



## Amcom Attendant Console Software Improves Communications Center

Amcom Software, Inc. provides easy-to-use applications that enhance Nortel communications systems, cut costs and streamline communications. Amcom's automated directory system connects callers quickly and professionally via automated speech recognition or an agent's PC. The system can be easily expanded to include paging, emergency notification, on-call scheduling, and web employee self-services.



**Leveraging the strengths of its Developer Partners and their Compatible Products, the Developer Program has become a key contributor in the success of Nortel by broadening its reach and responsiveness in meeting the needs of its channels and customers. Each Nortel Compatible Product has met established requirements for integration, functionality and stability, further reducing total cost of ownership.**

Amcom Smart Console Workstations automate operator tasks and integrate caller and directory information in one robust PC-based system, providing a user-friendly interface between attendants, callers and the Nortel Meridian/Communication Server 1000 (CS 1000), SL-100 or DMS-100 switch.

Amcom's open architecture, standards-based systems combine powerful applications with Windows and the industry-leading Oracle database platform. Automated feeds from other databases and the Nortel switch eliminate the need for manual data entry, reducing reliance on costly printed directories and increasing data accuracy. Amcom works closely with Nortel to maintain the highest level of software integration with Nortel switches.

The Amcom Smart Console applications bring the functions from the phone to the PC keyboard and screen, enabling agents to process calls with just a few keystrokes. The system's screen-based interactive functions include automatic displays of incoming calls, single-button call transfers, conferencing, speed dialing, message waiting activation and other Nortel telephony functions. The option for third-party control provides Nortel switch users with dynamic call routing capabilities.

### CTI Applications & Features

The Smart Console Attendant Workstation integrates with your Nortel phone system to provide directory, paging and messaging in one workstation. Information required to process calls is shown on the PC screen. On the keyboard, color-coded keycaps identify telephony features such as answer, hold, transfer, conference, page, and release. Other functions can be configured on the keyboard such as speed transfer buttons, overhead paging and your center's critical buttons.

- Directory Services are available enterprise-wide to help operators locate members of your organization quickly and accurately.
- Voice-Assisted Transfer announces the number to which a caller is transferred so they can dial directly in the future.
- Operator Saver™ provides automated greetings in the attendant's voice.
- Messaging Options enable operators to send messages at the touch of a keystroke to any destination: voice mail, e-mail, fax, printer, or pager.
- Paging Options include integration to multiple paging protocols, re-beep, priority paging, two-way paging, paging escalation,

group paging, automatic coverage, call park/meet-me paging, compatibility with all paging devices, and page logging.

- Smart Park allows operators to type in a caller's name and other notes when parking a call, and enables any operator in the group to view the information to finish processing the call.
- Smart Record lets operators selectively record a phone conversation-at the touch of one key-before, during or after the conversation.
- On-Call Scheduling enables your organization to reach the right people, no matter how often their schedules and availability may change.
- Smart Center Relational Database helps administrators maintain up-to-date information to keep your call center operating accurately and efficiently.
- Healthcare-Specific Applications include robust paging integration, on-call calendars, patient directory integration, physician registry/locator, physician's answering service, and physician's consulting applications.
- Administrative Monitoring and Reporting provides real-time monitoring of call center activity and reporting procedures, including call statistics and messaging activity.

## Telephony Integration

Smart Console is available with first and third-party call control, which provides hardware and switch independence for dynamic call routing capabilities. Third party call control offers more robust capabilities such as the ability to collect information from the caller before the call is routed so that you can send each call to a specific agent or group (skills-based routing). To complement these routing options, detailed reports are available to help you fine-tune your call center. Call control and other telephony functions can also be provided separately from the database, allowing interfaces to other Windows applications.

## Database Capabilities/Integration

By using Oracle as its database foundation, Smart Console provides robust, flexible applications that easily meet each customer's needs without software customizations. This also ensures faster database lookups and other transaction processing. Because of the high data accuracy required for call processing, the Smart Console database can also used as a web directory and as the source for printing corporate directories. Database flags (such as the ability to mark an entry as non-published) are included to facilitate print and web use.

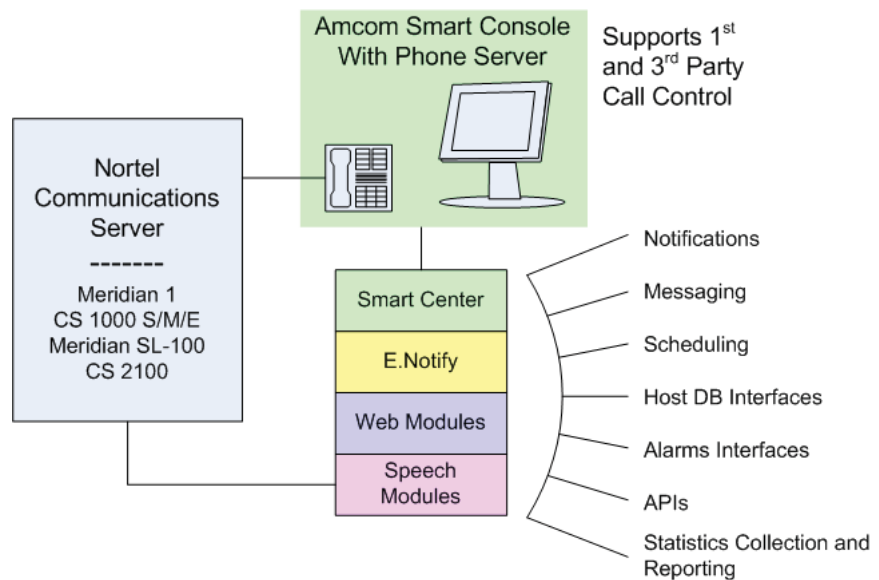
## Database Features

- LDAP compliant
- ODBC compliant
- Export or import database information quickly and easily
- Real-time or batch interfaces to other database systems
- Full integration of all Oracle toolsets and features

## Company Information

Company Name:  
Amcom Software, Inc.  
URL: [www.amcomsoft.com](http://www.amcomsoft.com)  
Technical support email:  
[customersupport@amcomsoft.com](mailto:customersupport@amcomsoft.com)  
Technical support phone:  
1-888-797-7487  
Sales Contact:  
Sean Collins  
Sales phone:  
952-946-7705  
Sales email:  
[scollins@amcomsoft.com](mailto:scollins@amcomsoft.com)

For all inquiries on this product, please provide the following reference code: Nortel05



### Compatibility Information:

Smart Console with Phone Server release 4.0 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/z5740.html](http://www.nortel.com/prd/dpp/product/prodpages/z5740.html)



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