

# MILLENNIUM

The Year 2000 and Beyond



# Millennium® Digital Communications Platform

A communications system is the first point of contact between you and your customers, suppliers, and investors. At eOn Communications, we understand the importance of first impressions and designed our Millennium® Digital Communications Platform to make the first, and every, impression a good one. The Millennium system accomplishes this by providing a total communications solution for your business that blends voice, data, and CTI technology into a single, diverse telephony server.

eOn not only understands the importance of a good impression, but also we understand that every business is unique, and therefore designed the Millennium to be extremely flexible. Software-driven, modular, and featuring easy to install hardware components, the Millennium is easily customized to meet your application needs.

Furthermore, the Millennium's seamless upgrade path will allow your business to maintain its technological edge while increasing productivity and profitability. It's a system powerful enough to grow up to 1,024 ports in any combination of stations or trunks, yet it's compact and light so it can be wall mounted or installed in a 19" rack.

With the Millennium, you have all of the business features you expect and the sophisticated call-handling capabilities you want in a communications system. In fact, the Millennium is also designed to provide value-added business applications such as:

### *Call Center Applications*

The versatile Millennium platform supports a variety of call center applications, from basic call routing to sophisticated conditional routing, that allow you to intelligently route calls to the appropriate person with the knowledge to handle the call.

### *Multi-site Communications*

The Millennium's distributed networking solutions allow businesses to connect sites and share capabilities via a virtual enterprise network, thereby reducing costs by combining voice and data traffic over the same network resources.

### *Multimedia Messaging*

The eVPS Unified Messaging, when combined with the Millennium, allows employees and customers to use the communications tool that they prefer or that is convenient – any combination of voice, fax, or email.

### *Desktop Solutions*

The Millennium offers a selection of telephones to meet the needs of any employee.



# Call Coverage and Routing

Using the Millennium's advanced call routing technologies, employees, customers and suppliers can communicate in a variety of mediums, including voice, video and data calls, across any number of locations.

## *Sophisticated Call Routing*

Call routing plans for the Millennium can be simple or complex, depending upon your requirements. The Millennium supports up to 64 plans, and each plan allows for 60 different sequences of instructions for customized call handling during specified days of the week and times of the day. Each plan can be assigned a priority level so that a call can be queued relative to other incoming calls.

## *Powerful Translation Tables*

The Millennium's translation tables for call routing offer extensive programming options, expedite call processing, and provide information about each call. Programming features that expand the possibilities for advanced call routing include:

- Capacity for assigning up to 10,000 mnemonics so that a user's telephone display shows the calling party name on incoming calls
- Ability to deliver a call to multiple locations simultaneously
- Call routing based on either the right-most or left-most digits of the inbound number to expedite call processing
- Ability to send processed digits to the system, to another call routing plan, to voice mail, to an extension number, to a feature access code, or to a network extension number.

## *Call Identification*

The Millennium system's ability to deliver information on both the calling party and called party allows for complex call routing plans and for advanced voice processing features. Call identification not only augments the information presented to an ACD agent or to an attendant in a multi-tenant application, but also, using the called party number routing capability, provides a cost-effective solution by reducing the number of telephone lines needed to cover incoming calls.

## *Flexible Call Coverage*

Flexible call coverage features on the Millennium ensure that all calls are routed and handled by proper, designated extensions so that a qualified, knowledgeable employee handles each call, even if it has to be directed off-premises, for example, to a cellular phone. The Millennium redirects calls to alternate extensions, based on your pre-determined criteria, when the original called party is not available. It also distinguishes between internal and external calls providing different coverage paths for each.

## *Versatile Call Pickup*

The Millennium's extensive call pickup capabilities allow an employee to answer a Park-to-Station call, an All Call Announce call, a paging access call, an ACD group call, or a call directed to one telephone from another telephone or dial-in trunk. In other words, employees have immediate access to any ringing telephone in the building. And when the call is picked up, the Millennium provides available calling party number and name to the telephone's display or if the call is redirected from another source, the employee will know who the call was originally intended for and respond accordingly.

## *Efficient Station Hunting*

Additional call distribution and measurement functionality is available with the Millennium's Station Hunting feature. Station Hunting allows you to distribute incoming calls efficiently and equitably among available hunt group members. A hunt group is typically a designated group of individuals in a company or department that handles the same type of incoming phone calls.

## *Powerful Conferencing*

The Millennium has flexible and powerful conferencing capabilities that support up to 32 parties in a conference and help improve collaboration and decision making.

- **Meet-Me-Conference** – benefits users who wish to set up a time for a conference call and allow everyone to join it by calling into the system and dialing an extension.
- **Query Conference** – allows a user within a conference to select a specific party in the conference by simply pressing a programmed button to query the conference members and scroll through displayed calling party information.
- **Isolate Conference** – allows a user within a conference to isolate a member of the conference and establish a two-way conversation with that person.
- **Conference Teardown** – enables the system to continue a conference even if other members of the conference are external.

## *Repertory Dialing*

The Millennium system's robust personal repertory dialing feature provides functionality to customize telephone buttons at the desktop providing users with automatic dialing of up to 255 personal repertory numbers or 1,024 system repertory numbers, each of which can include a string of up to 48 digits. These numbers can be used to make outgoing calls and to access internal features and extensions. Application possibilities are practically limitless because users can combine the personal repertory number dial feature with other system feature capabilities.

# Automatic Call Distribution

Automatic Call Distribution (ACD) is an effective tool both for handling a high volume of calls and managing call center operations. It is also a tool that small to medium sized call centers need, but they often do not want the hassle that can accompany full-featured ACD equipment. The Millennium offers the perfect solution by providing powerful call routing capabilities that easily distribute calls to equalize the workload across all active agents and provide callers with a prompt response.

Call routing can be based on the type of caller, agent availability, and qualification. Advanced features include routing via calling and called party information and conditional routing, utilizing "If - Then" statements to further enhance call handling. Callers in queue can hear music and recorded messages that encourage them to hold until an agent is available, allowing you to present a courteous and professional image to customers.

Unlike many competing systems, Automatic Call Distribution is provided as an integrated part of the Millennium system at no extra cost.

## Millennium ACD Key Features:

- Agent Call
- Agent Change
- Agent Log On/Off
- Agent Monitor
- Agent Query
- Agent Statistics for Transferred Calls
- Agent Status Indication
- Automatic Log Off
- ACD Status Indicator
- Do-Not-Disturb
- Flexible Distribution (based on peg count, busy time, or idle time)
- Flexible Queue Threshold
- Group Call
- Group Service Button
- Group Status Indication
- LED Display Board Support
- Management Information
- Off-Premises ACD Agents
- Report Printing via Telephone
- Remote Agent Change
- Remote Agent Log On/Off
- Remote Agent Query
- Call Routing Plans
- Transfer to Agent
- Transfer to Group
- Transfer to Routing Plan
- Supervisor Support
- Wrap-Up Time
- Extended Wrap-up



The Real Time ACD Software allows call center supervisors to customize the screen layout and view multiple screens simultaneously.



# System Architecture

The Millennium is a modular, multi-shelf system combining innovative hardware design with the flexibility of easily configurable software supporting both basic and complex telephony operations. It is an extremely flexible system that works as a PBX, key system, hybrid, tandem switch, channel bank, protocol converter, or conduit for data applications. The Millennium is digital end-to-end and Integrated Services Digital Network (ISDN) compatible on both the station side and the network side. Digital capability, universal ports, highly adaptable programmability, and architectural flexibility are inherent in the system's design. Regardless of utilized capacity, the system is nonblocking with consistent speech quality, and its stored-program database contains a full complement of software feature applications.

System design is based on distributed processing and DSP technology. Microprocessors are located on each interface card and in each digital telephone in the system to communicate via a signaling bus interface for operation control. This intelligent distributed processing architecture increases efficiency by relieving some of the main processor's workload. Digital voice and data transmission occurs via a 32-channel Pulse Code Modulation (PCM) link.

## Multiple Growth Plans

The Millennium system offers tremendous expansion capabilities so that your system continues to meet overall communication needs. The 8-slot cabinet provides eight 16-port card slots for a total of 128 available ports. The 8-slot cabinet may be expanded by adding two 4-slot expansion cabinets for a total of 256 ports, creating a full shelf. The equivalent of a fully expanded 8-slot cabinet, the 16-slot cabinet provides 256 available ports. The 16-slot system may be expanded further by stacking up to three additional cabinets for a total of four 16-slot cabinets with a capacity of 1,024 ports.

## Built for Growth and Flexibility

- Minimal number of physical components
- Innovative building-block design
- Expansion capability to protect your original investment
- Intelligent design that provides easy software and hardware upgrades



8-Slot Cabinet



8-Slot Rack Mount Cabinet



8-Slot Cabinet with Two 4-Slot Expansion Cabinets



16-Slot Cabinet



Multi-Shelf System



Millennium is a modular, multi-shelf system that offers tremendous expansion capabilities.