



The innovative SIP operator console for Nortel VoIP telephony

SAMwin.CBC is a state-of-the-art computer-based console specifically designed for the Nortel Communication Server 1000. The entire solution uses SIP for all queuing and transfer operations. The product comes with a bundle of outstanding features like automatic operator greeting, malicious call recording, busy lamp field, LDAP synchronization, presence information, individual queue management and much more.



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.

Operator meets console - SAMwin.CBC 4.1.

SAMwin.CBC 4.1 is a state-of-the-art PC-based operator console solution specially designed for the Nortel Communication Server 1000 (CS 1000). The entire solution uses SIP for the queuing and transfer operations. Though it can boast a comprehensive set of features, the slogan "easy is as SAMwin does" still holds true. In fact, SAMwin is so user-friendly that most common operator tasks don't even require a single mouse click.

The innovative product is verified as a Nortel Compatible Product and is well integrated in the CS 1000 Call Server system. The excellent queue management is complemented by an appealing console user interface.

The scale of operator solutions ranges from single site - single console installations up to large-scale enterprise networks. It also supports multi-PBX configurations with legacy PBX systems in hybrid mode.

Which advantages does SAMwin.CBC 4.1 have to offer?

Save costs

SAMwin.CBC does not require any additional attendant console hardware. This basically means that SAMwin.CBC 4.1 can be used from every workstation; every telephone is an attendant console. Furthermore, the clear and easy-to-understand user interface will save your company time-consuming trainings. Increasing the efficiency of your telephone installation

SAMwin.CBC 4.1 can be integrated with all currently available telephone sets, both in the traditional PBX Business and in the VoIP fields. The PBX connected to the SAMwin console must be equipped with SIP and TAPI Interfaces. Then, SAMwin.CBC 4.1 can be operated simultaneously with a large number of telephone installations produced by different manufacturers.

A solution which suits your requirements

The licensing model and scalable architecture of SAMwin.CBC 4.1 allows customers to upgrade incrementally from very small configurations to large multisite enterprise networks.

Even on small installations SAMwin provides the full set of features. Both the architecture and the database are designed for highest availability and reliability.

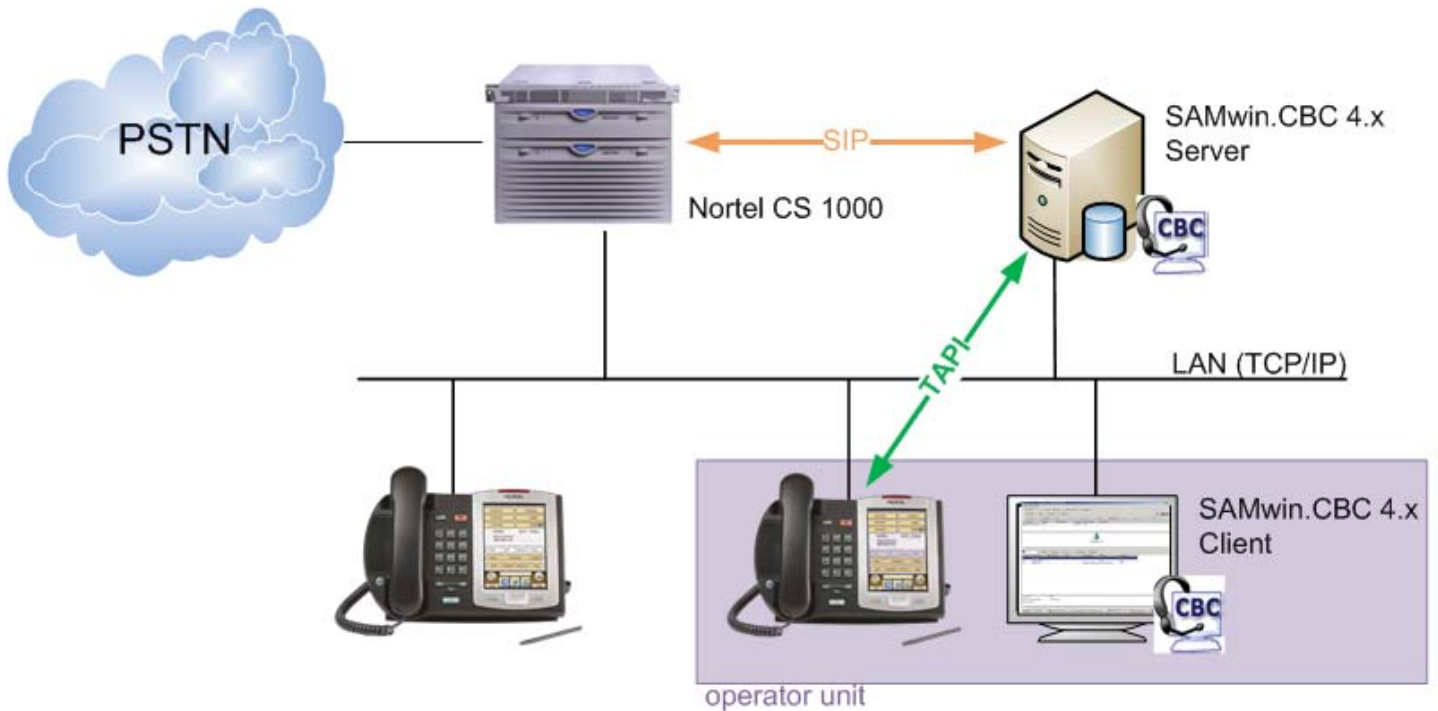
Radically improve the availability of your employees

SAMwin.CBC 4.1 has a range of possibilities to inform a busy extension that a call is waiting: not only can the call be forwarded to the subscriber's mobile phone or to another telephone extension; the busy extension can also be notified via Email or text message. The attendant console has all the Outlook functions at its disposal, including Appointment book, Task planning etc. In addition, other programmes capable of displaying whether your employees are in or out of the office can be integrated, if required.

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Compatibility Information:

SAMwin.CBC SIP Console release 4.1 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/z18506.html

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