

#k-8'o UC^x: The Next Evolution

(Features & benefits of migrating Norstar and BCM systems)

SAVE up to 70% full re-use of a customer's business telephones.
Same phone, same interface. (easily transition users to UC^x no down-time or training).
Next generation capability - included for all users - no extra cost.

Unified Messaging: (UM) = Voicemail + E-mail + Fax

- Get Voicemail and FAXs in e-mail
- Send FAXs from your desktop or web-browser
- Blacklist SPAM FAX Numbers
- Save on paper: Receive FAXs electronically & print as required
- Virtual FAX: Reliable, Mobile Delivery
- Visual voicemail from your web browser - from whom, how long, etc.
- Plug-in available for click-to-call from Outlook Contacts



Mobility: Business On-The-Go

- Extend-to-Mobile: Simultaneous ringing on desk and mobile phones
- Find-Me/Follow-Me: Provide list of numbers plus ring strategy to use for contact while on the move. Access settings from any web-browser.
- Use iPhone or Android smart phone as your office phone, access all features, use extension-based dialing from any location where you have service.
- In-building wireless: SIP Wifi (with push-to-talk), DECT, or Norstar 7400 series.

Call Recording

- On-demand, always on or off; configure for user, trunk or queue
- Archived database of recorded calls

Easy System & User Administration

- Easy Intuitive Web-Based administration reduces cost for Moves/Add/Changes (MAC)

Call Detail Recording

- Trunk utilization analysis to eliminate lines not in use
- Flexible Reports: Billing Reports, summary by Extension/Department, etc.
- Graphical displays, export to Excel/PDF/CSV for records, traffic analysis, department-level usage

Operator Panel: Easy Operator Controls

- Visual status: users, trunks, queues, conferences, etc.
- Easy 'drag & drop' transfer & conferencing
- Calling line display allows operator to see who & how long call information

Conference Bridge

- Reservation-less or scheduled
- Can be recorded
- Web-based conference manager – invite attendees, visually see who joined, mute/kick-off attendees with just a click.

Broadest Selection of Telephone Options

- NORTEL (digital:T/M series, IP: 2000, 1100, 1200 series) including all telephone key expansion modules.
- SIP (Yealink, Aastra, Polycom, Grandstream, Snom, Cisco, Bria softphone, iPhone, Android, door-phones, and more)

Remote Workers

- Add Softphone to employees' PC or laptop and leverage all features and capabilities of the office-based communications system.
- Telecommute easily with IP phone at home

Video - Security Integration:

- Monitor rooms, front & back doors
- "Dial" cameras & view surrounding area
- Receive full audio & video from door phones – know who is there before "buzzing" them in
- Watchful eye: From your smartphone, desk, remote location, home office, etc.
- Video conference bridge (4 streaming feeds per server)

Contact Center

- Queues by skill-set, Agent log-in/out, dynamic/static agents per queue
- Agent whisper, supervisor listen-in (with secrecy),
- IVR and recorded announcements
- Call recording for quality monitoring

Dictation Service

- Email dictation to transcription/translation services

User Management Portal

- Manage find/follow access numbers
- Listen to voicemail and recorded calls (download to PC)
- Access personal calling records (see who called you, who you called, check missed calls)
- Manage voicemail password and voicemail to e-mail
- Manage personal call forward, call screening (record callers name to play in call forward), call waiting and do-not-disturb.

Trunking

- Connectivity over Analog "CO Lines" and PRI (T1/E1/J1) digital trunks
- SIP trunks – no licenses, no limits; use data/internet connection to make & receive external calls

GSM (Global System for Mobile) Gateway

- Use pay-as-you-go GSM account as back-up for incoming & outgoing calls.

UC^x = Change at Your Pace



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