

**peterConnects**  
personal telephony routing system

**Powerful operator console**  
Fast and easy handling of telephone calls

- Easy call handling
- Telephone directory composed from different sources (SQL/AD)
- Sending messages (email, SMS) to employees
- Calendar & Presence presentation
- Closed profiles & IVR-features
- Proven track-record



**JDM SOFTWARE** www.peterconnects.com

**peterConnects**  
personal telephony routing system

**Presentation:**

- Introduction Peter Connects@Technetworks
- PeterConnects@ features
- PeterConnects® licensing-model

**peterConnects**  
personal telephony routing system

**JDM SOFTWARE** Cisco Developer Network Program

- 100% market-share on Cisco IPT-installed base (Attendant-console) in Benelux
- Over 1000 Attendants installed
- Many international corporate customers
- All Cisco-resellers in the Benelux sell PeterConnects. Strongly expanding in other countries (Germany, Scandinavia)
- Cisco certified
- Stable background (founded 1983) and excellent support

**peterConnects**  
personal telephony routing system

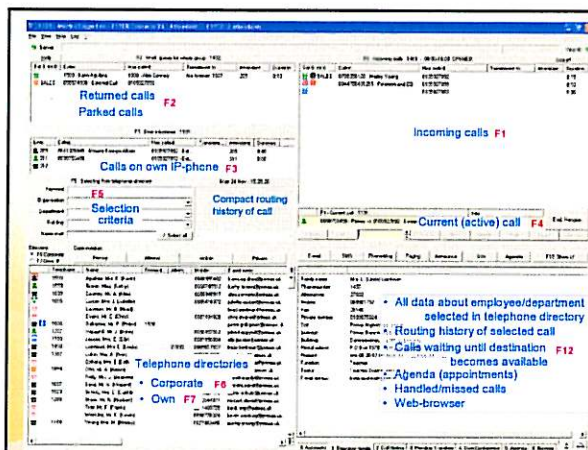
**technetworks**  
www.technetworks.com

- Exclusive distributor PeterConnects® for Asterisk
- Provider first fully functional CSTA III interface for Asterisk
- Unique Asterisk™ All-in-One IP Telephony platform with integrated CSTA III
- Broad experience on integration projects

**peterConnects**  
personal telephony routing system

**Attendant System**

- Successful Professional operator console
- For operators and secretarial groups
- For individual use and for groups
- Multi-tenant support
- English, German, French, Dutch, ... (Spanisch & Italian soon)

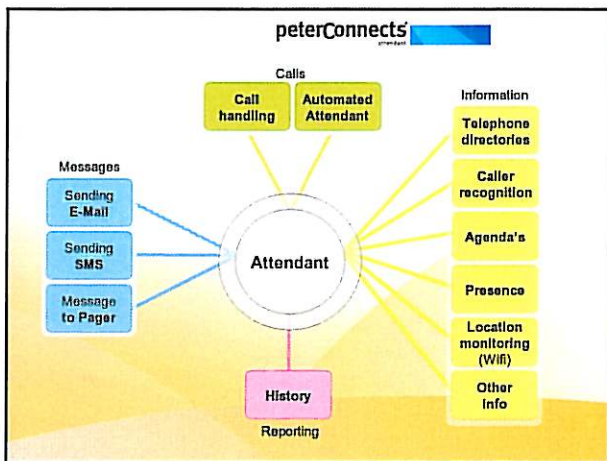
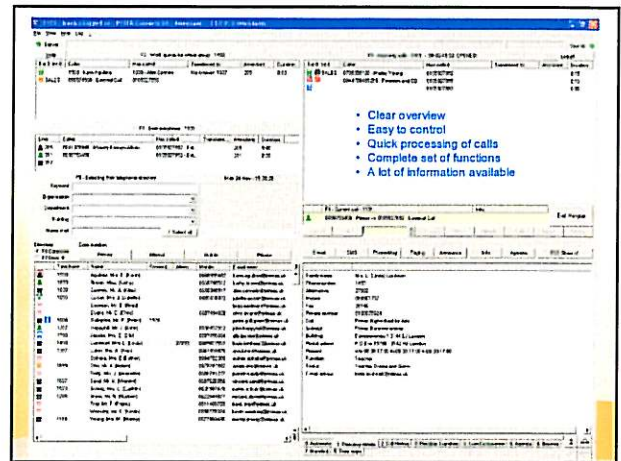
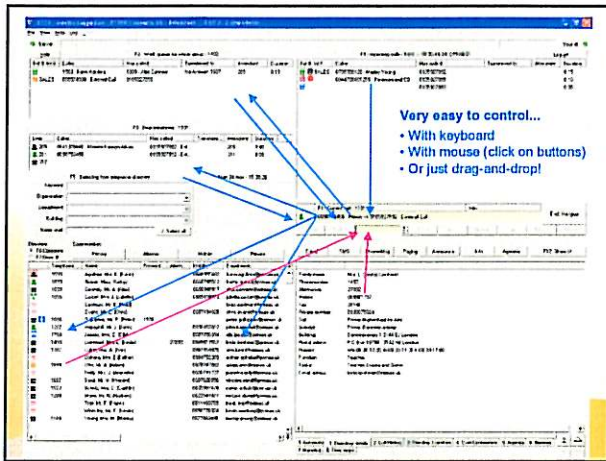


The screenshot shows a complex web-based interface for managing calls. It includes sections for:

- Returned calls F2**
- Parked calls**
- Calling on own IP-phone F3**
- Incoming calls F1**
- Selection criteria**
- Compact routing history of call**
- Telephone directories**
- Corporate F0**
- Own F7**

Additional features listed on the right side of the interface include:

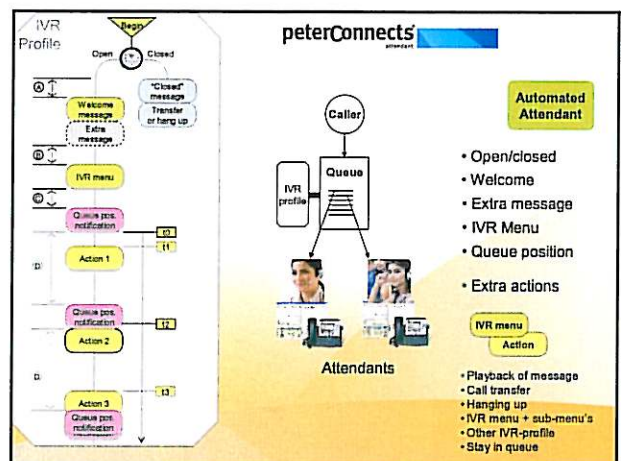
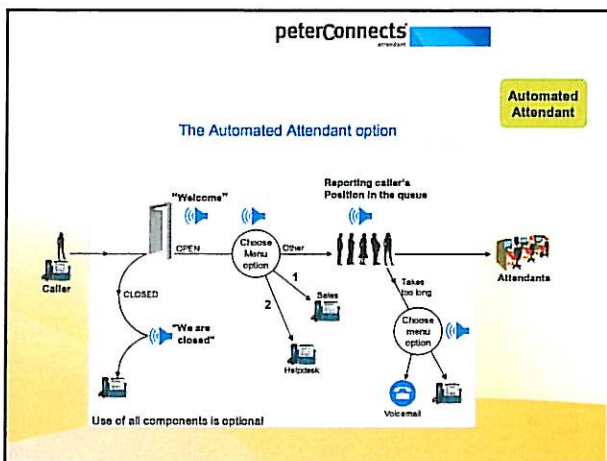
- All data about employee/department selected in telephone directory
- Routing history of selected call
- Calls waiting until destination becomes available
- Agenda (appointments)
- Handled/missed calls
- Web-browser



**Call handling**

**Call handling:**

- Calling, Pick up, Hang up, Hold and Retrieve
- Transfers (blind, announced & announced if destination is busy)



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Opening times Current status

Automated Attendant

Main window of Ascendant program

Day and Night routing:

- Manually, or
- Automatic

"We are closed now" message Played outside opening hours

After that, the call can be transferred

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Call handling outside opening hours

Play "Closed"-message + transfer call (optional)

Automated Attendant

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Handling methods predefined

Which message + which transfer destination

Automated Attendant

Transferring:

- To phone number (intern or extern)
- IVR-profile execution (with menu's)
- No transfer (=hang up after the message)

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Easy to change for the current day

- Different opening hours
- Different message played
- Different destination

Automated Attendant

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Telephone directory: Composed from up to 10 sources

Telephone directories

Completing existing entries or inserting new

Open architecture:

- 60 predefined fields;
- Any field can be displayed in details field.

Examples:

- Active Directories
- CallManager database
- SQL database
- MSIAccess database
- Local Spreadsheet file

PETER Connects server

Corporate telephone directory

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Use of PeterConnects telephone directory

By all employees - using web-browser

Telephone directories

Your extension number is 1111. If this is not correct, click here.

Corporate Telephone Directory

Enter selection criteria:

First Name: Start with  
Last Name: Start with  
Department: Start with  
Position:

Number: Start with  
Location Code: Start with  
Organization: Start with  
Type:

Search Filter Selection

Selected employees:

1 to 12 of 16

Telephone number	Name	Location	number	Email address	Functions
111111	Jensen, Lars, M. (M.Sc.)	111111	111111	lars.jensen@peterconnects.com	Phone user
111112	Jensen, M. A. (M.Sc.)	111111	111112	m.a.jensen@peterconnects.com	Associate doctor
111113	Jensen, Mrs. C. G. (Mrs)	111111	111113	c.g.jensen@peterconnects.com	Account director
111114	Jensen, Mr. C. P. (Mr)	111111	111114	c.p.jensen@peterconnects.com	Teacher
111115	Jensen, Mr. M. C. P. (Mr)	111111	111115	m.c.p.jensen@peterconnects.com	Human Resource
111116	Jensen, Mr. J. (Mr)	111111	111116	j.jensen@peterconnects.com	Teacher
111117	Jensen, Mrs. J. M. (Mrs)	111111	111117	j.m.jensen@peterconnects.com	Teacher
111118	Jensen, Mr. J. M. (Mr)	111111	111118	j.m.jensen@peterconnects.com	Server and Application Admin
111119	Jensen, Mr. R. J. M. (Mr)	111111	111119	r.j.m.jensen@peterconnects.com	Teacher
111120	Jensen, Mr. M. (Mr)	111111	111120	m.jensen@peterconnects.com	Call center supervisor
111121	Jensen, Mr. W. P. A. (Mr)	111111	111121	w.p.a.jensen@peterconnects.com	Director

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To show the names of your customers  
Composed from up to 10 sources

**Caller recognition**

Examples:

• Various numbers recognized:  
- Phone (at work)  
- Alternative number  
- Mobile number  
- Private number

• Name of caller displayed in Attendant

• Priority in queues

• Recommended transfer destination for Attendant

• Customer data (e.g. customer number)

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**Caller recognition**

- 1 Caller recognized
- 2 Call answered
- 3 Predefined URL is activated automatically  
`HTTP://crm-website/./&customer=customerkey`
- 4 Actual customer info from own CRM-application is displayed

Attendant program

Web-browser in Attendant

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**Caller recognition**

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**Agenda's**

Showing agenda of employees:

- Microsoft Exchange (Outlook)
- Lotus Notes

For appointments with "Private"-mark:  
Subject and location not displayed

Select starting date

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**Presence**

"Presence" of employees visible (real-time)

Integration with:

- MS/Office Communication Server
- Lotus Sametime
- Cisco Unified Presence Server

Telephone	Name	Forward	Mobile	Presence
1100	Agulhas, M. E. (Bart)	003793462		Online
1090	Brown, M. (Bart)	006740512		Busy
1030	Corvick, M. A. (Alan)	003634017		Online
1055	Costello, M. J. (John)	002641037		Do Not Disturb
	Costello, M. B. (Bart)			Away
	Evans, M. C. (Drew)	004794428		Away
1036	Gulkyne, M. P. (Pete)		1025	Online
1127	Haggard, M. J. (John)	003947912		Busy
1700	Jacobs, M. E. (Eli)	002745204		Online
1400	Larwood, M. L. (Linda)	002917137		Online
1207	Lillis, M. A. (Bart)	002745275		Online
	Ophelia, M. E. (Eli)	004472293		Away
1059	Otto, M. A. (Alan)	007247702		Online
	Rieck, M. J. (Drew)	002678127		Away
1047	Sand, M. V. (Drew)	001762026		Online

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**Location monitoring (Wifi)**

Actual location displayed (works only with Cisco-wifi):

- Wifi phones and Tags

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**Adding extra info about employees** Other Info

The screenshot shows a list of employees in a table. A red arrow points from a row in the table to a pop-up window titled 'Add Employee'. The table has columns for 'ID', 'Name', 'Address', and 'Mobile'. The pop-up window has fields for 'Name', 'Address', and 'Mobile'.

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**Reporting – Call handling by Attendants** History

• Management tool

The screenshot displays a report window with a table of call data and a bar chart. The table has columns for 'Date', 'Attendant', and several numerical columns representing call metrics. The bar chart shows a distribution of call counts across different categories.

**Call handling by Attendants Measured:**

- Waiting time for callers
- Position in queue at arrival
- Handling duration (talking, on-hold)
- Transferred to ...
- Source of call (+name)
- Called number (+name)

Collected for Attendant Route Points and Attendant IP-Phones

When collected in ASCII files (per day, week, month, year):  
Can be imported in spreadsheet (like MS/Excel)

When collected in SQL-database:  
Standard reporting tools can be used

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**Destination groups:**  
Predefined group of employees

To send messages to multiple destinations

**Messages**

- Sending E-Mail
- Sending SMS
- Message to Pager

**A group can be composed:**

- From the corporate directory → for all types of messages

**Groups can be defined:**

- For all Attendants (general)
- For a specific group
- For a specific Attendant

**Per group the usability is indicated:**

- For E-mail, SMS, and/or Pagers

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**Sending E-mail** Sending E-Mail

The screenshot shows a 'Send E-mail' window with fields for 'Send to', 'The production', and 'Name'. Below these fields is a preview of the email content, which includes a greeting and a message body.

- Directly from the corporate directory
- Select a predefined standard text (can be modified) or type a last yourself
- Call data automatically inserted in text
- Also sending to destination groups

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**Sending E-mail** Sending E-Mail

This screenshot is similar to the previous one but includes blue arrows pointing to variables in the message preview, such as {CALLER} and {CALLERNAME}, indicating their use in the text.

- Make standard texts
- With variables for automatic insertion of actual data

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**Sending an SMS message** Sending SMS

The screenshot shows a 'Send SMS' window with a 'Send to' field and a 'Message' field. The 'Message' field contains a short text message.


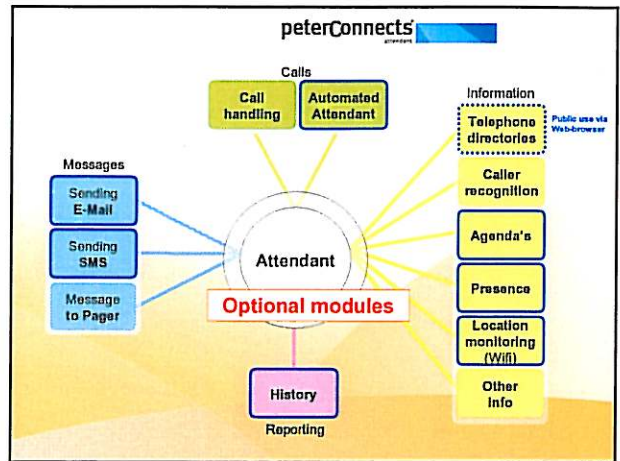
- Send SMS message
- Directly from the telephone directories
- Quick and easy
- Also to destin. groups
- Easy connection to SMS centre of provider

**Message to Pager**

### Sending a message to Pagers



- Directly from the telephone directories
- Quick and easy
- Also to destination groups
- All messages via:
  - ESPA-4.4.4
  - Ascom/OAS
- via ESPA-4.4.3 only numeric messages

### Attendant System

- Complete, clear, professional
- Proven track-record
- Integration possible with corporate data and -applications
- Excellent support
- Supports redundancy

**Attendant System Licensing**

**Attendant Server**  
Basic System including first Attendant client  
PCAM05

<b>Attendant Workstation (client)</b> ↑ <b>Price list</b> 2-5 6-10 11-25 >25 PCAM11 PCAM12 PCAM13 PCAM14	Automated Attendant	PCAM06	<b>Corporate User Telephone Directory</b> PCAM08
	Sending E-mail	PCAM07	
	Sending SMS	PCAM09	
	Agenda	PCAM09E1	
	Presence	PCAM09E2	
	Wireless Location	PCAM10	
	Statistics	PCAM10E	

To be purchased for all Attendants      Priced per Attendant-client      Price per server

**Model Discount:**  
 - Light < 100 phones  
 - Medium < 200 phones  
 - Standard

**Invitation for workshop & Thank you for your attention**




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