

PRODUCT DESCRIPTION FOR VISION IMPAIRED TELEPHONIST

HiPath SimplyPhone for Lotus Notes V4.0 for Vision Impaired Telephonist

HiPath SimplyPhone for Lotus Notes V4.0 is a PC based software that integrates telephony functions into Lotus Notes Clients and JAWS "Job Access for Windows". The user friendly interface enable the vision impaired telephone operator to handle the incoming and outgoing calls with the integration of voice announcement. If the calling number is stored in the contact list, the application could announce the telephone number and caller name as well.

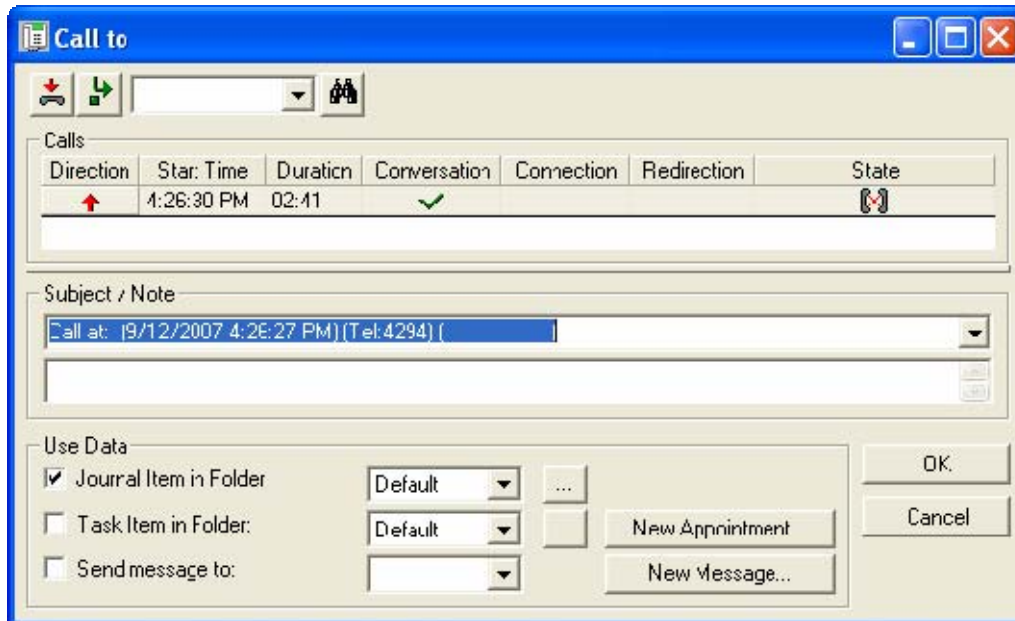
HiPath SimplyPhone enables the operator dial or search from global directories, personal address books or LDAP-compatible databases with a simple click of the mouse. Telephone calls can also be initiated through click & dial from the inbox, outbox, task or journal folders, or from the calendar. Thus, simplifying the process of operator assisted call.

The whole user interface is designed to provide easy to use and fast access to all the functionality. The application is tightly integrated to JAWS application which announce all upcoming messages to the vision impaired operator. The solution has been endorsed by the National council for the blind in Malaysia which proves to be user friendly, easy to use and convenience to the vision impaired operator.

Basic Call behaviour on incoming and outgoing calls

Outgoing internal call screenshot

If the operator would like to make an internal calls, he can either dial the number on the phone or on the PC. If the number is unknown the user just enters the name and SimplyPhone is going to look the number up in the corporate directory. After the call is established, a window opens with further details. In parallel, the number dial will be announced to the operator.



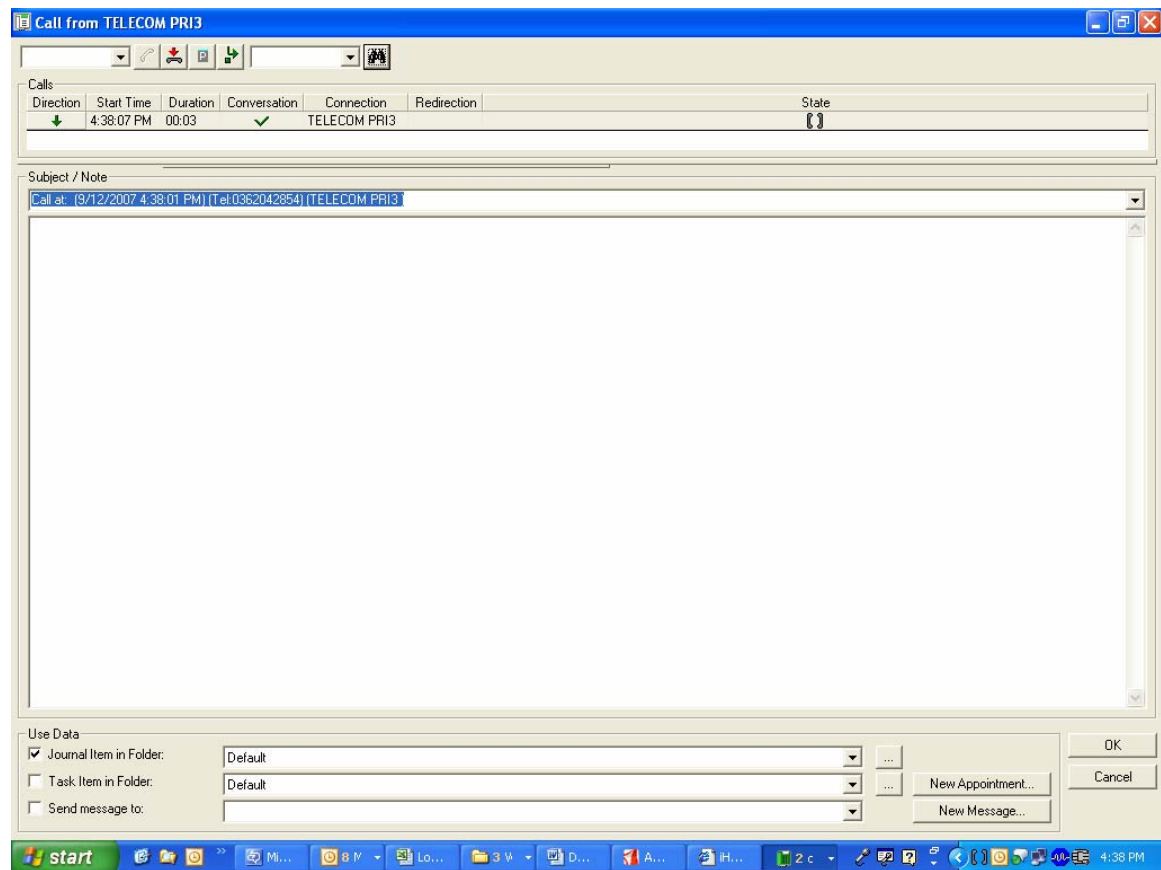
A journal entry is automatically generated and opened for every incoming and outgoing call. It contains the following information:

- Date and time of call
- Call number of caller
- Contact reference if caller has been stored as a contact

Incoming Call Screen Shot

If a call is arriving at the operator, a pop up window is shown as below. This window shows all necessary information about the call, furthermore the JAWS application will announce the caller ID, date time of the calls.

The operator has the possibility to set the call on hold, set up a conference or transfer to another extension. As well as for outgoing calls SimplyPhone is going to create journal entries with all available information about the call. Additionally, the subject field enable the operator to type in additional information with regards to the caller.



Description of Features

Overview

This description of features applies to both versions of HiPath SimplyPhone for:

- Microsoft Outlook
- Lotus Notes

Microsoft Outlook and Lotus Notes provide different mechanisms for integrating HiPath SimplyPhone. Therefore, the following description of features is arranged in two columns to highlight differences between the two systems.

Overview of features

This table provides an overview of the features of HiPath SimplyPhone.

| Outlook version | Lotus Notes version |
|--|--|
| Logging of calls in the following configurable folders: <ul style="list-style-type: none"> • journal folder • task folder Notes on calls | Logging of calls in: <ul style="list-style-type: none"> • Lotus Notes documents Notes on calls |
| Dialing from entries in Outlook folders that lead to a telephone number, such as: <ul style="list-style-type: none"> • private and public contacts • journal • e-mail folder • calendar | Dialing from entries in Lotus Notes views that lead to a telephone number, such as: <ul style="list-style-type: none"> • personal and global address books • journal database • mail database |
| Call coding with Client Matter Code (CMC) | Call coding with Client Matter Code (CMC) |
| Searching in global address books via LDAP, such as: <ul style="list-style-type: none"> • Exchange directory • MetaDirectory • Outlook contacts • Active Directory Calling from hit list | Searching in: <ul style="list-style-type: none"> • personal and global Lotus Notes/Domino address books • global LDAP-capable address books Calling from hit list |
| Caller identification through: <ul style="list-style-type: none"> • Outlook contacts • global address books • MetaDirectory • Active Directory | Caller identification through: <ul style="list-style-type: none"> • Lotus Notes/Domino address books • global LDAP address books |
| Call scheduling and callback list in Outlook task list | Call scheduling and callback list in Lotus Notes mail/journal database |
| Marking of calls for rescheduling with specification of desired date | This feature is not available in the Lotus Notes version. |

| Outlook version | Lotus Notes version |
|--|--|
| Initiation of calls with drag & drop of Outlook entries onto the telephone icon in the system tray | Initiation of calls with drag & drop onto the telephone icon in the system tray Note: The Lotus Notes user interface does not support OLE drag & drop. However, this function can be used from other applications that support OLE drag & drop (e.g. MS Office). |
| Display dialog with name and telephone number of incoming call | Display dialog with name and telephone number of incoming call |
| E-mail notification for calls that were forwarded or picked up | E-mail notification for calls that were forwarded or picked up |
| Use of telephone convenience functions <ul style="list-style-type: none"> • Consultation¹ • Toggle/Alternate¹ • Conference¹ • Call transfer¹ • Callback¹ • Call diversion¹ • Etc.¹ | Use of telephone convenience functions (under Menu → Actions): <ul style="list-style-type: none"> • Consultation¹ • Toggle/Alternate¹ • Conference¹ • Call transfer¹ • Callback¹ • Call diversion¹ • Etc.¹ |
| Team Assistant: <ul style="list-style-type: none"> • Display of telephone status of team members • Direct call • Call pickup • Call forwarding • Setup dialog | Team Assistant: <ul style="list-style-type: none"> • Display of telephone status of team members • Direct call • Call pickup • Call forwarding • Setup dialog |
| Fully-integrated command line within in the MS Outlook Toolbar | This feature is not available in the Lotus Notes version. |
| Context-sensitive, dynamic display of telephony buttons | This feature is not available in the Lotus Notes version. |
| Dialer | Dialer |
| Support of canonical call number format and dialing pause | Support of canonical call number format and dialing pause |
| Telephone control In combination with "Callbridge TA/TU" | Telephone control In combination with "Callbridge TA/TU" |

¹ Depends on the telecommunications system used and the telephone service provider (TSP)