

Smart & Friendly Telephony

Alcatel OmniPCX Office Call Server provides a state-of-the-art telephony welcome for a company's customers, callers and correspondents. Its numerous features include embedded voicemail, personal assistant, automated attendant, integrated CTI server, and unified messaging — in short, everything to make telephones not just smart, but also friendly.



Embedded Personal Assistant

The Personal Assistant allows a Reflexes user who is away from their desk to give caller a choice of up to 5 destinations: Voicemail, Mobile number, External number, Internal number (secretary), or Operator. This flexible call re-routing function is ready to use and easy to manage.

Powerful embedded voicemail

Benefit from a powerful, expandable voicemail, from 20 mn standard up to 200 hours with storage hard disk. Because voicemail is recognized as essential in the business world, it is available to any user, whatever sets they are using, and even from a PC — with PIMphony — for maximum comfort and user friendliness.

Unified Messaging

With PIMphony, all messages are centralized into a single Microsoft® Outlook™ e-mail box. Messages can be variously e-mail, voicemail (specific voice icon with .WAV format file), and faxes (depending on the ISP level of service).

Smart services on Reflexes terminals

- Call recording. Conversations can be recorded online — and the recording is stored in the voice mailbox.
- Call screening. With the voicemail turned on, the user can listen to messages being left and choose who to talk to, rather like an answering machine at home.

Integrated CTI server

For Alcatel or third party applications like call center applications or PC telephony, Alcatel OmniPCX Office includes an embedded CTI server (for up to 25 users). PIMphony personal communication manager provides easy management of calls from the user's PC, either individually or in workgroups.



ALCATEL

Full mobility

The Alcatel solution ensures that the user can always be contacted.

- While on company premises, the Alcatel range of DECT terminals enables users to keep the same level of features as the phones on their desks.
- Wherever users may be, the new Personal Assistant enables them to give a choice of 5 call re-routing options to callers.
- And if users don't want to be disturbed by calls, there is embedded voicemail that will take voicemail messages.

Wide Reflexes and IP Reflexes range

Whatever the requirements, there is a solution in the Alcatel Reflexes range of terminals

- high or low traffic
- fully handsfree
- mobile or deskbound
- wall mounted or desk phones
- with a range of plugware options including analog plugware, DECT, S0, V24, IP.

Whatever the network, whether traditional or IP, there is

- same level of features
- same range width
- and the option to upgrade a Reflexes to IP set with IP enabler, or to choose from the Reflexes (traditional cabling).

Teamwork capabilities

The Manager/Secretary function provides:

- Call screening of manager's set
- Absence of screening for private calls
- Direct call + supervision of manager and secretary sets.

Group supervision on PC with PIMphony Team for employees working in teams:

- User workgroup creation
- Status information on every set in the group (busy, free, ringing, forwarded, etc.).

The Assistant Window on PC with PIMphony Team for workgroup assistants dispatching a high volume of calls, provides:

- list of preferred correspondents according to the caller's identity

- list of colleagues, and their status (busy, free, ringing, forwarded, etc.)
- option of alarms on waiting time
- option of obtaining call statistics.

The administrator can also allocate one extension number to a group who will then benefit from a wide range of functions:

- monitoring: the status of each set in the group is displayed on the Reflexes set
- pickup: anybody in the group can pick up the call
- hunting group: incoming calls are routed sequentially (always to the same phones in the same order), cyclically (to a phone that did not take the previous call) or in parallel (on all workgroup sets at the same time)
- broadcast: speak to all group members at once through their sets loudspeakers
- disconnect: option of disconnecting from a hunting group
- non-answered call notification in the group.

System welcome

How callers are greeted reflects a company's professionalism. The Call Server provides various greeting features to optimize caller welcome.

- Greeting can be individual, or programmed on group or company level
- Up to 8 greeting messages can be created
- Greeting is managed by time (lunchtime, opening hours) or for busy extensions
- Automatically detects fax messages.

Music/message on hold. The system provides music and/or a message on hold, while callers are waiting to be connected.

Automated Attendant. The automated attendant allows you to welcome your correspondents 24 hours a day. It also provides valuable assistance to your operator at peak times, automatically connecting callers to the right person. You can also take the opportunity to broadcast information like opening hours.

Alcatel OmniPCX Office capacities

Terminals, workplace & mobility

Reflexes + analog sets	236
Reflexes terminals	236
Mobile Reflexes terminals (DECT) + DECT plugware	236
Analog sets	196
VoIP Users (IP Reflexes + IP PIMphony)	200
H323 client	150
PIMphony clients with integrated CTI server (with third party external server)	25 (208)
Add-on modules (max 2 per port)	136
S0, V24, Analog Plugware	48
V24 metering Plugware	1
IBS Radio base station, local feeding (remote feeding)	199 (60)

Call server

Voicemail ports with CPU (with CPUe)	from 2 to 4 (8)
Voicemail storage (with XMEM64, with Hard Disk)	20 min (up to 80 min, up to 200 hours)
Greetings with CPU (with CPUe)	4 (8)
Languages	from 2 to 4
Directory entries	3 000
Abbreviated numbers	2 200
System Music on Hold	16 sec
Customizable Music on Hold (with Hard Disk)	up to 2 min (up to 10 min)
ARS entries	500
Metering tickets	up to 1 000 tickets
NMC tickets with Hard Disk	up to 30 000 tickets
Groups (Hunting/Broadcasting/Pick-up)	50 with up to 32 subscribers in each group
Attendant group	8 with up to 8 attendants in each group
Conference	3 simultaneous conferences

