Aastra Solidus eCare™ Multimedia Contact Center

Agent Applications

Aastra Solidus eCare™ Multimedia Contact Center is intelligently built with three fundamental groups of applications - Agent Applications, Management & Administration Applications, Self-Service Applications.

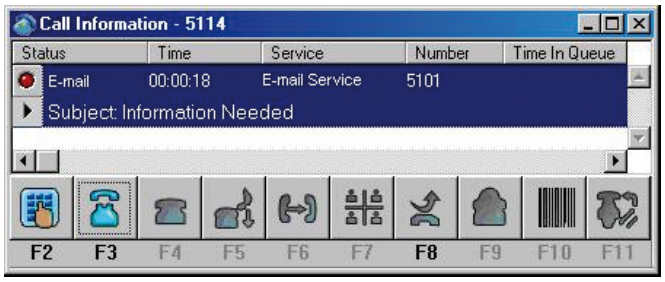
All in all, these three highly effective groups of applications using Solidus eCare™ enable organizations to minimize total cost of ownership, maximize service availability and utilize tools to build long lasting customer relationships.The Agent Applications increase agent efficiency and job satisfaction when dealing with multimedia customer interactions. The Management & Administration Applications provide contact center managers and supervisors with superior tools to develop and manage operations. The Self-Service Applications provide customers with outstanding options while bringing self-sufficiency to the contact center, enabling organizations to create flows to suit their needs.

AASTRA

Desktop Manager: Empower your employees

Even the world's greatest athletes fail without the right equipment, tools and support. The right tools will make your employees the world's best people. The best you can do to create better business and loyal customers is to allow your employees to do their job using the best tools.

Desktop Manager Toolbar



Desktop Manager Call window showing an incoming e-mail

Maximizing efficiency, uptime and total cost of ownership

There are few operations within an organization as dynamic as a contact center. With continuous change comes a need for intuitive and flexible control. Desktop Manager is a sophisticated tool designed to enhance call control and contact center functions. By providing agents and supervisors with a diversity of features, Desktop Manager facilitates efficient call handling and seamless integration of several different types of media. Licensing for advanced features is available on an individual basis, allowing for total customization and scalability of each contact center package.

Desktop Manager

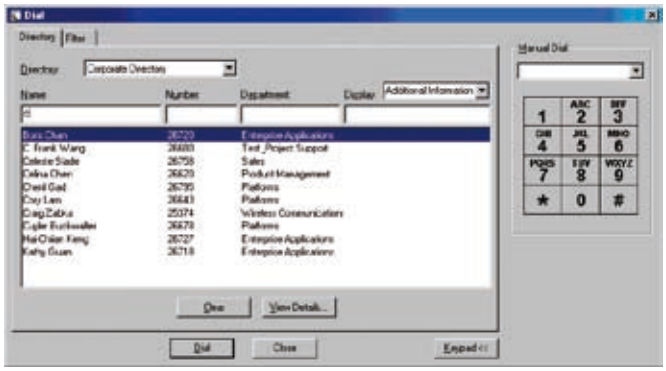
Desktop Manager not only gives agents the ability to customize their monitors'"workspaces," but to have their display preferences automatically updated when they move between workstations. When in need of assistance or back office personnel, the Request Assistance dialog box and the Dial dialog box display all logged on agents and give them the ability to filter by call status, agent status, skills and/or service groups.

Desktop Manager provides Incoming Interaction Notification of voice calls, e-mail (including voicemail and fax mail), SMS, or chats so that agents are prepared for the different media types and can handle them appropriately. Desktop Manager also provides the possibility to manually pick calls, using the Dispatching functionality. Dropped VIP calls or dropped calls may now be easily picked in the call queue.

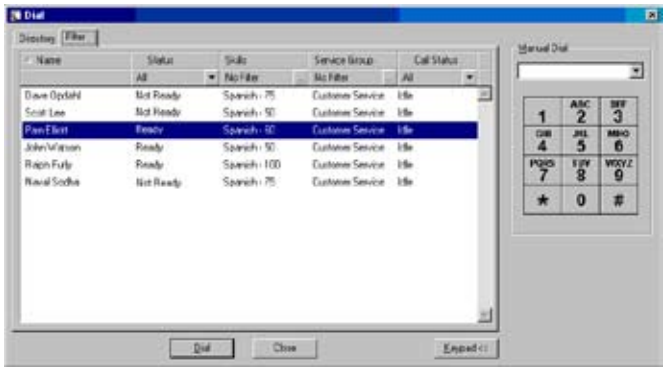
Contact Center Agent:

- Agent Directory

  The Desktop Manager Directory license allows all Desktop Manager users to access the corporate directory and search users. Through the Agent Directory, users can search any LDAP compliant corporate directory by name, extension, or department, and place a call via the graphical user interface. Directory integration delivers enterprise wide directory services via a LDAP interface to assist in transferring calls.



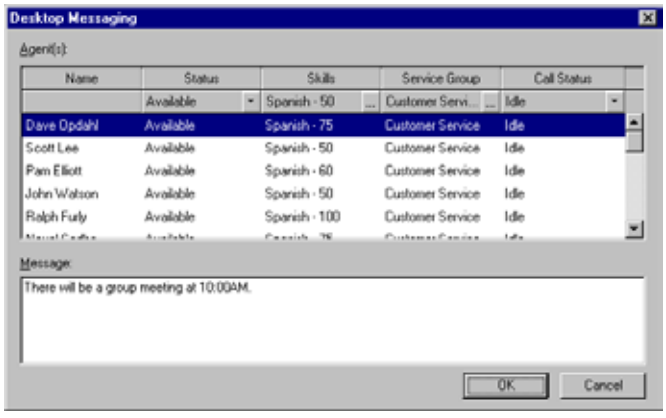
Agent directory. Find people within the whole organization based on name, skills, availability and more.



Outbound call information

- Agent Messaging

  Easy message distribution within the contact center for agents and agent groups is allowed with the Desktop Messaging feature license. The contact center agents are able to send and retrieve text messages, request assistance, initiate intrusion and execute skills-based searches to locate an appropriate agent for call support.



Illustrating a chat session that provides the agent a possibility to filter different attributes.

- Agent Supervisor

  Agents who are designated as Agent Supervisors and have the feature license installed are allowed to monitor agents, manage their ready or not ready status, and edit agents' skill sets and corresponding service groups.

- Call Control Features:
  - Answer call
  - Clear call
  - Clerical time indication to monitor "wrap-up" time after a phone call or an e-mail
  - Conference
  - Consultation call
  - Enter DTMF digits
  - Hold/retrieve call
  - Make call
  - Manual dial option directly from the call window
  - Redial a busy number
  - Redirect a call to another agent or service group when appropriate
  - Transfer

- Call Qualification Codes

  Allows agents to record the outcome of each transaction to improve speed and for reporting purposes.

- Call Window customization

  Enables agents to display the most relevant information, such as calling party number, name, call status, call duration, service group name and queue time.

- Dynamic Data Exchange (DDE) and Component Object Model (COM)

  The Desktop Manager DDE/COM feature license can provide integration to a customer's business application. Based on caller information such as caller ID and called number, customer's business applications can be initiated automatically to make the agent's daily tasks easier. These so-called CTI screen pops can be used to deliver information to the agent related to the customer.

- Outbound Agent and Scripting

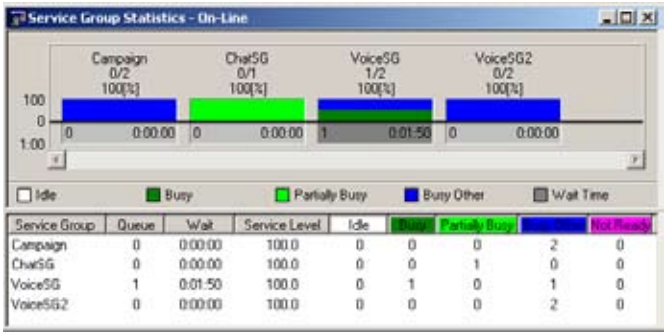
  Enables Agents to participate in outbound call campaigns, initiate calls to defined campaigns, initiate calls to defined customers, utilize Preview or Power dialing and initiate automatic callback for failed call attempts. It also provides the possibility for agents to display a configured script when initiating campaign calls, allowing the agent to ask the customers questions, record the answers and automatically store the information to the database.

- Outbound Call Log

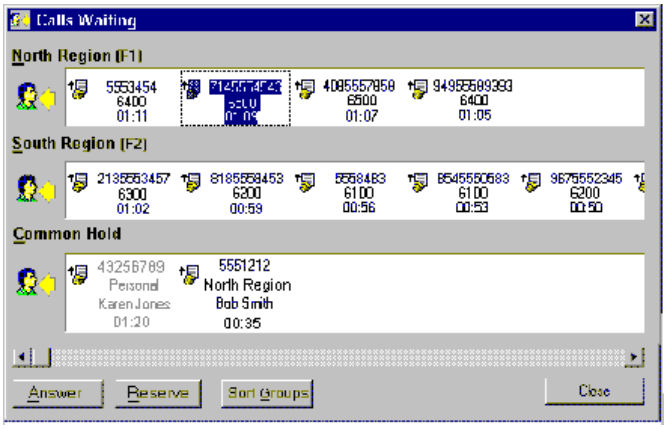
  Outbound Call Log window displays call attempts to a specific customer and campaign.

- Agent Dispatch

  Allows agents to pick calls from queues assigned as dispatch queue. Calls can be placed in a common hold to be retrieved by any other dispatch agent. Busy agents can resume calls in queue for retrieval as soon as they are ready.



Real time information window built into Solidus eCare Desktop Manager



Agent Dispatch call window

- Real time information

  Allows an agent to view service group information about their own or other service groups.

- Support for IP telephone and soft client

  With the built in IP soft phone client in Desktop Manager agents can be provided with greater mobility for example when used as home-agents. The solution can also be used for a more economical total solution.

- IP Recording used with IP soft phones

  IP Recording enables agents or supervisors to record any IP calls made from the built-in IP soft phone in Desktop Manager.

- Agent Personal Greeting

  Agents with the built in softphone can record a personal greeting which is played for service group calls.

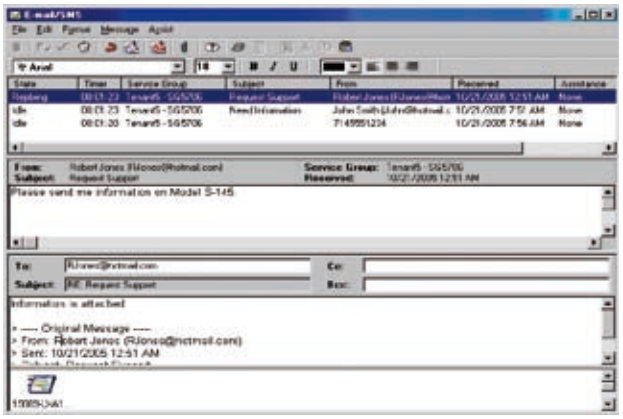
Multimedia Agent

- E-mail, voicemail and fax mail

  E-mails are routed using the same skills-based routing engine used for voice calls. An incoming e-mail can be automatically routed to the knowledge base or directed to an agent. Fax and voicemails from MX-ONE™ Messaging Solution are presented as attachments to an e-mail when delivered to an agent.

- SMS Agent

  SMS messages are routed using the same skills-based routing engine used for voice calls. Agents can reply to an incoming SMS message by sending a SMS message back to the originator, or respond to an incoming voice call request by sending a SMS message to an external destination or reply to the SMS with a voicecall. A SMS sender can also be called directly.

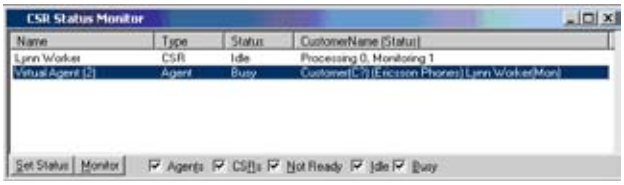


E-mail/SMS message window

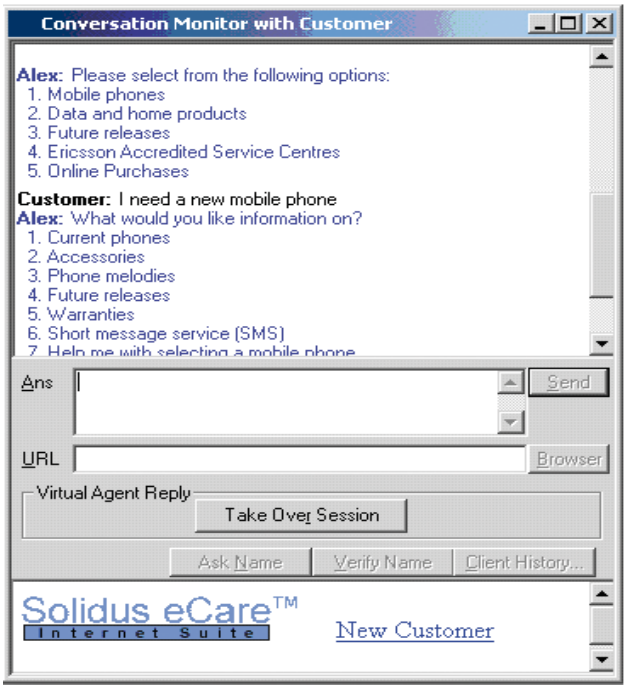
- Web Agent

  Web Agent enables agents to respond to customer inquiries over the Web through text chat. Agents can be prompted with appropriate answers from the knowledge base for more accurate and efficient handling of queries.

  The agent can select the number of simultaneous chat sessions allowed and whether or not to accept incoming voice calls at the same time.



CSR Status Monitor window

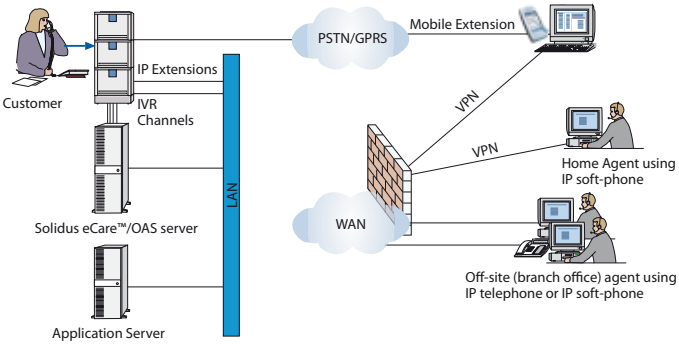


Conversation monitor with customer

Remote Agent, IP Agent & Mobile Agent

Locating agents away from your main contact center can be a powerful advantage in the CRM market. You can locate agents where facility costs are lower, while at the same time attract and retain skilled agents by providing them the flexibility of working remotely either at home or in a branch office.

The Remote Contact Center



Remote agents working as part of the contact center staff enable the extension of service hours by staffing across time zones as well as meeting the demand for additional support during peak business times or holiday seasons, allowing agents and enterprises to "bid" for schedules at their convenience.

Aastra Solidus eCare Multimedia Contact Center offers efficient communication solutions based on MX-ONE™ and Mobility Gateway for different remote agents solutions. The type of solution, especially for mobile agents, will depend on the size of the branch/home office.

Solidus eCare™ Remote Agent Alternatives

To fulfill the demand for remote contact centers, it is vital for contact center solutions to integrate agents from beyond a traditional contact center's physical location. At the same time, it is essential that the solutions are capable of extending the support for remote agents to beyond the boundaries of the contact center enterprises.

Solidus eCare™ Remote Agent can be achieved via various ways, such as an IP extension or Remote Extension. Remote Agent can use any type of telephone or mobile phone (Mobile Extension) or a telephone that's connected to a remote or foreign PBX, or public network (Remote Extension).

IP Agent using IP telephone or Desktop Manager IP soft phone

The process of assimilating agents into the same Contact Center system demands that remote agents are provided with a high level of services and availability. IP extension based terminals such as IP phones or the Desktop Manager IP soft phone function via the agents' personal computers and connect directly to the LAN without having to route calls differently. This ability enables agents to work from any PC, anywhere as long as they can connect to the corporate network.

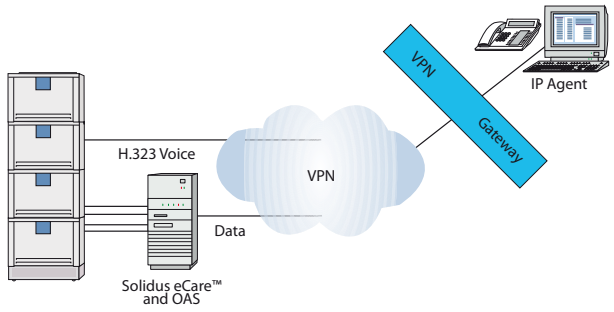
Peer-to-peer switching (or Direct Media Routing) ensures that the voice signal finds its way through the IP network, thereby maintaining optimal speech quality, while still being controlled by the involved LIMs and with the full support of services. The IP agent is assured the same service availability whether logged on at the main site, at the branch office or at home.

Among the benefits of using IP extensions is the capability for agents to be local (on LAN), branch-office (on WAN) or remote (via VPN) and to use either the IP telephone or the soft client built into Desktop Manager.

The softphone in Desktop Manager supports QoS (Quality of Service) to ensure highest priority within a IP network.

- Features supported:
  - Make Call
  - Answer
  - Hang Up
  - Hold/Retrieve
  - Transfer
  - Conference
  - Call Qualification Codes (CQC)
  - E-mail
  - Force Agent Status
  - Desktop Messaging
  - Assistance
  - Monitor
  - Pick calls from the queue

Home or Remote Agent using IP extension



Mobile Extension with or without Desktop Manager

Mobile Extension can expand the flexibility of the already powerful Solidus eCare platform. In this solution any combination of Mobile Extension and other MX-ONE™ extensions can be agents to the Solidus eCare™ Multimedia Contact Center.

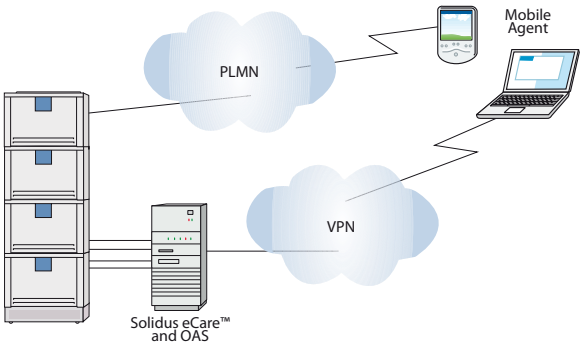
This feature provides both wireless access and the services needed to allow agents to become truly mobile.

The traffic to, as well as from, the mobile user is channeled through the MD110 and MX-ONE™ communication platforms and in the process, services will be attached to the calls. Mobile Extension users are defined in the MD110 and MX-ONE™ as standard extensions. A telephone number is associated with the extension as well as the relevant Class of Services.

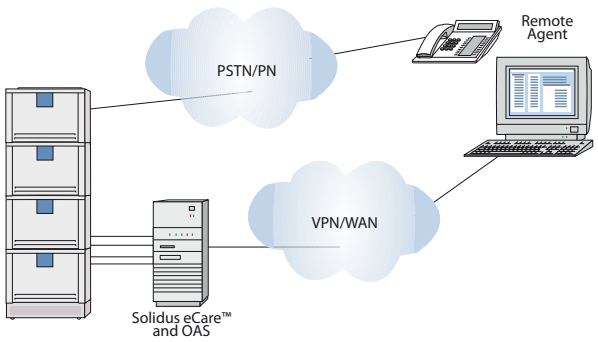
Mobile Extension is very useful for roaming agents and is able to be used together with Desktop Manager on a PC or laptop (via VPN connection). If a PC is not available, then agents use Phone Agent features to call a voice script to log on and off. Mobile Extension provides full feature transparency together with full Call Control via CTI if Desktop Manager is used.

- Features supported by Mobile Extension when using Desktop Manager:
  - Make Call
  - Answer
  - Hang Up
  - Hold/Retrieve
  - Transfer
  - Conference
  - Call Qualification Codes
  - E-mail
  - Force Agent Status
  - Desktop Messaging
  - Manually go on- and off-hook

Agent using Mobile Extension



Agent using Remote Extension



Technical Specifications

Software and Hardware Requirements

The Solidus eCare components can be installed on one server or distributed to multiple servers. Configurations of the servers are dependent on traffic intensity and requirements on redundancy.

Solidus eCare Minimum Software and Hardware Requirements

Refer to the latest 3rd Party Compatibility Matrix and the Alex library containing Customer Product Information for Solidus eCare and OAS on the MediaKit including the Alex viewer application for the latest up to date software compatibility and hardware requirements. The 3rd Party Compatibility Matrix can be found on the Partner Portal.

The Alex library can also be viewed and downloaded from CPI Extranet. User and Passwords credentials for CPI Extranet can be obtained from the knowledge base at Service Plaza.

Alex library product number: EN/LZN 748 0017/1

Minimum server and client PC requirements

Server requirements (minimum):

- A Pentium 4 2.4 GHz Microsoft® Windows® 2003 compatible server
- An SVGA monitor that can be configured to display in High Resolution Mode (1024 x 768 recommended) with 32 bitTrue color
- 2 GB RAM
- A mouse or other pointing device that is 100% Microsoft compatible
- DVD-ROM drive
- Hard disk space of at least 10 GB
- Ethernet Network Interface Card
- Microsoft Windows 2003 Server Standard or Enterprise Edition (Enterprise edition is mandatory for clustering)
- Microsoft SQL Server Version 2005 (sw) or Microsoft SQL Server Version 2005 Express (sw) only for Minivoice
- Microsoft Exchange Client if Exchange e-mail is used Outlook 2003 (sw)
- Lotus Notes if Domino e-mail is used Notes 6.5.1 or 7.0 (with Domino 6.5 or 7.0 (sw))

Client requirements (minimum):

- CPU of 1.5 GHz with 512 MB or better, Microsoft Windows 2000/XP compatible PC
- An SVGA monitor is optional that can be configured to display in High Resolution Mode (1024 x 768 recommended) with 32 bit true color
- 512 MB RAM
- One communication port available for wall display connections if wall displays are to be used
- A mouse or other pointing device that is 100% Microsoft compatible
- DVD-ROM drive (If not installing from a network drive)
- Hard disk space of at least 5 GB
- Ethernet Network Interface Card
- Windows 2000 with Service Pack 4, Windows XP Professional with Service Pack 2 (sw)

Solidus eCare™ Internet Suite Exchange Service (minimum):

- CPU of 1.5 GHz with 1GB of RAM and a 5 GB hard drive
- Java 2 SDK, Standard Edition (sw)
- New Atlanta ServletExec (sw)
- Seagate Software Crystal Report Professional or Developer Editions (sw)

Solidus eCare™ with Knowledge Base Manager (minimum)

- CPU of 1.5 GHz with 1GB of RAM and an 10 GB hard-drive
- Windows 2003 Server (sw)

OAS Recommended Hardware and Software Requirements

Server hardware requirements:

OAS 6.0 and Solidus eCare 6 supports a total of up to 20 OAS servers, regardless of the number of MX-ONE™ Telephony Server or MX-ONE™ Telephony Switch sites in a Virtual Contact Center. Due to restrictions in the PBX there can be a maximum of four OAS's on each site.

Each OAS can have up to six media servers per site.

The Open Application Server components can be installed on one server PC or distributed on up to three server PCs. This server PC including options has been productified as part of our product offering and is orderable via the normal ordering routines. It is highly recommended to use this server PC for all the customer installations.

Configurations of the server PCs are dependent on traffic intensity, types of applications used and requirements on redundancy.

Minimum server requirements:

- CPU of 2.3 GHz, single, hyper-threaded or multiple processors. For higher traffic performance, a higher-grade machine will be required.
- An SVGA monitor is optional that can be configured to display in High Resolution Mode (1024 x 768 recommended) with 32 bit true color
- 2 GB RAM or better
- A mouse or other pointing device that is 100% Microsoft compatible
- DVD-ROM drive
- Hard disk space of at least 16 GB
- Ethernet Network Interface Card
- As many PCI-X slots as the number of Intel Dialogic boards in each media server (for non VoIP Media Servers only)

Media Hardware Requirements:

Up to two digital (PRI) media or 3 analog media Dialogic boards per server (for non VoIP Media Servers only). Analog and digital boards cannot be mixed in the same Media Server.

- Analog Media
  - 12-Channels Dialogic analog board (D/120JCT-LS) for USA and Canada
  - 12-Channels Dialogic analog board (D/120JCT-EURO) for all countries **except** USA and Canada
  - Analog cable connecting the MX-ONE™ Telephony Switch to OAS
  - CT Bus cable (TSR 899 54), ordered separately, and used when system is equipped with more than one Dialogic board in the same server
- Digital Media
  - 23-Channels Dialogic digital T1 board (D/480JCT) for USA and Canada
  - 30-Channels Dialogic digital E1 board (D/600JCT) for all countries **except** USA and Canada
  - Digital cable connecting the MX-ONETM Telephony Switch to OAS
  - CT Bus cable (TSR 899 54), ordered separately, and used when system is equipped with more than one Dialogic board in the same server
- IP Media
  - No hardware is required for the IP Media interface

OAS Automatic Speech Recognition and Text-To-Speech requirements

Customers that wish to install Automatic Speech Recognition (ASR) or Text-To-Speech (TTS) for their IVR system need to take the following under consideration:

- Hardware must be purchased that supports the ASR and TTS usage
  - For the servers, this means sufficient CPU and memory (RAM)
  - For the boards, this means to have a board that supports ASR & TTS
  - Currently the D/600JCT, D/480JCT and D/120JCT are all supporting ASR & TTS

Note: Currently there is a maximum of 120 concurrent ASR calls per site and a maximum of 120 concurrent TTS calls

Minimum software requirements

OAS Server:

- Microsoft Windows 2003 Server with SP 1 Standard or Enterprise Edition (Enterprise edition is mandatory for clustering)
- Microsoft Data Access Component 2.8
- Dialogic SR 6.0 (Supplied via Aastra)
- Nuance Speech Recognition System Version 8.5 (Supplied via Aastra)
- Nuance TTS Real Speak 4.0 (Supplied via Aastra)

OAS Clients:

- Microsoft Windows 2003 SP1, Microsoft Windows 2000 with Service Pack 4, or Microsoft Windows XP Service Pack 2 or later

SQL Server:

- Microsoft SQL Server 2005

PBX requirements

- Aastra MX-ONE™ Telephony Switch (BC13), Latest Service Pack (sw)
- Aastra MX-ONE™ Telephony Server 2.1, 3.0, 3.1, 3.2, Latest Service Pack (sw)

Requirements for connection to Aastra MX-ONE™ Telephony Server or MX-ONE™ Telephony Switch

- One NIU card including related MX-ONE™ Telephony Switch licenses.

  For optimum performance, we recommend one NIU board in every LIM that contains any object related to the CTI Server (i.e. any telephone device or ACD/CTI group) and that there should be at least 2 NIU boards per system; this will share the load between the LIMs.
- ELU29/14
  MX-ONE™ Telephony Switch analog board for USA and Canada
- ELU29/11
  MX-ONE™ Telephony Switch analog board for all countries **except** USA and Canada
- TLU76/1
  MX-ONE™ Telephony Switch digital E1 – ISDN
- TLU77/1

  MX-ONE™ Telephony Switch digital T1 – ISDN
- IPLU

  MX-ONE™ Telephony Server/MX-ONE™ Telephony Switch IP board required for the IP interface

Clustering software, hardware and network requirements.

The following requirements must be considered for a clustered environment:

Software Requirements

- Windows Server 2003, Enterprise Edition installed on all computers in the cluster. (latest service pack)
- All nodes in the cluster must be of the same architecture.
- The system must be using a name-resolution service.
- All nodes in the cluster must be in the same domain

Hardware Requirements

- For Windows Server 2003, Enterprise Edition, Microsoft supports only complete server cluster systems chosen from the Windows Catalog.
- If installing a server cluster with a storage area network (SAN), and plan to have multiple devices and clusters sharing the SAN with the cluster, the hardware components must be compatible.
- Two mass-storage device controllers in each node in the cluster: SCSI, iSCSI, or Fibre Channel for cluster storage on server clusters that are running Windows Server 2003, Enterprise Edition.
- Two Peripheral Component Interconnect (PCI) network adapters in each node in the cluster.
- Identical hardware in all cluster nodes.

Network Requirements

- Unique NetBIOS name.
- WINS or DNS server, or Hosts file.
- Static IP addresses for each network adapter on each node.
- The nodes in the cluster must be able to access a domain controller.
- Each node must have at least two network adapters
- Using teaming network adapters on all cluster networks concurrently is not supported
- Network Teaming is recommended for public network connection.
- Cluster software operates on IP failover which only functions within the same subnet

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