



NOW 2007

for Aastra Business Phone

The attendant console NOW 2007 provides call-handling functionality added with a large number of integrated functions such as extensive information search options, e.g. directory with momentarily updated presence and availability information, to enable a good call flow and a high quality attendant performance.

Call Control (A/B) fields for incoming/outgoing calls with information about the call and the caller incl. presence information.

Search fields. The attendant can make directory search based on up to six different criteria.

Call Queues for different kinds of calls.

Pop-up on incoming call with presence information and return time and welcome message (unique for each organization unit)

Directory information with extension number, organizational belonging, availability information

Message and activity handling is quickly and easily performed by pressing a minimum of buttons.

The screenshot shows a software window titled "Activity - [Demo Inc.]". At the top, there are menu items: File, Edit, Telephone, Search/View, Activity, Messages, Window, Help. Below the menu is a toolbar with buttons for Return, Internal, External, Park 1, Park 2, Park 3, and Survey. The main display area is divided into several sections. The top section shows call information for "Husgafvel, Lennart" (3110) and "Gräberg, Gustaf" (3012). Below this is a search field with columns for Name/Telephone r Keyword, Organization, Room, Field1, and Field3. A yellow banner reads "Welcome to Demo Inc.". Below the banner is a detailed card for "Gräberg Gustaf" with fields for Name, Organization (Normlösa), Org 1 (Tillverkning), Room (Fabriksladan), Phone (3012), Alt.ext.1 (3011), Mobile (070-632 20 13), Title (Grovarbetare), and Field1 (Sundsvall). Below the card is a table with columns Code, From, To, and Additional Information. A row shows a "Meeting" from "06 Dec 13:13" to "06 Dec 14:15" with additional information "/bertil". At the bottom, there is a status bar showing "Number of search hits: 1", "bertil", "W50 Mon 06/12/2004 13:15:13", and a green indicator light.

Functions

Call handling

- Answer call
- Transfer call
- Dial destination
- Toggle active party
- Disconnect one or both parties, only if the party is active
- Call parking
- Camp on busy
- Listen in (on/off)
- Break in on busy
- Break through on forward
- Monitoring
- Tone signaling
- Serial call
- Call meter
- Conference call
- Call forwarding
- Auto answer
- Auto extend
- Display of call waiting while the attendant is busy
- Incoming calls are displayed as they appear
- Greeting phrase in highlighted text is displayed on incoming call. Organization units can have different greeting phrases
- Shortcut for repeating previous called number
- Support for automatic selection of current CMG server on incoming call/screen pop-up
- Application on top on incoming call on/off
- Support for screen pop-up for incoming calls via IVR

- Start of ring signal manually
- Mute (attendant microphone)
- Open/close operator position

Messages

- Send messages via e-mail to a person or selected group of persons registered in the CMG database (optional system connection required)
- Send messages via other CMG supported message systems to a person registered in the CMG database (optional system connection required)
- Update or delete messages
- List view of messages
- List view of not distributed or unacknowledged messages
- Printout of unacknowledged messages
- Printout of messages to a selected group of Persons

Activities and forwarding

- Enter, change and delete activities and contact profile for a single or selected group of extensions
- Advanced time zone support

Directory search

- Swift directory search
- Configurable search fields
- Phonetic name search functionality
- Support for manual sorting of search results
- Toggle search mode (extension/name)
- Availability/activity information in form view, list view or graphic view
- Directory information in form view or list view
- Organization list view with zooming function
- Make call from list view
- Make call to alternative extension
- Make call to any phone number in the database record for an extension (e.g. mobile)
- Shortcut-keys for persons with same extension, same organisation, same room and same keyword
- Shortcut for repeating previous search command

Quick info

- List view of Quick Info records in a selected Quick Info directory
- Form view of a selected Quick Info record
- Web-linked fields in the Quick Info records
- Make call from phone-linked fields in the Quick Info records

Visitor management

- Search for visitors (all, logged in, expired)
- Visitor information in form view and list view (visitor name, visitor company, visitor status, host, host's extension and two customizable fields)
- Make call to visitor host

General functions

- Support for multi CMG server configurations
- Support for customer groups and multiple databases in the CMG Server.
- Customizable workspace
- Personal login
- Support for single sign on
- Disabling of cursor marker in input fields
- Built in web-browser
- Support for showing presence status from Microsoft Live Communication Server

Support For Visually Disabled

- NOW is compatible with the Jaws products for visually disabled. Please contact your local Jaws distributor.
- NOW can display icons as text symbols. In this way, a standard Jaws can recognize the symbols.
- NOW has extensive settings for font sizes.
- NOW can interface Mixtracom's dot matrix equipment through the serial port.

Supported Languages

- English , German, French, Dutch, Swedish, Danish, Norwegian, Finnish, Italian, Portuguese, Spanish

System Requirements

Client

- Intel based PC, min 300MHz, 128 MB RAM
- Monitor min 17", recommended resolution 1024x768
- Windows 2000 Pro, XP Pro, Vista
- Internet Explorer 5.5, 6.0 or 7.0
- Network interface

CMG system

- CMG Server 2007

Business Phone

- BP 8.1 Power Pack
- Business Link Client V 3.2.0.5
- Business Phone Operator Handset

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