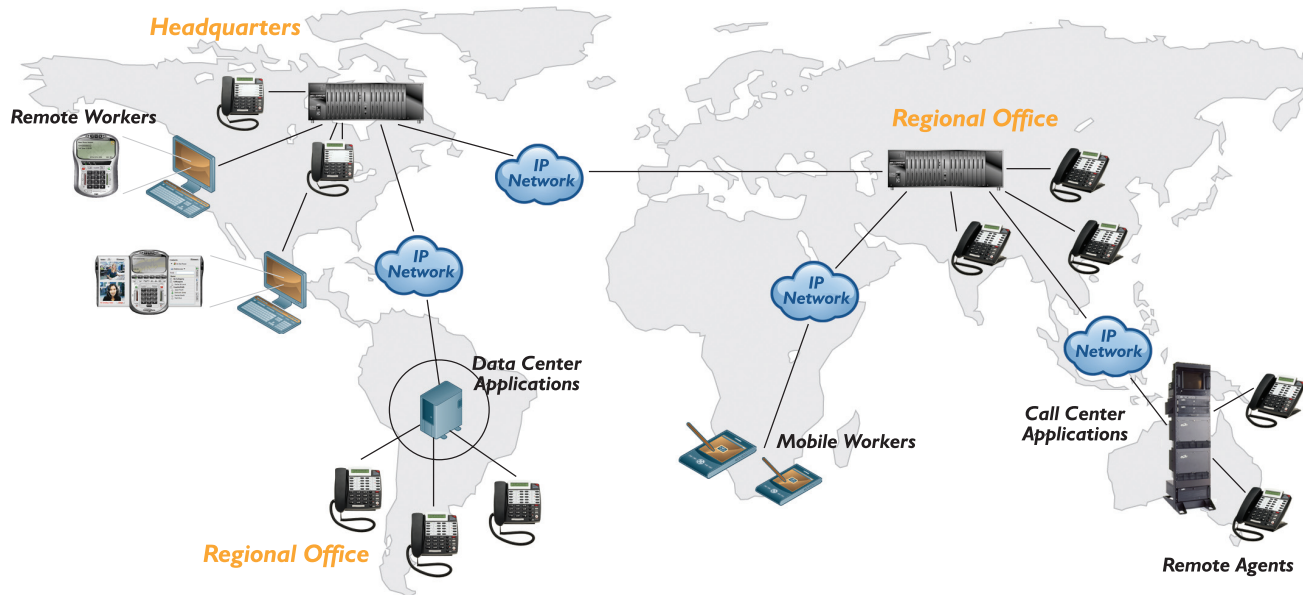


Many of today's organizations are decentralized, with branch offices, call and support centers, warehouses, manufacturing facilities, and local sales facilities often located many miles from headquarters and regional offices. In addition, many of the employees in these organizations now work from home offices or locations far from their usual workplaces.

As organizations continue to expand and workers become more mobile, the cost and complexity of communications systems can increase dramatically. In an effort to keep costs of toll calls, management, and equipment from getting out of hand and to increase productivity with advanced applications, organizations are turning to IP telephony.

The Millennium® Converged Communications Platform's intelligent IP networking capabilities enable rich consistent communication processes across distributed enterprises. The system leverages an IP-QSIG protocol to cost effectively tie locations together using data communications circuits.



Millennium IP Networking in a Global Multi-site Environment

IP Networking Advantages

- ▶ Consolidate traffic onto existing data circuits, avoiding long distance rates and maximizing bandwidth utilization.
- ▶ Offer all your employees and customers the same seamless, consistent user experience — whether they're located at a branch office or at your central site.
- ▶ Enjoy peace of mind with a survivable solution that preserves basic calling capabilities, including 911, if your branch office loses its link to the enterprise WAN or central site.*
- ▶ Extend messaging, auto attendant and call center services to sites too small to justify a dedicated system.
- ▶ Save money by optimizing your organization's communication infrastructure and making more efficient use of available telephony resources and applications.
- ▶ Reduce costs through centralized management, and by extending services such as attendants, call-coverage positions and contact center agents across all your locations.
- ▶ Provide easy installation and quick administration of system features and components from any network access point across the organization.

IP Networking Features

Utilizing an IP-QSIG protocol, Millennium systems networked together share enhanced feature transparency and perform like a unified system.

- ▶ **Resource Consolidation** — An effective communications network can cut costs through the use of least-cost routing and centralized call control. Centralization of facilities can cut costs by allowing users at several locations to share the use of these resources.
- ▶ **Networked Operator Services** — Calls can be routed to operators anywhere in the network to provide round the clock service whenever customers call.
- ▶ **Virtual Call Center** — IP phones at branch sites can be provisioned as agent positions allowing call volumes to be distributed across multiple sites. More skilled agents can be made available to a greater range of callers, increasing customer service and maximizing employee efficiency.
- ▶ **eQueue Integration** — For advanced contact center and other high call volume applications, Millennium IP networking provides seamless integration with eOn's eQueue™ Multimedia Contact Center Solution.
- ▶ **Common Dialing Plans** — Consistency in dialing plans results in the ability to provide direct station-to-station dialing between locations as well as identical feature access and dialing procedures.
- ▶ **Direct Extension Select (DES)** — Users with DES buttons on their phones can perform one-button transfers or dial other stations directly, even if the systems are miles apart.
- ▶ **Paging** — External paging can be performed between systems to locate users throughout the network and notify them of incoming calls.
- ▶ **Least Cost Routing** — Calls can be redirected to the most economical route taking advantage of any networked system. In the event of a network failure, the LCR features can be invoked to allow backup use of traditional T1 or analog trunks.
- ▶ **Centralized Voice Mail/Auto Attendant** — A single centralized voice mail and auto attendant system provides consistent front-end service, multi-site distribution lists and simplifies the administration of new extensions. The system is able to automatically redirect unanswered calls to the personal greeting of the originally called station as well as users can send and forward messages to anyone on the network.
- ▶ **Telephone Sharing with Voice Mail** — When a telephone is shared by more than one user between sites, each user can have a separate voice mailbox button with a message waiting indicator.

- ▶ **Calling Party Information** — Any calling party information that passes through the main system is transferred with the call and displayed at the destination desktop. Before you answer a call, you immediately know the type of call, who is calling and if the call is from another company location. Personnel in call coverage positions are no longer presented with blind transfers and recalls.
- ▶ **Presence** — An IP telephone user's "presence" may be detected in real time. No matter where a user is currently located throughout the network, calls for that user will be routed appropriately, minimizing "telephone tag." Access privileges and personalized call features travel with a user rather than with the phone so that it operates the same as the one they use in their office.
- ▶ **Call Forwarding** — The ability to forward calls between sites means better customer service. As personnel travel between offices they can forward their calls to that location and not miss a call while away.
- ▶ **Toll Quality Audio** — Calls between sites over the IP network can be as clear as calls made on the public switched telephone network. Network traffic prioritization protocols give voice traffic priority over data traffic for clear audio regardless of high bandwidth demands. Millennium is designed to maximize Quality of Service (QoS) for voice traffic.

IP Networking Specifications

- ▶ Millennium supports up to 512 remote systems, any combination of Millenniums or eQueues, connected via IP-QSIG.
- ▶ A mix of SIP stations and IP-QSIG trunks are supported on the same IPConnect Services Card (IPSC).
- ▶ A single IPSC supports 32 IP trunks and the signaling traffic for each trunk.
- ▶ All Millennium trunk access mechanisms, dial access capabilities, and related features supported on PRI trunks can also be used on IP-QSIG trunks.
- ▶ Millennium IP networking supports an extension of eOn's enhanced QSIG protocol.

System Requirements

- ▶ Millennium Software Release V3.11 or later
- ▶ Millennium IPConnect Services Card (IPSC)

*Other (non-IP) trunk facilities local to the remote switch are required to preserve basic calling capabilities.



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