

COC Express

Callisto Operator Console Express -

The No. 1 Operator Console for Cisco's Unified Communications Manager Express & UC520!

First contact is crucial - even by phone! Each way a company gets in touch with it's customers is an excellent opportunity to demonstrate competence, proximity and professionalism. In order to achieve this goal, you have the needs for appropriate tools. That's where we come into play, providing you with a tool optimized for your customer relations by phone over Cisco Unified Communications Manager Express (CUCME) and UC520: COC Express - the worlds first PC based operator console to handle your phone calls with efficiency and professionalism. This powerful software supports you with all the features you need to let your daily customer contacts by phone be an enjoyable experience. Spend more time on conversations with your customers instead of wasting it due to your equipment!

OVERALL VIEW OF ALL PHONES INCL.
THE CURRENT STATE

HANDLING OF MULTIPLE PHONE CALLS
SIMULTANEOUSLY (MULTILINE-
MANAGEMENT)

FUNCTIONS AS: HOLD, UNHOLD,
CONSULTATION TRANSFER, BLIND-
TRANSFER, CONFERENCE, PHONE
MEMO

DRAG&DROP CALL FORWARDING

INTELLIGENT, SOFTWARE BASED
OPERATOR FUNCTIONS

PICKUP OF INCOMING CALLS AND FOR
CALLS 'ON HOLD' INCL. REMOTE
FORWARDING/DND OF ALL USERS

POPUP MESSAGE AT INCOMING CALLS
WITH MICROSOFT OUTLOOK CONTACT
RECOGNITION AND SYNCHRONISATION

EASY INSTALLATION, INTUITIVE USER
GUIDENCE, TOUCH-SCREEN SUPPORT

REPORTING WITH OUTLOOK JOURNAL

SECURITY FUNCTIONS, PASSWORD
PROTECTED SETTINGS

The COC Express operator console made for Cisco's UCME and Uc520 systems offers switchboard operators in your company an easy to use interface to handle all kind of phone calls more efficiently.

More attention and money...

Because of his intuitive user guidance, COC Express enables you to focus on the essential - your customers. Due to the versatile functionality and a convenient user interface, COC Express allows you to handle phone calls quickly and with competence. Thus you and your customers will save useful time and therefore money!

We're protecting your Investment...

COC Express was designed and developed especially for your Cisco's UCME and UC520. All products are based on the latest technologies and were well inter-coordinated. For this reason all advantages of a fully converged private branch exchange and your IT infrastructure are available for you. In close collaboration with CUCME's and UC520's manufacturer Cisco Systems, COC Express is continually adapted to latest market demands and new, innovative features. Thus your investment is protected.

Two implementations...

For all those who obtain a Callisto Express system, COC Express is available as an option, i.e. as an enhancing module. Thus the communication and information platform designed for CUCME and UC520 has been enriched by another important module within a short period of time.

Of course COC Express is also available to you as a standalone solution. Therefore even companies, which don't use Callisto Express yet, will be able to experience the true promise of more efficient call handling with their Cisco UCME or UC520 system.

Simplicity convinces...

COC Express convinces with its unique concept to simplify work procedures. For instance, calls can be passed on easily through Drag&Drop. Furthermore a novel, case sensitive double-click function supports your agents at their tasks: a double-click causes COC Express to execute the most reasonable function. For example calls can be accepted simply by double-clicking the appropriate line or hold calls can be taken back in one and the same way.

Thus not enough: an easy to overlook window including all user phones shows the current status of each participant (e.g.: free, busy, is calling, is called, do not disturb). Based on this output an agent can give information about a requested user straight away. In assistance COC Express' pickup function, agents are even able to recognise and pickup calls of a briefly absent person. In a clearly arranged window all incoming direct calls to the users are ready to pickup for the agents.

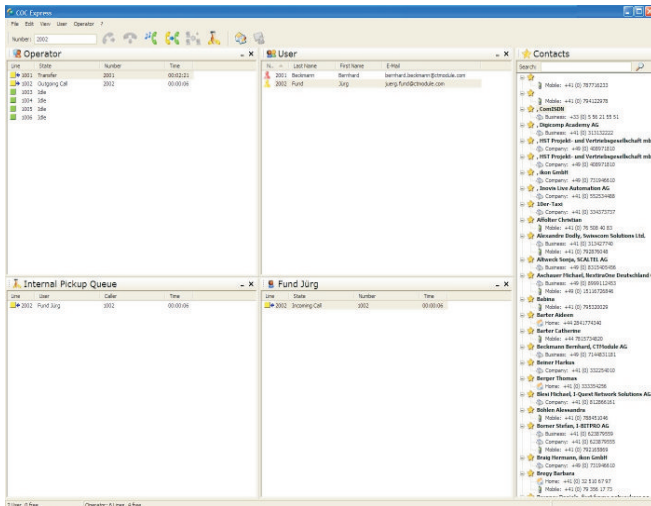
At incoming calls to the switchboard, a popup window including caller data automatically appears above your Microsoft Windows task bar, periodically synchronised with your Microsoft Outlook contacts. By clicking onto the popup window, the COC Express operator console appears immediately to answer the call without delay. Optional, the calls will automatically be reported in the Microsoft Outlook journal.

In case a requested person is not available, a prepared e-mail form can be dispatched to the selected user simply by pushing a button. A switchboard solution for your Cisco CallManager Express can't be any easier while staying as efficient and professional as it is in COC Express.



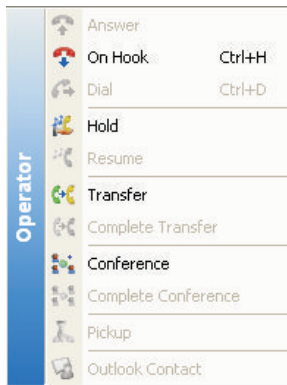
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The Switchboard Solution No. 1 for Cisco's Unified Communications Manager Express and UC520!



Picture 1: The COC Express operator interface at a glance

The operator interface is split into four windows - the operator window, the user window, the contacts window, the window containing the pickup queue and the window containing details relative to the selected users. Each state of a line, i.e. user is marked with a defined colour or symbol. Thus the operator can easily see the

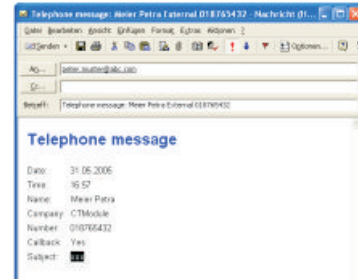


current telephone situation in his company.

Picture 2: The operator popup menu shows the manifold functions

If a required person is not attainable at a certain time, a Microsoft Outlook e-mail form will be at the agents disposal by pushing a button. Thus the absent person can be informed very easily about a missed call.

COC Express automatically synchronises with your Microsoft Outlook contacts. Hence a registered contact will be shown at an incoming call. At the push of a button the Microsoft Outlook contact can be clicked to dial or opened and edited.



Picture 3: Simply by pushing a button a phone memo in a Microsoft Outlook e-mail form will be at your disposal.

COC Express also covers security issues. For instance COC Express has a password protection included, that permits administrators to individualise each operator work place and secure their settings as well as delicate data.

As easily it is to handle COC Express, as easy it is to install and configure. An extensive help for administrators and users can be found in the standalone solution or the Callisto Express manuals.

If there are any further questions, don't hesitate to call us or one of our Callisto partners. We would be glad to be at your disposal!

Trademark notes:

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CTModule AG
Meriedweg 11
CH-3172 Niederwangen-Bern
Switzerland

Phone +41 31 531 11 11
Fax +41 31 531 11 12
E-Mail box@ctmodule.com
Web www.ctmodule.com