



DATAPULSE

Intuition screen-based attendant consoles from Datapulse provide professional and efficient call handling

Receptionists and telephone operators are the gateway between customers and your organisation. Intuition combines the functionality of an operator console with a corporate directory that puts all the essential information at operator's fingertips so that every customer, supplier and business associate receives a consistently prompt and professional service.

THE POWER OF AN IP OPERATOR CONSOLE SOLUTION.

On Communication Server 1000 (CS 1000), Intuition utilises the work anywhere capability of IP, providing a truly distributed operator centre by allowing operators to be located anywhere on the corporate network. Where office space is limited or local staffing costs are high, this can be a huge saving on resources.

SECURITY AND DISASTER RECOVERY

Lost calls mean lost revenue and poor customer satisfaction. With Intuition, if a switch fails or the connection is lost, operators can simply login from another site and take calls as normal. This means if part of the network fails, business can continue, minimising disruption and ensuring calls are not lost.

CUSTOMISE YOUR CALL HANDLING SOLUTION

With a choice of system components and functions Intuition enables you to tailor call handling exactly to your organisation's needs:

Switchboard - operators use an onscreen application instead of a flatbed console, improving functionality and saving space.



NORTEL
Compatible Product

ENHANCE CUSTOMER SERVICE, REDUCE COSTS

Intuition is a screen-based application that brings the functionality of a flat bed console to the PC screen. High performance software enables operators to respond with accurate, up-to-date information, and even greet regular callers personally. As a result, individual calls are processed faster, and higher call volumes can be handled successfully, without compromising service standards. Advanced directory look-up facilities and a range of optional enhancements, providing links to corporate databases and diaries, make Intuition one of the most productive systems in its class and a valuable customer service tool.

everaging 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.

Person Module - provides operators with easy access to a complete, up-to-date directory of internal and external contacts to help process enquiries smoothly.

Absence Module: Free up operator time and keep track of the whereabouts of staff. An information screen with location and contact details appears automatically when an operator attempts to connect to an absent employee.

Topic Module - Improve customer service by enabling operators to respond positively to vague enquiries using a powerful web-based search engine with 'click to dial' links to the in-house database of telephone numbers, extensions and other information pages.

Total Info Module: Total Info is a company-wide corporate directory which allows users to search and view contact information about employees. 50-60% of calls to reception are internal calls due to inaccurate contact information held within the company. Total Info allows contact information to be stored and retrieved quickly and easily while reducing administration time and the cost of maintaining contact information.

Person Specific Announcement - Greet every caller with a fresh voice and consistent message to take the stress out of making repetitive greetings in noisy office environments, using Intuition's automated voice saver. For more personalised call handling pre-recorded greetings can be linked to an operator's login identity and the incoming call route.

Performance Statistics - A centralized operator centre is a costly overhead and it can be difficult to quantify its performance. Performance Statistics enables managers to report on the performance of an individual operator or group of operators versus established goals or peer performance levels. Performance is monitored in real-time and/or historical data. Statistics in easy-to use, graphical and tabular format enable supervisors to track and control operator utilisation, response times, lost and abandoned calls and other important information.

Priority Call Notification - Extraordinary demand is placed on communications systems during an emergency situation. Priority Call Notification software detects and determines that there are priority calls in the queue that need to be answered and alerts the operator accordingly.

Visually Impaired Console - designed for visually impaired or blind operators, the VIOC console has options for magnifying or speaking text and for enhancing colour, pointers and cursors. A Braille option is available.

EASY TO INSTALL AND UPDATE

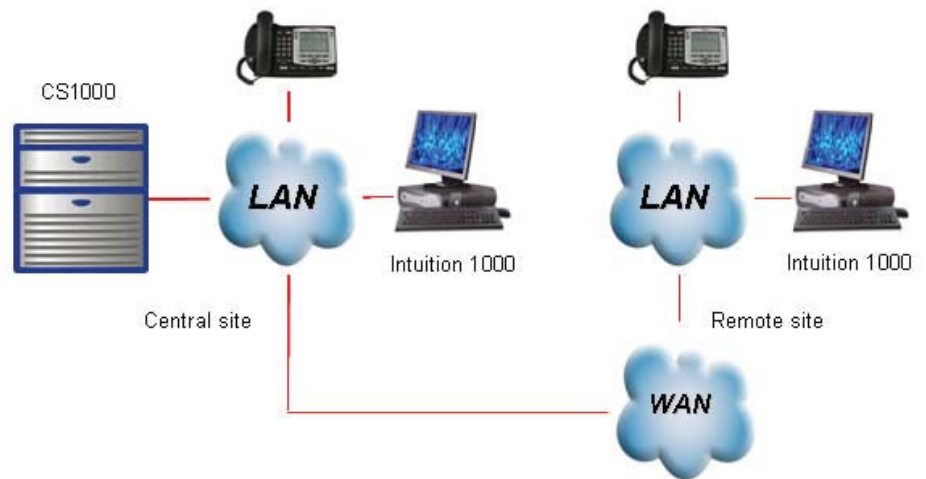
Intuition is easily installed has a highly intuitive interface and a simple to follow menus that make the software both easy to learn and use, keeping training time to a minimum. Intuition is compatible with both TDM, IP and hybrid Nortel networks with a simple, cost effective upgrade path. This makes the solution perfect for those organisations that are planning to move to IP and those who are in the process of a VOIP migration or have already gone fully IP. The simple structure also means Intuition is very easy to install and maintain, with minimal disruption.

Intuition runs on a PC/Server platform under Microsoft's Windows operating system, comes complete with PC hardware, remote diagnostics and is backed by Datapulse's full range of professional services including consultancy, installation, directory integration, training and support

Company Information

Company Name:
Datapulse LTD
URL: www.datapulse.com
Technical support email:
support@datapulse.com
Technical support phone:
+44 (0) 870 442 4427
Sales Contact Name:
Ioan MacRae
Sales Contact phone:
+44 (0) 870 442 4425
Sales Contact email:
sales@datapulse.com

For all inquiries on this product, please provide the following reference code: DPIntuition2007



Compatibility Information:

Datapulse Intuition, release 3.1.1 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/z5971.html

www.nortel.com/compatible

Nortel, the Nortel logo, and the Globemark are trademarks of Nortel Networks. All other trademarks are the property of their owners.

Copyright © 2007 Nortel Networks. All rights reserved. Information in this document is subject to change without notice. Nortel assumes no responsibility for any errors that may appear in this document.

