

Transforming mobile phones into virtual desk phones

Intellisync Call Connect 1.0 for Alcatel

Nokia for Business

Put the Power of Desk Phones in the Hands of your Mobile Workforce

Intellisync Call Connect for Alcatel integrates Nokia Eseries devices with Alcatel's communication infrastructure, resulting in an unprecedented adoption of mobile devices into business operations. The ability to extend the advanced voice features of your Alcatel OmniPCX over the cellular network to mobile phones can improve customer satisfaction, increase employee efficiency, and control communication costs.

Increase Customer Satisfaction

With Intellisync Call Connect for Alcatel, your customers can more easily reach your employees, who will have the features needed to rapidly resolve customer issues. For example, one business number reaches your employees, whether they are in the office at their desk phone or on the road with a mobile phone. And desk phone functionality—including transferring to or conferencing in the person able to address a question—significantly increases the opportunity to achieve first call resolution.

Improve Employee Efficiency

Intellisync Call Connect for Alcatel can improve the efficiency of your on-the-go personnel with mobile access to productivity-enhancing desk phone capabilities, and push-button switching between business and personal profiles. Communications are greatly simplified—users only manage one business phone number and one business voice mailbox for one or multiple devices. And the large color screen on Nokia Eseries devices showcases the intuitive user interface for easy access to advanced voice commands via simple menus, icons and buttons.



Nokia E50

Nokia E60



Nokia E61

Nokia E70

Key features include:

Integrated User Interface

Intellisync Call Connect for Alcatel seamlessly integrates with the S60 platform and user interface to leverage popular business voice features. For example, an employee can initiate a business call directly from an S60 application, including contacts database, call log or messaging, without needing to launch a separate application. And, when you add Intellisync Mobile Suite, your employees can access the corporate directory to make calls and even dial a phone number embedded in an email.

Business and Personal Modes

With Intellisync Call Connect for Alcatel, users can toggle between business and personal modes to help manage their time—all with one mobile phone. In business mode, all outbound calls are routed as business calls, the mobile phone receives calls placed to the

office phone number, and supplementary telephony services are available. In personal mode, the mobile phone receives only calls placed directly to the mobile number—and business calls are routed directly into the business voice mailbox for retrieval during working hours—all under the user's control.

One Business Number

One-number simplicity enables customers and associates to reach your employees, whether in or out of the office, without compromising personal mobile number privacy. When in business mode, calls placed from the mobile phone appear to originate from the office phone number. And if an employee should leave, your company keeps the business number so customers have access continuity.

Mobile-to-Desk Phone Roaming

When in the office, your employees have the flexibility to take calls wherever most convenient—incoming calls ring both at the



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desk phone and mobile phone, and can be easily transferred between the two. Intellisync Call Connect for Alcatel also delivers convenient one-click call transfer between mobile and desk phones.

Mobile Access to Business Telephony Services

Mobile employees can enjoy the same collaborative and productivity-enhancing calling features on their mobile phone as on the desk phone. Intellisync Call Connect for Alcatel enables mobile access to an array of popular Alcatel OmniPCX services including mute, hold, transfer, consultation call, switch, three-party conference, call park, call pickup, callback request, call reverse, switch to desk phone, call forward, and do-not-disturb.

One Business Voice Mailbox

Intellisync Call Connect for Alcatel unifies the employee's office and mobile business voice mailboxes into one. They can now stay on top of messages simply by checking just one voice mailbox whether in the office or on the road.

Key benefits include:

Understanding Voice Communication Costs

A better understanding of voice costs can improve your ability to control and manage those costs. When mobile calls are routed through Alcatel OmniPCX, all costs can be charged on the same bill and more effectively monitored using corporate reporting tools. For instance, reports can track the number of customer calls made by a salesperson, as well as the amount of time a lawyer spends on the phone with a client.

Increased Return on Investment

The ability to leverage your fixed backoffice voice investments—your Alcatel communication solutions with telephony, voice mail system, billing and call accounting systems, conference bridges, call recording systems and more—into a mobile voice solution, can increase your return on investment.

Opportunities to Manage Costs

Your Alcatel infrastructure enables you to bill mobile calls to the user's desk phone, reducing the time and costs of managing mobile phone expenses—for your employees, managers, and accounting department. In addition, call reverse and least cost routing on the Alcatel OmniPCX can deliver savings on international and long distance calls by using the most cost-effective networks. And for truly mobile and telecommuting personnel, you can opt to issue just a mobile phone.

Turn to Nokia and Alcatel for More

Nokia and Alcatel are working together to deliver more value from your existing fixed voice investments. Integrating Nokia Eseries devices with your Alcatel OmniPCX system provides a mobile voice solution that makes smart investment sense.

Nokia Eseries Advantage

Nokia Eseries devices are designed to put popular business tools at the fingertips of your employees—from business voice calls and email to Internet and Intranet access—all on a single, easy-to-use device.

Nokia Eseries devices offer:

- Business-class mobile email: compatible with Intellisync Mobile Suite, BlackBerry Connect and other popular 3rd party corporate email solutions
- Advanced business voice functionality: via Alcatel OmniPCX integration solutions
- Connectivity: supports multiple connectivity options
- Security and device controls: compatible with 3rd party security and Intellisync Device Management solutions
- Common architecture: built on the world's most popular S60 smartphone platform
- Business-tuned performance: extended battery life, quality speakerphone, popular business accessories
- Nokia Business Services: support backed by dedicated Professional Services resources

Solution Requirements

Supported Nokia Devices

- Nokia E50 (Release PR1 onward)
- Nokia E60, Nokia E61, Nokia E70 (Release PR2 onward)

Alcatel OmniPCX Requirements

- Alcatel OmniPCXEnterprise 6.2 or newer

Cellular Voice Services

- Intellisync Call Connect 1.0 for Alcatel provides the client side application and Alcatel provides the communication servers

Put Powerful Alcatel OmniPCX Features in the Hands of Your Mobile Employees

Some of the many key features you can extend from your Alcatel OmniPCX to your mobile employees:

- User interface extensions for business users
- User authentication
- Basic call handling
- One business number / One voice mailbox
- Mobile least cost routing
- Business and personal modes, do-not-disturb
- Alcatel OmniPCX-enabled supplementary services including:
 - Transfer call
 - Transfer call to business voice mail
 - Switch to desk phone
 - Consultation call
 - Swap calls
 - Start/end three-party conference
 - Update call forwarding setting
 - Set callback request
 - Reverse active call
 - Park active call
 - Pick up parked call
 - Call attendant
 - Deposit message
 - Check current availability status

For more information, visit:

Nokia
Europe, Middle East, and Africa
www.nokia.com/business

Alcatel
www.alcatel.com

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