

tools CTI Pack Security



Extend the functionality of your Nortel BCM or Norstar with powerful tools CTI Pack enablers:

- ✓ 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

Security and immediate 911 emergency notification using Norstar and BCM!

The telephone is the most vital communication tool and the lifeline of most organizations. In this era of heightened security concerns, the ability to respond quickly is critical.

Valuable time is often lost in trying to locate the individual that placed an emergency call. Seconds can make the difference in saving lives or apprehending harassing callers. *tools CTI Pack Security* coupled with Nortel Norstar or BCM offer a complete watchdog control system for your business. These features include 911 emergency notification, call trace, caller identification, toll restriction, station message detail recording (SMDR) and forced/verified authorization code dialing.



RSI

www.telecost.com

40 King St. W, Suite 300. Oshawa, Ontario. L1H 1A4
Phone: 905 576-4575 Fax: 905 576-4705 Email: rsi@telecost.com

When we are in public places or at work we take for granted a high level of safety and security. However, many organizations are ill-equipped to respond to 911 emergency. Would you know where to direct emergency personnel if they showed up at your reception desk after a 911 call?

Most businesses would be unable to track down the extension that made the call without a complete office search. This precious time could mean the difference between life and death.

Many educational institutions are vulnerable to students making prank telephone calls to emergency services. Often emergency response units are dispatched to false alarms.

This results in countless hours of lost time and a diversion of resources from actual emergencies.

tools CTI Pack Security for Nortel Norstar or BCM guards your system from malicious use. If an emergency 911 call is dialed, it immediately notifies a security extension or authorized desktops. *tools CTI Pack Security* instantly delivers information about the calling party (i.e. extension, date, time).

Here is what one educational institution said just 2 weeks after implementing *tools CTI Pack Security*:

I cannot thank you enough for your help in activating our 911 feature and helping us with our system in general. We have had as many as six occasions to catch students dialing 911 from school phones. This feature is being applauded by our staff and local Police as a much needed deterrent to some of our problems. On the other hand it has also helped with one of our staff members calling for help when he was sick in his office. Our thanks again for all of your help and support. Your support and products are both outstanding.

**J Edgecomb - Site Manager
Kearsarge Regional School District**

tools CTI Pack Security can be configured for restricted dialing. You no longer need to worry about open area or reception telephones being misused. *tools CTI Pack Security* allows individuals to enter a special *login code* similar to entering your voice mail password. The login code gives each individual their own class of service.

tools CTI Pack Security 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.).

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.

Often authorities, law enforcement or security personnel require documented proof of a telephone call. Integrated with RSI call accounting solutions, *tools CTI Pack Security* provides station message detail recording (SMDR) for all activity. This activity is stored in a database for later retrieval and reporting.



Alert security personnel immediately upon receipt of an emergency or malicious call!



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.



RSI

www.telecost.com

40 King St. W, Suite 300. Oshawa, Ontario. L1H 1A4
Phone: 905 576-4575 Fax: 905 576-4705 Email: rsi@telecost.com