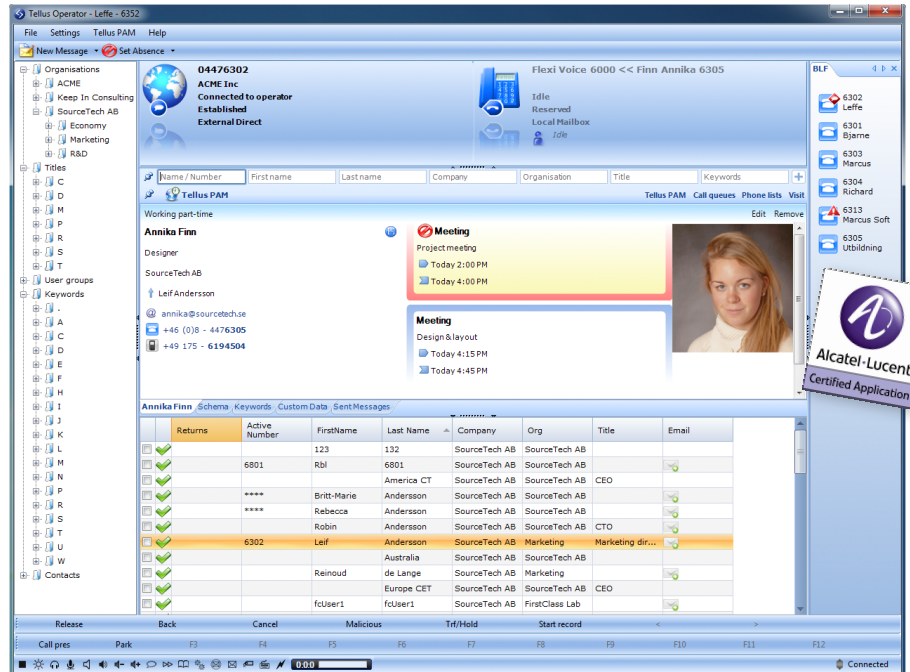




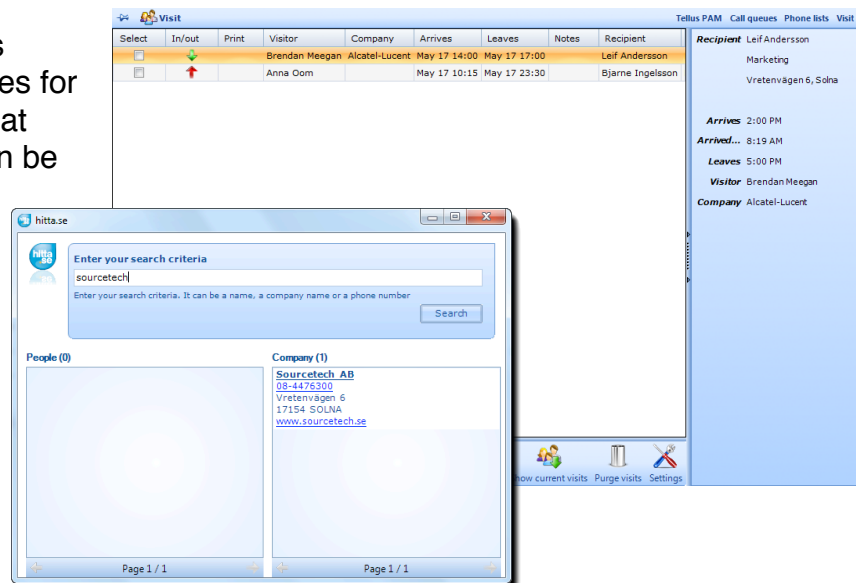
SourceTech Tellus® Operator™

SourceTech Tellus® Operator™ is a modern operator application for Alcatel-Lucent's OmniPCX Enterprise with focus on call handling. With Tellus Operator the receptionist/switchboard operator has an effective tool in the everyday work. Everything that the receptionist/operator might need, is available in Tellus Operator.



Plug-in support

Except all the built in functions there are unlimited opportunities for extra functions. This means that tailor-made enhancements can be added to the operator. One of these has been developed in Sweden. This plug-in enables the operator to obtain the name of any given number from the countries nation "Directory Enquiries" web site. As long as the number is registered on "Hitta.se" database the operator will instantly receive the name of the owner of the given number. Another of these are a plug-in that can show information from Alcatel-Lucent's application "My Teamwork".



Personal Settings

Several settings in Tellus Operator are personal for the logged in operator. Colors, language etc can easily be changed to fit the operators needs.

The application comes with standard key commands for the most common telephony tasks. The keyboard shortcuts can be tailored to suit the operators requirements, the application has the unique benefit of working with any type of keyboard, including the USB-keyboard from Alcatel-Lucent.

Functions

The operator has the possibility of saving telephone numbers in a personal telephone list. Another added feature is the possibility of consulting a last number redial list.

Via the discrete use of toasts, a small indication box appears automatically in the bottom right corner of the PC screen, it is possible to answer a call regardless of which program is active at the given moment.

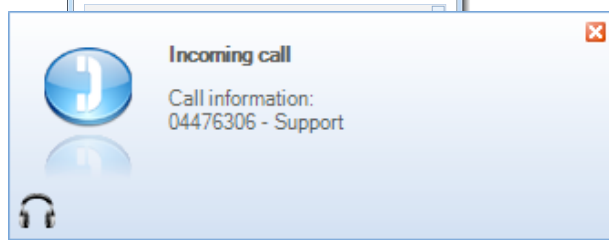
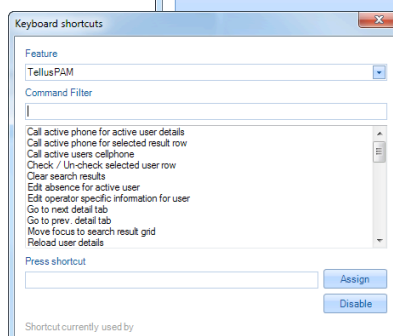
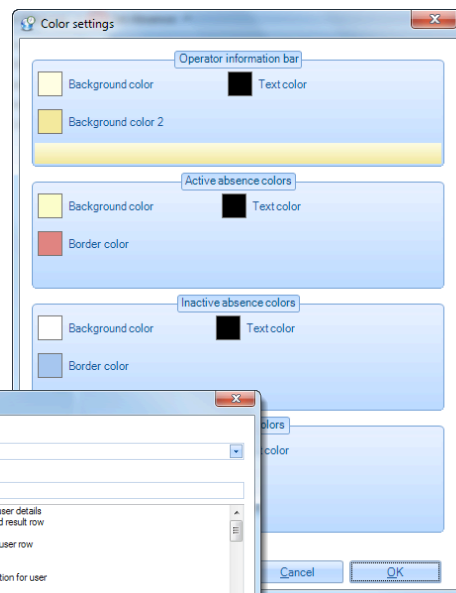
The calendar integration makes it possible for the operators to see the users calendar bookings.

Why SourceTech Tellus® Operator™?

SourceTech have been given the unique opportunity to develop an operator console using Alcatel-Lucent's ABC-A protocol. This closed protocol has always been exclusive for Alcatel-Lucent's R&D's development of the 4059 operator. SourceTech have incorporated all for the known features included in 4059 and added our own unique enhanced features.

Presence and Availability Management for the global enterprise!

The operator console can be further enhanced by integrating SourceTech Tellus® Presence and availability suite (PAM). SourceTech Tellus® enhances your company profile by providing your customers accurate information of your whereabouts and whether you will be available after a meeting, lunch etc. In your absence your customer has the option to leave a voice, SMS or mail message.



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