



Application Brief

Business Communications Manager CallPilot Messaging

Up to 75% of business calls aren't completed on the first try, that's why efficient voice messaging is essential to a company's success.

Business Communications Manager provides a rich suite of easy-to-use, advanced voice messaging applications that go far beyond simple voicemail services. This advanced platform will help create a flexible, scalable solution that grows with a company's business, enabling improvements in customer service and streamlining internal and external communications.

Business Communications Manager CallPilot Messaging has three main components – Automated Attendant, Mailboxes (voice messaging) and Custom Call Routing (CCR); and three other components – Networking, Unified Messaging and Fax Messaging. These components form a complete suite of voice processing applications designed to enhance the professional stature of a business.

Unified Messaging enables a business to manage email, voicemail and faxes from the screen of their PC and the Personal Mailbox Manager helps them configure their system exactly the way they want it. For less-experienced users, the Operator Manager allows the system administrator to step in and make adjustments.

CallPilot Voice Messaging

Employees that are always contactable? Business Communications Manager provides multiple application support for Voice Messaging based on its industry-leading CallPilot technology. In addition, if a customer wishes to, they may upgrade their standard Voice Messaging solution to Unified Messaging through the use of software keycodes.



Fax Messaging

Allows the user to receive, send and forward faxes in the same way as voice messages. Fax Overflow prevents customers from missing faxes by sending overflow faxes to a Fax Overflow mailbox, which stores the faxes until the fax machine is able to print them. Fax on Demand allows a user to retrieve documents stored in special mailboxes.

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 users 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 voicemail system that supports the industry-standard VPIM, VPIMv2 or AMIS protocols.

In a world where people are constantly in motion, companies need a messaging system that makes their staff available to their 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 email that is designed to increase the responsiveness and efficiency of a company's workforce.

Reports

CallPilot provides valuable reporting capabilities, such as Call Handling, Channel Usage and Custom Call Routing Tree Usage. Additionally, Mailbox Information will give the administrator the ability to view the number of messages left on each mailbox and their duration.

The Custom Call Routing Usage report gives the administrator the ability to monitor the number of connections to each node of the tree and so change resources to give maximum call efficiency.

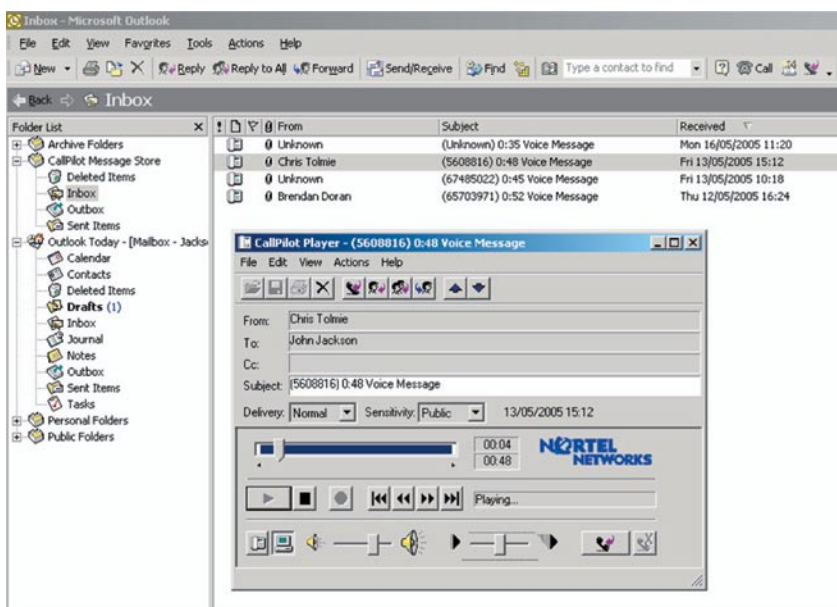
Specifications

BCM 200/400

Ports	up to 32
Maximum number of mailboxes	1000
Storage	up to 250 hours
CCR trees	4
Tree depth	10 levels

BCM 50

Ports	10
Maximum number of mailboxes	1000
Storage	100
CCR trees	4
Tree depth	10 Levels



Nortel is a recognised leader in delivering communications capabilities that enhance the human experience, ignite and power global commerce, and secure and protect the world's most critical information. Serving both service provider and enterprise customers, Nortel delivers innovative technology solutions encompassing end-to-end broadband, voice over IP, multimedia services and applications, and wireless broadband designed to help people solve the world's greatest challenges. Nortel does business in more than 150 countries.

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