



BEACON OFFICE

UNIFIED COMMUNICATIONS APPLICATION SUITE

QUICK OVERVIEW

APPLICATIONS

- Office productivity tools
- Valuable call control and communications management features
- Simple to use recording and personal queuing capabilities

FLEXIBILITY

- Features available on a per-user basis
- Enable part or all of the suite
- Most features available through either a phone or PC interface

MANAGEMENT

- Simple user interface
- Web-based
- Supports management of all features

INTEGRATION

- Developed for Cisco Unified Application Environment version 5.x and higher
- Optional interface into other third party applications

OFFICE PRODUCTIVITY TOOLS FOR CISCO UNIFIED COMMUNICATIONS SYSTEMS

Radianta introduces our Beacon Office Unified Communications Application Suite, a group of office productivity applications designed specifically for Cisco Unified IP Telephony environments. Beacon Office combines important office communication applications that simplify and enhance the way we interact. Built upon the powerful Cisco Unified Application Environment platform, Beacon Office provides a robust set of communication tools that can be accessed by both phone and desktop interfaces.

Paging. Beacon Office Paging provides real-time, fully multicast enabled messaging to Cisco Unified IP phones. Paging enables a user to select another phone or group of phones (zone) and instantly broadcast their message to those devices. Paging groups can be selected from either a phone or desktop web interface and can be controlled and managed using PIN-based authentication. The capabilities of Beacon Office Paging include audio, text, live broadcast and text-to-speech (TTS) messaging. In addition, these pages can be pre-recorded and pre-scheduled for later playback.



Personal Queues. Everyone has a time where multiple calls ring in at once. Receptionists and assistants deal with this daily, handling calls in a "Please hold. Please hold. Please hold." manner, and then returning to each caller to address his or her needs. Call center agents enjoy automatic call distribution (ACD) provided by their call center solution. Personal Queue enables all Cisco Unified IP phone users, not just receptionists, assistants and call center agents, to enjoy the benefit of true call queuing. As calls ring in, they appear in a visual queue on the user's PC workstation. Controls are provided by Personal Queue enabling the user to play custom queue hold messages, music and to inject custom messages such as, "I'll be right there - just need to finish something up. Hang on two minutes", while the caller is in queue. Users streamline their daily communications by leveraging caller details to decide which calls take priority, and can act on calls by answering or managing the messaging accordingly.

Beacon Office Director. Beacon Office Director is a robust user interface that supports all Beacon Office user options. A web interface, Beacon Office Director provides tools for all messaging, recording, scheduling and communications management.

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Call Back. Beacon Office Call Back enables users to more effectively interact with coworkers. If a called party is busy or unreachable, callers may initiate a call back request from their phone. The application notifies the called party that a call back has been requested and gives the user a simple and flexible means of tracking and responding to these requests. Beacon Office Call Back allows an unlimited number of call back requests.

Phone Lock. Beacon Office Phone Lock enables users to control access to their Cisco IP phone. Users can lock their phones, preventing general outbound calling and unwanted access to directories, call records and other services. Phone Lock even allows users to schedule periods of time when their phone is automatically set to a locked status. Unlocking a phone is as simple as entering a user's Unified Communications Manager credentials. During locked mode, however, administrators have the flexibility to allow phones to dial emergency numbers.

Call Recording. Users configured with this option may access the application through the Services key of their Cisco IP phone in order to begin recording an in-progress call. Management of recorded calls, including the ability to play back recorded messages or delete messages, is provided in a web interface through Beacon Office

Call Note. Beacon Office Call Note allows individuals to use predefined text messages, or create customized messages through Beacon Office Director, that are posted to the screen of the receiving phone as the call is made.

Dialer. Beacon Office Dialer allows users to establish a list of numbers and dial outbound calls to play pre-recorded messages. Messages are recorded through the Beacon Office Director user interface. Beacon Office Dialer is a great tool for users who must broadcast a single message to multiple destinations both within the network and out over the PSTN.



Emergency Alert. When a particular dialing pattern is detected, for example a 911 emergency call, Beacon Office Emergency Alert automatically sends messages to designated IP phones and email addresses. Message information includes caller number, name, called number and IP phone location information.

TimeCard. Beacon Office TimeCard allows every IP phone to become a time clock device. This enables employees to sign in and out for work anywhere there is a phone, relieving congestion at centralized time clock stations. Logging information is easily exported from the associated database into third party time-tracking applications. Radianta also offers optional customization to support direct integration into third party time-tracking applications.

Extension Mobility Web. Beacon Office Director, the web-based user interface of Beacon Office, allows users to connect their PC to any Cisco IP phone and invoke Extension Mobility from their web screen. Extension Mobility Web simply requires the user to enter the target phone's extension—no additional information is required.

Ordering Information

For more information on Beacon Office, or to learn about other available Cisco Unified Communications enhanced products and services, please contact a representative today by calling 866.467.9695