Alcatel·Lucent

PC telephony with PIMphony
Alcatel-Lucent OmniPCX Office

PIMphony for Alcatel-Lucent OmniPCX Office is a Personal Communication Manager that links the two most widely used business tools – desktop computers and telephones – to provide a powerful, user-friendly telephone assistant that manages daily phone tasks. PIMphony improves customer interaction and services, increases personal and team productivity, and optimizes a company's investment in Alcatel-Lucent OmniPCX Office by adding a new dimension to phone services.

PERSONAL EFFICIENCY

PIMphony boosts personal efficiency and saves users time while avoiding dialing errors with dial by name and phone-number "drag & drop".

TEAM EFFICIENCY

PIMphony facilitates the management of workgroups by ensuring their phone status is available at all times. Call transfer errors are avoided with PIMphony Team's Assistant and Supervision windows.

ATTENDANT EFFICIENCY

PIMphony attendant is specially designed to handle a large number of incoming calls. It optimizes call reception and transfer through an ergonomic user interface, the assistant window. It also provides user information management.

SIMPLIFIED ACCESS TO MESSAGES

PIMphony simplifies access to critical information in the form of incoming messages. Voice messages are easily managed in the visual mailbox. Unified messaging enables the user to access voice messages, e-mail and faxes, all at the same time.

ENHANCED CUSTOMER RELATIONSHIPS

PIMphony enhances a company's customer relations by providing access to a much larger contact database than the system's phone book, with contact database integration. PIMphony supports seamless integration with Microsoft® Outlook™, GoldMine®, Act!™, Lotus Notes® and Microsoft® Access™. The call log function enables all calls to be tracked including unanswered calls.

Dial by Name   Open contact card   Call log   Voicemail notification

Up to 50 programmable function key

Up to 8 simultaneous communications

Hang up hold, transfer, conference

COMPLETE SET OF TELEPHONY FEATURES ON PC

- Incoming and outgoing call management, call hold, multi-line management (up to 8 lines), direct call keys, dial-by-name, redial.
  - Dial-by-name
  - Open contact card
  - Call log
  - Voicemail notification
  - Up to 8 simultaneous communications
  - Up to 50 programmable function keys
  - Call board
  - Hang up hold, transfer, conference
  - Screen pop customization

CONTACT MANAGER INTEGRATION

- Automatic synchronization with Contact Manager database.
- Screen pop-up of the contact card.
- Dial-by-name using contact database.
- Direct dialing from contact card*.
- Screen pop-up assistant for customized scripts.

* Depending on the Contact Manager software.
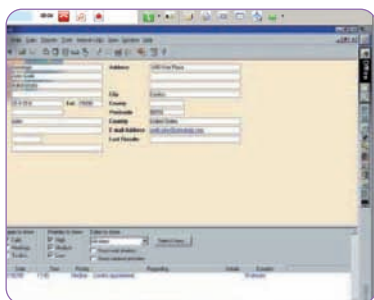
Act!™ from Best Software, part of the Sage Group

CENTRALIZED CALL LOG

- Lists incoming answered/ unanswered calls, outgoing calls and voice mails with contact identification, date, time, and call duration.
- Call initiation with a double click, contact card with one click.
- Even when users are away from their desks, all incoming calls are registered.

ANY TYPE OF TELEPHONE SET

The main advantage of PIMphony's architecture is that there is no physical connection between the telephone set and PC. PIMphony can be linked to any type of telephone set (DECT, Reflexes™, Alcatel-Lucent 8 and 9 SERIES, Analog, WLAN sets). It can even function without a telephone set at all (using PC telephony with PIMphony IP).
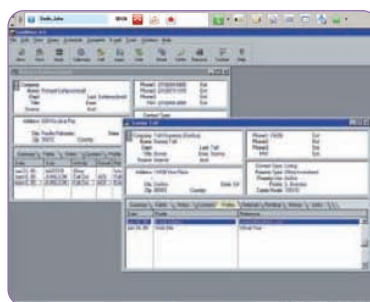
GoldMine® from FrontRange Solutions Inc

VISUAL MAILBOX

The visual mailbox includes a full set of mailbox management features:
- Read/delete messages
- Skip to previous/next message
- Forward message to one or more users, with voice comment if necessary
- Associated contact card screen pop-up (if sender is identified in the contact database).

UNIFIED MESSAGING

- Integration of e-mails, voice mails and faxes (depending on ISP's level of service) into the user's e-mail client window.
- Voice messages identified with a specific icon and handled as e-mails with WAV attachments.
- Same level of displayed information: date and time, caller's name (if sender is identified in the contact database) or phone number.
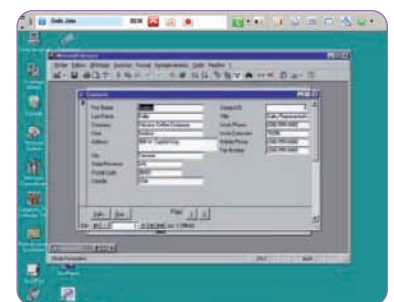
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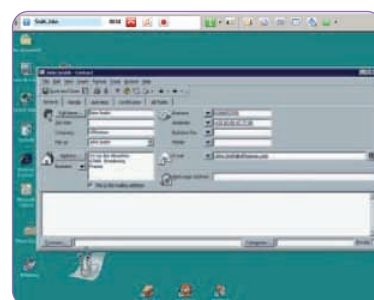
Microsoft® Outlook®

SUPERVISION WINDOW

- The user can define supervision groups (work groups or services) within the company.
- Call/forward status of each person that the user has included in work groups.

PIMPHONY ATTENDANT

In addition to the assistant window, PIMphony Attendant manages the parameters and configuration of employees' phone sets and information:

- Change first name and last name of a phone number (only for the local PBX).
- Lock and unlock the phone.
- Reset password.
- Give nomadic rights.
- Change forward state.
- Modify telephony rights.
- Manage PIMphony profile.
- Manage user phone numbers (home, mobile, business, other) and email address.

All these operations except modification of last name and first name are available in a multisite environment.

MULTISITE SUPERVISION

Available with PIMphony Attendant, it enables the phone sets of several OmniPCX Office systems (multisite topology) to be displayed and monitored on the supervision window. Therefore, with the multi-site capability of OmniPCX Office, the operator can see the phone and forward status of all users and optimize call treatment for a better reception for the caller.

ASSISTANT WINDOW

- Displays up to 8 incoming calls (or 16 with small icons) with alarms available on waiting time in ringing or on hold state.
- Displays a list of preferred correspondents for the current caller or a list of the colleagues of one preferred correspondent.
- Access to the call board or the redial list.
- One-step transfer available to preferred called parties or people from a supervision group.

- Capacity to compile call statistics.
  - Calls with possible alarms on waiting time
  - Colleagues
  - Preference correspondents
  - Dialing area
  - Preferred cards
  - Group selection
  - Opened card

PIMphony Team
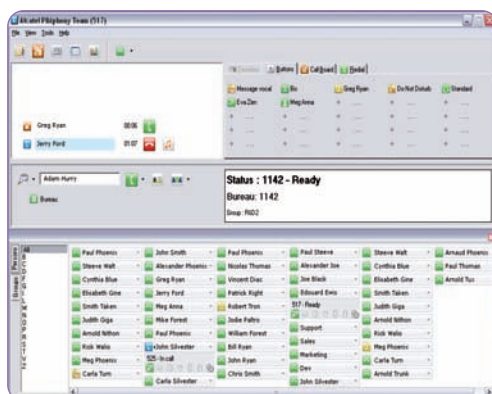
	PIMphony	IP PIMphony

Maximum number of PIMphony users: (including IP PIMphony users): 25 for system without hard disk, 75 for Compact Unit and Advanced Unit with hard disk, 200 for Premium Unit.

PIMphony release 6.x is compatible with Alcatel-Lucent OmniPCX Office release 5 and higher.

Voice terminals	
• Alcatel-Lucent Reflexes™ and eReflexes™ terminals.	• No Alcatel-Lucent telephone set required
• Alcatel-Lucent wireless DECT or GAP sets, analog terminals	• PC headset or PC handset (for example, IP handset Comfort kit for IP PIMphony)
• Alcatel-Lucent IP Touch and 9 Series terminals	
• Mobile Reflex 300 and 400	
• MIPT 310 and 610	

PC	
• Pentium® 266/300 MHz or higher with 64Mb RAM,	• Pentium® II 300 MHz or higher with 80Mb RAM,
• 60MB 140MB free disk space, CD-ROM driver	• 60MB 140 Mb free disk space, CD-ROM driver
• Ethernet board	• Ethernet board or V90 modem or xDSL modem Windows compatible with full duplex driver
• SVGA graphics board (1,024x768 pixels minimum, if Assistant mode is used)	• SVGA graphics board (1,024x768 pixels minimum, if Assistant mode is used)
	• Standard compatible SoundBlaster® PC Board with speakers
• Microsoft® Windows® 2000 Professional SP4 and Server, Microsoft	• Microsoft® Windows® 2000 Professional SP4 and Server
• Microsoft® Windows® XP Professional and Home, x64 Edition	• Microsoft® Windows® XP Professional and Home, x64 Edition
• Microsoft® Windows® 2003 Server and R2	• Microsoft® Windows® 2003 Server and R2

FREE TRY & BUY

2-month free trial for any version of PIMphony-for up to 25 users. The 2-month trial period starts when the first user opens their free version of PIMphony.

	PIMphony Basic	PIMphony Pro	PIMphony Team	PIMphony Attendant
Complete set of telephony features	■	■	■	■
Centralized call log	■	■	■	■
IP Telephony	■	■	■	■
Contact manager integration		■[1]	■[1]	■[1]
Visual mailbox		■	■	■
Unified messaging		■	■	■
Dial-by-name with LDAP directory		■	■	■
Dial-by-name with local PBX phone book		■	■	■
Assistant features			■	■
Single site supervision			■	■
Multisite supervision				■
Phone book programming				■[2]
User information programming				■

1) Contact management software supported: - Microsoft® Outlook™ 2000, 2002 and 2003 with Business Contact Manager - Act!™ 6.0 manufactured by Sage Group - GoldMine® /5.7, 6.5 and 6.7 manufactured by FrontRange Solutions Corp - Microsoft® Access™ 2000, 2002 and 2003 - IBM® Lotus Notes® 5.02 to 6.5.
2) Only for telephone system sets connected to PIMphony.

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