Lucent Technologies
Bell Labs Innovations

winConsole™
SCREEN-BASED CONSOLE

winConsole dramatically increases productivity of answering positions for small and large organizations. It connects an ISDN telephone to a PC providing powerful, flexible, and easy-to-use applications improving customer service, providing call handling statistics, and increasing operator productivity.

With the winConsole reports, administrators can pinpoint areas of concerns and reward superior performance.

Benefits

- ✔ Use the PC for faster call handling
- ✔ Efficiently search and locate people from directory
- ✔ Save multiple contact numbers and auto-dial
- ✔ Monitor status from Busy Lamp field window
- ✔ Queue and prioritize calls to meet your needs
- ✔ Access Simplified-ISDN Attendant features (S-ISAT)
- ✔ Auto-answer and auto-transfer calls
- ✔ Use statistical reports to improve customer service

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winConsole™ MODELS

	EXPLORER	DISCOVERY	ENTERPRISE	ADMINISTRATOR
CALL HANDLING				
Operator Call Processing	✓	✓	✓	
* I-SAT Features	✓	✓	✓	
** Status Monitoring	✓	✓	✓	
Local Call logging	✓	✓	✓	
Network Call logging		✓	✓	
INTEGRATED APPLICATIONS				
Notepad	✓	✓	✓	
Calendar	✓	✓	✓	
Log Viewer	✓	✓	✓	
Composer		✓	✓	
DIRECTORY SERVICES				
Single Directory	✓	✓	✓	✓
Multiple Directories (fixed)		✓	✓	✓
Customized Directories			✓	✓
ADMINISTRATION				
Call Statistics Reports	2	6	> 20	✓
Database Administration		✓	✓	✓
Automated Administration			✓	✓
Automated Reports			✓	✓

* Requires line to be provisioned with the 5ESS® Switch Simplified ISDN Attendant Features
** Utilizes both Shared Lines and Telephone Status Monitor and Select methods

SYSTEM REQUIREMENTS

- Pentium PC 233 MHz or greater
- Microsoft Windows 95 or Win NT 4.0
- 32 MB RAM
- 35 MB disk space (local), 250 MB (server)
- Windows compatible LAN
- CD ROM drive
- SVGA or higher resolution monitor
- Windows compatible mouse pointing device

TELEPHONE INTERFACES

- 5ESS® Switch: ISDN (National and Custom)
- DMS-100: ISDN (National)

For more information on winConsole, please contact your Lucent Technologies sales representative. Please visit our web site at http://www.lucent-sas.com or call us at (888) 4-LUCENT. winConsole is a registered trademark of CallComm Technologies.

winConsole™ FAMILY

- **Explorer -**   [Comcode 300004041] Small business, Single Console
- **Discovery**-   [Comcode 300004033] Mid-Sized business, Networked
- **Enterprise -**   [Comcode 300004025] Small-Large business, Customizable, Automated Administration, Networked
- **Administrator -** [Comcode 300004041] Administrator Position