphony 1&2 ACD-3.1	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Prelude, Cinphony 1&2 ACD-3.3	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Prelude, Cinphony 1&2 ACD-3.45.006	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Prelude, Cinphony 1&2 ACD-3.6	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
CallPilot Basic Call Center	No	No	No	Yes	Yes	Yes	Yes	Yes