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**Quentris**  
 SVEZ

THE SMART ICT ALTERNATIVE

# Smile3

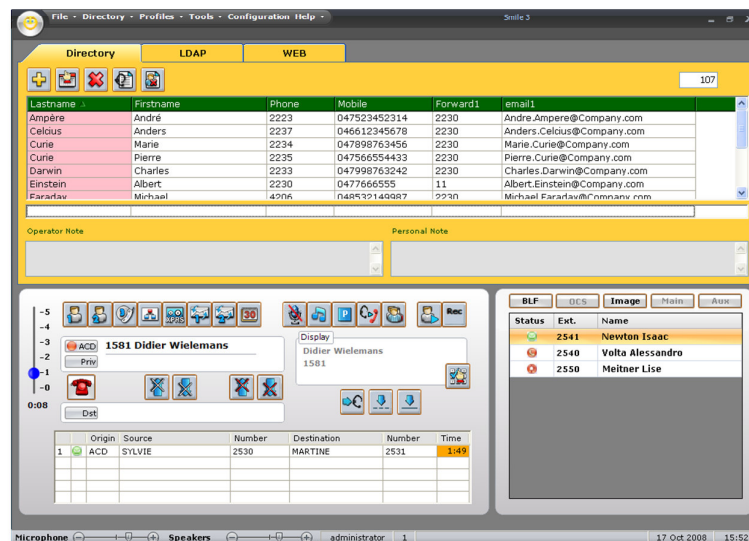
AND YOU'LL HEAR THE OPERATOR SMILING

- > IP BASED
- > LICENSE MANAGER
- > FEATURE RICH
- > CALL RECORDING
- > STATISTICS
- > USER FRIENDLY
- > COCKPIT CONCEPT
- > OPERATOR GREETINGS
- > PERSONALIZABLE SCREEN
- > MULTI-LANGUAGE



## Smile 3

The full IP operator console for Nortel CS 1000



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## Smile 3 FEATURES & BENEFITS OF FULL IP SMILE

### About Quentris,

Quentris is the center of competence for communication technology of GDF SUEZ Energy Services in Belgium. Working closely with other companies of GDF SUEZ Energy Services, (among other Fabricom GTI and Axima Services in Belgium and Ineo Com in France), Quentris offers solutions and services based on the integration and convergence of Data, Voice and Image network technologies. Its activities focus on wired and wireless networks, securing networks and business applications as IP Telephony, Unified Communications and Contact Centers. Being an independent partner, Quentris is the ICT alternative for the public and private sectors. The majority of employees are specialised and certified engineers. Quentris has an installed base in Belgium and in other European countries. [www.quentris.com](http://www.quentris.com)

Feature	Function	Benefit
Unistim, 2050PC emulation (2 ACD TNs per console)	Registering as "IP" position on PABX	Strong and reliable Nortel Protocol, Good integration with Nortel CS 1000
GIPS voice engine Audio G.711	Audio Management	Worldwide successful software, Also used by Nortel i2050 softphone, Skype, Google Talk, WebEx, etc.,...
No additional hardware required (except an USB headset)	Software solution	No need for additional server, Makes the complete Nortel solution cheaper (compared to other technologies)
All SMILE 2 Premium facilities	SmUpdate, Networking, LDAP LookUp & Update, Emails, MS Outlook Calendar, Multi- language, etc.,... (See SMILE 2.5 Premium feature table)	All most demanded features available, Easy to switch over for Operators from SMILE 2 to SMILE 3 (same look, same shortcuts...), The 8 current SMILE 2 languages are available, and easy to translate in more languages
New "Vista Like" User Interface with same "Cockpit Concept" as before	All relevant information and feature keys available on ONE screen	Accurate and easy call handling, Ideal solution for customers looking for an upgrade of their SMILE 2 system to an IP solution at low additional cost
Call queueing and distribution using ACD	Queueing and Automatic Call Distribution	Quality of the well-proven Nortel ACD technology. This queueing solution is equivalent to a contact center solution
Compliant with CC6	Skill based routing + Reporting + Real-Time Displays + Enhanced call treatment	Better service and easier activity reporting
Support of QoS, NAT, DHCP (Full and Partial)	Supports customer's network infrastructure	QoS: Better voice quality, NAT: SMILE can be used by remote users, facilitates home working, DHCP: Automatic configuration
Call recording local to .wav file	Malicious call recording on PC, Teaching and quality monitoring	Low cost recording
Call recording Duplicate Media Stream (CC6 recording system)	Uses professional Nortel recording system	Good integration with Nortel CS 1000 by recovering part of Nortel call center technology.
Multi-line management	1 line for incoming calls, 1 private line and 6 lines for calls on hold	Easy handling of private and business calls.
Busy lamp field	BLF for 36 extensions	Up to 36 extensions can be selected for BLF info, giving fast and accurate info to the operator
License Manager	"Pool-of Users" licensing concept (SMILE license(s) is (are) installed on central server	Different operators can share the SAME SMILE license at different time schedules of the day, Allows flexible and multi task environment for the operators
OCS presence	Presence management of contacts in OCS of customer (from RIs 3.1)	Real time presence management, Good Nortel-Microsoft integration
Embedded Tools: Ping, Traceroute, Ethernet Stat	Tools for Technical Engineers (RIs 3.1)	Facilitates technical interventions
SMILE 3 = Premium Package	100% downloadable software	Allows very attractive pricing and is, Easy to install