



**CONVERTec Inc.**

# ConverTec's Console.NET Provides Enhanced Attendant Features and Increases Productivity for Norstar & BCM

With the competitiveness of business today, differentiation among companies is crucial. Organizations using a live Attendant to answer calls rely on the Attendant to present the image of the company to the caller. Today's Attendant requires a sophisticated, yet simple-to-use tool to help meet this challenge, and Console.NET is the solution.

- Conference
- Page (zone control & speaker)
- Voice Mail Transfer
- Voice Call
- Dial, Speed Dial

Console.NET displays a directory of extensions and their respective status. The Attendant can organize the extensions by groups such as Sales or Support. Extension buttons may be viewed by extension #, extension name, or both. Extension detail can also be added to inform the Attendant of information such as caller ID name and number, DNIS/DID, line used, call duration, plus much more.

Color is used extensively to allow the Attendant to quickly identify both line and extension status. Calls on Hold, Ringing and Parked calls are all quick and easy to distinguish between. Extension buttons also change color depending upon their condition including; Idle, Active, Do Not Disturb, Ringing and Not in Service.

## Evolutionary, not Revolutionary

Access to Console.NET is via a web browser such as Microsoft's Internet Explorer. Developed with Microsoft.NET, Console.NET utilizes technologies such as Web Services, XML, HTML and SOAP. Benefits of these new technologies are:

- Browser Access, no installation required
- LAN or Web access



**Nortel continues to deliver market-leading solutions through innovation, vision and relationship. Leveraging the strengths of its Select Product vendors, Nortel continues to broaden its reach and responsiveness in meeting the needs of both channels and customers. Nortel distributors/resellers in North America may order Select Products directly from Nortel.**

## Enhanced Customer Service

Console.NET, when integrated to Nortel's Norstar or Business Communications Manager (BCM) phone system, provides the capability for Attendants to answer and direct callers in a more informed and professional manner. All telephone functions are provided by Console.NET.

Telephone functions include:

- Answer
- Call Queuing
- Hold
- Park
- Park/Page
- Transfer (blind & screened)
- External Transfer

- Extension status of remote Norstar and BCM systems
- \*Nortel Select Product which includes remote installation, setup and training
- \* requires high speed internet access on Console.NET web server

From anywhere you have LAN or Web access, you have access to your Norstar or BCM phone system. If you are using a Nortel's BCM, add an IP telephone and begin answering and directing calls remotely.

Owners and Managers of an organization may login from home or half way around the world to monitor call activity along with viewing Console.NET call reports.

Managing today's business requires information from a number of sources. Console.NET provides information related to telephone calls both into and out of an office along with intercom calls between employees. Various reports provided by Console.NET include:

- Calls by Customers
- Call type to Extensions
- Inbound Calls by Extensions
- Outbound Calls by Extension
- Intercom Calls
- Calls by DID/DNIS
- Call Duration

## Integration is the Key

Even before answering a call, Console.NET presents information pertaining to the caller to assist the Attendant in directing the call to the appropriate person or group. Console.NET includes a built-in database to store your customer and contact information. Microsoft .NET technology makes this integration possible.

## Integrated Security

Each Attendant or person logging into Console.NET has a unique user profile assigned to them which dictates what they can do and see. Administrators have access to configuration which includes the ability to add or remove users, and change passwords and user rights.

## Multilingual Support

Console.NET supports English, Canadian French, France French, Italian, German and Spanish with additional languages being added in the future.

## Advanced Features

"Text Messaging" provides the ability for the Attendant to send a text message to the display of a Nortel telephone to notify a busy employee of a call.

"Sticky Notes" is a feature that allows the Attendant to attach a new or pre-defined message to a call. This assists an Attendant when having to go back to a caller who has been Parked or placed on Hold.

"Message Notification" allows Attendants to type a message that appears on an extension button to assist them in being better informed as to the status of employees.

## Company Information

Company Name:  
ConverTec Inc.

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For all inquiries on this product, please provide the following reference code:  
**Con0903**

### Compatibility Information:

Console.NET release 2.0 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/z5854.html](http://www.nortel.com/prd/dpp/product/prodpages/z5854.html)

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