

Visual Rapport Navigator

Unified Communications
Across the Enterprise



Visual Rapport Navigator Offers Unified Communications Across The Enterprise for Nortel BCM and Norstar

Whether it's a small office or a large network of offices around the world, VR Navigator will seamlessly integrate all employees allowing them to communicate in a more effective manner.

VR Navigator is a communications experience that sets a new standard for Enterprise productivity. VR Navigator brings telephony to the desktop, adds intelligence, integration and simplifies your daily telephone activity. The innovative approach to the interface allows users to tailor VR Navigator to their needs. Whether you're a receptionist that needs to see employee real-time call activity, a call center agent requiring call detail before answer or a knowledge worker that needs statistical information — VR Navigator is the solution.



Hot Points:

- ✓ **Desktop Call Control**
unified communications across your enterprise of BCM and Norstar systems
- ✓ **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 Navigator 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)

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VR Navigator enhances employee productivity

Recognizing that not every person has the same office communications needs, VR Navigator allows a user to customize the information they wish to see and how they wish to see it. For example, an attendant typically wants to see whether a person is on their phone prior to transferring a call, whereas a sales representative receiving a call from a customer would like to have that customer's information readily available to improve the quality of customer interaction. The ability to adapt to different types of work environments is the power that VR Navigator brings to the desktop.



Unified Communication Console

- **Dockable Elements** is what sets VR Navigator apart from traditional telephony applications. Users can dock/undock specific elements to more effectively access their unified communications tools.
- **Multi-skin** - Improve usability by selecting a user interface skin that is best helps achieve business goals.
- **Control and Data Elements** features offer specific functions and information which the individual user can decide to utilize or not.
 - **Call Control** places Nortel phone call control buttons on your desktop. No more guessing as to how to create a conference call or transfer a call. Call control is intuitive. Nortel phone functionality can easily be emulated via your mouse and/or keyboard.
 - **Extension View** allows a user to create a personalized group or groups of extensions providing visibility to the status of all phones. Each phone is represented by a button and provides information such as:
 - Extension is active. Information includes; incoming CLID, dialed number, call timer
 - Extension is ringing
 - Extension has a call holding
 - Extension is in do not disturb
 - Extension is forwarded to another extension
 - Extension has voice mail messages
 - Extension has presence set (i.e. in a meeting)
- Each group can be configured to show as much or as little information required. Members of a group can also be sorted by extension or by first or last name
- **Directory** provides both internal and external contact information. Both Company and Contact records are provided along with all pertinent information such as address, phone, fax, email, web site, notes and much more. The directory allows for advanced features such as screen-pops, outbound dialing and previewing customer information even before answering a call.
- **Multi-Function Window** provides a number of messaging features such as; sending text messages to the displays of other phones including remote offices, tagging information to a call so that others are better informed, setting your presence or status along with various telephone related messaging.

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