

OmniPCX Office Communication Server

Enterprise-class business telephony for small & medium businesses

OmniPCX Office Benefits:

An Advanced Call Server

- The integrated Call Center put calls through to the right person. The Supervisor Console and Statistic Manager analyse call traffic flow to maintain high-quality service
- Personal Assistant greets callers efficiently and professionally
- Voicemail and call screening fields filter your calls for you
- Calls can be recorded on-line for you

A Wealth of Models and Peripheral Interfaces

- Ergonomic and intuitive to make your life easier
- Icons that morph into other icons according to what you're doing and pop up on your screen to save you time
- Call management and teamworking with group supervision on your terminal or on your PC via PIMphony
- DECT handsets DriveKey™-equipped to navigate faster
- E-Reflexes™ IP phones that give you the same performance as standard Reflexes™

Total Mobility

- DECT wireless handsets so you're always in touch on site
- Remote Access Server—teleworkers can use their PC as a phone and enjoy all the advantages of being at head office

Cost Efficiency

- Wide range of metering solutions keeps you informed and in control
- Automatic Route Selection routes calls using the cheapest method every time
- Full IP—you'll save on costs by mixing voice and data over the same line
- Remote sites share head office capabilities

Reliable Connectivity & Fast File Transfer

- All the solutions you need to keep you connected for less
- Your branch offices benefit from the same services as your head office
- Standard CTI interfaces (CSTA and TAPI) are open to a whole raft of applications—enabling you to set up a contact center, for example
- LAN infrastructure connects your PCs with all the power of an integrated auto-sensing 100BaseT switch
- You get LAN services to run your LAN
- A DHCP server automatically configures the IP addresses for your PCs and IP phones
- A file server provides a common and private directory enabling your employees to share files and data

Advanced Business Communications

- All your employees share a single fast Internet access
- All access functions are in the box: fast Internet access router, firewall protection, proxy server for control, Web and DNS cache for optimum performance, remote access, intranet server—you name it

- It's open to a large number of applications—ready to host services like fax and anti-virus detection and protection, and with designed-in flexibility to adapt to your existing environment
- VPN capability provides you with secure communications between your main office and remote sites/remote workers via the Net
- An intranet web server keeps your employees up-to-date with company news and information

A Single In-box for Everything

- Unified messaging: everything—voicemail, e-mail, faxes—on just one easy-to-use user interface. (Get e-mail and you can send and receive documents, text, data and images around the office and around the world—instantly.)
- Multimedia Web Messaging: Alcatel Web Communication Assistant to access your voice messages and e-mails using a regular web browser. This "lightweight" solution can be accessed from within the company as well as on the road.

OmniPCX Features:

- An integrated, modular, state-of-the-art communication server that supports advanced TDM and IP business-class telephony
- Complete, user-friendly voice communications including embedded voicemail, personal assistant, automated attendant and integrated CTI server
- Supports analog, digital, IP and mobile phones and PC softphones
- Pre-announcement: on-hold music and messages
- Automated attendant: voice-activated management of incoming calls
- PIMphony Basic PC telephony (upgrades to PIMphony Pro and PIMphony Team also available)
- Call-forwarding: automatic transfer of incoming calls
- Automatic call distribution: call-routing software
- EasyContact Call Center (can be upgraded to OmniTouch Contact Center Office)