

NORSTAR CALLPILOT 100

## Feature-rich and affordable

**Norstar CallPilot 100 delivers scalable, sophisticated messaging options to small and medium-sized businesses of 10 to 40 users.**

**Finally, a messaging system you can afford today that actually grows as your business needs change. Scalable and simple to manage and maintain, the Norstar CallPilot 100 not only provides a wealth of applications but it allows you to incrementally add, and pay for, further features and mailboxes as you grow.**

A **Web-based management** interface makes system administration easier than ever before. Plus, all of the messaging options are already embedded in your CallPilot 100 module and can be activated with a key-code to add mailboxes and applications as your needs expand.

**Outstanding quality** you can count on is evidenced by Norstar's position as the number-one voice solution in the world, chosen by small and medium businesses.

### **CallPilot 100 – driving business profitability with easy, advanced messaging**

Choosing a telephone system for your business doesn't have to be complicated.

It all begins with a Norstar Integrated Communications System, the foundation of your business communications. Next come the right telephones. Then, you can enhance your communications with specialised applications like messaging, and other advanced applications.

CallPilot 100 for Norstar delivers the means to keep your business communications moving efficiently and profitably, and allows you to be accessible to customers

and business associates around the clock – wherever you may be. You will immediately notice the benefits of enhanced messaging; with each communication, you and your employees are more productive, helping your business, do business. And your customers will appreciate the difference too. Norstar CallPilot 100 offers the following key features: advanced integrated applications, including Auto Attendant, Custom Call Routing (CCR), Voicemail, Basic Call Centre, Unified Messaging (available with CallPilot Release 2.0) and web-based management via IP connectivity.

### **The messaging platform for your future is affordable today**

Does your budget require you to start small and pay as you grow? Do you need advanced call centre applications and yet a system that is easy to administer? Well, the ingenious design of the Norstar CallPilot 100 helps you to make the right messaging decisions for today, while protecting your investment for tomorrow. Unequivocally, it is the cost-effective solution for small to medium-sized businesses requiring voice messaging, increased scalability, storage capacity and a wealth of sophisticated applications. Discover the advantages of using the next



generation in messaging platforms for your Norstar business communications system:

**Cost-effective design saves you money** today by allowing you to pay for mailboxes and applications as you grow.

**Sophisticated features** help you to be more competitive by increasing your employee productivity and improving customer satisfaction:

- Scalable up to 40 mailboxes, with a migration path to more sophisticated features
- Embedded applications let you easily grow as your business needs change, with simple key-code activation
- IP enabled with 10/100 Ethernet ports supporting web-based management
- Supported on Norstar Compact and Modular Integrated Communications Systems, as well as all Norstar telephones and Business Series Terminals
- Four ports and nine hours of storage

## Advanced integrated applications

**Auto Attendant\*** – Your own personal receptionist, Auto Attendant answers your telephone and takes messages for everyone in your company – with complete accuracy – 24 hours a day, 7 days a week. Custom Call Routing cuts down on ‘telephone tag’ by giving your customers and suppliers direct access to the person they want to reach, allowing them to ask a question or leave information at any time. Auto Attendant has a long list of standard feature options, including:

- Call transfer
- Calling name display
- CCR levels (10)
- CCR trees (4)
- Dial extension from CCR
- External transfer on Centrex
- Flexible line rings before answer
- Multiple operators
- Remotely record greeting
- Remotely set business open/closed
- Reply based on calling line ID (CLID)
- Reports
- Transfer to CCR tree

## Voice Messaging

**CallPilot 100** activates 10 to 40 mailboxes, and is suited for small to medium-sized businesses that can benefit from advanced voice messaging features. CallPilot 100 is a feature-rich system but some of the more popular voicemail features include:

- Auto answer with personal greeting
- Broadcast messages
- Delivery options (private, urgent, etc.)
- Express messaging
- Guest mailboxes
- Interrupt caller leaving a message
- Never-full mailboxes
- Outbound transfer from mailbox
- Record a call
- Recovery of deleted message
- Remote call forward to voicemail
- Reports



**Figure 1: Compact and affordable, CallPilot 100 for Norstar delivers advanced messaging capabilities to small and medium-sized businesses.**

\*Available on Compact Plus without CallPilot 100

**Basic Call Centre** is ideal for businesses that require a small call centre with more sophisticated applications. Basic Call Centre activates 10 agents and 2 queues, and is scalable as your business grows. A compatible user interface with Meridian, Business Communications Manager, and Norstar platforms protects your training investment for future migration or multisite companies. Additional features include:

- 20 configurable agents
- 5 agent priorities
- 10 announcements
- 15 maximum lines
- Routing steps:
  - 6-day table
  - 6-night table

### System administration and maintenance

Complete web-based management with a user-friendly graphical user interface simplifies system administration and maintenance – all you need is a web browser. An IP-enabled auto-sensing 10/100 Ethernet port makes system administration and management access easier for you or your service provider. Plus, all embedded applications are quickly and easily activated with key-codes common to Norstar CallPilot 100, Business Communications Manager, and Meridian CallPilot, making mailbox expansions and application additions simple.

### Availability

CallPilot 100 for Norstar is available globally in multiple languages.

Nortel Networks is an industry leader and innovator focused on transforming how the world communicates and exchanges information. The company is supplying its service provider and enterprise customers with communications technology and infrastructure to enable value-added IP data, voice and multimedia services spanning Wireline, Wireless Networks, Enterprise Networks, and Optical Networks. As a global company, Nortel Networks does business in more than 150 countries. More information about Nortel Networks can be found on the web at:

**[www.nortelnetworks.com/norstar](http://www.nortelnetworks.com/norstar)**

### The Power of Norstar

When you're searching for a business communications system, there's a name that appears time and time again – Norstar, from Nortel Networks. In fact, more people buy Norstar than any other voice system in the world. Today, you'll find Norstar telephones on the desks of more than 14 million people, in more than 80 countries around the globe, making Norstar the number-one voice solution in the world. That's because Norstar takes advantage of sophisticated features that are easy to use and give businesses the flexibility to handle future growth and new services, too. Plus, Norstar offers outstanding quality, with one of the highest reliability ratings in the industry. Now that's value that lasts!



## **Nortel Networks**

Maidenhead Office Park  
Westacott Way  
Maidenhead, Berkshire  
SL6 3QH United Kingdom

## **European Customer Information Centre**

Tel 00 800 8008 9009\*  
+44 (0) 870 907 9009

\* Number accessible from most European countries

## **Email**

[euroinfo@nortelnetworks.com](mailto:euroinfo@nortelnetworks.com)

## **Internet**

[www.nortelnetworks.com](http://www.nortelnetworks.com)

For more information please call your  
Nortel Networks representative.

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