

PC Telephony with PIMphony

PIMphony for Alcatel OmniPCX Office is a Personal Communication Manager that links the two most widely used business tools — desktop computers and telephones — to provide a powerful, user-friendly telephone assistant that manages daily phone tasks. PIMphony improves customer interaction and services, increases personal and team productivity, and optimizes a company's investment in the Alcatel OmniPCX Office by adding a new dimension to phone services.



Personal efficiency

PIMphony boosts personal efficiency by allowing users to save time and avoid dialing errors with dial by name, phone number "drag & drop".

Team efficiency

PIMphony facilitates the management of workgroups by making ensuring their phone status is available at any time. Call transfer errors are avoided with PIMphony Teams new Assistant and Supervision windows.

Simplified access to messages

PIMphony simplifies access to critical information in the form of incoming messages. Voice messages are easily managed in the new Visual mailbox. Unified messaging with Microsoft® Outlook™, enables the user to access voice messages + e-mail + faxes at the same time.

Enhanced customer relationship

PIMphony enhances the company's customer relations by providing access to a much larger contact database than the system's phone book, with contact database integration. PIMphony supports seamless integration with Microsoft® Outlook™, GoldMine®, Act!™ and Microsoft® Access™. The call log function enables all calls to be tracked, including unanswered calls.



ALCATEL

Complete set of telephony features on PC

- Incoming and outgoing call management, call hold, multi-line management (up to 8 lines), direct call keys, dial by name, redial.

Contact manager integration

- Automatic synchronization with Contact Manager database.
- Screen popping from contact card.
- Dial by name using contact database.
- Dialing directly in Contact Card.
- Screen pop assistant for customized scripts.

Centralized call log

- List of incoming answered/unanswered calls and outgoing calls, with contact identification, date & time, and call duration.
- Call initiation with a double click, contact's card with one click.
- Even when users are away from their desks, all incoming calls are registered (provided that at least one PIMphony Pro or Team is installed on the network).

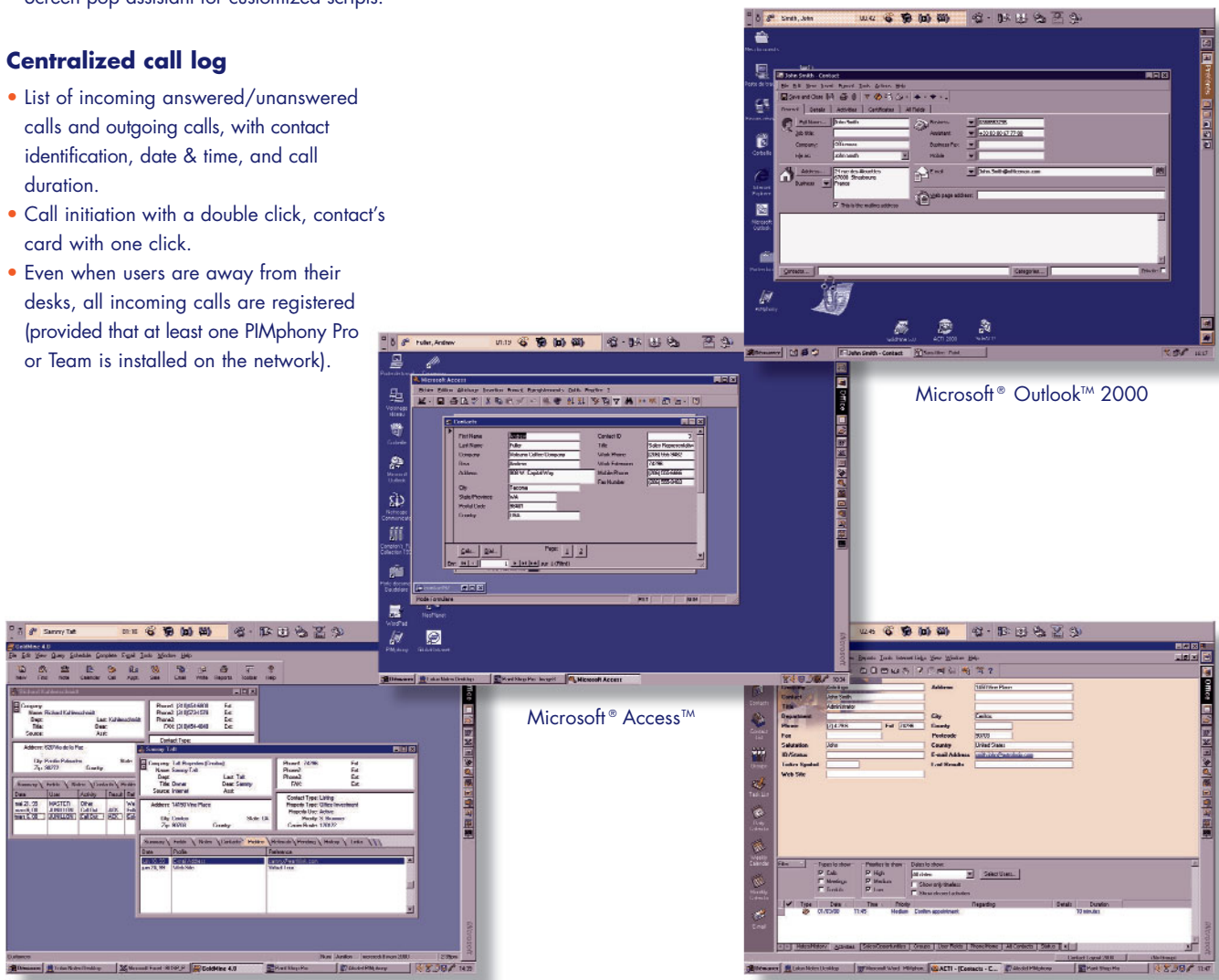
Any kind of telephone set

The main advantage of PIMphony's third party architecture, because there is no physical connection between telephone set and PC. PIMphony can be linked to any kind of telephone set (DECT, Reflexes, Analog), or even function without a telephone set at all (using PC telephony with IP PIMphony).

Visual mailbox

The visual mailbox includes a full set of mailbox management features:

- Read/delete messages
- Skip to previous/next message
- Forward message to one or many users, with voice comment if necessary
- Associated contact card screen popup (if sender is identified in the contact database)



Microsoft® Outlook™ 2000

Microsoft® Access™

GoldMine® from FrontRange Solutions Inc

Act!™ from Interact Commerce Corporation®

Unified messaging

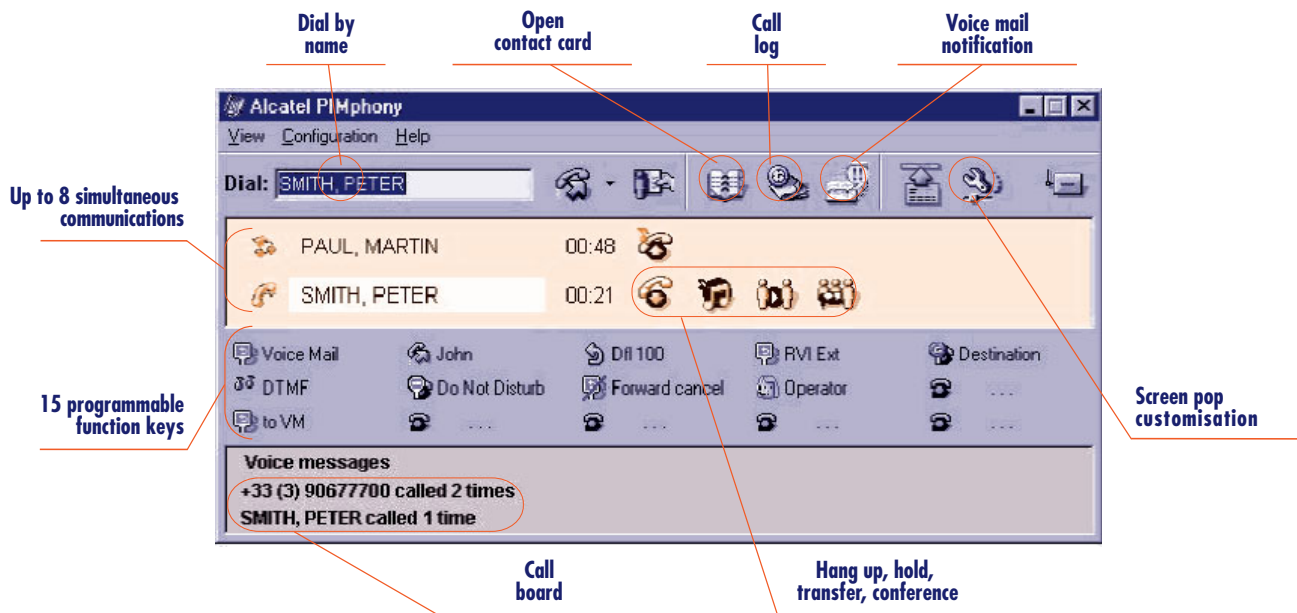
- Integration of e-mails, voice mails and faxes (depending on ISP's level of service) into one Microsoft® Outlook™ window
- Voice messages identified with specific icon, handled as e-mails with .WAV attachments
- Same level of displayed information: date & time, caller's name (if sender is identified in the contact database) or phone number

Supervision window

- The user can define supervision groups (workgroups or services) in the company
- Call/forward status of each person the user has included in workgroups

Assistant window

- Display of up to 8 incoming calls, with alarms available on waiting time
- Display of a list of preferred correspondents for the current caller, or the list of the colleagues of one preferred correspondent
- One step transfer available for preferred correspondents or people from a supervision group.
- Capacity to compile call statistics



Free try & buy

2-month free trial for any version of PIMphony — for up to 25 users. The 2-month trial period starts when the first user opens their free version of PIMphony.

	PIMphony Basic	PIMphony Pro	PIMphony Team
Complete set of telephony features	● ¹	● ¹	● ¹
Centralized call log	● ¹	●	●
Contact manager integration		● ²	● ²
Visual mailbox		● ¹	● ¹
Unified messaging		● ³	● ³
Supervision functions			● ¹
Assistant features			● ¹

¹ Centralized call log available only if at least one PC on the LAN is equipped with PIMphony Pro or Team. Centralized call log requires a non-dedicated server on the LAN. Unless these conditions are met, the user will benefit from a local call log (active only when PIMphony is open on the PC).

² Contact management software supported:

- Microsoft® Outlook™ 97/98 and 2000
- Act!™ 4.0/2000 from Interact Commerce Corp
- GoldMine® 4.0/5.0 from FrontRange Solutions Corp
- Microsoft® Access™ 97, 2000

³ With Microsoft® Outlook™ 97/98 and 2000

PIMphony

Alcatel OmniPCX Office System

Release 1.0 or higher

IP PIMphony

Release 1.0 or higher

A maximum of 25 users, including regular PIMphony users.

Voice terminals:

Alcatel Reflexes terminals (UA3G, UA2G)
Alcatel wireless Dect or GAP sets, Analog terminals

No Alcatel telephone set required
PC headset or PC handset (for example, IP handset
Comfort kit for IP PIMphony)

PC

Pentium® 266 MHz or higher
64MB RAM, 40MB free disk, CDROM driver
VGA graphic board (1024x768 pixels min. if Assistant mode is used)
Microsoft® Windows® 98, Millenium, NT® 4.0 Workstation with
Service Pack 4 (or later) or Microsoft® Windows® 2000 Professional.

Ethernet board.
Pentium® II 300 MHz or higher
64MB RAM, 40MB free disk, CDROM driver
Standard compatible SoundBlaster® PC Board
VGA graphic board (1024x768 pixels min. if Assistant mode is used)
Microsoft® Windows® 98, Millenium, NT® 4.0 Workstation with Service
Pack 4 (or later) or Microsoft® Windows® 2000 Professional, Ethernet
board or modem V90 Windows® compatible with full duplex driver



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