



ConverTec's Console.NET Provides Enhanced Attendant Features and Increases Productivity for BCM & Norstar

With the competitiveness of business today, differentiation among companies is crucial. Organizations using a live Attendant to answer calls for a single or multi-site/campus environment rely on the Attendant to present the image of the company to the caller. Today's Attendant requires a sophisticated, yet simple-to-use tool to help meet this challenge, and Console.NET is the solution.

- Blind Transfer (local and remote offices)
- Screen Transfer
- External Transfer
- Conference
- Page (zone control & speaker)
- Voice Mail Transfer (local and remote offices)
- Voice Call
- Dial, Speed Dial

Console.NET displays a directory of extensions and their respective status. The Attendant can organize the extensions by groups such as Sales or Support. Extension buttons may be viewed by extension #, extension name, or both. Extension detail can also be added to inform the Attendant of information such as caller ID name and number, DNIS/DID, line used, call duration, plus much more.

Color is used extensively to allow the Attendant to quickly identify both line and extension status. Calls on Hold, Ringing and Parked calls are all quick and easy to distinguish between. Extension buttons also change color depending upon their condition including; Idle, Active, Do Not Disturb, Ringing and Not in Service.

Advanced

"Scrolling Text Messaging" provides the ability for an Attendant to send a scrolling text message to the display of any local or remote Nortel telephone, IP or digital, within the customer's network.



Nortel continues to deliver market-leading solutions through innovation, vision and relationship. Leveraging the strengths of its Select Product vendors, Nortel continues to broaden its reach and responsiveness in meeting the needs of both channels and customers. Nortel distributors/resellers may be eligible to order certain Select Products directly from Nortel.

Enhanced Customer Service

Console.NET, when integrated to Nortel's Norstar or Business Communications Manager (BCM) phone systems, provides the capability for Attendants to answer and direct callers in a more informed and professional manner.

Telephone functions include:

- Answer calls (local and remote offices)
- Intercom call (local and remote offices)
- Call Queuing
- Hold
- Park
- Park/Page

"Telephone Messaging" allows an individual to set their individual status or "presence" from their phone. This status then appears on Console.NET as well as the display of a co-workers phone when calling that person.

"Reverse URL look-up" is a feature that allows a search of a remote database, such as www.411.com, using Caller ID information in order to return the caller's details, such as mailing address. The URL is configurable and may be automated to pop-up the search result once the call has been answered.

"Call Waiting" relieves the Attendant from monitoring a busy extension by sending a call to a busy extension. This allows the called party to answer, transfer to voicemail, or conference the waiting party while on a call.

"Sticky Notes" is a feature that allows the Attendant to attach a new or pre-defined message to a call. This assists an Attendant in returning to a caller who has been Parked or placed on Hold.

"Message Notification" allows Attendants to type a message that appears on an extension button to assist them in being better informed as to the status of employees.

Evolutionary, not Revolutionary

Access to Console.NET is via a web browser such as Microsoft's Internet Explorer. Developed with Microsoft.NET, ConverTec's Console.NET utilizes technologies such as Web Services, XML, HTML and SOAP. Benefits of these new technologies are:

- Browser Access, no installation required
- LAN or Web access
- Extension status of remote Norstar and BCM systems
- *Nortel Select Product which includes remote installation, setup and training
- * requires high speed internet access on Console.NET web server

From anywhere you have LAN or Web access, you have access to your Norstar or BCM phone system. If you are using a Nortel's BCM, add an IP telephone and begin answering and directing calls remotely.

Owners and Managers of an organization may login from home or half way around the world to monitor call activity along with viewing Console.NET call reports.

Managing today's business requires information from a number of sources. Console.NET provides information related to telephone calls both into and out of an office along with intercom calls between employees. Various reports provided by Console.NET include:

- Inbound Calls by Extensions
- Outbound Calls by Extension
- Intercom Calls
- Calls by DID/DNIS
- Call Duration

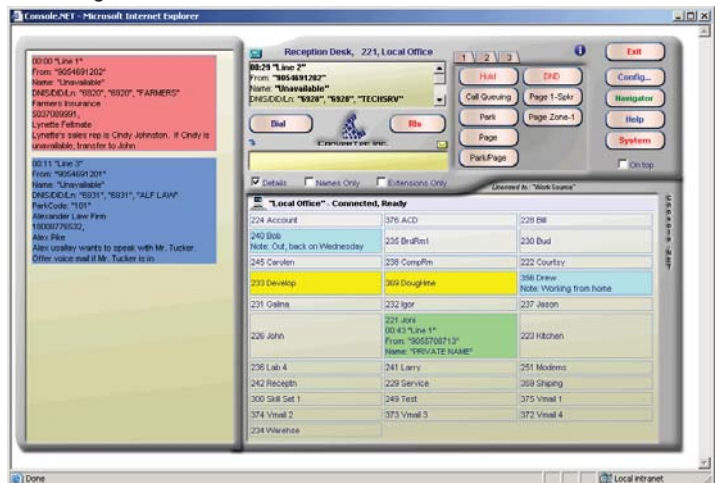
Integration is the Key

Even before answering a call, Console.NET presents information pertaining to the caller to assist the Attendant in directing the call to the appropriate person or group. Console.NET includes a built-in database to store your customer and contact information. Business Center Attendants are presented with information such as the company the customer is calling and can even be presented a script for the Attendant to read.

Integration to CRM products or to a custom database is also available from ConverTec's Professional Services Group.

Integrated Security

Each Attendant or person logging into Console.NET has a unique user profile assigned to them which dictates what they can do and see. Administrators have access to configuration which includes the ability to add or remove users, and change passwords and user rights.



Compatibility Information:

Console.NET release 3.0 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/z5854.html

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Multilingual Support

Console.NET supports English, Canadian French, Italian, German and Spanish. Console.NET will automatically default to the language preference established in Microsoft Internet Explorer by the user

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