



SourceTech Tellus® PAM™

SourceTech Tellus® enhances your company profile by providing your customers accurate information about your whereabouts, this helps to give a professional treatment to the customers. Tellus is fully compatible with, and can be connected to, Alcatel Lucent OmniPCX Enterprise or OmniPCX Office. The communication makes it possible to automatically forward your phone to an operator or voicemail system so that your calls can be handled when you are unable to answer them yourself. With support for time zones and languages, the system is excellent for large companies.



SourceTech® Tellus Operator™

The operator application used in conjunction with the Presence and Availability suite, SourceTech Tellus®, is available on both of Alcatel-Lucent's call servers OmniPCX Enterprise and OmniPCX Office. The application is focused on call handling, designed to always provide correct information using the most intuitive tools available. It is easy for the operator to have an overlook about the staff, visits etc. while making the most for the calling customers.



Presence & Absence

With SourceTech Tellus® the staff will be able to manage their own presence and this will benefit the company.

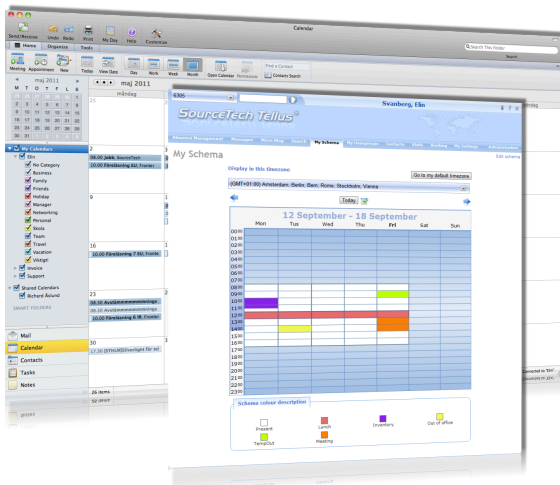
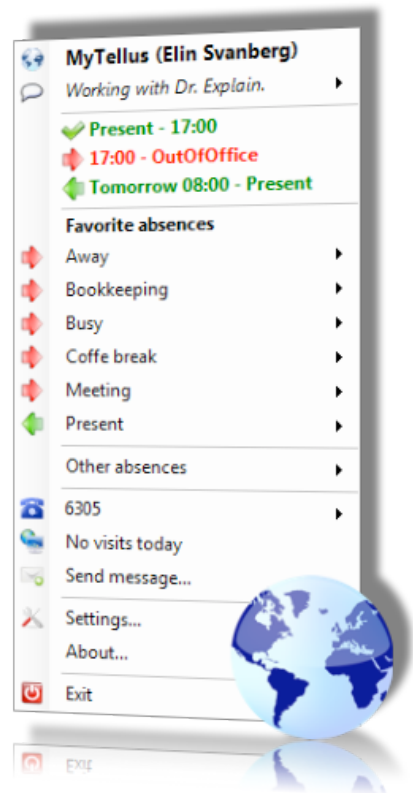
Every employee has access to their own account on Tellus Web. Here they can easily view there upcoming absences, modify them or create a absence. They can also decide what will happen to the phone during an absence. It can be forwarded to the operator, another phone or a voicemail system. This system helps every company to be up to date with information about the employees whereabouts. The operator can with this give a professional impression to the calling customers.



MyTellus™

MyTellus™ is a small application that helps you deal with your PAM features in a easy way. This application runs in the tray bar, next to the clock, and holds the most common features in SourceTech Tellus®. With MyTellus™ it is easy to set absence, change profile (if you have several phones) and send messages to other users. You can even view your visits of the day and update your Micro blog.

MyTellus™ easy displays your status by changing the color of the icon, this makes it easy to see if you are present or absent. The icon is green when you are present and red when you are absent.



Calendar integration

SourceTech Tellus® integrates with several calendar servers. When an entry is made in the calendar connected to Tellus, this is sent to the system as an absence. This means that incoming calls will be redirected, in standard settings, to the switchboard, or to a voicemail system. The absence will be removed when the absence time has passed.



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