

Norstar PC Console

Powerful Call Management

First impressions count. Just ask your customers. And the first impression they get of your company is likely to be your receptionist—the person who answers that first call. Now you can make sure that each call is answered with the personal touch of a live attendant, quickly, easily, and accurately with Norstar PC Console.

Designed to run on an industry-standard PC with Microsoft Windows 95, Norstar PC Console allows your telephone attendants to monitor phone calls right from their computer screen, answering and routing them just by pointing and clicking.

Work Smarter and Simpler

What if your receptionist could receive the caller's company name, along with a record of previous calls, all on a screen pop when they answer the call? This would give your attendant a tremendous advantage over the competition in terms of efficiency, customer service, and professionalism. Norstar PC Console makes this "what if" possible—and more.

When an incoming call arrives, Norstar PC Console displays available Caller ID information and accesses its own database to give your operator a Caller Information profile. As soon as the attendant answers the call, the PC Console lists the names and numbers of the caller's three most frequently requested employees—and it shows which of those employees are currently available. Handy data fields and user-friendly buttons give attendants rapid access to information and call-handling commands, and they can process calls using either their PC mouse or keyboard.

Your Corporate Who's Who (and Who's Where)

Tracking down employees takes time—especially with an important customer on hold. And when your operator or attendant transfers the call, the employee is often already on the line. With Norstar PC Console, operators can instantly search a directory that shows employees by name, extension number, or department. Easy-to-read icons let attendants know whether the employee extensions are idle or busy. Plus, attendants can assign status icons to show who

is away from the office and who is just away from their desk. They can even use the keyboard to enter status notes for employees who are in a meeting, on vacation, at lunch, sick, or otherwise unavailable.

A Database that Teaches Itself

Norstar PC Console automatically generates a database using Calling Line Identification (CLID), plus any information your attendant enters into the Caller Information fields. Names and additional customer details require a single entry into the database, so your receptionist only needs to key in the caller's name and company one time. Repeat callers are then automatically updated in the record, along with information about which extension the caller contacted.

Visual Call Announce—the Power to Choose

We've all had the experience of juggling two important phone calls—anticipating one call when you're on another. Norstar PC Console solves this problem by sending both visual and audio call announcements that let you know who's calling—even when you're on the phone. When the attendant transfers an incoming call to any extension with a two-line LCD window (Norstar M7310, M7324, and M7410 telephones), the caller's name (as keyed in by the operator) shows in the display. So, even when an employee is on a call, they can view the name of the second caller and use the buttons below the LCD window to put the call on hold, answer it, transfer it to voice mail, transfer it to their assistant, or return it to the attendant. They can even allow the new caller to join the existing call.

This interactive call control improves productivity by allowing the called employees to determine call priority.

Simple to Install, Easy to Expand

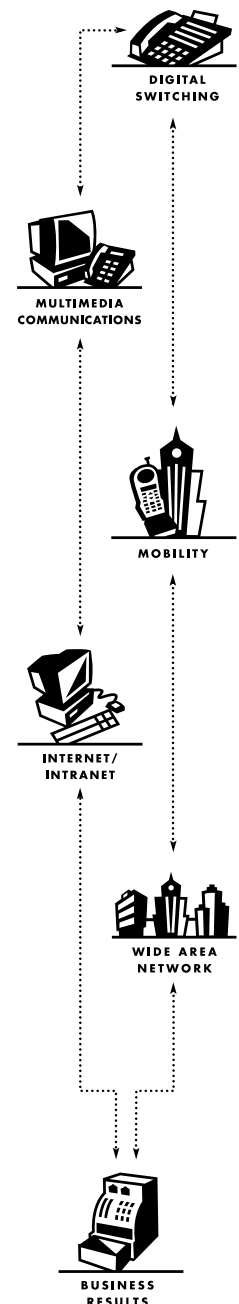
Whether you use Norstar PC Console as a stand-alone attendant position or for multiple attendants or backup/overflow attendant positions, it easily installs on Windows-based PCs—so there's no expensive proprietary hardware to purchase.

Norstar PC Console comes complete with cables, a CD-ROM (with the Attendant Program,

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NORSTAR Powers Your Business

Server Program, and Reports Program), a Computer Telephony Adapter 100 (CTA 100), and documentation. Running out of space on your desktop? Norstar PC Console can be ordered with a CTA 150i card which installs directly in your PC, rather than using the CTA 100.



In a LAN environment, additional attendant positions may be added by entering software key codes (available in increments of 1 or 4 positions) and installing the Norstar PC Console Attendant software. This solution allows additional attendant positions to access the server software on the primary attendant's PC via a LAN connection, for cost-effective growth without having to purchase more CTA devices.

Norstar PC console is capable of handling a full-sized Norstar Integrated Communication System (ICS), including up to 144 lines, and 272 ports (lines and sets).

Reports on Demand

Norstar PC Console Reports Program automatically collects data on incoming calls and tracks their handling, allowing management to spot trends and deal with situations before they become problems.

The data is collected in a Microsoft Access database, and there are three pre-defined reports (Calls by Customer, Calls to Employee, and Extension Directory). Database information can also be exported to such popular spreadsheet formats as Excel or Lotus 1-2-3 for graphing or other analysis.

System Requirements

For the primary attendant's PC, or any PC running the Norstar PC Console Server Program:

- Pentium-based PC
- 32 MB of memory
- 10 MB of available disk space
- CD-ROM drive, for installation only
- SVGA monitor
- Keyboard and mouse supported by Windows 95
- CTA 100 or CTA 150i
- Optional printer supported by Windows 95
- Operating system: Windows 95

For additional, backup, or overflow attendant PCs running the Norstar PC Console Attendant Program:

- Pentium-based PC
- 16 MB of memory with Windows 95, or 32 MB of memory with Win NT 4.0
- 5 MB of available disk space
- PCI-bus Network Interface Adapter
- SVGA monitor
- Keyboard and mouse
- Operating system: Windows 95 or Win NT 4.0