



For assistance with Products or Services: Contact DCC at: (630) 692-2702 or Sales@dccil.com

BUSINESS COMMUNICATIONS MANAGER 50

FEATURES & BENEFITS

The Business Communications Manager 50 comes pre-loaded with hundreds of features and a full suite of applications. As your business grows and its needs evolve, you can activate more capabilities just by entering a key code.

Voice messaging and Message Forwarding: a must for employees on the go

Even if employees aren't there to answer the phone, they can still get the message. With 100 hours of storage callers can leave information in a mailbox for selected users, departments or groups of users. Employees can record personalized greetings and enjoy anywhere-anytime password-protected access to their messages marked with calling line ID, time and date of the call and priority level. With Message Forwarding, voice, fax or text messages can be forwarded to the most popular mobile devices - keeping employees connected wherever they go.

Unified messaging for simplified and efficient communications

BCM50 consolidates voice, fax and email messages onto users' PCs, laptops or PDAs, managing them through one standard application such as Microsoft Outlook or Exchange. Important messages are sent and received regardless of device — a real time saver and productivity booster.

Automated attendant to ensure calls get answered

This always-on-duty "administrative assistant" answers calls to your business with personalized greetings and menu options -- routing calls to the right people, departments or voice mailboxes. Provisioning less overhead for staff and satisfied customers.

Integrated Intelligent Contact Center to provide better customer service

Contact center functionality enables you to fine-tune and increase the efficiency of your business; with up to 50 agents and 30 skill-sets, as well as support for advanced reporting capabilities. Create an order desk or reservations department with incoming calls that can be distributed among designated employees.

Advanced Paging Productivity Pack for sophisticated paging and text-messaging capabilities

The Advanced Paging Productivity Pack (APP Pack) is a suite of advanced applications designed to increase employee productivity, improve customer service and streamline business processes - virtually anywhere paging and text-messaging are used. Features include One Button Paging and Text Messaging, Customer Assistance Paging and Scheduled Announcements.

Ad-hoc conferencing to take care of business quickly

Simply and efficiently initiate a teleconference call with up to 18 simultaneous participants on the spur of the moment, without the need for a conference operator or service.

Meet-Me Conferencing to make meetings easy, secure and productive

This easy-to-use functionality allows parties to establish a teleconference by calling in to a specified telephone number and extension at an agreed-upon time. Meet-me Conferencing is ideal for larger conferences especially those involving outside suppliers or customers.

Computer Telephony Integration (CTI)

Simple to activate, set up and manage, CTI enables you to use third-party, PC-based applications to control telephone services, such as a click-to-call company directory or automatic screen “pops” of a customer’s account status alongside a customer’s call.

Remote access over the Internet to ensure everyone’s connected

BCM50 supports up to 10 simultaneous remote worker sessions that enable authorized users secure access to the company's voice and data communications network — from anywhere a high-speed connection is available.

Mobility options to keep employees accessible and connected

Whether your employees are in the office, nearby or even traveling, BCM50 has a full suite of mobility offerings to choose from including digital and IP wireless handsets or even PDA and PC-based soft-clients. Regardless of location, your employees can stay connected to customers and each other.

Flexible Reporting Capabilities

Choose the reporting capabilities that work best for your business. Basic or advanced reporting versions allow you to customize and optimize call flow the way you want; resulting in improved customer service, increased employee productivity and cost savings.