



# Business Communications Manager 50

## Overview

Business Communications Manager 50 (BCM 50) is an all-in-one, affordable platform for converged voice and data communications for small to medium business with 3 to 20 users, yet scalable to serve more than 40.

Providing advanced capabilities such as robust telephony features, voice messaging and unified messaging, IP networking, Internet access, contact centres with skills-based routing, and IP telephony.

With an easy-to-use and highly flexible architecture, the BCM 50 enables small sites to benefit from convergence capabilities.

## Features and benefits

The affordable BCM 50 scaled for small sites, comes pre-loaded with hundreds of features and a full suite of integrated applications. As your business grows and your needs evolve, you can activate more capabilities just by entering a key code.



- **One of the industry's largest portfolio of telephony features**

More than 200+ in all, lets you process calls with exceptional reliability, efficiency and flexibility. Employees enjoy convenience, productivity and control features that reduce phone tag and frustration. For example, the system can put a call on hold to page a person, who can then pick up the call from any extension.

- **Voice messaging**

Enables callers to leave important information on a mailbox for a selected user, department or groups of users. The system adds call information, such as calling line ID, time and date of the call and priority level. Employees can record their own personalised greetings and enjoy password-protected access to their messages from anywhere. Mailboxes are virtually unlimited, as the BCM 50 provides 100 hours of message storage.

- **Automated attendant**

Answers calls 24 hours a day with your personalised greetings and routes calls to the right people, departments or voice mailboxes — according to time of day, day of week, holiday schedule and calling line ID. The routing logic can include multiple levels, so callers can self-direct to exactly the right destination.

- **Unified messaging**

Converges voice, fax and email messages onto users' PCs or laptops, managed by one standard application, such as Microsoft Outlook or Exchange. This feature can be a real time-saver, especially for users with heavy call volume.

- **Convergence of services over IP**

Supports powerful new e-business applications that improve operations and customer service, cost-effectively extend network services to remote workers, increase portability, simplify moves and changes and eliminate charges for site-to-site calls.

- **Universal Internet access**

Gives authorised users access to the company intranet or the Internet. Optional security features, such as authentication, encryption, firewall and virtual private networks (VPNs), provide safe connectivity among business sites and for mobile or home-based employees.

- **Pau-as-you-play**

Provides capabilities you would expect in large contact centres, advanced features such as real-time statistics and detailed reporting, in a pay-as-you-play business model. Agent seats, skills-based routing skillsets and call centre reporting capabilities can be turned on by activating a keycode.

- **Computer Telephony Integration (CTI)**

Enables you to use third-party, PC-based applications to control telephone services, such as a click-to-call company directory or automatic screen 'pops' of a customer's account status alongside a customer's call. It's simple to activate, set-up and manage these applications from any workstation that has LAN or web access, using a standard management application called Element Manager and 'Start up Profile'.

- **Ad hoc conferencing support**

Allowing up to 18 simultaneous conference participants in multiple conferences.

For more information on the **Business Communications Manager 50** please contact us on:

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