

Alcatel 4400

UNIQUE SELLING POINTS

ARCHITECTURE

- Alcatel Crystal Technology

- Innovative switching technology
- Open platform and high reliability
- Integrated security concept
- Wide Modularity and Scalability
- Invest protection through broadband capability
- Non-blocking and robust transport infrastructure
- Easy implementation with wide support of standards
- Future oriented client/server architecture (PCX = Gartner Group)
- Small power consumption
- Patented technology

- Voice Hub

- Saving of cabling (unified voice + data cabling system)
- Comfortable Configuration on the Patch-Panel reduces maintenance time
- Invest protection through integration in ATM-Backbone
- Can also be brought as a satellite concept in a WAN-Area
- Distributed architecture - reduction of overload
- Space saving in 19"-rack

ERGONOMICS

- Value-added communication (Reflexes TM)

- 4 x 64kbit/s to the desktop for value-added application
- Lower training costs, thanks to the self-explaining user interface
- Easiest Handling (user guide not necessary)
- Multi-language display for online support and voice guide
- Available features at a glance
- Electronic adjustable display
- Useful key identification thanks to the magnify effect
- Key labelling allows the use of standard PC and normal paper
- Call by name to network users and business partners over alpha keyboard
- Individual and pre-defined text can be sent, even in communication
- Online Mini Messaging between boss/secr.
- Full ISDN services in Data and simultaneous S0 on the desktop
- All terminals easy to use without change of services
- Reachable under one number (also GSM) and for important persons thanks to call filtering
- Coporate directory and features can be activated from outside
- Non-answered calls are separately stored depending on wether external or internal
- Plugware - higher organizational flexibility, support of standard protocols, easy installation of CTI solutions and low expenses for relocation and moving
-

- Voice + Data Convergence has a desktop level

- Click and Phone
- Combination of reliability of DECT terminals with the power of PC-graphical user interface, 4980 client of 3rd party application
 - Screen pop up
 - Call log
 - Easy access to telephone features
 - Integration with net meeting

GREETING

- Voice Mail 4635 H

- Cost-optimization and scalability thanks to the system integration
- Time saving through the intuitive Reflexes TM user interface
- Easy configuration of system management 47XX with Database synchronisation and Broadcast in networking
- Record online

- Integrated automatic attendant

- Reflexes TM - Groupware (Team solutions)

- Customer oriented working methods
- Flexible adaptation of configuration and features
- Efficient response and team status control
- Flexible queue management and "Multiline"

MOBILITY

- Features

- Low cost DECT-Infrastructure or high-end solution with full performance
- High capacities, through system integration with up to 1.000 BS and up to 5.000 Handsets
- High reachability of mobile employees network wide, increase of productivity from virtual and project teams
- Easy handling of the Handsets
- Full range of features, like dial by name, voice user guide, teams and substitution network wide
- Twinset-Modus: desktop and DECT terminal work like one unit and enables simultaneous handling, management simplification
- High flexibility of DECT-Reflexes TM desktop terminal in non-cabled areas (DECT TSC)
- High security thanks to signalling of alarms in the display
- Reachability of company guests (guest handsets)

NETWORKING

- diverse

- Resource -optimization with central services
- Central alarm notification
- "Back-Up" for busy tie lines
- A unique management platform for PBX, VoiceMail and DECT
- Single training, thanks to one user interface for all modules (configuration, directory, accounting, performance, alarms)
- Homogeneous numbering plan
- Dial by name, text messaging
- Man./Secr.- and team configurations
- Use of IP network in order to carry non-real time voice and fax mail information
- Plug and play voice over network integration (IP, FR, ATM)
- Integrated flexible and dynamic solution for voice over FR
- Adaptive Routing - optimal traffic and non overload routes

- ABC-VPN (virtual networking)

- More efficient internal communication, through ABC features transparency like with tie lines
- Unique central administration thanks to broadcast mechanism
- Least Cost Routing (LCR) and Automatic Route Selection (ARS) can be configured to be time and distance oriented (incl. voice compression)

- Voice compression

- Use of standards for the best price performance ratio for voice compression
- Unique combination of VPN and voice compression with full ABC features transparency

SECURITY

- Diverse

- Duplication even in small systems
- State of the art protection against
 - attacks on the LAN
 - maintenance ports
 - agent processes
 - DISA ports
- Standard unique mechanism
- Firewalls
- Automatic access blocking
- Strong authentication

CALL-CENTER

- Diverse

- The most reliable and scalable ACD
- The most open architecture (TCP/IP, CSTA, TAPI)
- The most open platforms supporting the major CTI application over Ethernet link
- Global pilot based call distribution
- Highest flexible Parameter- and queue management in patented matrix
- Skill based routing
- Cost reduction through integrated greeting messages
- Fast recognition of actual status, thanks to graphic online analyses
- Easy customization of the supervisor informations
- 240 events secure the flexibility of different statistics (format: MS Excel)
- Full featured management tool available with the smallest configuration of the supervisor