



Business Communications Manager Voice Processing

Features

- **Centralized Voice Mail** Utilize voice messaging application on BCM at the main site to deliver services to other locations with BCM or Norstar MICS systems.
- **Never Full Mailbox** Callers can always leave a message.
- **Off-Premise Message Notification** Receive notification of messages via mobile phone, pager, or any external number.
- **Call Screening** Know who is calling before taking the call.
- **Outbound Transfer** Enables the system to transfer calls to external numbers.
- **Record a Call** Record a conversation for future reference.
- **Interrupt** Answer a call while the caller is recording a voice mail message.
- **Fax Answering** Let Auto Attendant recognize incoming faxes and route them to your fax machine, even if there isn't a dedicated fax line.
- **Plus many more**

Up to 75% of business calls aren't completed on the first try, and that's why efficient voice messaging is essential to your company's success. Business Communications Manager provides a rich suite of easy-to-use, advanced voice processing applications that go far beyond simple voice mail services. This advanced platform will help you create a flexible, scalable solution that grows with your business, enabling you to improve customer service and streamline your internal and external communications.

Whether you choose to use the native Business Communications Manager voice processing software at your own site or extend service from a centrally located Business Communications Manager, Meridian* 1, or Succession 1000 to your remote offices, your company will benefit from a centralized voice processing strategy. Business Communications Manager features a complete suite of voice processing

applications designed to enhance the professional stature of your business.

Unified messaging enables you to manage e-mail, voice mail, and faxes from the screen of your PC, and the Personal Mailbox Manager helps you configure your system exactly the way you want it. For less experienced users, the Operator Manager allows the system administrator to step in and make adjustments. And when Business Communications Manager is deployed as an extension of your existing Meridian 1 or Succession 1000 system, personnel at the remote sites will enjoy the full capabilities of CallPilot* or Meridian Mail.

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Auto Attendant/ Customer Controlled Routing

Many businesses can't afford a full-time receptionist at every site. The Auto Attendant feature solves that problem with customer-controlled routing (CCR) menus that get your callers where they need to go — fast. Business Communications Manager Auto Attendant can greet callers, and play a different greeting based on time of day and/or day of week. Special greetings can even be pre-recorded and scheduled in advance for special holiday greetings and hours, etc. Up to 100 special holiday greetings can be scheduled, up to one year in advance. By calling a single, centralized number, callers can connect to any individual or department company-wide. Even if the department is located at a remote facility, Business Communications Manager can transparently route the call to the appropriate facility over either PSTN or IP links. This delivers a seamless, integrated telephony solution that is ideal for companies with a distributed workforce.

Business Communications Manager ensures that your customers can always reach you, eliminating the risk of missing an important call or message. If your employees are not always at their phone, Business Communications Manager's Park and Page feature can automatically Park your customer's call and Page your employees so they may answer your call from any phone. Centralized trunking reduces operating expenses by reducing the number of outside phone lines needed to provide callers with company-wide access to your employees.

Unified Messaging

To maximize efficiency, Business Communications Manager provides unified messaging solutions that enable your personnel to manage voice mail, e-mail, and incoming faxes directly from their multimedia Windows PCs. Now you can listen to voice mail, save or forward messages, view faxes on screen and forward them as e-mail, or even use

Caller ID to go straight to the message you've been waiting for. These enhanced voice processing applications are an incredible timesaver, and will dramatically simplify your company's message management.

The Business Communications Manager Unified Messaging application supports up to 200 users, and integrates seamlessly with most industry-leading messaging software, including:

- Microsoft Outlook
- Netscape Messenger
- Lotus Notes
- Qualcomm Eudora Pro
- Novell Groupwise

Table 1: Voice Processing Capabilities.

Directory

- Numeric Mailbox
- System Group
- Message Usage
- Mailbox Activity
- Caller ID
- Dialing Translation
- Alarm
- CCR
- Voice Message Call Handling and Port Usage
- Voice Messaging System Configuration

Specifications

Ports	32
Maximum Number of Mailboxes	1000
Storage	200 hours
CCR Trees	4
Tree Depth	10 levels

Nortel Networks is an industry leader and innovator focused on transforming how the world communicates and exchanges information. The company is supplying its service provider and enterprise customers with communications technology and infrastructure to enable value-added IP data, voice and multimedia services spanning Wireless Networks, Wireline Networks, Enterprise Networks, and Optical Networks. As a global company, Nortel Networks does business in more than 150 countries. More information about Nortel Networks can be found on the Web at:

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Message Networking

Need to forward a voice message to an employee at another location? Business Communications Manager solves this challenge by delivering a standards-based solution that lets you forward voice messages right over the IP or TDM network. Fully compatible with products from third-party vendors, the system will forward voice messages to any voice mail system that supports the industry-standard VPIM, VPIMv2, or AMIS protocols.

In a world where people are constantly in motion, you need a messaging system that makes your people available to your customers, even when they are too busy to receive incoming calls. Business Communications Manager meets this need, delivering an integrated solution for managing phone traffic, voice messages, fax transmissions, and e-mail that's designed to increase the responsiveness and efficiency of your workforce.

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