

Manage calls efficiently with REDCOM's Scalable Operator Platform

- ▶ Powerful PC-based call management system improves productivity
- ▶ Compatible with existing network infrastructure
- ▶ Easy to use, intuitive graphic interface
- ▶ Touch screen simplicity



ADD FEATURE-RICH OPERATOR CONTROL TO YOUR PUBLIC SERVICES

Your telecom network is the critical component of your business. To provide operators with a complete, user-friendly overview of your network services, REDCOM offers the Scalable Operator Platform—a GUI software package call management system that delivers extensive conferencing, call control and handling capabilities.

Working with any standard PC, the system creates a powerful attendant console that allows operators to place, accept, and intercept calls. Operators can also control held calls, active conferences, directory assistance requests, and call queue management.

USER-FRIENDLY DESIGN TOUCH SCREEN SIMPLICITY

REDCOM enhances attendant productivity with the one-click convenience of Direct Station Selection (DSS)—a system of on-screen buttons that identify individuals or departments. DSS buttons can be graphically customized with images that speed identification and connection. The entire system is designed for ease of use with minimal training, providing simple and intuitive navigation and command screens that improve call response times.

CUSTOMIZABLE TO MEET YOUR NEEDS

The scalable operator platform supports multiple operators. Each operator can customize their screen layout and system of tabs, buttons or audio alerts, retrieving them as saved preferences when they log on to the system. A simple system allows users to create and arrange their own buttons or configure audio alerts for maximum efficiency.

SYSTEM REQUIREMENTS

- PC with Pentium® III and minimum 256 MB RAM
- Windows® 2000, NT or XP
- Linux Fedora Core 4
- Ethernet Port

SWITCH REQUIREMENTS:

- IGX V 6.0 R1P6 or higher
- HDX 1.0 or higher
- SLICE®
- SLICE® 2100™
- Line Circuit
- Host Control Interface
- Controller Board with Ethernet Interface

SCALABLE OPERATOR PLATFORM FEATURES:

- **Conference monitoring:** Including Preset and "meet-me" conferences
- **E-mail messaging:** e-mail phone messages to subscribers (requires local SMTP mail server)
- **Directory Assistance:** Search by first or last name, station number, unit, department, or e-mail address
- **Call Queue:** Provides name, number and console requested for each call waiting. Users may selectively answer calls in any order.

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Talk to the communications experts at REDCOM

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