



SMART & FRIENDLY TELECOMMUNICATIONS

Alcatel **OmniPCX Office**

The Alcatel OmniPCX Office Call Server provides state-of-the-art telecommunications for greeting your business customers, callers and correspondents. Its numerous features include embedded voicemail, personal assistant, automated attendant, integrated CTI server, and unified messaging - in short, everything you need to make telephones not only smart, but friendly as well.

Embedded Personal Assistant

The Personal Assistant allows a Reflexes™ user who is away from the desk to give a caller up to 5 destination options: Voicemail, Mobile number, External number, Internal number (secretary), or Operator. This flexible call re-routing function is ready to use and easy to manage.

Powerful Embedded Voicemail

Benefit from a powerful, expandable voicemail, from 20 minutes standard, up to 200 hours with hard disk storage. As voicemail is recognized as essential in the business world, it is available to all users, whatever sets they are using, and even from PC for maximum comfort and user-friendliness.

Unified Messaging

The Alcatel **OmniPCX Office** provides a flexible and powerful unified messaging solution that allows users to handle their text and voice messages in a single mailbox using their regular e-mail client and telephone sets. This solution works with any standard e-mail client and

can be deployed using the **OmniPCX Office** embedded e-mail server as well as any existing e-mail server. It is easy to integrate voicemail, providing users with voicemail notification in their e-mail client. They have the option of listening to their voice messages directly on their desktop or on their telephone.

Smart Services on Reflexes Terminals

- Call recording. Conversations can be recorded online - and the recording is stored in the voice mailbox.
- Call screening. With the voicemail turned on, the user can listen to messages as they are being left and choose who to talk to, like an answering machine at home.

Integrated CTI Server

For Alcatel or third party applications, such as call center applications or PC telecommunications, the Alcatel **OmniPCX Office** includes an embedded CTI server (for up to 200 users). The PIMphony personal communication manager provides easy management of calls from the user's PC, either individually or in workgroups.

Complete Mobility

The Alcatel solution ensures that the user can always be contacted.

- While on company premises, the Alcatel range of DECT terminals allows users to keep the same level of features as on the phones on their desks.
- Wherever users may be, the new Personal Assistant enables them to give their callers 5 call re-routing options.
- If users do not wish to be disturbed by calls, there is embedded voicemail that will take voicemail messages.

Wide Reflexes and e-Reflexes Range

Whatever the requirements, there is a solution in the Alcatel Reflexes range of terminals:

- high or low traffic
- completely hands-free
- mobile or desk-bound
- wall-mounted or desk phones
- using a range of plugware options including analog plugware, DECT, S0, V24, IP.

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Whether traditional or IP, the network will have:

- the same level of features
- the same range width
- the option to upgrade a Reflexes to an IP set with IP enabler, or to choose from the Reflexes range (traditional cabling).

Automatic call distribution and Teamwork Capabilities.

The Manager/Secretary function provides:

- call screening of the manager's set
- optional screening for private calls
- direct call with supervision of manager and secretary sets.

Group supervision on PC with PIMphony Team for employees working in teams.

The Assistant Window on PC with PIMphony Team, for workgroup assistants dispatches a high volume of calls (Refer to Pimphony for Alcatel **OmniPCX Office** datasheet).

The administrator may also allocate one extension number to a group which will then benefit from a wide range of functions.

- **Monitoring:** the status of each set in the group is displayed on the Reflexes set
- **Pickup:** anyone in the group can pick up the call
- **Hunting group:** incoming calls are routed sequentially (always to the same phones in the same order), cyclically

(to a phone that did not take the previous call), or in parallel (on all workgroup sets at the same time)

- **Broadcast:** speak to all group members at the same time through the loudspeakers on their sets
- **Disconnect:** option of disconnecting from a hunting group
- Unanswered call notification for the group.

System Greeting

The way callers are greeted is a reflection of your company's professionalism. The Call Server provides various greeting features to best customize caller greetings.

- Greetings can be individual, or programmed at group or company level
- Up to 8 greetings can be created

- Greeting can be managed by time (lunchtime, opening hours) or for busy extensions
- Fax messages can be automatically detected.

Music/Message on Hold

The system provides music and/or a message on hold, while callers wait to be connected.

Automated Attendant

The automated attendant allows you to greet your correspondents 24 hours a day. It also provides valuable assistance to your operator at peak times, automatically connecting callers to the right person. You also have the option of broadcasting information, such as opening hours.

Alcatel OmniPCX Office capacities

Terminals, Workplace and Mobility

Reflexes + analog sets	236
Reflexes terminals	236
Mobile Reflexes terminals (DECT) + DECT plugware	120
Analog sets	196
VoIP Users (e-Reflexes + IP PIMphony)	200
H323 client	150
PIMphony clients with integrated CTI server	200
Add-on modules (max. 2 per terminal)	136
S0, V24, Analog Plugware	48
V24 metering Plugware	1
IBS Radio base station	60

Call Server

Voicemail ports with CPU-1 (with CPUe-1)	from 2 to 4 (8)
Voicemail storage (with XMEM64) (with Hard Disk)	20 min (up to 80 min) (up to 200 hours)
Greetings	8
Languages	from 2 to 4
Directory entries	3,000
Abbreviated numbers	2,200
System Music on Hold	16 sec
Customizable Music on Hold (with Hard Disk)	up to 2 min (up to 10 min)
ARS entries	500
Metering tickets	up to 1,000 tickets
NMC tickets with Hard Disk	up to 30,000 tickets
Groups (Hunting/Broadcasting/Pick-up)	50 (with up to 32 subscribers in each group)
Attendant group	8 (with up to 8 attendants in each group)
Conference	3 simultaneous conferences sites