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Application Brief
Nortel CallPilot Unified Messaging
Helping the mobile workforce stay connected

The global workforce has reached an era of profound change. Many workers are no longer tied to their office, but instead their office is with them 24/7. Mobile offices consisting of laptops, cell phones and PDAs are now the standard form of communication for workers that are on the move. The demands of the new global workforce include instant, anytime communications to serve the needs of customers everywhere. With CallPilot Unified Messaging, Nortel gives businesses the tools to simplify message access and make it easy for the mobile worker to stay connected.

With CallPilot Unified Messaging, voice, fax and e-mail messages are combined within a single user interface and accessible from multiple devices, making it easier than ever for employees to be productive. Users can send, receive, reply and forward messages using their familiar desktop e-mail client, mobile e-mail devices, through an Internet browser, or by using the telephone interface. CallPilot Unified Messaging transforms message

access into a single interface, allowing users, whether they are in the office, on the road, or working from home, to work more efficiently.

Unified Messaging for the road warrior

Road warriors will no longer need to guess if they have received a new voice or fax message. Remote notification options can be configured to provide immediate notification of new voice and fax messages. Notifications can be sent to a cell phone or mobile e-mail device.

With CallPilot, users have a single access point for all message types. For the road warrior, this can mean using a mobile e-mail device to access voice and fax messages as they would an e-mail message, eliminating the need to call into a service to retrieve messages. And with CallPilot Speech Activated Messaging (SAM), mobile workers can have hands-free access to messages. This is especially useful while driving. Users can listen to their voice messages, hear about fax messages and ask the CallPilot system to read an important e-mail message. This is accomplished using Text-to-Speech technology and we call it E-mail-by-Phone.

These advanced features enable mobile workers to remain productive regardless of their location.

CallPilot fax messaging can be especially useful for the road warrior. Because employees have access to their fax messages directly on their laptop, they are able to access their personal fax messages from any location. And if they need to print their fax message, employees can direct their fax message to any fax machine or network printer. Just imagine the time savings. Mobile employees no longer need to call an office co-worker to check the shared fax machine for any received faxes.

Making calls while on the road is easier than ever with CallPilot. The "Call Directory" button allows you to initiate a phone call to anyone listed in any desktop client address book. This is quite simply the quickest and easiest way to call anyone in your corporation or personal contacts. CallPilot can be set up to initiate these calls for you no matter where you are and regardless of your preferred mobile voice device.

Unified Messaging for the campus mobile worker

For the campus mobile worker, CallPilot becomes a tool that most users cannot live without. Users can access messages from the e-mail client on their laptop, or they can use any PC to access their voice, fax and e-mail messaging using an Internet browser. Consider the following scenario: you work on a large campus and frequently need to attend meetings in other locations. You typically take your laptop with you and have wireless LAN access on your campus. During your meeting, you can visually see a display of all voice and fax messages that have been received. You can see who the message is from, the date, time, length and calling line ID. Because CallPilot provides Instant Messaging integration with Nortel's Multimedia PC client [Multimedia Communication Server (MCS) 5100] and Windows/MSN Messenger, you can quickly send an Instant Message or start a chat session with the sender of any message. This enables you to stay connected and improve productivity, even when away from your desk.

Unified Messaging for the teleworker

Full-time or even occasional teleworkers will find that CallPilot Unified Messaging provides capabilities that will help keep them connected to their colleagues. CallPilot desktop messaging gives users an immediate message waiting display directly on their PC. CallPilot fax messaging helps reduce costs by providing a full-feature fax send/receive capability directly on the user's desktop PC. Just imagine having to provide each teleworker with their own fax machine, fax line and the expense of paper, ink, etc. With CallPilot fax messaging, faxes are sent and received directly on the user's PC. Faxes can be forwarded or saved just like an e-mail message. And, the user can choose whether or not to print a fax message. CallPilot desktop and fax messaging for the teleworker not only provides productivity improvements, but also helps your business cut costs.

CallPilot Unified Messaging provides the mobile workforce with many tools that will help employees stay connected while away from the office. Regardless of location or device, CallPilot streamlines message access and makes it easier for mobile workers to remain productive.

For more information, contact your Nortel representative, or call 1-800-4 NORTEL or 1-800-466-7835 from anywhere in North America.

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NN116260-042506

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