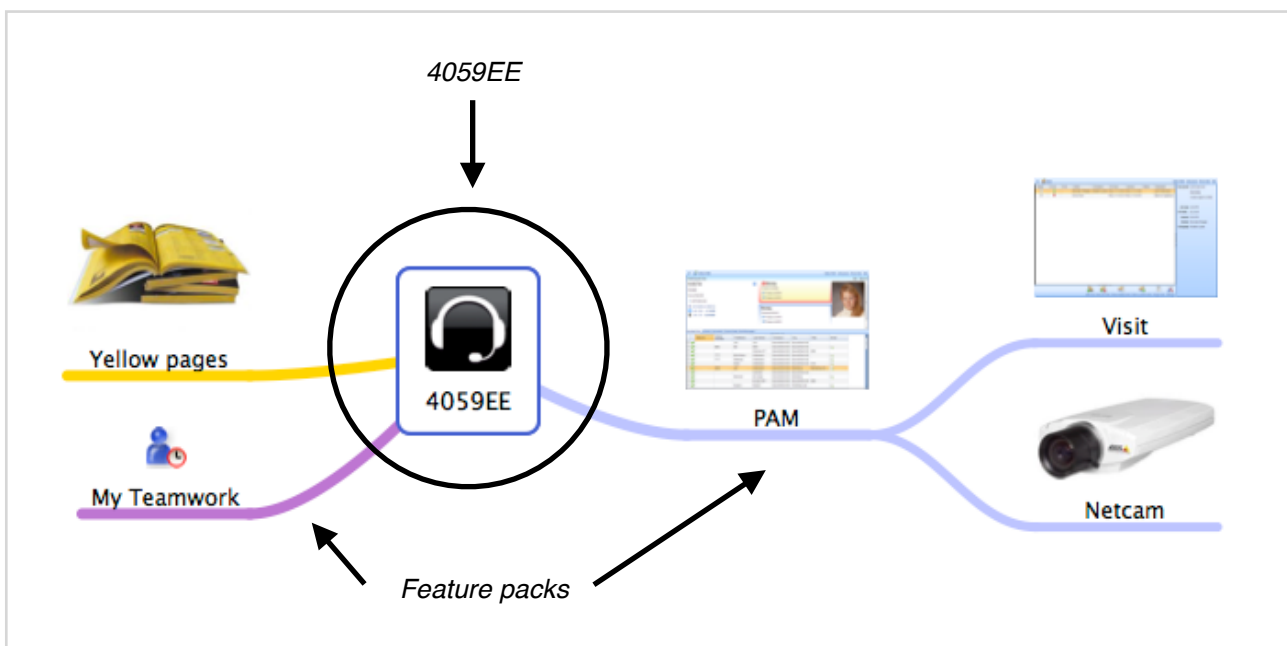


4059EE Feature Packs

The most powerful feature in the 4059EE is the possibility to integrate with so called “feature packs”. It lifts the application to a whole new level, totally outclassing competitors solutions, and for the first time literally put the operator in the centre of the company’s communication infrastructure.



Yellow pages

SourceTech has developed feature packs for several countries yellow pages services. The functionality is basically divided in two parts: Incoming calls, and manual lookup's.

-Incoming calls: When an incoming call is answered by the operator a lookup to the yellow pages service will provide the callers name besides the phone number.

-Manual lookup: The operator can search in the yellow pages and use the result to make a call from within the 4059EE, or browse the information in the yellow pages web page in the default browser.

My Teamwork

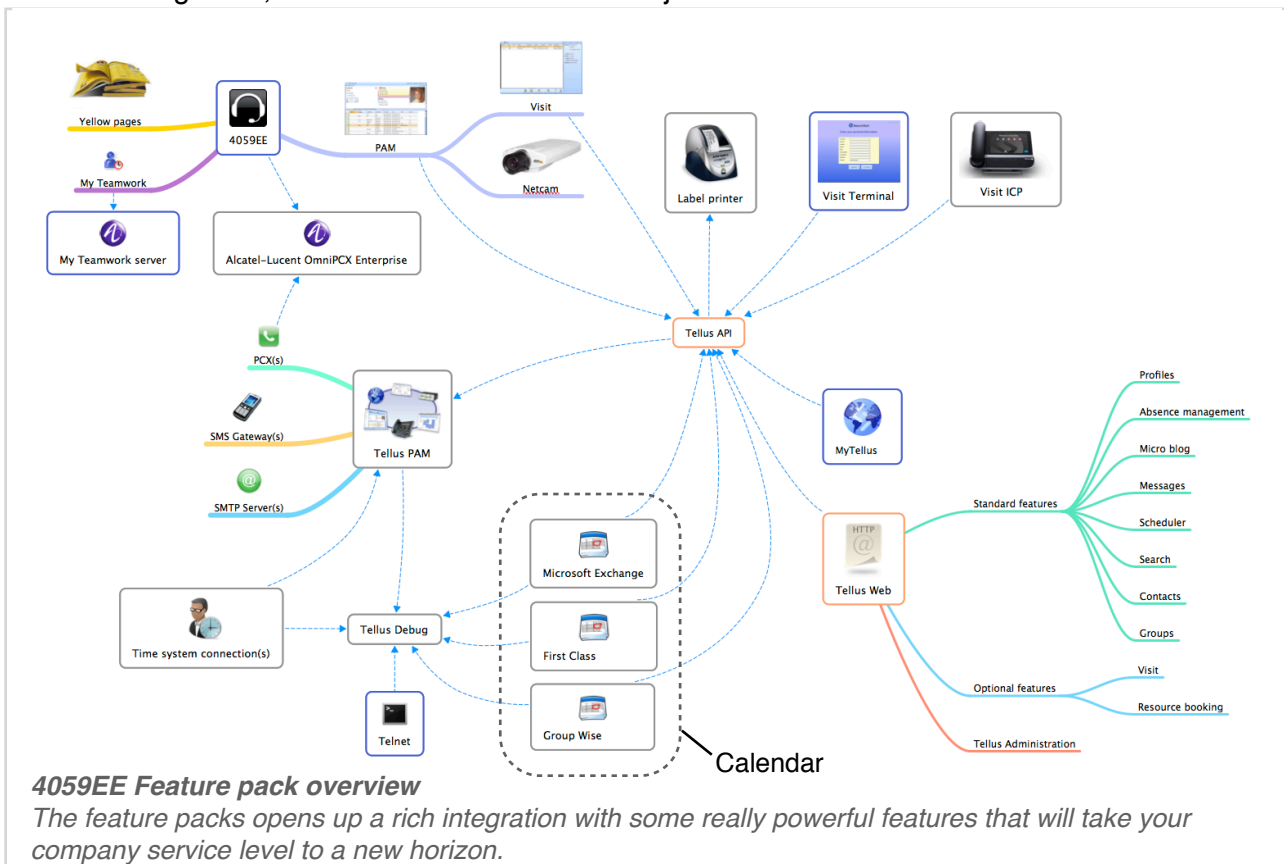
The presence from a My Teamwork server will be presented in the call handling panes in the operator. The information is shown with an icon and a complemented text.

PAM - Presence and Availability Management

The integration with SourceTech Tellus® PAM™ enhances your company profile by providing to your customers accurate information about your whereabouts, this helps to give a professional treatment to the customers. The PAM system lifts the presence from “rich presence” to “true presence”. In daily speaking, we use to talk about presence in a quite inattentive way, only focus on the word “presence” and normally forget its most important antonym: “absence”.

When a person is unreachable, we do want to know when the person is expected to be available, and in some cases it would be appropriate to know the cause of the absence; out to lunch, in a meeting, or gone for the day. By providing this information to your customers that ends up in the switchboard, you will certainly give a more professional approach. The source of the absences is gathered from anything like the users calendar application, the Tellus web client, a connected time system to the free mini application: MyTellus.

The PAM system has powerful integrated features like; message handling, personal schedules, calendar integration, common contact database to just mention a few.



Calendar integration

The PAM system real strength its possibility to collect whereabouts from many simultaneous sources. The most obvious source is the users calendars. By integrating the most common calendar systems with the built in interpretation of the subject of the calendar item, it will give the system a perfect bird view of all employees presence and absences.

Visit management

A module to the Tellus PAM system give you integrated visit management where the recipient can be automatically notified when the visitor has arrived. This module gives you total control of all people that are staying in your office.

