

COMMUNICATION SERVER INTEGRAL 5

OVERVIEW



As a leading supplier of communication systems and services, Avaya-Tenovis designs, builds and manages communication networks for over one million companies worldwide. Our goal is to develop customized business communications, offering intelligent solutions to help you increase productivity and profitability. Which in turn allow you to focus on your core business concerns: growing your enterprise and enhancing your customer relationships.

Compact, flexible and high-performing – the ideal solutions system for medium-sized companies

When business conditions become more difficult, medium-sized companies, in particular, need to be able to react to changing markets and customer requirements quickly, flexibly and at any time. Creativity and efficiency in all areas of work have become more important than ever.

Innovative business communications provide the basis for a flexible use of resources, optimized customer service, and cost transparency – and, as such, for the long-term success of a company in a competitive market.

The future-proof basis

Nearly every company nowadays is faced with a multiplicity of data and information that come together and need to be processed, requiring complex communication structures.

The Integral 5 Communication Server was specially developed by Avaya-Tenovis to satisfy the individual requirements of medium-sized companies; it forms an intelligent and expandable basis for the widest range of applications – far above and beyond pure telephony. Integral 5 grows to keep pace with your preferences and needs, guaranteeing you the highest levels of flexibility, maximum performance capabilities, and optimal investment security for the future.

A new dimension for your entire communications

The Integral 5 Communication Server designed by Avaya-Tenovis offers a telephone system that is equipped with high-performance capabilities and offers all the possibilities of state of the art communications. This versatile communications basis for operating analog and digital network interfaces and connecting analog, digital, IP or cordless telephones is enhanced by a comprehensive portfolio of versatile modules and extensions enabling innovative functions and performance characteristics.

Combined with digital and IP (Internet Protocol) technology, you can guarantee higher levels of all-round efficiency, increased mobility, and improved accessibility for your company: Intelligent system telephony for a whole new approach to communications.

Quicker and better customer service

“Computer Telephony Integration”, known as CTI solutions, links PC’s to telephones and enables a further extension of the applications spectrum with regard to shaping customer relationships, such as Com4Tel, an application designed by Avaya-Tenovis, or the BCC Office module developed by Avaya-Tenovis for operating professional call centers.

The benefits for you

- More targeted deployment of resources
- Higher levels of flexibility
- Improved quality of service
- Heightened customer loyalty

Accessible for your customers – any time, any place

Regardless of whether your customers contact you by fax, E-Mail or telephone, the Integral Messenger developed by Avaya-Tenovis ensures that not a single message is lost. You are able to access and respond to the received information quickly and from any location. Giving you the necessary edge over your competitors.

Individual industry solutions

Each sector of industry has its own specific requirements. Our practice-oriented components take these specifics into account, and can be combined in a highly flexible manner to satisfy the specific requirements of you, the user. Working with our customers, we have already developed a number of customized, industry-specific overall solutions – for example, for hotels, tax accountants and attorneys.



Benefits and highlights at a glance

Modular design – Investment security for your TC system – Integral 5 grows to keep pace with the size and requirements of your company.

Convergence – Integral 5 supports all analog, digital and IP telephones, and any required combination of the same, in a single system.

Integratable DECT system – “Digital Enhanced Cordless Telephony”, DECT for short, makes it possible: continuous accessibility of all employees equipped with a cordless DECT telephone throughout the entire company premises.

Call charge registration – For better cost transparency on the basis of an as-caused allocation to cost centers and clients. If no fee information is available, it can be reproduced using a zoning system.

Networking – The cross-locational link-up across virtual networks or ISDN fixed connections allows branch office concepts to be realized that incorporate the existing infrastructure.

System telephones offering various levels of comfort – Simple, intuitive user navigation by display, and individual possibilities of adaptation; identical user menus across all levels of comfort.

Partner function – Optical or acoustic signaling of calls forwarded to a team colleague; incoming calls can be taken at the simple touch of a button.

CTI and ACT – “Computer Telephony Integration” and “Automatic Call Distribution”: computer-aided telephony and automatic call distribution by PC in the shape of Windows applications – for quicker, improved service.

Com4Tel – CTI Client, which supports the integration of telephone performance characteristics in Outlook. Important information is displayed simultaneously when dialing customers straight from the PC database.



Voice/Mail Server – For continuous accessibility of your staff. The individual answering machine with prior text announcements, waiting loops and, of course, voice messages. Reliable, high-performing and flexibly usable, both for internal and external communications.

Integral Messenger (UMS) – This “Unified Messaging System” ensures that no more messages are lost, even if the recipient is out of the office: E-Mails, faxes and voice mails can be routed to mobile end appliances, such as DECT telephones, and accessed at any time.

Remote access to the corporate database – For accessing the company’s database – from any external ISDN desk.

ISDN and DSL internet access – Information and E-Mails via the internet – at any time, for any and all employees. Optionally available for individual desks and/or several PC networks; including firewall mechanisms.

VoIP – “Voice over IP”: The link-up of telephones using the internet protocol allows voice transmissions over the data network, with absolutely no loss of quality or performance. Even if branch offices are linked up there is no need for additional cable laying works.

Avaya-Tenovis Online Service – Secure is even more secure: System diagnostics and online administration in compliance with the stipulations of the German Federal Office for Information Security (Bundesamt für Sicherheit in der Informations- und Telekommunikationstechnik, BSI).

Connection of EC card terminals and cash systems/ Modular design connected to the internal S₀-Bus – Low cost settlement of cashless payments over Datex P on the D-Channel (X.31) – with no restrictions on voice and data communications.

Automatic switching function – For quick and direct connections to the correct contact, and to reduce the switchboard workload.

Improved customer contact and a higher level of communication comfort all round for you and your employees!

BCC Office – for professional customer service

First impressions count – this also applies to your telephone contact with customers. Whether in the sales or dispatch departments, on the support telephone or hotline: Regardless of where, and irrespective of which communications channel is used, your customer needs to be treated as top priority, and serviced quickly and competently.

The BCC Office call center module developed by Avaya-Tenovis fits seamlessly into the Integral 5's architecture and is particularly suited for the needs of smaller and medium-sized companies.

The integrated voice mail server guarantees that your employees are accessible around the clock: A computer-aided voice dialog system, along with comfort services such as welcoming texts or music-on-hold, are available to pre-qualify calls. “Skill Based Routing” guarantees the automatic and theme-related distribution of calls to the best-qualified agent. The CTI connection secures the link-up to existing database information and loads customer master data and statistics onto the computer at the same time as the call is taken. Monitoring and reporting mechanisms support and optimize the smooth flow of work in your customer service areas.

PC and telephone form a powerful unit

The CTI link-up opens up completely new and innovative options for the communications in your company, making it much easier and more efficient to shape your customer acquisition, order registration and handling processes: Avaya-Tenovis Com4Tel expands your telephone applications, links your telephone system to the internal company databases, and incorporates important additional components such as call lists, and telephone and address directories. Programs such as MS Outlook and MS Office can also be used at any time. Caller information displayed by pop-up enables you to address or greet your customers personally, whilst at the same time providing you with historic customer information, thus allowing the call to be processed more quickly and efficiently.

Unified Messaging - the next generation

The Integral Messenger offered by Avaya-Tenovis is a unique UMS solution that combines a multitude of voice and data terminals into a single standardized system, turning the telephone into a central communications unit for all incoming and outgoing calls.

For example, a wide range of functions can be accessed from system and DECT telephones, such as:

- Sending and receiving E-Mails as text messages
- Forwarding faxes
- Recording voice messages or picking up messages whilst out of the office

These are just some of the examples of how “Unified Messaging” can combine various services intelligently and cost-efficiently within your company.



Future-oriented solutions and convincing services for all your communication needs!

The entire spectrum of convergence possibilities

The term converged IP communications is used to describe the convergence of voice and data communications in a shared network. The standardized network helps to save time, costs and administrative effort, whilst at the same time opening up additional fascinating possibilities for your communications.

The conversion to IP telephony or entry into the world of converged opportunities can take place gradually, incorporating your existing infrastructure. ISDN and IP telephones are equipped with the same user menu, meaning that all performance characteristics can be accessed without a need to change.

Networking for everyone, everywhere!

Networking is becoming ever more important – not just for companies that are internationally active or operating with a widespread branch office structure. The Integral 5 Communication Server provides a comprehensive basis for networked working – that is as flexible and independent as you would like it to be. Employees in different branch offices or locations, and home office employees can access the internal company LAN via virtual networks or fixed connections at any time, thus enabling them to be incorporated into an all-encompassing concept that makes optimal use of all resources.

Straight onto the internet

Irrespective of whether an ISDN or DSL connection is used: the router integrated into the Integral 5 Communication Server designed by Avaya-Tenovis offers each and every workplace unrestricted access to the internet. By simply dialing in over ISDN, E-Mails can be processed from home, orders entered onto the company server, accounting tasks performed, or information obtained from the database without any problem.

Terminals for all needs

The telephones in the T3, D3 and S3 system ranges offer future-proof technology to meet all your requirements – ranging from a simple workplace right up to complex solutions. Incorporated into a modular concept, various levels of comfort with ISDN or IP components allow an optimal adaptation to each and every communications situation and behavior. DECT telephones are also available as an added alternative; these ensure mobility both in the office and out on the company premises.

Avaya-Tenovis Service – secure and versatile

Integral 5 has a wide range of service tools that can be operated both on site and by remote servicing. In all cases the highest levels of access protection are guaranteed at all times.

Customer tool for proprietary configuration

The Windows tool ICT allows you to program nearly all configurations, such as subscriber names, voice mailboxes, team allocations, night switches, subscriber authorizations and a lot more, quickly and easily yourself. This possibility of proprietary configuration helps you to reduce service costs and save waiting times.

Excerpt of system characteristics

- Optional analog and/or digital network access
- Connection of ISDN systems and multiple terminals
- Analog subscriber interface
- Digital 2 and 4-wire interface
- DECT radio cell network with roaming and seamless handover functions
- IP voice communications*
- Internet router*
- Door/gate station*
- Optional wall housing or 19" plug-in module

Excerpt of system functions

- Partner and team functions
- Lock/unlock facility
- Call charge capturing and output, with project/client number if required*
- Zone mapping of charges incurred, if not made available by the provider*
- Accessibility control through numerous possibilities of call re-routing and forwarding

- Voice mail*
- Automatic switching
- Prior announcement
- Music on hold (MoH)
- Formation of work groups using collective lines and joint calling
- Announcements to individual or all employees
- Central and individual telephone directory
- Central interrogation point(s)
- Multiple night switch functions
- Call number display, even on analog terminals
- CTI/CSTA for PC management of the Integral 5
- Avaya-Tenoris offers a number of solutions, ranging from simple dialing aids, to Unified Messaging, to call center functionalities*
- Hotel functions (Check-in/check-out with authorized switching, extension dial prevention to the rooms, wake-up call, call charge cap, message waiting)*
- Virtual link-up of various locations over the public network*

*optional



About Avaya

Avaya enables businesses to achieve superior results by designing, building and managing their communications infrastructure and solutions. For over one million businesses worldwide, including more than 90 percent of the FORTUNE 500®, Avaya's embedded solutions help businesses enhance value, improve productivity and create competitive advantage by allowing people to be more productive and create more intelligent processes that satisfy customers.

For businesses large and small, Avaya is a world leader in secure, reliable IP telephony systems, communications applications and full life-cycle services. Driving the convergence of embedded voice and data communications with business applications, Avaya is distinguished by its combination of comprehensive, world-class products and services. Avaya helps customers across the globe leverage existing and new networks to achieve superior business results.

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