



CRM Integrator, CALL Navigator, and Console.NET from ConverTec Inc. Attain Nortel Compatible Product Designation

18th September 2008 -- ConverTec Inc., a Nortel Developer Partner, today announced that CRM Integrator, CALL Navigator and Console.NET have successfully completed compatibility testing for the Business Communications Manager 50 (BCM50) and Norstar Modular ICS platforms through the Nortel Developer Program and now carry the designation Nortel Compatible Product.

CRM Integrator eliminates the need to juggle multiple applications and simplifies the user desktop by integrating the BCM50 or Norstar telephone to an unobtrusive desktop toolbar. Through the use of CRM Integrator, Norstar Modular ICS and BCM50 users become more efficient, and better able to convey a sense of competency to their colleagues and customers, resulting in higher quality interactions and improved customer satisfaction.

CALL Navigator brings integrated telephony to the BCM and Norstar desktop, adds intelligence, and simplifies daily telephone activity, while the innovative interface enables users to tailor CALL Navigator to their needs. Whether you're a receptionist who needs to see employee real-time call activity, a Call Center Agent who needs customer information before answering calls, or a knowledge worker who needs to see both, CALL Navigator provides the tools employees need to be successful.

Console.NET enables attendants who are answering calls for single and multi-site campus environments to represent the company image to a caller in a more informed and professional manner. Console.NET leverages the inherent VoIP networking capabilities of Nortel's BCM platform by providing a powerful business application capable of not only viewing the real-time status of all extensions of an enterprise, but also by providing browser based call control capabilities across the organization.

The above products were tested in a Nortel lab facility and are verified as compatible with Business Communications Manager 50 Release 3.0 and with Norstar Modular ICS Release 7.1. By focusing on products that bear the Nortel Compatible Product brandmark, customers may realize a reduction in total cost of ownership, as these products have been verified to use established, supported Nortel interfaces and integration specifications.

Business Communications Manager 50 is an all-in-one, affordable platform for converged voice and data communications; ideal for small to medium businesses with 3 to 50 users. Business Communications Manager 50 provides advanced capabilities such as robust telephony features, voice messaging, (including the ability to forward voice, fax or text messages to the most popular mobile devices) unified messaging, IP networking, Internet access, contact centers, mobility solutions and IP telephony. With an easy-to-use and highly flexible architecture, the Business Communications Manager 50 enables small sites to benefit from convergence capabilities that were previously only available to much larger organizations.

The Norstar Modular Integrated Communications System (ICS) is a key system designed for growing small-to-medium businesses and is expandable up to 248 ports. Advanced integrated applications

include voice messaging, unified messaging, digital networking, enhanced call centers and speech recognition. The Modular ICS can grow with your business through the addition of trunk and station modules as you need them.

The Nortel Developer Program is a co-marketing and compatibility testing program which acts as a liaison with leading independent software and hardware vendors to encourage and empower the development of innovative solutions that complement and enhance Nortel communication platforms, including traditional telephony, IP telephony, contact centers, and converged networks. The Nortel Developer Program has established a website specifically designed to promote Nortel Compatible Products. Simply enter www.nortel.com/developer into your web browser address field.

About ConverTec Inc.

ConverTec Inc. is widely recognized as a global leader in developing innovative desktop applications for Nortel's Business Communications Manager and Norstar platforms. Through the use of ConverTec solutions, businesses are able to deliver higher levels of customer service by optimizing their existing resources and technology. One of Nortel's original Developer Partners, ConverTec has a close relationship with Nortel which facilitates a cohesive product development strategy.

For more information, visit www.convertecinc.com

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