

Business Communications Manager Release 3.0



Overview

The Business Communications Manager is a fully converged business communications system. It brings together voice, data and business applications onto a single unified solutions platform. BCM delivers IP telephony and a full complement of features and functions, such as Internet access, voice messaging and call centre capabilities, as well as a Web-based system management. This breakthrough solution is built specifically for small-to-medium businesses and networked branch offices. It enables these businesses to streamline their operations and can help them obtain, improved employee productivity, provide better customer service and develop more effective and profitable relationships with their clients. Business Communications Manager lets business communicate over traditional voice circuits, IP networks or using a combination of both. This unified communications platform makes network management far easier, facilitates voice over IP calls and IP networking between offices and can help to significantly lower operating costs and overall cost of ownership.

Customer Profile

Typical installations are likely to range from 8 to 196 users and will encompass green field sites along with established SME customers and networked branch offices of larger enterprises.

- Which of your clients contact the business the most and would you like to improve the service that you give to them?
- Would you like to increase your employee effectiveness?

Typical Applications

BCM is ideally suited for the small-medium enterprise (SME) single site customer who requires an advanced, feature rich communication solution. It is also an ideal solution for larger customers with branches or multiple premises, which need to communicate with each other over a network.

Key Points

The powerful synergy created by converging traditional data networks with breakthrough IP telephony applications offers significant benefits to small/medium-size businesses and larger enterprises with a number of branch offices that are required to be networked together. Whether it's using Internet Protocol (IP) networks to handle telephony traffic, establishing Contact Centres to provide higher levels of customer service, or using breakthrough wireless technologies to streamline operations, Business Communications Manager can help businesses develop an operational advantage over their competitors. By supporting both digital and IP telephony, this converged solution enables companies to adopt and migrate towards IP-based solutions at their own pace, with no loss of features and functionality, and at no risk, whilst simultaneously providing them with maximum investment protection.

Defining Needs

The key for BCM is not to just focus on single features such as Voice over IP or basic telephony, but to look at it as a complete solution to a business' needs:

- Are you looking to increase revenue-earning opportunities?
- Do your employees travel and could they benefit from greater accessibility and freedom to work from anywhere?

The system is now available based on two core platforms to improve product scalability and widen its appeal to a larger range of customers.

Features and Benefits

Business Communications Manager can provide customers with cost effective advanced business solutions based on:

- Traditional and IP Telephony
- Unified Messaging
- Flexible Contact Centres
- Interactive Voice Response
- Computer/Telephony Integration
- Voice and Data Networking
- In-Building Mobility
- Flexible Working
- Centralised/Remote System Management
- Hybrid Environment communications environments, using a mix of traditional and IP leverage existing investments in Meridian and Norstar systems, and offers a future-proof and cost effective low risk migration strategy.
- IP Telephony supports powerful new e-business applications that level the playing field with larger competitors, extend network services to remote workers, simplify moves and changes and reduce call charges and leased line costs on site-to-site calls.
- Unified Messaging expands on the power of traditional voice messaging and fax solutions. With Business Communications Manager, traditional voice messaging can easily be extended to include fax management, through the traditional voice messaging interface. By upgrading to CallPilot Unified Messaging users can manage all their voice and fax messages in the same way as they manage their e-mail from applications such as Outlook, Lotus Notes, Novell Groupwise and a number of others, from their multimedia-equipped PC or laptop computer. By upgrading to CallPilot Unified Messaging users can manage all their voice and fax messages in the same way as they manage their e-mail from applications such as Outlook, Lotus Notes, Novell Groupwise and a number of others, from their multimedia-equipped PC or laptop computer.
- Three levels of Call Centre functionality are available, enabling a wide range of contact centre solutions to be implemented. These, when combined with the reach of the Internet, enables businesses to provide enhanced customer service experiences through personalised agent interaction and customised information and service delivery
- Interactive Voice Response is a self service application designed to allow businesses to be accessible to their customers 24 hours a day, 365 days a year. Businesses can supply callers with access to a broad range of information simply by responding to a series of prompts via their touchtone phones. BCM 3.0 provides an integrated IVR runtime engine that sits on top of Voice CTI and interprets customised IVR applications.
- Universal Internet Access for all users and workstations, including access to corporate intranets using a wide range of access technologies, from fixed connection over a leased line, to ISDN dial up on demand. Contivity IPsec support is provided for secure intra-site Virtual Private Networks (VPN's) and secure remote connectivity for mobile or home-based users.
- Wireless e-mobility and DECT based mobility solutions break the chains that tie users to their workstations. Wireless e-mobility provides feature rich support for Symbol Netvision IE802.11 wireless IP telephones and other wireless devices including the Symbol wireless IP Datavision Telephone/barcode scanner. Alternatively, BCM DECT mobility provides cost effective multi cell wireless solutions to cover the needs of employees who need to make and receive telephone calls, when away from their desks.
- Browser-based system Management simplifies installations and provides an intuitive, wizards-based method of managing the network from any Web-enabled workstation or remotely via ISDN dial up.
- Multi-site system management through Network Configuration Manager provides a management capability for multi-site BCM customers, which

enables them to significantly reduce the total cost of ownership of their BCM systems. The multi-site management capabilities of release 3.0 will provide the ability to apply programming changes to all, or a subset of, BCM systems within a network from a centralised location.

- The changes that can be applied include:
- Auto Attendant and Call Centre greetings;
- Auto Attendant hours of operation;
- Custom Call Routing tree settings;
- Telephony call routing information;
- Application of software option keycodes;
- Bulk password changes.

- NCM will provide the ability to schedule the changes listed above and to define groups of BCM systems to which the changes may be applied.
- NCM will be also be integrated with IVR to provide the ability to deploy, upload or remove IVR scripts and audio files from BCM's on a real-time or scheduled basis.
- Remote management capabilities enable channel partners to administer and change their customers' system configurations and activate new software remotely, minimising the need for costly and time, consuming site visits.

BCM 200



- 2 U high Chassis supporting up to 2 Media Bay Modules
- 32 Digital telephone Users maximum
- 64 IP Telephone Users maximum
- Optional Redundant Hard Disk

BCM 400



- 4 U high Chassis supporting up to 4 Media Bay Modules
- Optional expansion Chassis for adding up to 6 additional Media Bay Modules
- 160 Digital telephone Users maximum (with expansion chassis)
- 90 IP Telephone Users maximum
- Optional redundant Hard Disk + RAID controller
- Optional redundant Power Supplies and Fans

Common Features – All Platforms

- Voice Capabilities**
- Over 150 core PBX telephony features
 - ISDN trunks – PRI and BRI
 - Analogue available in some markets
 - Voice networking over ISDN
 - QSig, DPNSS & MCDN
 - 5 digital telephone models – Norstar based
 - M7000, T7100, T728, T7316 and
 - M7324N + CAP Expansion for M7324N

- Voice Applications Suite**
- Auto Attendant and Custom Call Routing
 - Call Pilot Voice Mail
 - Call Pilot 2.0 Unified Messaging for :-
 - Outlook, Outlook Express, Lotus Notes, Qualcomm Eudora Pro, Novell Groupwise , Netscape Messenger
 - Fax messaging
 - BCM Contact Centres

- 1 to 80 Active Agents
- 2 to 50 Queues
- 10 to 150 Recorded Announcements
- Integrated MIS reporting for real time and historical data
- IP and Soft Wall Boards
- Web Voice Button
- TAPI 2.1 server for Computer Telephony Integration
- Periphonics MPS 100 based Interactive Voice Response Support
- CDR raw data output via FTP or in real time, over IP.

**DECT Mobility
Voice over**

- Up to 32 cordless handsets and 8 radio base stations.
- H.323 V2 Compliant
- Support for i2002, i2004, and i2050 Internet telephones
- Support for up to 60 VoIP trunks
- Voice networking between BCM systems, Meridian 1 IP enabled systems via ITG or Succession CSE 1000, using MCDN protocols over IP
- Support for Symbol IE 802.11 wireless IP telephones, with T7100 digital set feature emulation.

Data capabilities

- IP/IPX Router
 - RIP1, RIP2, OSPF, Static
- DHCP Server
- DNS Cache Server
- Web Cache Server
- NAT
 - Public to Private Network Address Translations
- Netlink Manager for WAN Back up

**WAN access
services**

- PPP or Frame Relay over X.21 or V.35
- PPPoE
- PPP/MP Dial on Demand over ISDN

Security services

- IPSec
 - 3DES 128 bit encryption
 - PAP/CHAP – Password And Challenge Handshake Authentication Protocol
 - RAS
 - Integrated Firewall
 - Stateful or basic packet filtering
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- VPN Services
- Contivity server support
 - Up to 16 VPN Tunnels
 - BCM to BCM or BCM to Contivity
 - Contivity Extranet Client support Up to 16 simultaneous IPSec clients
 - PPTP
 - Up to 10 tunnels
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System Management and IP services

- WEB browser system management interface
 - SNMP traps
 - Network Configuration Manager for Multi Site management and configuration of up to 2000 BCM nodes
 - DiffServ quality of service
 - DHCP server
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[Ordering Information](#)

For further information, please contact your local Nortel Networks Representative.