

Application Notes

Mobility Using the Coral IPx



Introduction

Unlike the past, many employees in an organization are very mobile. Whether it is going out onto a production floor or traveling to another country, maintaining communications is critical to staying ahead of your competitors.

The Coral IPx has the power and flexibility to keep your people connected no matter where they are. With features like FlexiCall and Freedom employees can stay in contact with the office and customers.

FlexiCall

FlexiCall software features turn employee cell and remote telephones into global extensions of your business telephone system, regardless of location or wireless service provider.

With FlexiCall, your employees can be reached through one number, making it easy for them to receive important calls and timely messages. Whether an employee is traveling on business or has just stepped away from their desk, FlexiCall seamlessly bridges calls received by the Coral communications platform to their remote phone ringing both their desk and remote phones simultaneously. Unlike remote call forwarding, the Coral IPx with FlexiCall stays on the call when answered remotely and gives your employee access to system features like transfer and 3-way conferencing.

Ideal for mobile employees such as sales professionals, attorneys, physicians, professors, and warehouse managers, FlexiCall delivers a number of benefits that improve business:

Improved mobility extends the Coral system's standard features including voice mail, call transfer and caller ID to remote users as if they were onsite, keeping mobile workers in contact with customers at any time

Increased customer satisfaction eliminates long on-hold times and phone tag by simultaneously ringing desk phones and remote destinations

Increased productivity enables sales staff and mobile professionals to respond to inquiries and make decisions on the spot

Improved time management using centralized voice mail saves time by eliminating the need to manage multiple voice mail accounts

Fewer missed opportunities greater call completion reduces the loss of time-sensitive calls to the sales department while permitting maximum flexibility

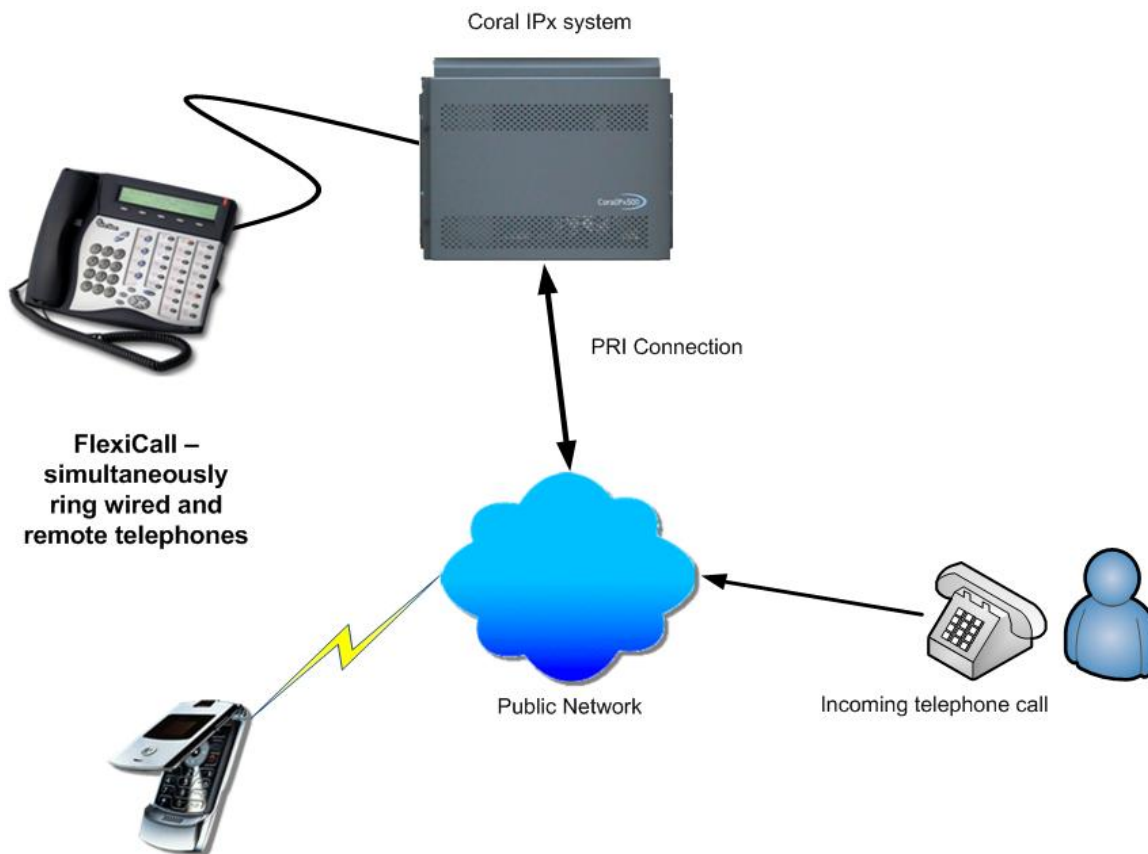


Diagram of FlexiCall in the Coral IPx

There are many practical reasons to use FlexiCall and the Coral IPx. These include:

1. Using FlexiCall allows companies to only publish a single telephone number for their employees on business cards and emails. If an employee leaves, the company can now easily redirect the calls to other employees in the organization.
2. FlexiCall and one published number in the Coral IPx allow companies to shop for lower cellular bills. Now that employees are no longer tied to their cellular telephone number, companies can change cellular companies with no interruptions or paying to move cellular numbers from one company to another.
3. The Coral IPx supports FlexiCall for both wired and virtual extension numbers. FlexiCall users can have a published DID number without a wired extension number. This allows companies to have a unified dialing plan for extending Coral IPx features to remote users.

Freedom

Freedom allows employees to access the Coral IPx via secure dial-in from preregistered telephones. Once authenticated, the user can access voicemail, paging systems and inter-company WAN networks as if they are sitting in their own office.

Freedom users can have access to Coral features remotely:

1. They can also change the destination numbers or turn FlexiCall on/off.
2. They can access system paging and WAN networks for inter-office calling and voice mail systems.

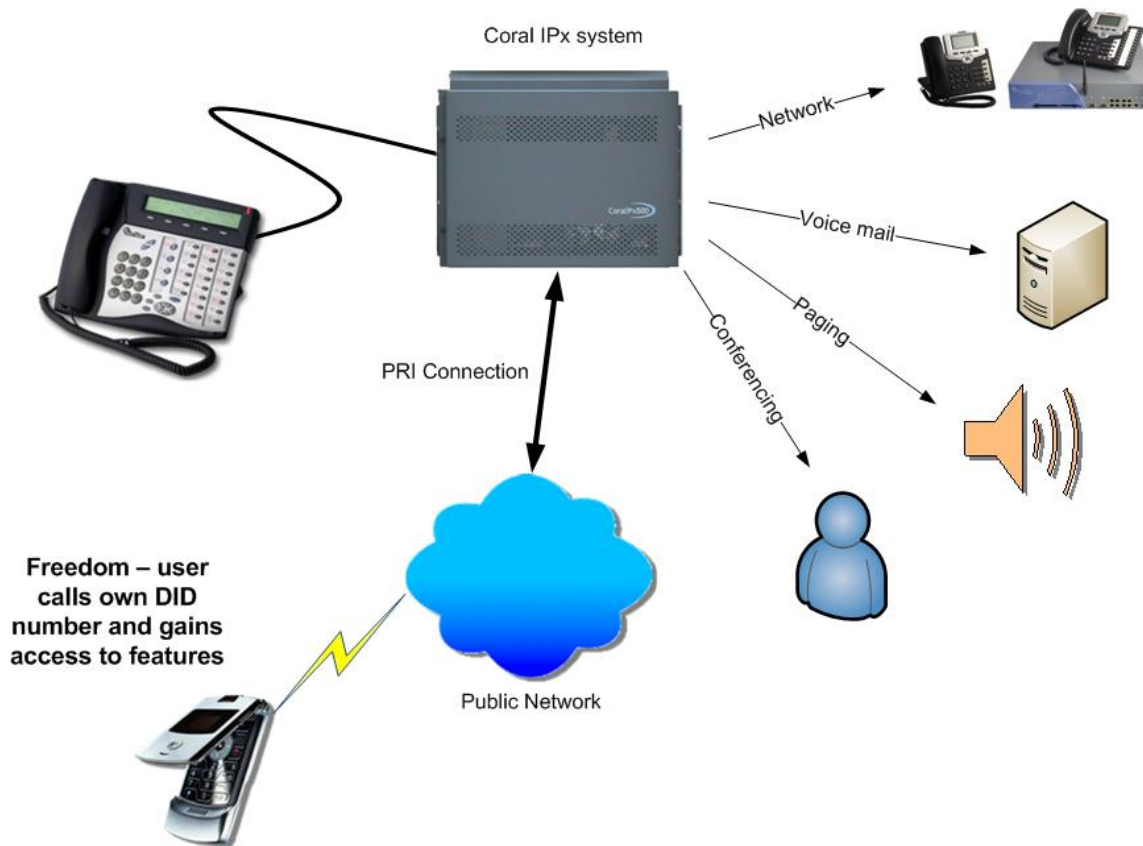


Diagram of Freedom feature in the Coral IPx

Practical reasons to use the Freedom and the Coral IPx include:

1. Hiding personal cellular telephone numbers from callers. Some professionals do not want to have their personal DID numbers displayed on calls. When calling through the Coral IPx with Freedom, the caller's ANI will display the Coral IPx number and not the professional's personal cellular telephone number.
2. Calls made through Freedom and the Coral IPx will show the caller's internal extension number on the SMDR output to a call accounting system.

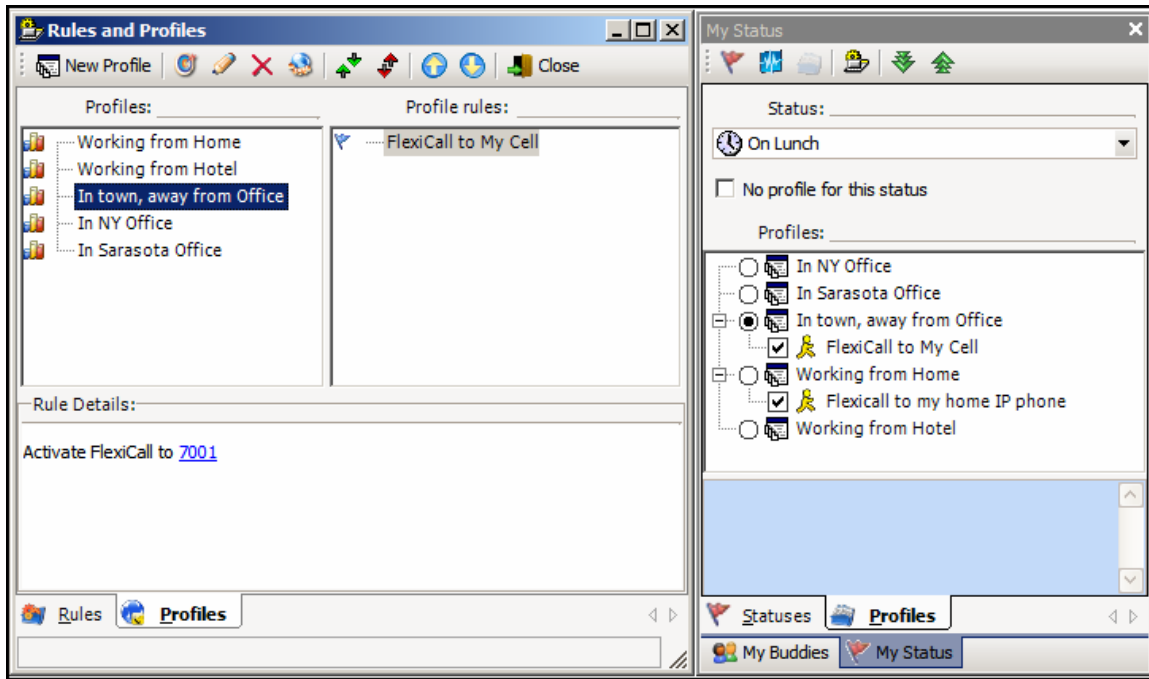
Control and Requirements in the Coral IPx

To support FlexiCall and Freedom requires version 14.67 or higher software in the Coral IPx. It also requires digital trunking from the local telephone company into the Coral IPx. This allows connections to remote workers with little or no degradation of the call. It also provides positive disconnect supervision.

The Coral IPx controls who has access to Freedom and FlexiCall features by the use of profiles called Class of Service. These Class of Service profiles are assigned to users in the Coral.

The user also has control of FlexiCall either through their FlexSet telephone, Freedom or through the Navigator application. Using the FlexSet or Freedom, the user can turn on or off FlexiCall using feature codes or softkeys (with the FlexSet 281-S or 121-S telephones).

The user can also use the Navigator to control FlexiCall activation:



Profiles can be set up to automatically activate FlexiCall or activate FlexiCall when specific rules are met (i.e., time of day, day of week, ANI of caller, etc.)

Summary

Companies are losing hundreds to thousands of dollars each month in productivity because decisions cannot be made in a timely matter. Making decisions quicker sometimes is the difference that allows your company to stay in front of your competition.

The Coral IPx features of FlexiCall and Freedom allow companies to stay in contact with employees when they are not in their office, town or even country.