



>THIS IS THE WAY

MILLIONS CALL ON US FOR OUR CUSTOMER
SERVICE SOLUTIONS

>THIS IS **NORTEL**™

Hot Sheet

Nortel Contact Center 6.0 Suite

Set your foundation for profitable customer relationships

Do you need to increase first time call resolution by providing agents with the instant ability to collaborate with an expert anywhere in the organization? Are you looking to deliver multimedia applications to agents at remote sites or home-based offices without incurring significant costs? Do you want to capitalize on the expertise of a distributed workforce and extend the hours of service your contact center covers? Do you need to improve the productivity and collaboration of your agents in order to reduce call hold times and abandoned call rates?

Get ready to overcome the diverse challenges of running a modern contact center with the Nortel Contact Center 6.0 suite. This industry-leading suite of innovative solutions helps you respond quickly and effectively to callers' constantly changing needs by delivering superior call management capabilities and utilizing the latest in communications technologies.

Contact Center Release 6.0 is a fully-integrated suite of contact center solutions, offering a full range of functionality covering inbound and outbound voice,

multimedia (e-mail, text chat, video) and computer-telephony integration (CTI). Contact Center 6.0 also offers a multimedia-ready agent desktop along with all the supervisor tools to manage the multimedia contact center.

Nortel Contact Center 6.0 is a single suite contact center solution aligning previously separate Symposium-branded applications into a single streamlined offering. Contact Center 6.0 will increase contact center efficiency and provide a more effective customer experience regardless of the shape, size or orientation of your contact center.

Contact Center 6.0 is less costly to implement and easier to manage than non-integrated solutions from a myriad of vendors. With exciting new features like the Outbound Campaign Manager, you will be able to enhance your customer experiences while providing more revenue-generating services. A range of innovative product enhancements will simplify management and increase the effectiveness of the contact center, while numerous security enhancements will better protect your business.

Contact Center 6.0 offers a TDM, IP or SIP-based platform for inbound/outbound voice, e-mail, text chat, fax and Web collaboration with integrated CTI for an "all-in-one" solution.

The Contact Center 6.0 Suite consists of a host of integrated applications providing solutions for the very basic to the most complex contact center.

Enhanced

- > Nortel Contact Center - Manager (formerly known as Symposium Call Center Server and Symposium Call Center Web Client)
- > Nortel Contact Center - Multimedia (formerly known as Symposium Web Center Portal)
- > Nortel Communication Control Toolkit
- > Nortel Contact Center Agent Desktop

NEW

- > Nortel Contact Center Outbound

Highlights of Contact Center 6.0

Open multimedia queue allowing skills-based routing, reporting and management of multiple contact channels (inbound/outbound voice, e-mail, text chat, fax, Web, video).

Integrated Outbound for a fully blended contact center, using the new Outbound Campaign Manager to create, modify and monitor outbound campaigns with the same real-time displays and historical reporting management tools used for inbound calls.

Contact Center Agent Desktop provides a single agent interface for the management of all contacts regardless of media type — everything the agent needs for inbound, outbound and multimedia contacts.

Report Creation Wizard allows you to generate custom reports without the use of third-party report writers.

Supervisor enhancements such as new real-time display and historical reporting options to fully operate and manage the Contact Center 6.0 suite of solutions.

Next-generation SIP contact center supporting new and emerging media such as video, enhancing the customer experience while giving agents unprecedented collaboration abilities with supporting staff.

Corporate license management reduces the cost of ownership by centralizing control of software licensing for all elements on a node and all nodes in a network — allows license flexibility for resiliency and disaster recovery configurations.

Increased resiliency options with automatic or manual fail-over providing a High Availability solution for the Contact Center portfolio applications, reducing contact center unplanned downtime and facilitating disaster recovery strategies.

Universal networking provides network skill-based routing, reporting and management of multiple contact channels across a variety of Nortel switch platforms (Communication Server 1000, 2000 and 2100), creating a virtual contact center with unprecedented flexibility.

Integrated multimedia blends inbound/outbound voice, e-mail, Web chat, SMS and fax into one routing and reporting engine while providing a task-oriented, context-sensitive agent user interface — seamless integration that is much cheaper to deploy and support than a myriad of point applications from other vendors.

Reduced system integration costs with Communication Control Toolkit 6.0, a simple-to-use converged middleware and integration toolkit based on standard development components (.NET classes and Win Form Controls), allowing quick and inexpensive development of desktop applications, server applications, screen pops, CRM connectors and more.

Switch support

Contact Center Release 6.0 provides interworking support for the following switches:

- > Nortel Meridian 1 PBX (Rel. 25.40b or higher)
- > Nortel Communication Server 1000 (Rel. 3.0, 4.0, 4.1, 4.5 or higher)
- > DMS, SL-100 (CCM10/SCAI12 to CCM17/SCAI17)
- > Communication Server 2000, Communication Server 2100 (SE06/SCAI17)
- > Multimedia Communication Server 5100 (Rel. 4.1 or higher)

Nortel Contact Center Solutions offer:

- > Flexibility
- > Scalability
- > Simplicity
- > Compatibility
- > Reliability

Nortel is a recognized leader in delivering communications capabilities that enhance the human experience, ignite and power global commerce, and secure and protect the world's most critical information. Serving both service provider and enterprise customers, Nortel delivers innovative technology solutions encompassing end-to-end broadband, Voice over IP, multimedia services and applications, and wireless broadband designed to help people solve the world's greatest challenges. Nortel does business in more than 150 countries. For more information, visit Nortel on the Web at www.nortel.com.

For more information, contact your Nortel representative, or call 1-800-4 NORTEL or 1-800-466-7835 from anywhere in North America.

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