

**Advanced, customizable mobility, call routing and recording services, extending the benefits of NBX IP telephony communications**

## OVERVIEW

3Com® ExecutiveAssistant software delivers over 75 advanced, easily customizable features to extend the benefits of 3Com NBX® IP telephony platforms. Organizations can set mobility, speech recognition, call recording and call screening capabilities to match their business needs. Sales staff can use find me/follow me services to receive important calls while traveling, removing the constraints of a single office location. Auto-attendants can more efficiently place callers in the right queue with speech recognition. Incoming calls can be prioritized based on business workflow guidelines to further expedite responses. Executives can record and retrieve key conversations on demand. Contact center supervisors can screen calls, set priority routing and monitor activity. Calls can also be recorded for enhanced quality control. In addition, functions can be deployed individually or in combination to further enhance customer interactions and increase employee productivity.

## KEY BENEFITS

### RECORD AND MONITOR IMPORTANT CALLS

Record any combination of inbound, outbound and extension-to-extension calls (using 3Com IP phones or other endpoints). Options include “always-on” and “record-on-demand.” To encourage proper customer service, any call in an organization can be monitored. If intervention is required, supervisors can “whisper” to the employee or “barge-in” to speak with the customer.

### ENSURE CALL RECEIPT WITH FIND ME/FOLLOW ME SERVICES AND THE CONVENIENCE OF ONE-NUMBER CONTACT

Every important call can be answered, regardless of physical location. Incoming calls are routed sequentially to a predefined list of endpoints, such as mobile phone, home phone, desk phone or PDA. Unanswered calls are “pulled back” into the NBX voice messaging system, not placed on the mobile phone voice mail. Users can also define which calls get “special” treatment with priority routing.

### FACILITATE CALL ROUTING WITH SPEECH RECOGNITION AUTO-ATTENDANT

With a sophisticated speech recognition engine, callers are expertly routed by speaking the name of an individual or call center queue (e.g., sales, helpdesk). Callers can navigate the auto-attendant without looking down at their phone or using their hands.

### EASE CONTACT DIALING WITH SPEECH RECOGNITION

Users can place calls simply by saying the name of a person in a Microsoft Outlook contact list.



A range of features and options is easily accessed with the click of a mouse.

## KEY BENEFITS (CONTINUED)

### ENHANCE PRODUCTIVITY WITH REAL-TIME CALL STATUS

Phone conversation information is available in real-time to lawyers on their PC display, giving visibility to the entire office's call activity. After a conversation is over, the PC still displays the last call's dialed number (or Caller ID) along with the time and duration providing a lasting record for billing purposes.

### SCREEN CALLS EFFECTIVELY

Voice announcements can identify callers based on their initial name recording or their queue request (e.g., sales, customer support). The user can decide to accept or reject a call based on this information.

### Feature Highlights

More than 75 additional features for NBX platform users

Find me/follow me services

Call recording

Speech recognition auto-attendant

Monitor, whisper, barge-in administration options

Voice announcement

Voice dialing

Integration with 3Com eXchange Call Center

Ad hoc conferencing

In-and-out dialing

## SPECIFICATIONS

### PLATFORM

#### Server

Microsoft Windows XP (SP 2)

Microsoft Windows Server 2003 (SP 2)

1 GHz processor or greater of CPU

#### Client

Microsoft Windows 2000 PRO (SP 4)

Microsoft Windows Server 2000 (SP 4)

Microsoft Windows XP (SP 2)

Microsoft Windows Server 2003 (SP 2)

1 GHz processor or greater of CPU

### INTERFACES

Media Driver ports required

## ORDERING INFORMATION

### PRODUCT DESCRIPTION

ExecutiveAssistant Server License

ExecutiveAssistant Basic User

ExecutiveAssistant Advanced Client

ExecutiveAssistant Supervisor Client

### 3COM SKU

3C10450A

3C10452A

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3C10454A

Visit [www.3com.com](http://www.3com.com) for more information about 3Com secure converged network solutions.

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