



Turbo Charge Your Norstar or BCM with RSI tools CTI Pack

tools CTI Pack from RSI is a series of powerful enablers that communicate with the Nortel Norstar and BCM systems. These unique modules give the Norstar and BCM a competitive advantage in professional, hospitality and general business environments.

and non-intrusive fashion. RSI introduces a method of dispatching messages using your desktop computer. Messages are received on the set display regardless of whether the recipient is on another call. There is no voice-over interruption. Messages are scrolled silently across the display. Many call centers, brokerage houses, emergency service and professional firms deem this feature a must! The desktop set status tools visually identifies which extensions are idle or busy. Additionally the set status feature can be used to identify staff members away from their desk, in meetings, on vacation, etc.

tools CTI Pack *hotel billing* combines 3 basic modules into one powerful bundle including: property management, call accounting and wake-up calls/set locking/emergency notification. From the moment a guest checks in, the folio is automatically updated with telephone expenses and room charges. Sets may be automatically unlocked at check in and locked at check out. Wake up calls may be programmed by the guest or the front desk. Customers also have the option of unbundling these components to integrate with existing property management systems. Front desk staff receive instant notification of emergency calls placed by any guest.

tools CTI Pack *screen pops* capture the calling line information to identify callers and "pop" popular commercial applications (i.e. Symantec ACT!, Maximizer, GoldMine). In fact, tools CTI Pack will work with any Windows-based application.

Professional firms often require a method of billing clients for calls made on their behalf. tools CTI Pack *forced/verified account code* feature can be implemented to control and manage telephone activity. Telephone calls



tools CTI Pack enhances the power of the Norstar and BCM, while maximizing user control including: forced and verifiable account codes, inbound account codes, login codes, text messaging, 911 Emergency Notification, alarm notification, wake up calls, station message detail recording (SMDR), caller identification, screen pops, inbound call routing, fast dial, call limits and advanced call restrictions.

Integrated with other RSI modules, tools CTI Pack provides complete hotel billing, wake up calls, set locking, call accounting, message/alarm notification, facilities management, traffic analysis, carrier & service comparisons, professional billback and internet delivery.

tools CTI Pack utilizes either a single Nortel computer-telephony device (i.e. CTA 100) or a single BCM LAN CTE license to manage and control any number of extensions or lines. If installed on a network workstation, outgoing call detail and incoming caller identification information may be utilized by all network users.

tools CTI Pack *text messaging* module is the ultimate way of communicating with co-workers in a professional, efficient, rapid

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.

may be filtered by call type, destination, extension, line or even time of day! A valid pin number (or account code) is required before a call is allowed to proceed. This number is automatically matched to customer file numbers for billing integration.

tools CTI Pack provides user programmable set and line restrictions for maximum control of every telephone call. There are no limits to the number of unique dialing restrictions. For example, if you have 100 employees each department, project team or employee can be provided with their own specific dialing filters (i.e. west coast sales, international, administrative etc.). Additionally, restrictions can be programmed to vary by time of day (i.e. long distance calls are not permitted outside of business hours). Use this feature to save, reduce and control employee telephone costs. Combine this feature with the forced account code feature to ensure accuracy and accountability of all billable calls including long distance, international, directory assistance, and operator assisted calls.

Reception or open-area telephones are often subject to misuse, therefore they are generally restricted to specific calling areas. tools CTI Pack *station login* allows Nortel users the ability to login on any set and be assigned their own specific floating class of service. It's as easy as logging into your voice mail! For added flexibility set login ids can be valid system wide or limited to a specific extension.

tools CTI pack Calls Limits provides the telephone system administrator the ability to limit the number of calls or total amount of time a user can place/spend on the phone. When the limit is reached the extension will be restricted from placing additional calls. This feature is typically used in student resident environments or where customers are being charged a flat fee to place a long distance call for a specific amount of time. Extensions whose call limits are based on time, will receive a warning message each minute their remaining time falls below a specified threshold (i.e. 3 minutes or less). When the amount of time remaining reaches zero the call will automatically be terminated. The administrator can change an extensions current limit at any time by simply dialing the call limits feature code.

Many customers require specific peg counts for hold times, transfers and ring time. tools CTI Pack *SMDR logging* is specifically designed to conform with the Nortel Norstar SMDR format. Additionally RSI has added call detail record information for forced/verified account codes, internal calls, transfers and emergency notification. This information is vital to organizations that need to track internal abuse, productivity, call handling and trunk usage. tools CTI Pack Fast Dial allows you to add up to

10,000 additional system speed dials to your telephone system. A description or name can be associated with each speed dial number. Place calls by dialing the fast dial feature code and then entering either the Fast Dial Code or its corresponding name (i.e. dial by name).

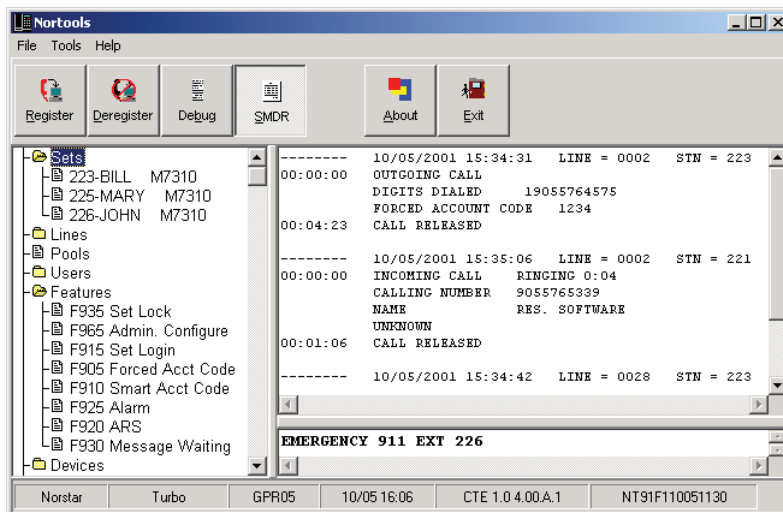
Companies often have designated staff members assigned to cover different geographical areas or territories. Transferring inbound calls to the correct staff member can be a time consuming task. tools CTI Pack Inbound Call Routing automatically re-routes calls based on CLID and/or DNIS to a specific extension and/or mail box. The administrator can select which lines and the time of day call routing is active.

Often we take for granted that we are well prepared in the case of an emergency! However, valuable time is often lost in trying to identify the actual station that placed an emergency call. tools CTI Pack broadcasts an instant warning to user selected extensions when an emergency number is dialed (i.e. 911). Additionally, notification messages can also be sent to network workstations. In this age of greater awareness, the tools CTI Pack Security modules offers a preprogrammed call trace feature. Harassing or nuisance calls can be traced and alerted to security personnel. A record of the call trace request, including date and time of the event will be recorded in the tools CTI Pack SMDR log file for processing to hardcopy.

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tools CTI Pack gives you realtime control over your telephone system right from your console (inc. sets, lines, features, SMDR and emergency conditions).

Compatibility Information:

tools for CTI 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/z5736.html



www.nortel.com/compatible

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