

# PC TELEPHONY WITH PIMphony

## ALCATEL-LUCENT OMNIPCX OFFICE RICH COMMUNICATION EDITION (RCE)

PIMphony™ for Alcatel-Lucent OmniPCX™ Office RCE is a Personal Communication Manager that links the two most widely used business tools – desktop computers and telephones – to provide a powerful, user-friendly telephone assistant that manages daily phone tasks. PIMphony improves customer interaction and services, increases personal and team productivity, and optimizes a company's investment in Alcatel-Lucent OmniPCX Office RCE by adding a new dimension to phone services.



### PERSONAL EFFICIENCY

PIMphony boosts personal efficiency and saves users, time while avoiding dialing errors with dial-by-name and phone-number "drag & drop".

### TEAM EFFICIENCY

PIMphony facilitates the management of workgroups by ensuring their phone status is available at all times. Call transfer errors are avoided with the PIMphony Team's Assistant and Supervision windows.

### ATTENDANT EFFICIENCY

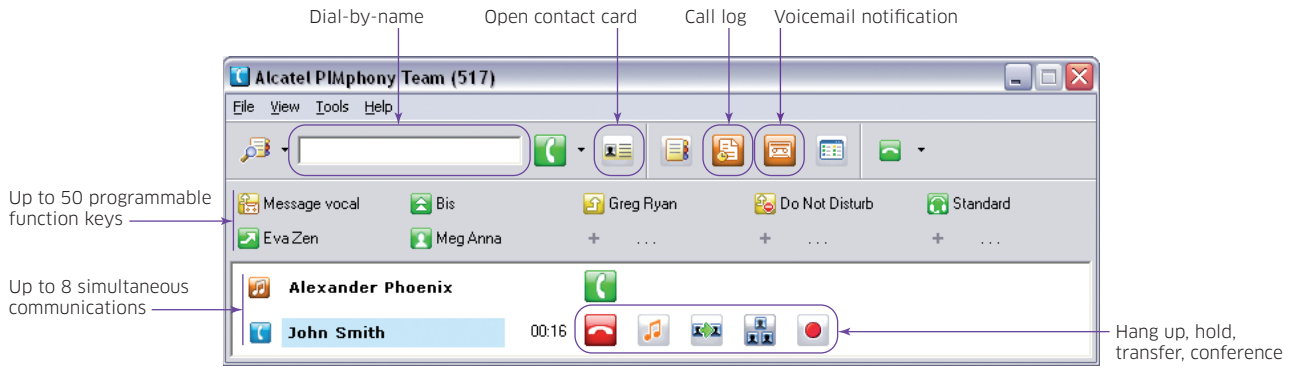
PIMphony Attendant is specially designed to handle a large number of incoming calls. It optimizes call reception and transfer through an ergonomic user interface, the assistant window. It also provides user information management.

### SIMPLIFIED ACCESS TO MESSAGES

PIMphony simplifies access to critical information within incoming messages. Voice messages are easily managed in the visual mailbox. Unified messaging enables the user to access voice messages, e-mail and faxes, all at the same time.

### ENHANCED CUSTOMER RELATIONSHIPS

PIMphony enhances a company's customer relations by providing access to a much larger contact database than the system's phone book, through contact database integration. PIMphony supports seamless integration with Microsoft® Outlook™, GoldMine®, ACT!, LDAP, IBM® Lotus® Notes™ and Microsoft® Access™. The call log function enables all calls to be tracked, including unanswered calls.



## COMPLETE SET OF PC-BASED TELEPHONY FEATURES

- Incoming and outgoing call management, call hold, multi-line management (up to 8 lines), direct call keys, dial-by-name, redial.
  - Dial-by-name
  - Open contact card
  - Call log
  - Voicemail notification
  - Up to 8 simultaneous communications
  - Up to 50 programmable function keys
  - Call board
  - Hang up, hold, transfer, conference , DTMF, record on line.
  - Screen pop customization

## CONTACT MANAGER INTEGRATION

- Automatic synchronization with Contact Manager database.
- Screen pop-up of the contact card.
- Unified dial-by-name using contact database, LDAP and OmniPCX Office RCE phone book
  - Search result includes contact details (Work, Home, Mobile Number, Email Address, Company Name, Picture)
- Direct dialing from contact card\*
- Screen pop-up assistant for customized scripts.

\* Depending on the Contact Manager software.

## CENTRALIZED CALL LOG

- Lists incoming answered/unanswered calls, outgoing calls and voice mail with contact identification, date, time, and call duration.
- Call initiation with a double click, contact card with one click.
- Even when users are away from their desks, all incoming calls are registered.

## TELEPHONE SET

The main advantage of PIMphony's architecture is that there is no physical connection between the telephone set and PC. PIMphony can be linked to many types of telephone sets such as DECT, Premium DeskPhones, analog, WLAN sets). It can even function without a telephone set (using PC telephony with PIMphony IP).

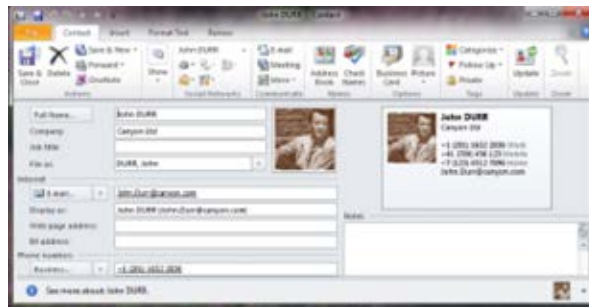
## VISUAL MAILBOX

The visual mailbox includes a full set of mailbox management features:

- Read/delete messages.
- Skip to previous/next message.
- Forward message to one or more users, with voice comment if necessary.
- Associated contact card screen pop-up (if sender is identified in the contact database).

## UNIFIED MESSAGING

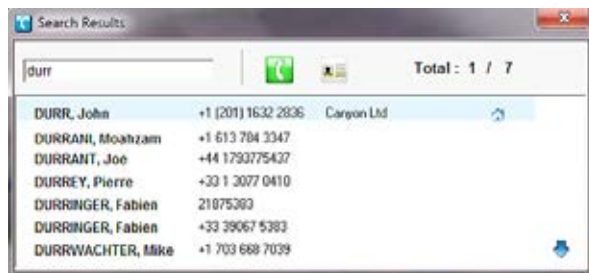
- Integration of e-mail, voice mail and faxes (depending on ISP's level of service) into the user's e-mail client window.
- Voice messages identified with a specific icon and handled as e-mail with WAV attachments.
- Same level of displayed information: date and time, caller's name (if sender is identified in the contact database) or phone number.



Microsoft® Outlook™



PIMphony contact details



PIMphony unify dial-by-name

## SUPERVISION WINDOW

- The user can define supervision groups (work groups or services) within the company.
- Call/forward status of each person that the user has included in work groups.

## PIMPHONY ATTENDANT

In addition to the assistant window, PIMphony Attendant manages the parameters and configuration of employees' phone sets and information:

- Change first name and last name of a phone number (only for the local PBX).
- Lock and unlock the phone.
- Reset password.
- Give nomadic rights.
- Change forward state.
- Modify telephony rights.
- Manage PIMphony profile.
- Manage user phone numbers (home, mobile, business, other) and email address.

All these operations—except modification of last name and first name—are available in a multisite environment.

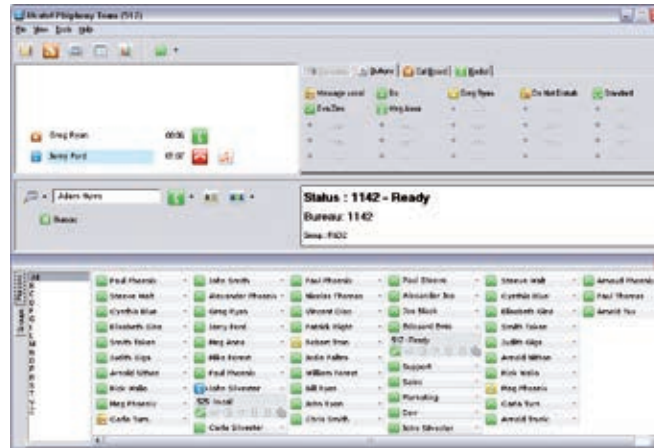
## MULTISITE SUPERVISION

Available with PIMphony Attendant, it enables the phone sets of several OmniPCX Office RCE systems (multisite topology) to be displayed and monitored on the supervision window. The multi-site capability of OmniPCX Office RCE, enables operators to see the phone and forward status of all users and optimize call treatment for a better customer service.

## ASSISTANT WINDOW

- Displays up to 8 incoming calls (or 16 with small icons) with alarms available on waiting time in ringing or on hold state.
- Displays a list of preferred correspondents for the current caller or a list of the colleagues of one preferred correspondent.
- Access to the call board or the redial list.
- One-step transfer available to preferred called parties or people from a supervision group.

- Capacity to compile call statistics.
  - Calls with possible alarms on waiting time
  - Colleagues
  - Preference correspondents
  - Dialing area
  - Preferred cards
  - Group selection
  - Opened card



PIMphony Team

**PIMphony**

- Maximum number of PIMphony users (including IP PIMphony users): 200
- PIMphony release 6.x is compatible with Alcatel-Lucent OmniPCX Office RCE release 5 and higher.

**IP PIMphony**

- Maximum number of PIMphony users (including IP PIMphony users): 200
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**PHONES**

- Alcatel-Lucent DECT, GAP sets (both only on TDM DECT infrastructure)
- Alcatel-Lucent IP and digital Premium DeskPhones
- Alcatel-Lucent 8 and 9 Series,
- Analog phones
- Alcatel-Lucent OmniTouch WLAN handsets
- No Alcatel-Lucent telephone set required
- PC headset or PC handset (for example, IP handset Comfort kit for IP PIMphony)

**PC**

- Intel® Pentium™ 300 MHz or higher, with 64 Mb RAM,
- 140 MB free disk space, CD-ROM driver
- Ethernet board
- SVGA graphics board (1,024x768 pixels minimum, if Assistant mode is used)
- Microsoft® Windows™ XP (32- & 64-bit)
- Microsoft® Windows™ 2003 Server and R2
- Microsoft® Windows™ 2008 Server and R2
- Microsoft® Windows™ 2012 Server RDS
- Microsoft® Windows™ Seven (32- & 64-bit)
- Microsoft® Windows™ 8 & 8.1 (32- & 64-bit)
- Intel® Pentium™ II 300 MHz or higher with 80 Mb RAM,
- 140 Mb free disk space, CD-ROM driver
- Ethernet board or xDSL modem, Windows-compatible with full-duplex driver
- SVGA graphics board (1,024x768 pixels minimum, if Assistant mode is used)
- Standard Creative® SoundBlaster™-compatible PC Board with speakers
- Microsoft® Windows™ XP (32-bit)
- Microsoft® Windows™ Seven (32- & 64-bit)
- Microsoft® Windows™ 8 & 8.1 (32- & 64-bit)

**FREE TRY & BUY**

Two-month free trial for PIMphony Pro and Team. The two-month trial period starts when the first user opens their free version of PIMphony.

|   | <b>PIMphony BASIC</b> | <b>PIMphony PRO</b> | <b>PIMphony TEAM</b> | <b>PIMphony ATTENDANT</b> |
|---|-----------------------|---------------------|----------------------|---------------------------|
| Complete set of telephony features  | ✓                     | ✓                   | ✓                    | ✓                         |
| IP Telephony  | ✓                     | ✓                   | ✓                    | ✓                         |
| Centralized call log  | ✓                     | ✓                   | ✓                    | ✓                         |
| Contact manager integration <sup>1</sup>                                    |                       | ✓                   | ✓                    | ✓                         |
| Visual mailbox  |                       | ✓                   | ✓                    | ✓                         |
| Unified messaging   |                       | ✓                   | ✓                    | ✓                         |
| Dial-by-name with LDAP directory  |                       | ✓                   | ✓                    | ✓                         |
| Unified dial-by-name (LDAP & OmniPCX Office RCE phone book & contact mngr.) |                       | ✓                   | ✓                    | ✓                         |
| Assistant features  |                       |                     | ✓                    | ✓                         |
| Single site supervision   |                       |                     | ✓                    | ✓                         |
| Multisite supervision   |                       |                     |                      | ✓                         |
| Phone book programming  |                       |                     |                      | ✓                         |
| User information programming  |                       |                     |                      | ✓                         |

1) Contact management software supported: Microsoft® Outlook™ 2000 till 2013 (32- & 64-bit) with Business Contact Manager - ACT!6 till ACT! 16.0 (2014) manufactured by Sage Group - GoldMine® /5.7, 6.5 and 6.7, 8.0, 8.5, 9.0 and 9.2 manufactured by FrontRange Solutions Corp - Microsoft® Access™ 2000, 2002, 2003, 2007, 2010 and 2012 (32 bits) - IBM® Lotus Notes™ 5.02 to 9.0.