

Revision 8 *Universality* application pack 1

For HiPath DX, HiPath DXR, iSDX,
and Realitis DX systems

Exclusively available to Revision 8 customers, application pack 1 delivers a series of individually chargeable features, offering you far greater flexibility in your purchase, and a much faster return on your investment. Application packs are the new name for DX upgrades, these are custom built to ensure that your requirements are met more quickly.

Application pack 1 contains features that will enhance the level of customer service offered by your organisation, in addition to improving your mechanisms for cost control. Application packs are available to all Revision 8 customers. For the price of a Revision 8 upgrade you will also receive all of the previous DX software revisions, including the latest 7.1 New World mobility applications and 6.3 ACD functionality. This means that in one simple step, you could transform your existing platform, irrespective of its age or size, in to a leading edge, multimedia, Real Time IP Communications Server.

Features available with application pack 1:

- Name tagging
- Trunk route announcement
- Remote board identification

Name tagging

Name tagging ensures that important callers to your organisation receive professional, individualised service from start to finish of the call encounter. Name tagging incorporates a user definable database residing within the DX that maps the PSTN number of an incoming caller to a customer or caller name. This name is then delivered to the desktop display phone, rather than the caller's number.

This feature enables call handling staff to respond to defined callers in a personalised fashion, pre-empt enquiries before answering, or have a named contact to return a call to in the event of the call being missed. The result is that all incoming calls can be managed in a personalised fashion, providing stronger caller satisfaction, together with a more efficient call handling process.

Name tagging is available as chargeable options in bands of 2000, 3000, 4000 and 5000 entries. Each entry may be up to 22 characters of text which is matched against up to 20 incoming CLI digits. Both complete and partial matching is available allowing unique identification of an individual or a company. This feature is available on all DX feature telephones, including the optiPoint 500 range, and requires a digital public connection via DASS or Q931 to provide the CLI (Calling Line Identity) information.

Trunk route announcement

With trunk announcement installed, callers from your organisation can be provided with information about the call route they are about to use. The nature of the information is totally customer definable, but may include an alert if a caller has been routed across a more expensive route (across the PSTN as opposed to internal connections, for example), or whether they are using a secure line, if such a pathway exists in the network. Trunk announcement works in conjunction with a recorded announcement device. In total, up to five separate announcements can be enabled with this feature. With trunk announcement installed, users receive greater information about their call connection, enabling them to make informed decisions about how to manage any particular call encounter.

Trunk route announcement is scalable up to five announcements. Each announcement can be allocated to one or more trunk routes.

HiPath DX

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Remote board identification

(Delivered free of charge)

Remote board identification enables the system maintainer to recognise errors more efficiently, and ensure that the correct remedial steps are taken as fast as possible, minimising any potential customer disruption. This feature provides maintainers with three capabilities.

The first provides a mechanism to set up a baseline database of the system hardware, which can be used as a reference for future changes and fault fixes. The second provides a real time monitoring of the system to identify moves and changes of hardware and firmware upgrades. The third provides an immediate view of the status of a particular system component.

This feature is only available for new versions of HiPath DX cards and does not identify old variants of the hardware. Remote board identification is provided free of charge with every application pack 1 upgrade and as standard with every new HiPath DX after the release of application pack 1.

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Siemens Enterprise Communications Limited
Brickhill Street, Willen Lake, Milton Keynes. MK15 0DJ
Tel. 01908 855000 • Fax. 01908 855001

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www.siemens.co.uk/hipathdx

Freephone 0800 512412



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