Description: **Account Codes While Talking**
The ability to enter account codes before and/or **during** a call. This capability is supported on both inbound and outbound calls. The account code (up to sixteen digits) will be captured in the SMDR output. Only one number can be entered per call.

The Opportunity:
Companies, such a Law Firms, whose sole income is based upon "Billed Time"

The Problem:
The company lacks the ability to enter an account code for billing purposes during the call. Most systems support entering a code before or after the call.

For Example: An attorney is on a call and forgot to enter the appropriate account code. He/she can enter the account code during the call.

The Solution:
By implementation of Account Codes, any billable call can be tracked through the SMDR output regardless if the account code was entered before or during the call.

The Benefit:
Better management of billable phone conversations.

Programming Tips:
- The Coral must be sized (memory provisioning) for account codes.
- System features must choose length of account codes, from 4 to 16 digits.
- Coral must be 6.x to support this function.

Description: **ACD (Automatic Call Distribution)**
The ability to provide ACD call distribution (and features) as a **standard** offering with all Coral platforms.

The Opportunity:
A company with inbound call traffic that requires managed distribution to specified agents. This would include companies that need to automatically answer calls when no agents are available.

The Problem:
Organizations that can't effectively manage their incoming call traffic.

The Solution:
Calls can be routed to ACD groups providing 3 methods of call distribution based on the call centers' needs.
1. *Terminal:*   Always start with the first member defined in the ACD group
2. *Circular:*   *F*air and equal distribution in a "round robin" method
3. *Statistical:*   The next agent to be called is the one who has been verified in *idle* for the longest.

Callers routed to ACD groups can be given unique music on hold messages (up to 4), in addition to periodic unique announcements pertinent to the environment they called. Announcements can be
- Mandatory: your call may be recorded for quality assurance purposes
- Introductory: All agents are busy please wait as your call will be answered in the order it was received
- Re-Occurring: All agents are still busy.

Calls can overflow from ACD groups based on predetermined time intervals. Overflows can be to Priority ACD groups, or any valid destination in a Coral or Coral network.

Coral Standard ACD Features:
- Log In / Out
- Release /Resume
- Calls Waiting
- Load ID *
- Name Retention
- Priority Queue
- Announcer support
- Auto Answer
- Unique Hold message
- Statistical Hunt
- Call Delay
- Mandatory announcement
- Silent Monitor

- Group Listen
- Help
- Headset support
- Mute
- Hard Hold
- Wrap Up codes *
- Wrap Up time
- Whisper Page

Optional Reports can be provided by one of 3 reporting packages determined by the customers needs.

- CCJet
- Coral Call Master
- Composit Contact Center

The Benefit:

1. Increased efficiencies and productivity of Customer Service
2. Equal and fair call distribution.
3. Informative and pertinent messages tailored around the customers needs.
4. Timed call control, so no one should wait beyond a predetermined threshold.
5. Optional real time and historical reports
6. Almost any environment is a candidate of call center needs. Even if it is used to provide a more professional image, when the attendant is on another call. "Thanks for calling ABC Company; all of our operators are currently busy". Ask your customer how many calls they receive a day and how many are abandoned, it will become very obvious for them to see the advantage of reports in having their customers' needs met.

Programming Tips:

- ACD/UCD routing is standard in all Coral configurations.
- The system must be sized for finite number of ACD/UCD groups
- Definition of routing groups takes place in "hunt" group definition
- Coral must be 6.x to support this function.

Description: **Auto Station Re-Location**

The ability for the "end user" to move and relocate their phone without administrative assistance.

The Opportunity:

Organizations where individuals move locations on a continual basis. This constant movement causes increased loss of productivity and time spent on moves, adds and changes.

The Problem:

The recurring costs, resources and man hours used with constant MAC work for individuals constantly moving inner-office locations.

The Solution:

With Tadiran's Auto Station Relocation feature programmed on the phone, workers can simply unplug their phone from one location and plug it into another location and maintain their current feature set. Implementation of this feature is easy, type in the feature code and extension number followed by their password.

The Benefit:

Auto Station Relocation users can expect increased productivity, less down time and increased savings.

Programming Tips:

- Like all features, Auto Set relocation is class of service dependant.
- This feature requires that the user has established a password at the station that is being relocated. #179
- Coral minimum version must be 11.1 or higher

Description: **Boss Group (Status Indication)**
Multiple stations ringing group with unique display name per Boss Group.

The Opportunity:
Organizations that require "in/out of office" display for all stations at the receptionist.

The Problem:
Employees come and go through multiple building entrances/exits. The attendants do not know if employees are in or out of the office. If employees are out of the office the attendants do not know when they will be returning.

The Solution:
Create multiple Boss Groups with pilot numbers matching military time in 15 minute increments to cover the 24 hour period. Boss Groups covering military time beginning with 0 will use * instead of 0. For example 0800 will be Boss group *800. The associated name for each Boss group will be "back at _ _:_ _ am or pm. The example for Boss group 1400 would be "back at 2:00 PM". The member of each of these Boss groups will be the receptionists.
Employees will be instructed to depress out of office button and manually enter the military time when they will be back. (What they have actually done is call forward their phone to the Boss group that matches the nearest 15 minute increment to when they plan to return).
When an employee's phone , who is out of the office is called, it will forward to the Boss group and ring the attendants. The display on the attendant's phones will display the employees name and indicate that they are forwarded to the Boss Group which is name back at _ _ :_ _. The receptionists can now answer the call and announce the caller that the employee is out of the office and will be returning at.

The Benefit:
The attendants and other internal employees know when others are out of the office and when they plan on returning.

The attendants sound more professional and in control. They can now announce to the caller that the called employee is out of the office and expected to return at _ _ : _ _ and would the caller like to speak to someone else or would they like to be transferred to the called employees voice mail.

The calling party now knows when to call back or when to expect a return call.

Programming Tips:
- The Coral must be sized and provisioned for adequate numbers of boss groups to meet the requirement.

- All remaining programming is done from the programming terminal in the "Boss Group" definition menu.

Description: **Boss Group (Tenant Sharing)**
Stations assigned to a group that has dedicated trunks reserved to it.

The Opportunity:
Organizations that rent office space to individuals or small companies and provide telecom services as well as answering services. The ability to reserve trunks to these individuals or companies who pay for "X" amount of trunk service.

The Problem:
How to reserve trunks to the appropriate individuals or groups. Eliminate the possibility of the wrong individual or company from accessing some other group's dial tone.

The Solution:
Create a Boss Groups for each individual or company. Name the Boss group with the individual or company's name. Add each individual's or companies extensions to the Boss Group with their name. Reserve the trunks that they pay for to their Boss Group.

The Benefit:
Individuals and groups can only gain access to trunks that they pay for.

By using Boss Groups for tenant type functionality the system owner can easily maintain and add/delete tenants as they come and go.

Programming Tips:
- The Coral must be sized and provisioned for adequate numbers of boss groups to meet the requirement.
- All remaining programming is done from the programming terminal in the "Boss Group" definition menu.

Description: **Broker Assist**
The ability to launch multiple, simultaneous calls to varied personnel from a pre-assigned dialed number. Once the call is answered, the other called numbers are immediately disconnected.

The Opportunity:
Real Estate companies with minimal, weekend walk-in traffic that are currently paying wages for office coverage.

The Problem:
Paying weekend and/or holiday overhead expenses to meet walk-in traffic in hope of a potential sale.

The Solution:
By establishing pre-assigned *called* number and pre-programmed *destination* numbers, the Coral can out dial to numerous personnel and then upon call connection to one of the destination numbers will immediately disconnect the other called numbers.

For Example: A real estate company located in a business park with very little (if any) walk-in traffic on the weekends. The broker places a sign on the door stating "Call this number for immediate agent assistance". The called number triggers an out dial campaign to several agent's cell phones. The first agent to answer gets the call and the other calls are dropped.

The Benefit:
Overhead/expense reduction while providing "Peace of Mind" to the broker ensuring weekend office coverage.

Programming Tips:
- This application uses a combination of Boss Groups and Libraries
- All trunks must have answer and disconnect supervision

Description: **Call Divert**

This application allows the user, while in an "off-hook" condition, to divert and/or direct calling parties to alternative, pre-programmed destinations. *(This application is for FlexSet users only)*

The Opportunity:

Any user who desires an ability to treat some "special" callers with alternative call handling and messaging that is different from normal no answer forwarding conditions.

The Problem:

A user receives a special or important call when the user is already busy on an existing call.

The Solution:

Program a FlexSet key for each divert alternative needed. Likely options include divert to secretary/assistant or divert to a voicemail box that has a special divert greeting and choices. The divert greeting could explain that you are aware of the caller and that you would like to speak to them in a moment and let them press one to hold and 2 to leave a message. If the caller elects to hold, they can be parked at a predetermined Coral page queue dial number. A FlexSet key with this number embedded will illuminate when the caller elects to hold, and the user can retrieve the call after completing the original conversation by simply pressing the key.

The Benefit:

Call divert allows the user to give special treatment to selected inbound calls on a dynamic basis while already busy on the telephone

Programming Tips:
- Buttons must be preprogrammed to contain the call divert code #1445 followed by the correct destination.
- The Coral must be at a minimum of version 9.x

Description: **Call Duration Limitation**
The ability to restrict outbound calls based upon time duration.

The Opportunity:
Organizations with phones in lobby or other public areas can restrict the duration of an outgoing calls base on maximum time allotted.

The Problem:
Many organizations wish to limit personal calls of their employees, or residents. Time is money, and imposing limitations guarantees employers that time is not being wasted by personal phone usage.

The Solution:
Based on class of service assignment, limits can be imposed. This ability becomes very important for schools, universities, or correctional facilities needing to control time spent on phone calls. Using "executive privilege" an authorized user can override this limitation by users assigned a less restricted class of service.

The Benefit:
1. Maximize employee productivity by removing the ability to have lengthy personal calls.
2. Limiting the length of calls the facility can remain productive with fewer channels to the public network.

Programming Tips:
- Every station is assigned a class of service. Each class of service can have a time restriction applied to specific trunks or dialed numbers.

Description: **Call Record**
The ability to record a conversation between two or more parties into your voice mailbox for future use.

Opportunity:
Any organization can benefit from being able to record a conversation, whether it is someone taking an order over the phone, needing to send a detailed message or even legal reasons.

The Problem:
Problems can arise when someone is trying to remember a conversation or trying to take notes during a conversation. Important points can be missed as a result leading to inaccuracy of information – which can have a wide range of ramifications.

The Solution:
By programming a Call Record button onto a phone, a user can then easily record conversations with a touch of a button. That message can then be replayed, forwarded (with comments) to anyone else in the company. With Unified Messaging, the user can create a save file of that conversation and email it to anyone outside of the company.

The Benefit
With the ability to record a conversation in one's mailbox, messages can relayed with complete accuracy. Not only will the information be accurate but others can also listen to the tone of voice from the outside party, which allows the proper mood or emphasis to be detected. Recording conversations can save time in accomplishing the task at hand.

Programming Tips:
- Like all features, Silent record is class of service dependant
- A button programmed with the help code #1443 followed by the APDL port associated with the voice mail.
- Supported on the Simplicity, uCMC, WiCMC, and CMC for Windows.
- The Coral must be a minimum version 9.63

Description: **Camp On Idle**

The ability for a station user to be notified when another station user returns to their desk. The station being camped on to can be a local station or any station in a Qsig network.

The Opportunity:

Invoking "Camp On Idle" while ringing another station, monitors this station for any activity when the user returns.

The Problem:

If important information must be discussed, leaving a voice mail may take some time before the user checks voice mail and finds your message and responds appropriately.

The Solution:

Camping on to an idle station insures you know immediately when the user returns. Any activity on their phone causes your phone to be notified by ringing and displaying a message letting you know the camped on caller is now back at their desk. At this point you can lift the handset to complete the call or if you have a phone with a display and soft keys, you can cancel this event if you no longer need to speak with them.

The Benefit:

1. Contact users expeditiously.
2. Be notified when users return to their desk.

Programming Tips:

- While a station is ringing, you can touch a preprogrammed button containing the camp on feature code #176. Or you can dial #176 then dial the station on which you wish to camp.

Description: **Conference**
Ability to bring up to 14 persons in conference.

The Opportunity:
This feature can be presented across all markets; Call Center, Hospitality, Legal, Education, Networking, Financial, Health Care and Retail. Anyone who uses conferencing can take advantage of this feature.

The Problem:
Companies who use conferencing for any reason such as weekly sales meetings, board meetings or need to have impromptu conferences end up paying companies like AT&T per minute costs that can add up quickly.

The Solution:
Users can easily join a conference by dialing an extension, having the operator transfer outside parties to the conference bridge or set up a DID number. By using our feature *Continuous Conference* users can easily transition between a normal 3 party conference into the 14 party bridge by adding the fourth person.

The Benefit:
Dealers can use this to demonstrate ROI/TCO by having the customer get rid of the extra expense of paying for off site conferencing.

Programming Tips:
- Conference is class of service dependant.
- A pre-programmed button can be pushed to enter, or you can dial the bridge number. Default is 7098 and 7099. Access can also be through an auto attendant, or directly by a DID number.
- Requires a minimum version 6.x to support multi party conference.

Description: **Dynamic Feature Activation**
The ability to invoke a feature, while on an existing call without interrupting the current conversation.

The Opportunity:
When on a conversation, and another call is presented, users often need to ability to initiate a feature without interrupting the on-going discussion.

The Problem:
With most communication platforms, the station must be in idle to change the status of a feature.

The Solution:
The Coral has several features that can be initiated without causing a disturbance to the ongoing conversation.
- Call Divert
- Call Forward
- Do Not Disturb
- Help
- Call Waiting Display

The Benefit:
Provide the users a way to take action without interrupting their current conversation.

Programming Tips:
- This function is intrinsically built into the Coral feature set, assuming class of service permits the use of the features mentioned above.

Description: **1 A2 Emulation**

The ability to create common line appearances on pre-selected stations to be shared within a group.

The Opportunity:

Customers who need the ability to easily transfer and/or pick up calls within a pre-assigned group.

The Problem:

The current system requires the use of the transfer; page and/or park keys to deliver calls. These calls often end up in a voice mail loop.

The Solution:

By implementing 1A2 Emulation, calls can be directed to line appearance keys specifically designed for a department or group of users.

The Benefit:

The ability to quickly field, announce and deliver calls to intended parties of a group. Calls placed "on hold" become available to all group members.

Programming Tips:
- "Boss Group" is the mechanism used to achieve this application.
- Members of the group can be of three categories:
    1. Ringing
    2. Delayed
    3. Non-Ringing
- The Boss Group can have its own Voice Mail Box and can be shared by all department members.

Description: **FlexiCall**

FlexiCall is an application that seamlessly bridges calls received by the Coral to their remote telephone – ringing both their desk phone and remote phone simultaneously.

The Opportunity:

Customers whose business requires the immediate delivery of calls to their employees regardless of where the employees might be.

The Problem:

The current system requires the use of the voice mail system and/or call forwarding to deliver calls to the intended party when not in the office.

The Solution:

By implementing FlexiCall, calls will simultaneously ring both office and remote telephone of the user. This immediate communication is critical in "Time Sensitive" communication organizations.

By complimenting FlexiCall with the Freedom application, the user has the ability to transfer the caller back into the main office location.

The Benefit:
1. Enhanced call delivery options for immediate communication to the intended called party.
2. With Freedom, the caller can easily transfer the call back to the main office.
3. The FlexiCall application saves time, money and provides a premier productivity tool to the customer.

Programming Tips:
- Private Libraries will need to be established
- Feature Code # 17710 is used followed by the library number

Description: **Freedom**

The ability to provide system/corporate dial tone to authorized external users. This application allows authorized users to generate internal and external call through their corporate telecom system from external locations.

Freedom functionality is often associated with FlexiCall but can additionally be viewed as a stand-alone feature.

Listed below are additional features that can be accessed using Freedom:
- Station dialing
- Voice Mail access
- Outside dial access
- Call accounting identification
- Network dial access
- Conference bridge access
- Voice Page access
- External Paging
- Group Call access
- Public speed dial access
- Private speed dial access

The Opportunity:

Organizations with employees that need to generate business calls from external devices, such as a cell phone or home phone, and have their corporate phone number instead of their cell phone number displayed to called party.

The Problem:

Doctors, lawyers, or individuals who need to call patients, clients, etc. from external devices such as cell phone or home phone experience the same problems.
1. They don't want their personal numbers displayed to the called party.
2. They lose call detail information generally sent to call accounting systems attached to corporate telecom system for bill back and call history.

The Solution:

Activate freedom feature for users that need to generate calls through the corporate telecom system from external devices. These authorized users will be able to call their own DID number and be recognized by the system. Once recognized, the system will answer these callers with system dial tone. The users will enter a unique 4 digit password, for additional security purposes, and then receive access to generate internal or external calls. The procedure will be just as if they were in the office using their business phone. For internal calls simply dial

the desired individual's extension number. For external calls dial 9 and the appropriate digit string.

The Benefit:
1. The calling party ID will show the corporate ID rather than user's personal cell or home phone.
2. All calls generated through freedom will generate a call record at the corporate telecom system and tie it to the user's internal extension.

Programming Tips:
- A speed dial number must be defined to contain the caller id of the station you wish to associate with a specific station.
- The freedom code (default #17714) can be dialed then enter the speed dial you wish to associate. The sequence can also be programmed under a button.
- This function is class of service dependant.

Description: **Group Call**
This feature allows the user to initiate a conference call with a predetermined number of participants.

The Opportunity:
This feature can be presented across all markets; Call Center, Hospitality, Legal, Education, Networking, Financial, Health Care and Retail. Anyone who uses conferencing can take advantage of this feature. It can also be used in emergency situations. Anytime a user dials 911 the switch can be programmed to dial up to 13 more individuals to alert them of the emergency and where it is. Using the feature*, Group Call Listen Only,* the called parties can be brought into a bridge *and* muted so as not to disrupt the emergency call. This is especially powerful when selling to education.

The Problem:
This is the same as above, companies who use conferencing for any reason such as weekly sales meetings, board meetings or need to have impromptu conferences end up paying companies like AT&T per minute costs that can add up quickly.

The Solution:
Program the switch to dial up to 13 extensions when 911 is dialed. Have the extensions in this scenario in a *Group Call Listen Only* mode to bring them in muted. A Sales manager can program a button on his phone for a Group Call list with his sales people in it.

The Benefit:
When this feature is packaged with Conference Bridges, dealers can use this to demonstrate ROI/TCO by having the customer get rid of the extra expense of paying for off site conferencing.

Programming Tips:
- A conference bridge must be available for this purpose, but is not dedicated for group call only.
- A group call list (default 5600-5601) can be programmed to contain, station users, or speed dial numbers of participants you wish to join the conference.
- Like all features this function is class of service dependant
- Minimum Coral Version 7.x

Description: **Hoteling**

The ability to assign a virtual extension to an employee who does not have an assigned desk, workspace or permanent phone. This feature is designed to terminate itself at midnight every night.

The Opportunity:

Organizations that have temporary employees, part time employees, or flex-time employees who share an office, workspace, desk or phone.

The Problem:

Let's use the example where flex-time workers are involved. On Monday, Wednesday and Friday one individual is assigned responsibility at a specific desk or workstation. On Tuesday and Thursday another flex-time employee is assigned similar responsibility at the same location. The employer is tasked with having to provide multiple telephones to accommodate each worker. This leads to increased costs.

The Solution:

With Tadiran's Hoteling application, the phone can be programmed so that employees can share the phone and each employee can have their unique feature assigned to them. All they would have to do is type in the feature code with their station number followed by their password. This would give them their own specific feature set that would automatically reset at midnight.

The Benefit:

Resources can be maximized for a more cost effective and professional work environment. There is no need for additional phone sets, work stations or offices. Employees can come to work knowing their unique features sets on their phone will be available to them when they are at their job.

Programming Tips:
- This is accomplished by using the auto set relocation feature.
- The user must have a password assigned to the station they wish to assume.
- The station must be in a class of service that reverts to it's original identity at a specific time indicated in SFE,2.
- The user would dial the auto set relocation feature code, the extension number they with to assume, the password associated, and the activation code #11.

Description: **Indication of Second Party Speaker Use**

This feature alerts an internal party when the other party engaged in an internal call is using hands-free Speakerphone or Group Listening.

The Opportunity:

Managers and Executives often converse over the phone about sensitive matters. Most voice communications systems do not offer an indication when call privacy is compromised by use of a Speakerphone or one-way speaker for Group Listening. Call privacy for management staff and all system users is increased by use of this feature.

The Problem:

Managers of any company get on the phone and discuss sensitive matters such as employees, or other confidential business issues. If one of the managers is less experienced or contentious, they could activate their speakerphone. The unaware second party may continue the conversation while sensitive information is broadcast through the room. Someone walking into the room or passing by in the hall could potentially overhear the information.

The Solution:

Provide telephones that enable indication when another person on a call turns on their speaker. The capability is available with Coral systems equipped with industry standard telephones, Coral digital telephones and Coral IP (MGCP) telephones.

The Benefit:

The risk of confidential information being broadcasted when on internal telephone calls is diminished.

Programming Tips:
- The user must have SPKR notification identified in their station definition.
- Minimum Coral Version 14.

Description: **IP Station Survivability**

The ability for a FlexSet IP to seek an alternate call agent in the event of a network interruption.

The Opportunity:

Organizations deploying FlexSet IP phones can provision these phones to automatically seek up to 9 alternative Coral IP gateways.

The Problem:

In the event of a network outage an IP phone becomes disabled. Without alternative gateways with which to attach, the user must wait until the network problem is resolved.

The Solution:

Provisioning for alternate Gateways also know as "call agents" the phone can authenticate itself to a different PUGW card in the same switch or in an alternate switch. When the primary call agent is restored, the phone will reattach to it when the phone is idle.

The Benefit:

1. Limit the possibility of down time for remote users.
2. Maximize productivity of remote workers.

Programming Tips:

• When programming the IP phone, there are several options and choices made at the station menu. Some of these options include call agent definition. Call agents are the IP addresses assigned to available UGW cards in one switch location or numerous locations.

Description: **Malicious Call Trace Attendant Control**
The ability for a station with Attendant privileges to initiate a trap by which calls deemed inappropriate are captured and recorded to a printer for evaluation.

The Opportunity:
Organizations need the ability to respond appropriately when inappropriate calls are received. These might be obscene or threatening in nature.

The Problem:
Users can invoke this feature but often they are unsure or untrained regarding it's use.

The Solution:
A trained attendant can trigger this "flag" to record details regarding incoming calls. When an inappropriate call occurs, the user can than notify the attendant and initiate the printing of these call records.

The Benefit:
1. Provide an easy way to capture important information regarding unwanted calls.
2. Allow the users to take advantage of this benefit, without programming buttons on their phone of this purpose.

Programming Tips:
- Any station given attendant privileges related to this function can invoke this feature by dialing (default #1742) then the station dial number

Description: **Multi-Appearance with Distinctive Ring Back**

Multi-Appearance enables a Coral Digital or IP key set to receive multiple calls on a single button (line appearance) while the station is busy on another call. The Called party receives a call-waiting tone and sees the Calling party information on the key set LCD Display.

The Opportunity:

Large, fast-paced organizations with high volume internal calling tend to lose productivity when employees can not quickly and efficiently communicate. Urgent and quick internal communications are highly beneficial to Manufacturing, Healthcare, Distribution Centers, and similar organizations.

The Problem:

When a system user calls another user, they often interrupt an important call in progress. In some cases, the offending call pertains to a lower priority issue or a matter with no immediate importance. Many organizations have attempted to overcome this problem by use of Call Forward Busy to Voice Mail. In many cases this has resulted in "Voice Mail Tag" causing reductions in productivity. The typical alternative to this would be to return a Busy Signal to the Calling party.

The Solution:

Enable system users to receive multiple calls, but still notify Callers of busy conditions. This allows Callers to consider dropping low priority calls when they hear Distinctive Ring Back indicating Busy. The Multi-Appearance functionality with the LCD Display allows called parties to determine if it is useful to place the current call on hold and answer the second call. This set of features is particularly useful in large organizations where it is impractical for each system user to have a Busy Lamp for all other system users.

The Benefit:

This simple, user intuitive feature set facilities quick and effective internal calls. System users can more efficiently handle multiple calls by enabling callers and called parties to determine the best course of action per call. Reduction or elimination of Voice Mail Tag further increases productivity.

Programming Tips:
- This feature is defined by station definition
- It supports digital, analog and IP station equipment

Description: **Multiple Message Waiting Lights**

The ability to light multiple message waiting lights on a single extension or allow multiple people to share the same phone, yet have their own unique extension number and voice mailbox.

The Opportunity:

Organizations with employees that don't have a dedicated telephone like: dental hygienists, nurses, factory workers, repair technicians, teacher's aids, real estate agents, the list goes on.

The Problem:

These employees can't gain all the benefits of voice mail as they have no easy way of knowing they have message. This means that the attendant must take written messages or they are forced to use message delivery to a personal cell phone.

The Solution:

Program message waiting lights on telephones in shared work environments. It may even be appropriate to use an extra 40 button DSS just for this purpose. Each employee will see their name beside a button that will be lit if there is a new message. Pressing the button will take them directly to "please enter your password."

The Benefit:

1. Promotes a "team" environment. Everyone may not have their own phone, but their name is on the phone(s) might make these employees feel more appreciated.
2. Save time for the attendant taking messages for employees.

Programming Tips:

- Use Room Status/Multiple buttons as message waiting indicators for voice mail subscribers sharing a phone

Description: **Music On Hold Retention**
When this feature is used, a chosen music source is applied to a call regardless of who puts the call on hold.

The Opportunity:
For shared tenant environments and/or the auto industry with multiple automotive lines whose advertisement on hold messages must target the specific caller.

For Example…An auto dealership carries both Toyota and Ford. The original caller that wanted Toyota information and was transferred to the "Shared" parts department. This caller will listen to only Toyota announcements and information while on hold regardless of the transfer.

The Problem:
Targeted advertisement opportunities may be lost by transferring a caller to a different department or division of a company.

The Solution:
By using this Coral application, all advertisement, on-hold messages will be delivered to the proper audience for the duration of the call.

The Benefit:
The caller will listen to the appropriate type of advertisement message in an "On-Hold" environment regardless of transfers.

Programming Tips:
- This definition is made by an administrator in the programming interface.
- The definition is in "station definition".

Description: **Network Call Divert**
Calls to a enterprise with networked locations can dynamically re-route callers to anyone in the organization by the touch of a button

The Opportunity:
Networking successes are measured in the level of transparency with which the users function regardless of their physical location. Call Divert is a dynamic feature that allows the user to re-route callers to alternate destinations such as voice mail, assistants, or ACD groups.

The Problem:
When on an important call, and a 2nd call is presented, you may wish to send this call to an alternative destination.

The Solution:
Call Divert on the Coral works the same way if you are diverting to a local extension, or a user in another city. Divert lets the user make the decision regarding who should answer this call.

The Benefit:
1. Callers have less time hearing ring back and leaving voice mail that has to be returned.
2. A user can route callers to the appropriate destinations based on Caller ID.

Programming Tips:
- The user must pre-program a button with Feature code #1445 and the chosen destination.
- Minimum version 9.x is required

Description: **Network Page Queue**

The ability to park a call, page across a network and have the recipient retrieve the call from queue.

The Opportunity:

Organizations whose people travel from facility to facility need the ability to have calls sent to them, regardless of their physical location.

The Problem:

Returning voice mails mail causes unwanted delays in call processing. Immediate response is desired and often required.

The Solution:

The Coral has the ability to park a call in a page queue in one city, page to another city to notify the recipient a call is holding in a specific queue. The recipient can then dial the queue number from any station and retrieve the call.

The Benefit:

1. Improved efficiency and customer service.
2. Minimized long distance when returning messages left in voice mail.

Programming Tips:

- Programming involves the use of local page queues and remote network numbers.
- Minimum version 11 is required

Description: **Network Voice Page**
The ability to dial a user locally or across a network to announce a call at any digital extension or IP extension.

The Opportunity:
Transparency throughout the network is enhanced by the ability to voice announce or intercom a user anywhere in the enterprise.

The Problem:
Attendants desire to have one set of guidelines for processing calls. With the Coral a call can be announced to a user regardless of what location they find them selves within the enterprise.

The Solution:
Although the Coral uses Qsig to network locations, additional features can be offered to users using an all Coral network. Voice Page is one of those features.

The Benefit:
1. Ease of use for attendants.
2. More efficient call processing by being able to screen calls.

Programming Tips:
- This application requires the programming of local voice page and remote network numbers.
- Minimum version 11 is required

Description: **Out Of Office**

One button station depression for Automatic FlexAttendant notification of "in" or "out of office" notification with automatic presentation of "out of building/office" or desired alternate Mailbox greeting.

The Opportunity:

Any office application where station users may come and go with or without notification to the Attendant. Applications where clients feel voice mail is impersonal and desire more specific information in the way of greetings and routing capabilities for incoming calls.

The Problem:

I need a simple way to let the Attendant and callers know my status when I am out of the office. Status changes need to be a simple one button touch.

The Solution:

Program a one touch button on the station users set. When leaving the office he/she engages the button and it will automatically alert the FlexAttendant using a checked or unchecked status on the Attendant console.

The Benefit:

Receptionists using Flex Attendant get visual indication of stations status.

Station users have a simple one button depression to alert the Attendant they are out of the office, not just busy, or in DND. Calls directed to the station will automatically hear the "alternate – I am out of the office" greeting which gives them a more realistic picture of when voice mails may be listened and replied to. Additional information is given to the caller so they may select other transfer or message options.

Stations may still use their busy and no-answer greetings when not in an "Out of Office" status.

The main benefit is better service to clients callers reaching the attendant or station for an "out of office" notification. Automatic voice mail notification so that clients callers have information on your status and potential ability to receive and reply to their voice mail. There is less feeling of Voice Mail jail and unknown status of the person they are leaving the message for.

Programming Tips:

- The feature utilizes the "status" indication used also in hospitality environments.
- The FlexAttendant can observe up to 4 unique statuses. Each status can represent a different condition, and will be seen by the FlexAttendant user.

Description: **Overhead and Zone Paging**
The ability to page simultaneously to external paging equipment and through the speakers of idle digital telephones.

The Opportunity:
Provide a means to access multiple paging methods by dialing one number, or touching one button.

The Problem:
In the event of an emergency, the staff must be able to notify all users of the pertinent information.

The Solution:
Through the use of a Coral Page Adapter, (CPA) messages can be sent to multiple destinations. Each Zone page group in the Coral can contain one or more CPA units to extend the reach of the announcement.

The Benefit:
1. Faster notification
2. Minimized liability by delivering emergency messages more expeditiously.
3. Reduced long distance by fewer messages left in voice mail that must be returned.

Programming Tips:
• Requires the addition of a Coral Page Adapter
• The dialed number of the Coral Page Adapter must be included in the appropriate Zone Paging Groups.

Description: **Power Failure Call Retention**
The ability to allow an active call to complete before invoking reassignment of a trunk during a power failure restoration

The Opportunity:
Provide a user call completion during a power failure situation.

The Problem:
Normally when a power failure condition occurs, analog trunks can be redirected to dedicated jacks. The problem is when power is restored; the trunk is automatically reconnected to the PBX, thus causing a disconnected call.

The Solution:
With the Coral's intelligence, the call in progress will remain connected until the parties hang-up. After the trunk is seen as idle, the trunk is then restored to the Coral

The Benefit:
1. No interruption of priority calls when the power comes back on line.

Programming Tips:
- Analog trunks must be identified in Coral programming with the appropriate analog station port.
- This feature only applies to loop and ground start trunks.

Description: **Port Gain Adjustment**
Each port on the system has the ability to adjust both transit and receive volume. This capability *additionally* includes trunks.

The Opportunity:
Any company and/or facility that has employees or patients with any type of hearing impairment.

The Problem:
The current system does not have the ability to increase and/or decrease audible volume on a per user basis.

The Solution:
By implementation of the Coral, each port has the ability to be individually programmed for varied audible volume levels.

For example:
Most hard of hearing system users speak louder in normal conversations. The Coral can be adjusted to compensate for higher transmit volumes by lowering the transmit gain from that station.

The Benefit:
For those companies that have employees with any hearing impairments it demonstrates good will and employee concern from management. For companies that provide health care facilities, it provides an additional care benefit. This capability can additionally target companies that have noisier types of environments, such as manufacturing facilities.

Programming Tips:
- All transmit and receive volume adjustments must be made at the programming terminal through software.

Description: **Pre-Emptive Dialing**
This feature assures outgoing call completion for a priority call even when all trunks are busy.

The Opportunity:
Companies that want to minimize dial tone expense while assuring specific types of calls are always completed.

The Problem:
Emergency and/or important calls can not be completed in an "All Busy" trunk condition.

The Solution:
The Coral provides the ability to prioritize calls as dialed. This application will disconnect an existing call and acquire the trunk for the priority caller.

The Benefit:
Pre-Emptive Dialing minimizes company liability by guaranteeing call completion while reducing trunking expenses.

Programming Tips:
- Dialed numbers are defined in "Least Cost Routing" and prioritized through dial services.

Description: **Programmable Outbound CID per Station**
The ability to manipulate caller ID on a station by station basis. (Note: Requires a PRI)

The Opportunity:
Companies that need to manipulate the Caller ID information presented to the public network.

The Problem:
The inability to mask and/or control the caller ID information. Most systems will report the main billing number (MBN) which is usually the published phone number for the company.

The Solution:
The Coral offers the ability to assign an outgoing caller ID number to any station.

The Benefit:
This application allows company flexibility on the caller ID number presented to called parties.

Programming Tips:
- Numbers are defined using alternate line ID
- Alternate Line ID's are assigned in "Station Definition"
- Alternate Line ID's can contain any 10 digit number

Description: **Real Time Operating System (RTOS)**
The coral operates using an encrypted and secure "Real Time Operating System" or RTOS.

The Opportunity:
Customers who are concerned about the vulnerability to viruses and un-authorized intrusion to their voice network.

The Problem:
Server or PC based phone systems often rely on generic Microsoft operating systems. These systems are often the target of hackers and viruses.

The Solution:
The Coral encrypted operating system is impervious to these types of industry concerns.

The Benefit:
Company "Pease of Mind" and confidence in system security.

Programming Tips:
- This is the architectural design of the switch.

Description: **Remote Silent Monitor**

Allow a user to access the system for the purpose of monitoring calls, from any outside location.

The Opportunity:

Provide Call Center supervisors the ability to listen to their agents from outside the building.

The Problem:

Most communication systems are limited to their desk, when they wish to monitor their Call Center agents.

The Solution:

Through the feature "Freedom" supervisors can monitor agents as if they were at their desk, giving them the freedom to provide quality assurance from their home or cell phone.

The Benefit:

1. Remove the limitations typically imposed by the walls of the building to know how customers are being treated, and employees are responding to their needs.

Programming Tips:

*   The ability requires the use of the" freedom" feature in order to accomplish remote monitoring.
*   Like all features this function is class of service dependant

Description: **Silent Monitor Idle Stations**
Provide management the ability to monitor calls from a specific employee as they make and receive one call after another.

The Opportunity:
In a call center environment the supervisor often needs to critique new employees. Additionally new employees can be allowed to monitor seasoned agents as part of their training process.

The Problem:
Typically monitoring of agents is only possible when an agent is on the phone, and only for the call in progress. This requires the supervisor to reinitiate the feature again and again..

The Solution:
Using the Coral's silent monitor, any authorized user can monitor calls back to back as they occur.

The Benefit:
1. Provide management with a more useful way to control their team
2. Allow new employees the ability to hear how calls should be handled as part of their training.

Programming Tips:
- Like all features this function is class of service dependant

Description: **Silent Monitor of Trunks**
Provide management the ability to monitor calls in a random fashion by actively monitoring the trunks on which the calls are placed or received.

The Opportunity:
Supervisors need to the ability to listen to calls in a random fashion giving them the ability to hear anyone's conversation using a specific trunk connection.

The Problem:
Silent monitoring usually involves choosing specific users to monitor.

The Solution:
The Coral has the ability to monitor any analog or digital trunk giving supervisors specific or random control of checking for quality assurance provided to their customers.

The Benefit:
1. Empower the management to know what their people are telling their customers
2. This function can also be used for diagnosing trunks with static or other failure conditions.

Programming Tips:
• Like all features this function is class of service dependant

Description: **Silent Monitor/Whisper Page**
The ability to "listen in" on other conversations and speak directly to the internal party without the external party's knowledge.

The Opportunity:
Organizations, like Call Centers, that have large Customer Service groups with heavy interaction with customers on the phone. Calls regarding the taking of orders, resolving customer issues, technical or customer support can use this application. Virtually every industry has these types of scenarios.

The Problem:
The nature of Call Centers is that there are many calls that may need supervisor intervention to resolve issues, answer questions, offer guidance and instruction. All too often, this means a supervisor must be alerted requiring the supervisor to get up from their desk, walk over to the agent and try to answer questions while the agent is on the phone with the customer. This can be cumbersome, time consuming, annoying to the customer and overall not very effective. It can lead to placing customers on hold while the resolution is found.

The Solution:
Using the Silent Monitor and Whisper Page features, agents can alert a supervisor of their need for help (by programming a "Help" button on their phone that alerts the supervisor of that need). The supervisor can then, with a touch of a button and dialing the extension number of that agent (or that can all be programmed onto one button), listen into the conversation between the agent and customer. With another touch of another button and dialing the extension number of that agent the supervisor can speak directly to the agent without being heard by the outside party. The supervisor can relay instructions, etc to the agent and allow for timely resolution to the issue.

The Benefit:
This greatly enhances the quality of customer service provided to the customer by (1) allowing questions to be answered quickly, (2) issues to be resolved while the customer is on the phone and/or (3) instructions to be given to the agent handling the customer. It allows problems to be resolved quickly thus improving the customer's experience with the company in question and increasing the chances of future business with that customer.

Programming Tips:
- Like all features this function is class of service dependant

Description: ***Speed Dial for Text Messaging***

The ability to send individually created "Text Messages" to display telephone users that can be programmed on a specific speed dial button.

The Opportunity:

Companies that require additional communication notification of callers and/or information that can be delivered directly to the users display via a text message.

The Problem:

The inability to send call or caller information to the user's display telephone.

The Solution:

By using Coral Libraries, a user can design specific messages that can be sent to the called party's display telephone. This feature can be shared by all users on the system or specific to individual users.

For Example:

A company with numerous departments servicing clients from both a sales and technical perspective. These departments continually transfer to one another sharing clients. Key clients would be programmed on specific speed dial buttons so the called party is pre-informed of the client's name.

The Benefit:

1. Enhanced customer service and support
2. Improved inner-office efficiency.

Programming Tips:

- The feature utilizes named libraries. The contents of the library should be the appropriate name, Dial number should be E0, and the trunk group field needs to remain empty.
- Name retention must also be defined in SFE

Description: **Stacking Features Under a Button**
The ability to initiate more than one feature or function when pushing a pre-programmed button

The Opportunity:
Some features are used repeatedly one after another. Grouping these functions saves time.

The Problem:
Limited number of buttons available

The Solution:
Programming logically related features under the same button allows multiple functions to be done at the same time. Examples of this may be
- Logging into multiple ACD groups
- Placing a call on hold, and accessing the paging system
- Breaking into a call, and forcing the station user off in order to take a busy trunk in the event of an emergency

The Benefit:
1. More efficient use of buttons.
2. Improved efficiency.

Programming Tips:
- Buttons must be programmed with the features in the sequence you would with the function to occur.
- A maximum of 4 events can occur by the depression of one button.
- All features must be logical in order to coexist under the same button
- It may be necessary to separate features, by placing codes #120,#120 between some features.

Description: **Unique Ring Back when Busy**
The ability to provide a caller an indication that you are on a call

The Opportunity:
While calling someone who is busy on the phone, you will hear a unique tone to let you know they are speaking with someone else. This may be an indication for you to call again later.

The Problem:
Time is wasted when calling someone who is otherwise occupied and will not take your call. You are forced to allow the phone to ring until one of two events occurs. The caller hangs up with the current call and answers you, or your call rolls to voice mail.

The Solution:
Using Unique ring back tone allows the caller to make the decision to hang up and try later or allow the call to roll to voice mail if a message is appropriate.

The Benefit:
1. Better utilization of time when trying to communicate.
2. More efficient means of communicating.

Programming Tips:
•   This feature is activated in Station Definition
•   Modification in "Tone Plan" may be required

Description: **VIP Ring**

A distinctive ring tone can be generated for executive and/or high ranking managerial internal calls.

The Opportunity:

Companies that request priority status of internal calls from executive and/or upper management team members or priority department personnel.

The Problem:

The called party has no indication that the calling party is of VIP status.

The Solution:

Implementing this Coral capability, the called party immediately recognizes the importance of the call and the calling party.

The Benefit:

This unique feature enhances executive-level internal communication to all employees.

For Example: An employee is working away from their desk and they hear a unique ring tone from their telephone knowing it is a VIP call. The employee would take aggressive measures to get back to their desk and field the call rather that letting it proceed to voice mail.

Programming Tips:
- Station definition must reflect VIP ring
- Minimum version to support VIP ring is 11.1

Description: **Voice Page (Do Not Disturb)**
In a "Do Not Disturb" mode, the user has the ability to block or allow whisper page, intercom and station ringing.

The Opportunity:
Companies whose employees regularly use the "Do Not Disturb" feature that need additional options for important call notification.

The Problem:
The called party is in "Do Not Disturb" mode when an important call is received and needs to be delivered to that station.

The Solution:
By implementing this Coral capability, the called party has the ability to select different options of how he/she can receive calls even thought they are in a "Do Not Disturb" mode.

The Benefit:
In a "Do Not Disturb" mode the user has options in which they can field calls

Programming Tips:
- Like all features this function is class of service dependant
- A button must be depressed containing code #134 by default or the user may dial the code, followed by #11 for activation.