

### **Business Communication Manager (BCM) Key Applications:**

- **Multimedia Call Center** – permits businesses to tap into the power of the Internet to expand into and reach new customers and to increase company awareness and revenue.
- **Voice Messaging** – offers a choice of Norstar\* or CallPilot\* Voice Mail interface that allows for at least 200 hours of message storage and up to 1000 voice mailboxes.
- **Custom Call Routing (CCR)** – ensures that callers reach the right department or person on the first try.
- **Call Center, Professional Call Center and Call Center Reporting** – offer dynamic call handling and reporting applications that have been steadily enhanced with each new release. For instance, the number of queues, or skillsets, has been increased to 50 in Professional Call Center and improvements in agent display information have been made to include dialed number identification service (DNIS), allowing the person in the queue to see the number of an incoming call.
- **Unified Messaging** –allows users to manage voice, fax and email messages directly from their multimedia-equipped PC or laptop. Saves employees the time spent retrieving email, voice mail and faxes from different locations as all messages are integrated into a single graphical interface for easy management.
- **eMobility** – provides wireless functionality without losing the benefits of the wireline system. Users can publish one telephone number and receive all calls on both their desk set and their portable. The roaming feature allows a portable user to make and receive calls and access business features anywhere within a coverage area.
- **Interactive Voice Response (IVR)** – allows businesses to be accessible to their customers 24 hours a day, 365 days a year. Businesses can supply callers with access to a broad range of information simply by responding to a series of prompts via their touchtone phones.
- **Attendant Console** – allows telephone attendants to monitor phone calls from their computer screen and answer and route them with a simple point and click of a mouse. Attendant Console runs on industry-standard Windows® 95/98/2000/NT or XP PCs and operates in a multitasking environment that lets attendants use their PCs for other work when not actively handling calls.
- **Fax Messaging** – allows the user to receive, send and forward faxes in the same fashion as voice messages. Fax Overflow prevents customers from missing faxes by sending overflow faxes to a Fax Overflow mailbox, which stores the faxes until the fax machine is able to print them. Fax on Demand allows a user to retrieve documents stored in special mailboxes. Fax Suite provides Fax Messaging, Fax Overflow and Fax On Demand as a bundle.
- **Message networking** – links CallPilot with other voicemail systems and allows the exchange of voice messages between users at different sites on a network connected by TCP/IP or MCDN networking.
- **LAN CTE** – allows customers to use the system as a TAPI Server. This capability means that any TAPI-compliant application running on a Client PC can control telephones on the BCM system via TAPI.
- **Personal Call Manager (PCM)** – is the award-winning telephony application available on BCM. It is designed for users on the Windows 95/98/2000/NT/XP operating system and brings much of the feature-rich telephony user interface to the desktop computer.
- **Unified Manager** – is a software tool that comes standard on every system and is used to manage the BCM at a single site. Unified Manager is a Java-enabled Web browser that provides a series of windows and menus that allow the user to navigate through the different areas of the application and program the system.