



**CONVERTec Inc.**

# ConverTec's VCM Provides Enhanced Desktop Telephony for Norstar and BCM

Visual Call Manager (VCM) enables Nortel's Norstar and BCM customers to utilize the power of Computer Telephony Integration (CTI) beyond their receptionist and Call Center Agents. CTI functionality is extended to every computer desktop within their organization resulting in an improvement in overall communications using an innovative easy-to-use Interface.

Instead of using the telephone, employees can perform all their call-handling functions through their PC's. This allows them to stay focused and improve their productivity. With VCM, calls are answered by a simple mouse click. Caller ID functions are displayed on-screen, along with the status of all extensions allowing for more rapid and accurate call handling. Other call controls, such as placing calls on hold, parking, camping and paging are as simple as the click of a mouse. Call Transfer is easily performed by dragging and dropping the call to the desired extension, or by "point and clicking" the transfer button, then the desired extension button

VCM integrates to many popular contact managers such as Outlook, ACT!, Maximizer, Goldmine and more, providing screen pops to incoming calls in addition to outbound dialing. Having this information readily available allows employees to greet customers by name, resulting in greater caller satisfaction and improved call efficiency.

## Enhanced Business Management

Included with VCM is a powerful managerial tool called CALL Auditor. CALL Auditor enables the enterprise manager to more effectively manage his or her telecommunication facilities by quickly and easily producing reports based upon all telephone calls in and out of an office. Report types include the number of long distance calls made by a particular extension or the length of time callers were placed on hold. With VCM, calls are tracked regardless of the number of times they are transferred, parked or put on hold.



## VCM Changes the Rules

Developed exclusively for Nortel's Norstar and Business Communications Manager (BCM) telephone systems, Visual Call Manager provides an impressive line-up of call handling and inter-office communication features including:

- Desktop Call Control
- Text Messaging
- Message Notification
- Unlimited Speed Dials
- Interface displays up to 160 extensions without having to scroll
- Contact Manager Integration (Screen-pop's, Outbound Dialing)
- System Wide Call Report Generation
- Personal Call Report Generation

**Leveraging the strengths of its Developer Partners and their Compatible Products, the Developer Program has become a key contributor in the success of Nortel by broadening its reach and responsiveness in meeting the needs of its channels and customers. Each Nortel Compatible Product has met established requirements for integration, functionality and stability, further reducing total cost of ownership.**

## Enhancing the Use of Information

Visual Call Manager for Norstar or BCM allows for internal messaging to be handled quickly and efficiently through a "text message" feature. This allows the receptionist and all users to enter messages electronically on screen and broadcast to one person or a whole department; a powerful feature that ensures messages are delivered on time, accelerating the movement of vital information.



The "Message Notification" feature allows employees to enter up-to date status information about them. This message will automatically appear on all VCM user interfaces allowing your receptionist and all VCM users to be better informed and make more effective decisions. For example, a Sales Representative who is attending a trade show could have "Attending trade show, returning 1st Dec." displayed on his or her extension button, informing all VCM users of his/her status.

For frequently dialed numbers, Visual Call Manager allows all employees to access virtually an unlimited number of speed dials from their PC, saving time and ensuring the accuracy of call attempts.

There is no learning curve to Visual Call Manager because it mimics the basic functionality of the Nortel's Norstar and BCM. The VCM user interface can be easily customized to change the way other extensions are

viewed, and changes made by an administrator with respect to extensions and speed dials are immediately broadcast to all users, drastically reducing the amount of administration time.

## Company Information

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**For all inquiries on this product, please provide the following reference code: NORVCMB1**

**Customizable button selection for telephone control**

**Dynamic Personal Call Window**

**Public Call Window for Held, Parked or Ringing calls**

**Colour coded extension status indicator.**  
Green = active call  
Yellow = msg. notification  
Red = ringing extension

**User defined Compact extension view.**  
Select extension number, extension name or both.

**Hover your mouse over coloured extension buttons for detailed information**

**User Defined Detailed Extension Buttons.** Select specific people you need to monitor with full-time detail information

**Quickly send messages to others using Text Messaging**

**Inform others of your status using Message Notification**

VCM Graphical User Interface

### Compatibility Information:

Visual Call Manager release 3.2 was verified as compatible in a controlled laboratory environment. For complete compatibility details, including specific Nortel platforms and releases, please refer to the Certificates of Compatibility at: [www.nortel.com/prd/dpp/product/prodpages/z5760.html](http://www.nortel.com/prd/dpp/product/prodpages/z5760.html)



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