IWATSU Enterprise-CS
Call Processing

Call Processing v.**1.** The facilitation of business communications through an intelligent networked system **2.** Seamless integration of disparate communications technologies that benefit business processes. **3.** A means of extending the reach of a company's workforce via effective communication.

IWATSU
VOICE NETWORKS

Call Processing

The Iwatsu Enterprise Communications Server (ECS) contains the core processor which routes all system call traffic and manages all feature activity, opening the door to a host of business enhancement opportunities. The ECS is recognized as one of the most reliable and energy efficient telecommunications servers in the world.

Iwatsu Enterprise Communications Server
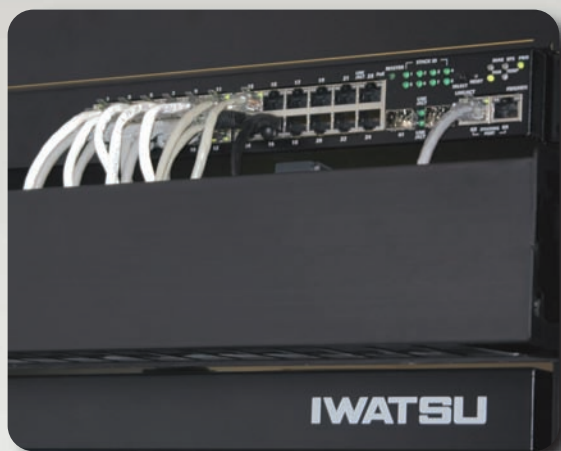
- ▶ VoIP, Digital, Analog, SIP – We've got it covered.
- ▶ Converged, modular gateway design grows to 1024 ports.
- ▶ Enable any PC to be a full featured phone by installing an Iwatsu IP Softphone.
- ▶ Integrate with applications including Transparent Networking, Unified Communications, Contact Center solutions, In-Building Wireless and more.
- ▶ Customize your workspace and personalize station features easily from a PC.
- ▶ Centralized Automated Attendant enables callers to dial one main number and be routed to their desired extension through custom menu options.
- ▶ Flexible gateway design allows connectivity to ISDN PRI, T1, SIP trunks and Caller ID subscriber lines.
- ▶ Iwatsu Gateway Solutions, including PC Attendant, IP Softphone and Iwatsu Call Director, deliver desktop call control, visual status indication and system feature access from a PC.

Networking

- ▶ Create a 100% transparent, multiple-site network using voice over IP (VoIP) technology.
- ▶ Local or remote monitoring and management.
- ▶ Distribute your workforce by deploying remote IP phones in home offices or small branch offices.
- ▶ Local survivability ensures system operation in the even of carrier failure.
- ▶ Centralized auto-attendant allows your customers to dial one main number to reach the person or department within the network.
- ▶ Reduces hardware, software, maintenance and carrier costs system-wide by eliminating stand-alone, local phone systems.
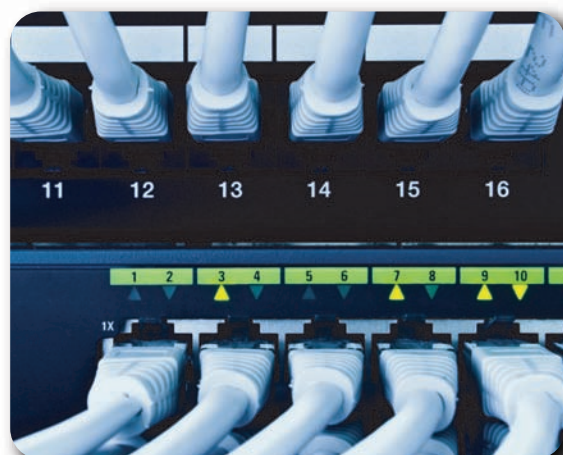
Voicemail Options with Omega-Voice

► Available in 4- and 8-port configurations. Omega-Voice voicemail may be configured with a maximum of 600 mailboxes to provide up to 110 hours of message storage.

► Automated Attendant guides incoming callers to their desired extension through customized company menus.

► Access and archive voicemail messages from your email inbox.

► New message notifications can be delivered to mobile phones – ensuring you don't miss important messages, even when away from the office.

► Phone conversations and conference calls may be recorded and saved to capture important details for future reference.

► Voicemail message count is displayed on the Iwatsu ICON series phones, allowing you to quickly see the number of unread voice messages in your inbox.

► Phone display provides interactive access to voicemail prompts and user options[*]
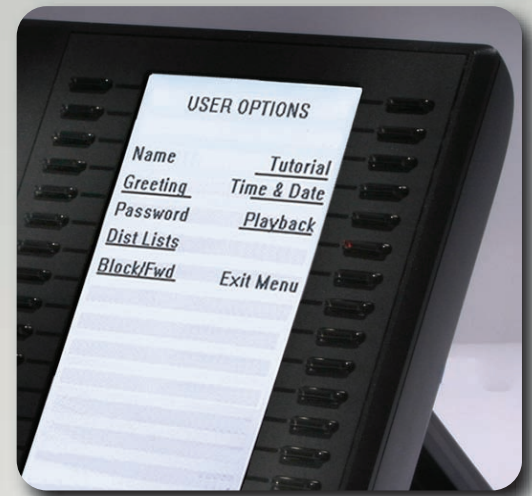
Iwatsu ICON Series Phones

► Iwatsu ICON Series IP and Digital phones feature Bluetooth® Headset integration and special display options such as Ticker and Text Web.[*]

[*]Not available on the Iwatsu ICON series IX-5800 phone.

Contact Center

► Employ advanced call control through customized greetings and voice-activated routing options.

► Route calls based on caller ID, time of day, call type, account number and more.

► Enhance caller experience with custom in-queue messaging and on-hold announcements.

► Program the system to automatically add agent groups during heavy call volumes.

► Display information such as number of calls in queue on the Iwatsu ICON Series phones.

Iwatsu Gateway Solutions are a group of products designed to extend the reach of voice communications deeper into your daily business activities. Ranging from desktop softphones to browser-based call reporting and accounting, Iwatsu Gateway Solutions offer an additional level of integration that benefits any business.

Iwatsu Gateway Solutions

► **Virtual DSS –** An alternative to traditional DSS units, this application is intended to reduce call handling time of receptionist, administrative assistants and other users with heavy call volume. The virtual DSS gives users a desktop display of system extensions and their status for easy point-and-click call distribution
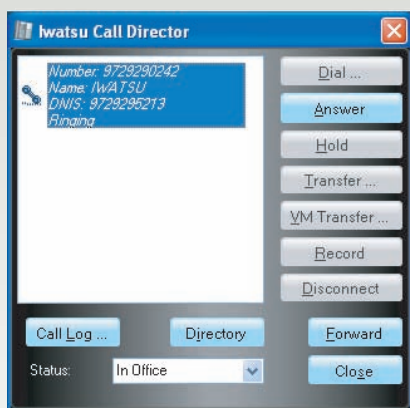
► **Call Director –** This desktop call control software generates automatic screen-pops for incoming calls and provides call control options such as transfer, hold and directory dialing. A User Status feature is integrated with the company phonebook and provides current status of each phone.
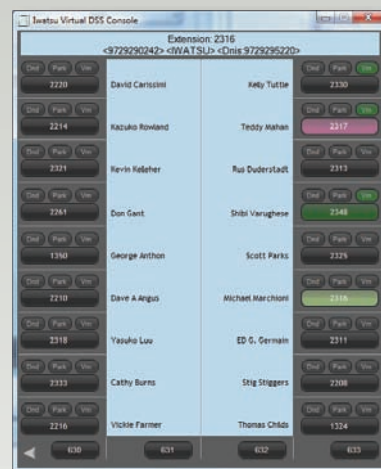
► **Softphone –** The Iwatsu Softphone provides many of the features and functions of the ICON Series phones from the Microsoft® Windows® desktop. The IP Softphone is Bluetooth® headset-compatible and can be deployed locally or remotely.

► **AccuCall-Web –** A Call accounting application that provides managers the ability to monitor and track day-to-day business performance. This browser-based application can be viewed anywhere with Internet access.

► **PC Attendant Console –** The PC Attendant Console works in unison with the Iwatsu ICON Series phones and allows attendants to place, transfer, hold and park calls through a convenient PC interface. Up to 10 calls can be handled simultaneously.

IWATSU®
VOICE NETWORKS

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