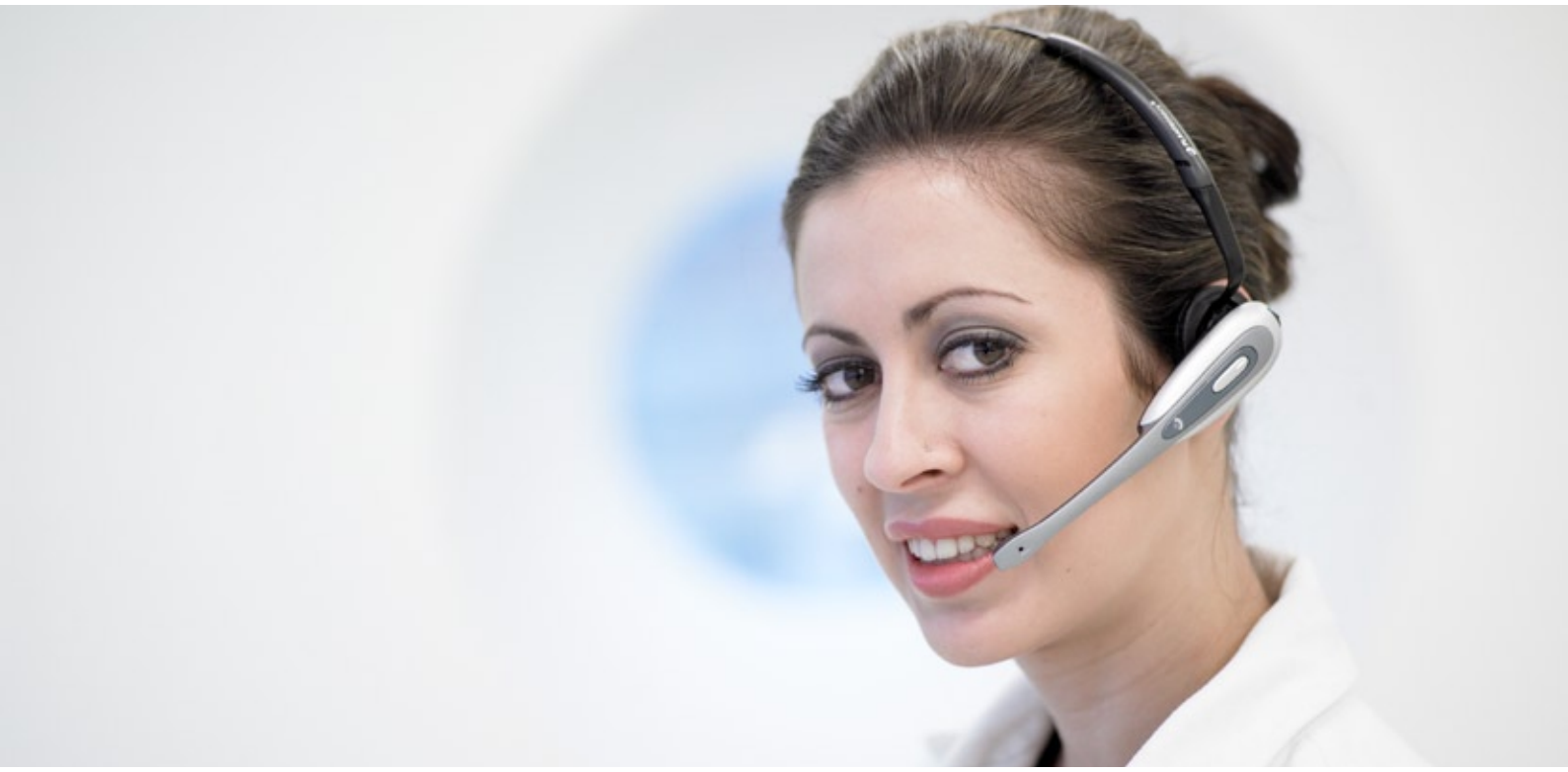
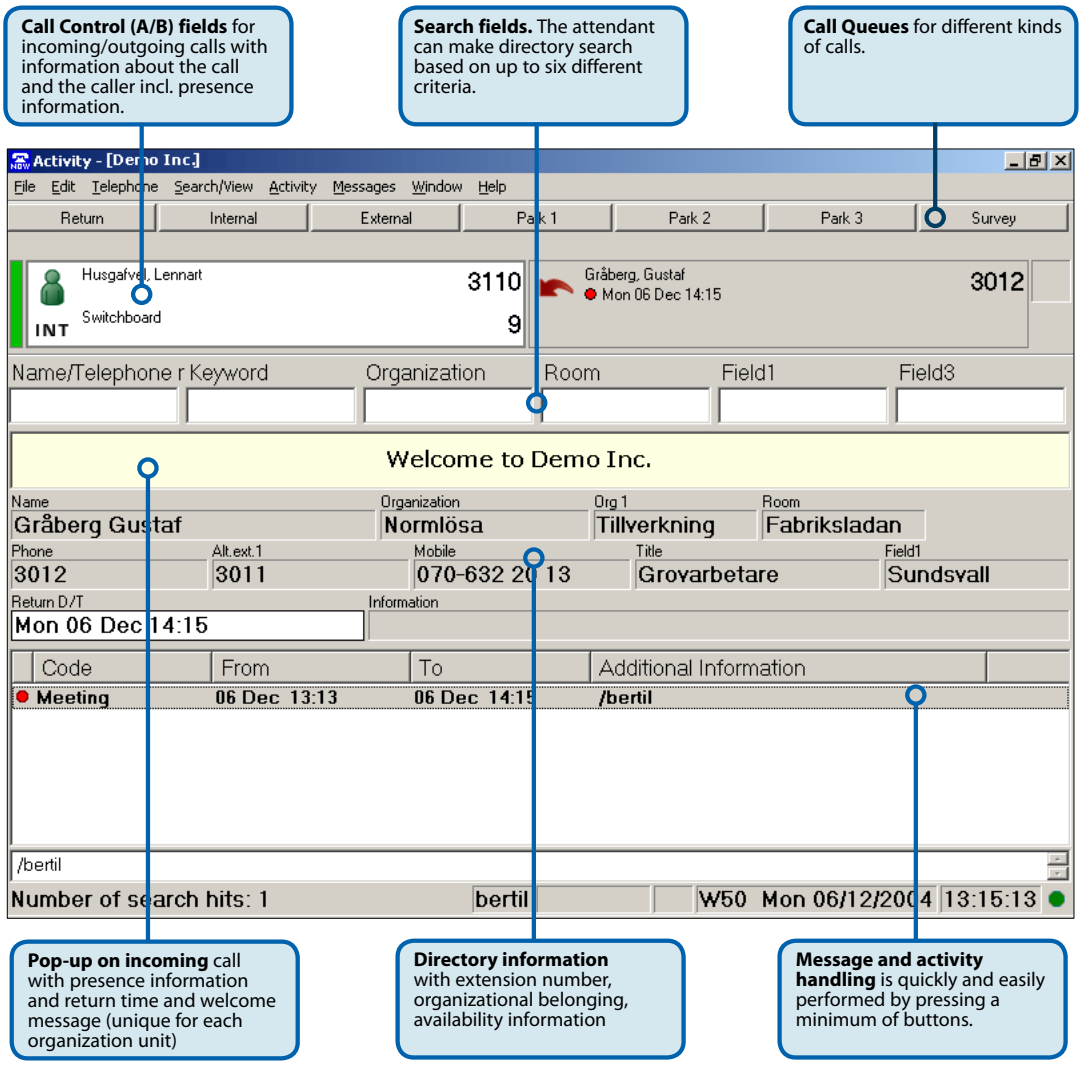


NOW 2007

for Aastra Business Phone

The attendant console NOW 2007 provides call-handling functionality added with a large number of integrated functions such as extensive information search options, e.g. directory with momentarily updated presence and availability information, to enable a good call flow and a high quality attendant performance.

AASTRA



Functions

Call handling

- Answer call
- Transfer call
- Dial destination
- Toggle active party
- Disconnect one or both parties, only if the party is active
- Call parking
- Camp on busy
- Listen in (on/off)
- Break in on busy
- Break through on forward
- Monitoring
- Tone signaling
- Serial call
- Call meter
- Conference call
- Call forwarding
- Auto answer
- Auto extend
- Display of call waiting while the attendant is busy
- Incoming calls are displayed as they appear
- Greeting phrase in highlighted text is displayed on incoming call. Organization units can have different greeting phrases
- Shortcut for repeating previous called number
- Support for automatic selection of current CMG server on incoming call/screen pop-up
- Application on top on incoming call on/off
- Support for screen pop-up for incoming calls via IVR

- Start of ring signal manually
- Mute (attendant microphone)
- Open/close operator position

Messages

- Send messages via e-mail to a person or selected group of persons registered in the CMG database (optional system connection required)
- Send messages via other CMG supported message systems to a person registered in the CMG database (optional system connection required)
- Update or delete messages
- List view of messages
- List view of not distributed or unacknowledged messages
- Printout of unacknowledged messages
- Printout of messages to a selected group of Persons

Activities and forwarding

- Enter, change and delete activities and contact profile for a single or selected group of extensions
- Advanced time zone support

Directory search

- Swift directory search
- Configurable search fields
- Phonetic name search functionality
- Support for manual sorting of search results
- Toggle search mode (extension/name)
- Availability/activity information in form view, list view or graphic view
- Directory information in form view or list view
- Organization list view with zooming function
- Make call from list view
- Make call to alternative extension
- Make call to any phone number in the database record for an extension (e.g. mobile)
- Shortcut-keys for persons with same extension, same organisation, same room and same keyword
- Shortcut for repeating previous search command

Quick info

- List view of Quick Info records in a selected Quick Info directory
- Form view of a selected Quick Info record
- Web-linked fields in the Quick Info records
- Make call from phone-linked fields in the Quick

Info records

Visitor management

- Search for visitors (all, logged in, expired)
- Visitor information in form view and list view (visitor name, visitor company, visitor status, host, host's extension and two customizable fields)
- Make call to visor host

General functions

- Support for multi CMG server configurations
- Support for customer groups and multiple databases in the CMG Server.
- Customizable workspace
- Personal login
- Support for single sign on
- Disabling of cursor marker in input fields
- Built in web-browser
- Support for showing presence status from Microsoft Live Communication Server

Support For Visually Disabled

- NOW is compatible with the Jaws products for visually disabled. Please contact your local Jaws distributor.
- NOW can display icons as text symbols. In this way, a standard Jaws can recognize the symbols.
- NOW has extensive settings for font sizes.
- NOW can interface Mixtracom's dot matrix equipment through the serial port.

Supported Languages

- English , German, French, Dutch, Swedish, Danish, Norwegian, Finnish, Italian, Portuguese, Spanish

System Requirements

Client

- Intel based PC, min 300MHz, 128 MB RAM
- Monitor min 17", recommended resolution 1024x768
- Windows 2000 Pro, XP Pro, Vista
- Internet Explorer 5.5, 6.0 or 7.0
- Network interface

CMG system

- CMG Server 2007

Business Phone

- BP 8.1 Power Pack
- Buisiness Link Client V 3.2.0.5
- Business Phone Operator Handset

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