

# tools CTI Pack

enablers for  
Nortel BCM & Norstar



## Turbo Charge Your Nortel BCM or Norstar with RSI tools CTI Pack

tools CTI Pack by RSI is a series of powerful enablers that communicate with the Nortel BCM or Norstar systems. These unique modules give the BCM and Norstar a competitive advantage in professional, hospitality and general business environments. These features include forced and verifiable account codes, inbound account codes, login codes, text messaging, 911 emergency notification, call trace, alarm notification, wake up calls, set locking, station message detail recording (SMDR), caller identification, screen pops, do not call, inbound call routing, fast dial, dial by name, call limits and advanced call restrictions.



*Extend the functionality of your Nortel BCM or Norstar with powerful tools:*

- ✓ Assign forced and/or verified account codes to specific call types
- ✓ Speed Dial from a directory of up to 10,000 names
- ✓ Send a Text Message to the telephone display
- ✓ Restrict or block calls from being dialed to specific destinations, by groups of extensions or by time of day
- ✓ Perform a call trace on malicious calls
- ✓ Be notified of emergency 911 calls
- ✓ Record call detail information for all call types including internal calls



# RSI

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### Text Messaging

tools CTI Pack [text messaging](#) module is the ultimate way of communicating with co-workers in a professional, efficient, rapid and nonintrusive fashion. RSI introduces a method of dispatching messages using your desktop computer. Messages are scrolled silently across the set display of the recipient regardless of whether the recipient is on another call. There is no voice-over interruption. Many call centers, brokerage houses, emergency service and professional firms deem this feature a must! The desktop set status tools visually identifies which extensions are idle or busy. Additionally the set status feature can be used to identify staff members away from their desk, in meetings, on vacation and more.

### Enhanced Call Logging

Many customers require specific peg counts for hold times, transfers and ring time. tools CTI Pack [SMDR logging](#) is specifically designed to conform with the Nortel Norstar SMDR format. Additionally RSI has added call detail record information for forced/verified account codes, internal calls, transfers and emergency notification. This information is vital to organizations that need to track internal abuse, productivity, call handling and trunk usage.

### Eliminate Misuse & Abuse

tools CTI Pack provides user programmable [set and line restrictions](#) for maximum control of every telephone call. There are no limits to the number of unique dialing restrictions. For example, if you have 100 employees each department, project team or employee can be provided with their own specific dialing filters (i.e. west coast sales, international, administrative etc.). Additionally, restrictions can be programmed to vary by time of day (i.e. long distance calls are not permitted outside of business hours). Use this feature to save, reduce and control employee telephone costs. Combine this feature with the forced account code feature to ensure accuracy and accountability of all billable calls including long distance, international, directory assistance, and operator assisted calls.

Reception or open-area telephones are often subject to misuse, therefore they are generally restricted to specific calling areas. tools CTI Pack [station login](#) allows Nortel users the ability to login on any set and be assigned their own specific floating class of service. It's as easy as logging into your voice mail! For added flexibility set login ids can be valid system wide or limited to a specific extension.

### Forced Account Codes

Professional firms often require a method of billing clients for calls made on their behalf. tools CTI Pack [forced/verified account code](#) feature can be implemented to control and manage telephone activity. Telephone calls may be filtered by call type, destination, extension, line or even time of day! A valid pin number (or account code) is required before a call is allowed to proceed. This number is automatically matched to customer file numbers for billing integration.

### Set Calling Limits

tools CTI pack [calls limits](#) provides the telephone system administrator the ability to limit the number of calls or total amount of time a user can place/spend on the phone. When the limit is reached the extension will be restricted from placing additional calls. Extensions whose call limits are based on time, will receive a warning message each minute their remaining time falls below a specified threshold (i.e. 3 minutes or less). When the amount of time remaining reaches zero the call will automatically be terminated. The administrator can change an extension's current limit at any time by simply dialing the call limits feature code.

### Supports 10,000 Speed Dials

tools CTI Pack [fast dial](#) allows you to add up to 10,000 additional system speed dials to your telephone system. A description or name can be associated with each speed dial number. Place calls by dialing the fast dial feature code and then entering either the Fast Dial Code or its corresponding name (i.e. dial by name).

### Do Not Call List

tools CTI Pack [Do Not Call](#) List allows you to identify and block calling to any telephone number contained in this list. This feature is a must for outbound call centers, sales / fund raising organizations, telemarketing, etc.

### Inbound Call Routing

Companies often have designated staff members assigned to cover different geographical areas or territories. Transferring inbound calls to the correct staff member can be a time consuming task. tools CTI Pack [call routing](#) automatically re-routes calls based on CLID and/or DNIS to a specific extension and/or mail box. The administrator can select which lines and the time of day call routing is active.

### Security and Emergency Features

Often we take for granted that we are well prepared in the case of an emergency! However, valuable time is often lost in trying to identify the actual station that placed an emergency call. tools CTI Pack broadcasts an instant warning to user selected extensions when an emergency number is dialed (i.e. 911). Notification messages can also be sent to network workstations. In this age of greater awareness, the tools CTI Pack [security](#) modules offers a preprogrammed call trace feature. Harassing or nuisance calls can be traced and alerted to security personnel.

### Hospitality Tools

tools CTI Pack [hotel billing](#) combines 3 basic modules into one powerful bundle including: property management, call accounting and wake-up calls/set locking/emergency notification. From the moment a guest checks in, the folio is automatically updated with telephone expenses and room charges. Sets may be automatically unlocked at check in and locked at check out. Wake up calls may be programmed by the guest or the front desk. Customers also have the option of unbundling these components to integrate with existing property management systems. Front desk staff receive instant notification of emergency calls placed by any guest.

*tools CTI Pack utilizes either a single Nortel computer-telephony device (i.e. CTA 100) or a single BCM LAN CTE license to manage and control any number of extensions or lines.*



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