



## Alcatel 4059 Multimedia Attendant Console

The Alcatel 4059 represents a new generation of PC telephony applications for attendants managing calls and information by combining those most powerful of business tools - the desktop PC and the telephone. Improve your attendant's efficiency by providing Alcatel's attendant applications suite for PC: attendant telephony, private and corporate directories, device monitoring (busy lamp field), attendant management, text mini-messaging and more.

The Alcatel 4059 seamlessly integrates Alcatel Directory or off-the-shelf third party LDAP or TAPI directories. It is also fully open to other business applications. This is a major step towards integration of the telephony and PC worlds.



Alcatel 4059 PC client

### Telephones services

#### All Alcatel attendant telephony functions on a PC

- Simple user-friendly graphical interface for access to Alcatel **OmniPCX Enterprise** attendant telephony features
- Incoming and outgoing call management including call hold, call transfer with supervision, conference, speed dial keys, DTMF code transmission, call identification, call by name, call recording, etc
- Unique Alcatel advanced telephony functions: display of in-the-queue calls (new calls, calls on hold, calls on transfer), context sensitive soft keys, dial by name, device monitoring, and subscriber management
- Uninterrupted service: call-handling capabilities on the Alcatel multimedia keyboard even if the PC is off
- Screen-pop incoming calls with caller identification
- Access to Alcatel **OmniPCX Enterprise** phone book and call recording with Alcatel 4645/4635 voice mails
- Fully integrated with Alcatel OmniVista 4760 corporate directory, LDAP directories and info-centre services
- Personal phone book and other TAPI applications (Schedule<sup>®</sup>, Outlook<sup>®\*</sup>, Lotus Notes<sup>®</sup>) integrated for making calls.

# Alcatel 4059

## Open client/server architecture

- Compatible with TAPI Windows applications
- Interacts with other applications with TAPI assisted telephony, OLE automation, LDAP.

## Integration with market directory applications

- Integrates fully with LDAP directories (Exchange<sup>®</sup>\*, Domino Lotus Notes<sup>®</sup>; ...), Parlando<sup>®</sup> Info-Center (Nordic Countries). Also with Twixtel<sup>®</sup> (Switzerland) and Herold<sup>®</sup> (Austria) public directories for direct calling and screen pop-up services.



Alcatel OmniVista 4760 directory Web client

## A new attendant workplace solution based on Alcatel's multimedia keyboard

- A new desktop concept combining the Alcatel 4059 PC-telephony applications suite with other off-the-shelf software tools to improve attendant efficiency
- Multimedia keyboard with hands-free or right/left handset, headset connection
- Multimedia support allowing attendant switch between telephony applications and Windows applications simply by pressing a special key at any time. The attendant can handle a call while working in any other Windows application.

## Minimum system requirements

- Depending on distance, two or four UA links for remote power feed PC-compatible, minimum requirements: Pentium III 1GHz, 256 Mb RAM or more if multi-application, Win NT4/Win 2000/Win XP, 500 Mb free disk space, CD-ROM drive. Alcatel 4059 MAC application running and support is only provided on PC models recommended and tested by Alcatel.

## Alcatel 4059 layout and specific services

- Functional integration with Alcatel 4059 busy lamp field:
  - supervision of user/trunk/group
  - direct user call
  - absentee message
- Multiuser login and profiles
- Multi services:
  - called company or department or called party's company or department displayed after call seizure
  - called company or department displayed on overflow without conversation
  - company or department name displayed before call seizure
- Screen setting by attendant:
  - busy lamps
  - telephone and mini-message directory
  - programmable keys
- Text mini-messaging with automatic on-screen display.