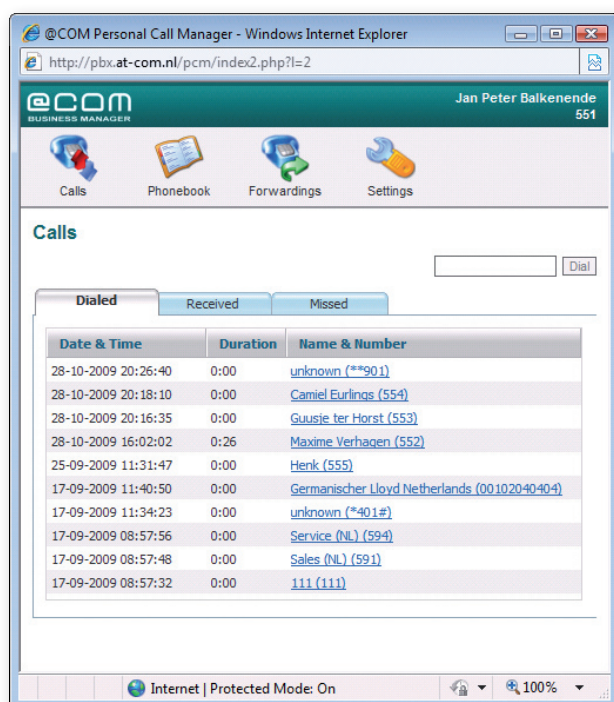


@COM Personal Call Manager & @COM PresenceBoard

Fast access to the right contact information and the ability to amend this information easily is vital in communication. The result is improved efficiency and a more customer-oriented approach. In order to achieve this, @COM Business Manager offers various support solutions. One of these is @COM Personal Call Manager, a communication tool which can be managed and applied at user level. Another application is @COM PresenceBoard, with which you can improve your intranet pages with Presence information from your telephony system.

@COM Personal Call Manager (PCM)

@COM PCM is a web-based application which offers you your own portal to manage calls yourself and to manage the features of your own extension. The PCM offers a total overview of the call history: chosen numbers, incoming and missed calls, including date and time. Setting up a new call is easy by clicking on these telephone numbers (click-to-dial). The PCM can also be used to consult the @COM Global Addressbook, using the click-to-dial functionality. A phone number can be looked up rapidly and easily by typing in part of the name of a person or company. The PCM also enables you to amend personal settings, such as: do not disturb/engaged, transfers and number concealment.



Various functionalities of @COM Personal Call Manager:

- Start a telephone call via the PC
- Click-to-dial functionality for all telephone numbers in the PCM
- Easy to view call history:
 - Chosen numbers
 - Calls received
 - Missed calls
- Access to @COM Global Addressbook
- Call transfer management:
 - Transfer direct calls
 - Transfer calls when engaged
 - Transfer calls when no answer
 - Transfer calls to voicemail
- Set do not disturb status
- Set number concealment status
- Multilingual support

@COM PresenceBoard

@COM PresenceBoard is a web-based application which provides an optimal overview of the availability of your colleagues. This gives telephonists, receptionists and a department secretary the support information they need to work in an efficient and customer-oriented way. On an easy to view screen, they can see which colleagues are available, engaged, logged into @COM Business Manager or have redirected their number. The PresenceBoard can also be incorporated in an intranet environment, thus giving employees in your company insight into the Presence status of their colleagues and extensions via one central web page.

@COM Personal Call Manager & @COM PresenceBoard

When @COM Flexworking is used, it is also possible to see whether a flex worker is logged in, and if so on which extension. Extensions can be grouped per department, for example, making it easier to look for people.

Various functionalities of @COM PresenceBoard:

- Insight into the status of people's number extensions
- Supports @COM Flexworking
- Click-to-Email
- Simple addition of columns
- Multilingual support



Extension	Name	Logged on to extension	Forwarded to	E-mail address	Mobile
571	Andre Rouvoet			A.Rouvoet@at-com.nl	0678945612
572	Ernst Hirsch Ballin			E.H.Ballin@at-com.nl	0645612378
573	Maria van der Hoeven			M.van.der.Hoeven@at-com.nl	0612345678
574	Jacqueline Kramer			J.Kramer@at-com.nl	0632165498
575	Bert Koenders			B.Koenders@at-com.nl	0665498732
581	Eberhard van der Laan			E.van.der.Laan@at-com.nl	0698732165
582	Nebahat Albayrak			N.Albayrak@at-com.nl	0696385274
583	Jan Kees de Jager			J.K.de.Jager@at-com.nl	0685296374
584	Jack de Vries			J.de.Vries@at-com.nl	0674185296
585	Sharon Dijkstra			S.Dijkstra@at-com.nl	0675342915
596	SoftClient				

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