

Visual Rapport Console.NET

Browser based unified
communication console



Visual Rapport Console.NET Offers Powerful Call Handling and Communication Features for Nortel BCM and Norstar

The success and reputation of any business is directly dependant on the effectiveness of their communication facilities. The attendant is generally the first point of contact and the first impression. Organizations that effectively use a live attendant are often perceived as more attentive to their customer needs. Today's attendant requires a sophisticated, yet easy-to-use tool to help meet this challenge, and RSI Visual Rapport Console.NET is the solution.

Visual Rapport Console.NET, integrated with Nortel's Norstar or Business Communications Manager (BCM) phone systems, provides the capability for Attendants to answer and direct callers in a more informed and professional manner.

Visual Rapport Console.NET displays a directory of extensions and their respective status. The Attendant can organize the extensions by groups such as Sales or Support. Extension buttons may be viewed by extension #, extension name, or both. Extension detail can also be added to inform the Attendant of information such as caller ID name and number, DNIS/DID, line used, call duration, plus much more.

Color is used extensively to allow the Attendant to quickly identify both line and extension status. Calls on Hold, Ringing and Parked calls are quickly and easily distinguishable. Extension buttons also change color depending upon their condition including; Idle, Active, Do Not Disturb, Ringing and Not in Service.

Hot Points:

- ✓ **Browser Based Call Control**
unified communications across your enterprise of BCM and Norstar systems
- ✓ **Accessible Anywhere, Anytime**
unified communications through your MS Internet Explorer
- ✓ **Employee Status or Availability**
real time console for call status, instant message and user-configured personnel, workgroup or department notices identify employee availability across the enterprise
- ✓ **Instant Text Messaging**
deliver real time text messages to any employee telephone set, soft phone or VR application.
- ✓ **Outlook Calendar Integration**
VR Console in tandem with VR Integrator feeds calendar events as real time statuses for popular IM software such as Windows Live Messenger, Yahoo Messenger and Skype
- ✓ **Call Accounting Integration**
all call activity can be logged and reported centrally using our extensive line of call accounting software (contact us for details)

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

Telephone functions include:

- Answer calls (local & remote offices)
- Intercom call (local & remote offices)
- Call Queuing
- Dial, Speed Dial
- Hold/Unhold
- Park and Park/Page
- Page (zone control & speaker)
- Blind Transfer (local & remote offices)
- Screen Transfer
- External Transfer
- Conference
- Voice Mail Transfer (local & remote)
- Voice Call

Advanced Unified Communication

“Scrolling Text Messaging” provides the ability for an Attendant to send a scrolling text message to the display of any local or remote Nortel telephone, IP or digital, within the customer’s network.

“Telephone Messaging” allows an individual to set their individual status or “presence” from their phone or console. This status then appears on Visual Rapport Console.NET as well as the display of a coworkers phone when calling that person.

“Reverse URL look-up” is a feature that allows a search of a remote database such as www.411.com, using Caller ID information in order to return the

caller’s details, such as mailing address . The URL is configurable and may be automated to pop-up the search result once the call has been answered.

“Call Waiting” relieves the Attendant from monitoring a busy extension by sending details of the call to the called party. This allows the receiver to answer, transfer to voice mail, or conference the waiting party while on another call.

“Sticky Notes” is a feature that allows the Attendant to attach a new or pre-defined message to a call. This assists an Attendant in returning to a caller who has been Parked or placed on Hold.

“Message Notification” allows Attendants to add a message to an extension button to identify the current status of employees. (i.e. On Vacation, At Lunch, In Meeting, Sick Today)

Evolutionary Console

Access to Visual Rapport Console.NET is via a web browser such as Microsoft Internet Explorer. Developed with Microsoft.NET, Visual Rapport Console.NET utilizes technologies such as Web Services, XML, HTML and SOAP. Benefits of these new technologies include browser based

operation, LAN or web access and presence identification on remote Norstar and BCM systems.

From anywhere you have LAN or Web access, you have access to your Norstar or BCM phone system. If you are using a Nortel BCM, add an IP telephone and begin answering and directing calls remotely.

Managing today's business requires information from a number of sources. Visual Rapport Console.NET provides information related to telephone calls both into and out of an office along with intercom calls between employees.

Integration is the Key

Even before answering a call, Visual Rapport Console.NET presents information pertaining to the caller to assist the Attendant in directing the call to the appropriate person or group. Visual Rapport Console.NET includes a built-in database to store your customer and contact information. Business Center Attendants are presented with information such as the company the customer is calling from and can even be presented with a call answering script.

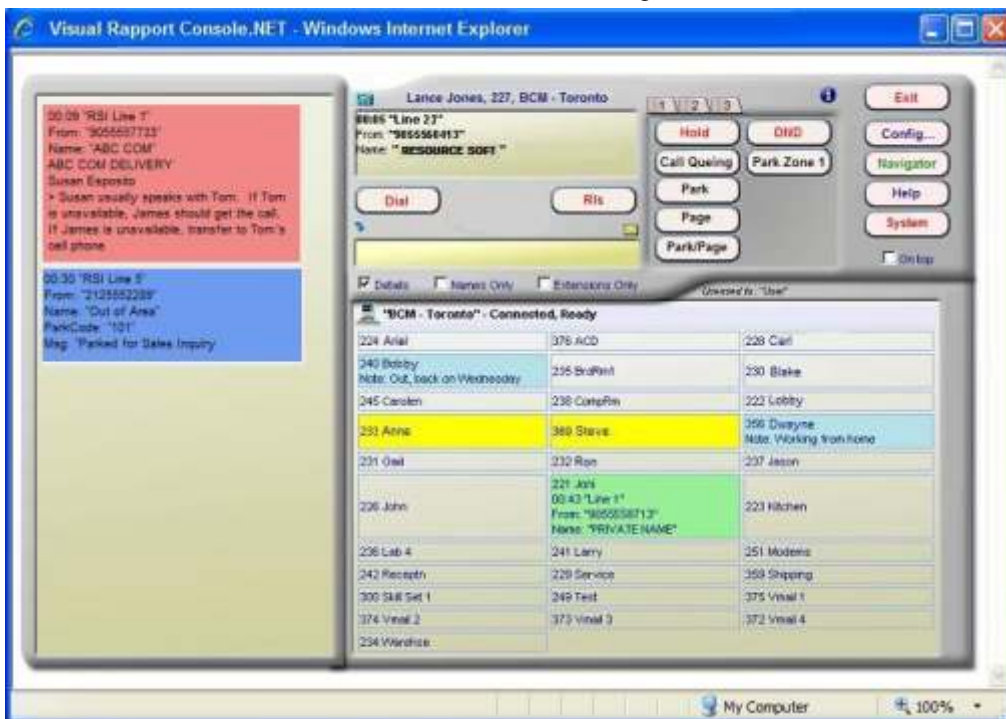
Integration to CRM products or to a custom database is also available from the RSI Professional Services Group.

Integrated Security

Each Attendant or person logging into Visual Rapport Console.NET has a unique user profile assigned to them which dictates what they can do and see. Administrators have access to configuration options which includes the ability to add or remove users, and change passwords and user rights.

Multilingual Support

Visual Rapport Console.NET supports English, Canadian French, Italian, German and Spanish.



Visual Rapport Console.NET Main Window

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