NORTEL NETWORKS

BUSINESS WITHOUT BOUNDARIES

easy-to-use
advanced
voice messaging

Application Brief
Business Communications Manager
CallPilot Messaging

Up to 75% of business calls aren't completed on the first try, and that's why efficient voice messaging is essential to a company's success.

Business Communications Manager provides a rich suite of easy-to-use, advanced voice messaging applications that go far beyond simple voicemail services. This advanced platform will help create a flexible, scalable solution that grows with a company's business, enabling improvements in customer service and streamlining internal and external communications.

Business Communications Manager CallPilot Messaging has three main components – Automated Attendant, Mailboxes (voice messaging) and Custom Call Routing (CCR); and three other components – Networking, Unified Messaging and Fax Messaging. These components form a complete suite of voice processing applications designed to enhance the professional stature of a business.

Unified Messaging enables a business to manage email, voicemail and faxes from the screen of their PC, and the Personal Mailbox Manager helps them configure their system exactly the way they want it. For less-experienced users, the Operator Manager allows the system administrator to step in and make adjustments.

CallPilot Voice Messaging

Employees that are always contactable? Business Communications Manager provides multiple application support for Voice Messaging based on its industry-leading CallPilot technology. In addition, if a customer wishes to, they may upgrade their standard Voice Messaging solution to Unified Messaging, through the use of software keycodes.

Features

- **Centralised Voicemail**
  Utilise voice messaging application on BCM at the main site to deliver messaging services to other locations with BCM, Succession systems, Meridian 1 and Norstar.

- **Never Full Mailbox**
  Callers can always leave a message.

- **Off-premise Message Notification**
  Receive notification of messages via mobile phone, pager, or any external number.

- **Call Screening**
  Know who is calling before taking the call.

- **Outbound Transfer**
  Enables the system to transfer calls to external numbers.

- **Record a Call**
  Record a conversation for future reference.

- **Interrupt**
  Answer a call while the caller is recording a voicemail message.

- **Fax Answering**
  Let Auto Attendant recognise incoming faxes and route them to a fax machine, even if there isn't a dedicated fax line.

- **Plus many more**

Auto Attendant/customer-controlled routing

Many businesses can't afford a full-time receptionist at every site. The Auto Attendant feature solves that problem with customer-controlled routing (CCR) menus that get callers where they need to go – fast. Business Communications Manager Auto Attendant can greet callers and play a different greeting based on time of day and/or day of week. Special greetings can even be prerecorded and scheduled in advance for special holiday greetings and hours, etc. Up to 100 special holiday greetings can be scheduled, up to one year in advance. By calling a single, centralised number, callers can connect to any individual or department. Even if the department is located at a remote facility, Business Communications Manager can transparently route the call to the appropriate facility over either PSTN or IP networks. This delivers a seamless, integrated telephony solution that is ideal for companies with a distributed workforce.

Business Communications Manager ensures that customers can always reach staff within an organisation, eliminating the risk of missing an important call or message. If employees are not always at their phone, Business Communications Manager's Park and Page feature can automatically Park a customer's call and Page the employees so they may answer the call from any phone. Centralised trunking reduces operating expenses by reducing the number of outside phone lines needed to provide callers with company-wide access to their employees.

Unified Messaging

To maximise efficiency, Business Communications Manager provides Unified Messaging solutions that enable the personnel of a company to manage voicemail, email and incoming faxes directly from their multimedia Windows PCs. Now users can listen to voicemail, save or forward messages, view faxes on screen and forward them as email, or even use Caller ID to go straight to the message they have been waiting for. These enhanced voice processing applications are incredible timesavers and will dramatically simplify a company's message management.

The Business Communications Manager Unified Messaging application supports up to 1000 users and integrates seamlessly with most industry-leading messaging software, including:

- Microsoft Outlook

- Netscape Messenger

- Lotus Notes

- Qualcomm Eudora Pro

- Novell Groupwise

Fax Messaging

Allows the user to receive, send and forward faxes in the same way 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.

Message networking

Need to forward a voice message to an employee at another location? Business Communications Manager solves this challenge by delivering a standards-based solution that lets users forward voice messages right over the IP or TDM network. Fully compatible with products from third-party vendors, the system will forward voice messages to any voicemail system that supports the industry-standard VPIM, VPIMv2, or AMIS protocols.

In a world where people are constantly in motion, companies need a messaging system that makes their staff available to their customers, even when they are too busy to receive incoming calls. Business Communications Manager meets this need, delivering an integrated solution for managing phone traffic, voice messages, fax transmissions, and email that's designed to increase the responsiveness and efficiency of a company's workforce.

Reports

CallPilot provides valuable reporting capabilities, such as Call Handling, Channel Usage and Custom Call Routing Tree Usage. Additionally, Mailbox Information will give the administrator the ability to view the number of messages left on each mailbox and their duration.

The Custom Call Routing Usage report gives the administrator the ability to monitor the number of connections to each node of the tree and so change resources to give maximum call efficiency.

Specifications

Ports	up to 32
Maximum number of mailboxes	1000
Storage	up to 250 hours
CCR trees	4
Tree depth	10 levels
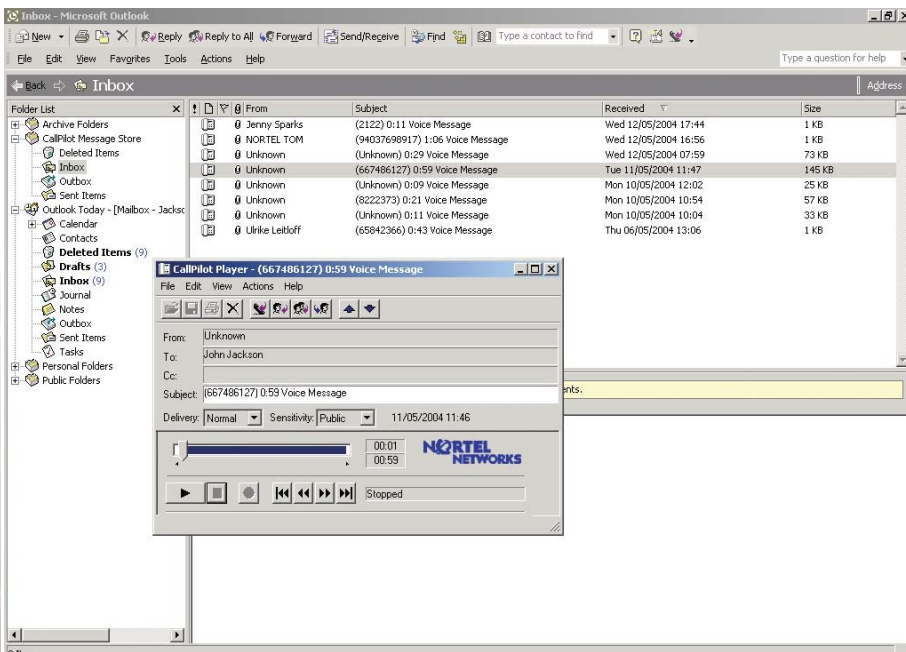
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Nortel Networks is an industry leader and innovator focused on transforming how the world communicates and exchanges information. The company is supplying its service provider and enterprise customers with communications technology and infrastructure to enable value-added IP data, voice and multimedia services spanning Wireless Networks, Wireline Networks, Enterprise Networks, and Optical Networks. As a global company, Nortel Networks does business in more than 150 countries. More information about Nortel Networks can be found on the Web at:

www.nortelnetworks.com

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