



# eQueue™ PBX

eQueue PBX is an integral part of the eQueue Multi-Media Contact Center Solution. With over a quarter century of experience applied to the design of our redundant, reliable, fault-tolerant system platform, you can confidently deploy not only your contact center operations, but also all of your mission-critical business communications. The proven eQueue platform comes complete with a rich set of telephony features, PBX capabilities and networking interfaces.

## Built-in PBX Functionality

eQueue PBX offers feature-rich PBX functionality delivering the advanced capabilities needed for today's sophisticated business communications and eliminating the need to purchase and manage a separate in-house phone system.

**Automated Attendant** – callers can connect with the needed party without operator assistance.

**Calling Line Identification** – easily identify important incoming calls.

**Off-Hook Voice Announce** – important calls are announced to users whose telephone is busy or off-hook.

**Unified Messaging** – provides single mailbox access to all user e-mail, voice mail and fax messages.

**Networking** – creates a single, virtual enterprise by transparently linking multiple systems using advanced networking services such as T1, ISDN and private networking applications.

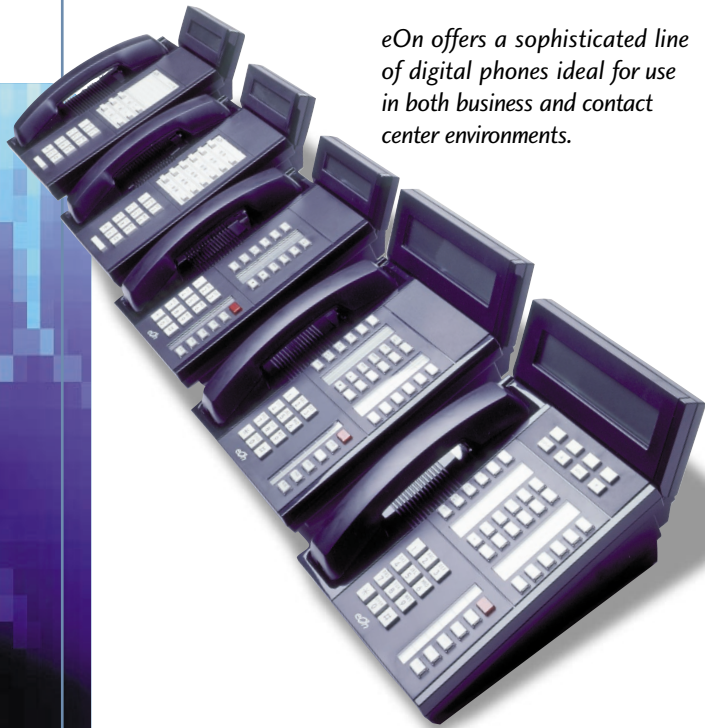
**VoIP** – provides efficient, cost-effective connectivity for voice calls over company WAN facilities.

The screenshot displays the eQueue operator console interface. At the top, there is a menu bar with 'File', 'Options', 'Settings', and 'Help'. Below this is a 'Call/Transfer To Extensions' window containing a table of employee information:

| Last Name | First Name | Number | Note         | Department     | Location | Email                        |
|-----------|------------|--------|--------------|----------------|----------|------------------------------|
| SMITH     | JOE        | 10     |              | TECHNICIAN     | DENVER   | jones@bcstechnologies.com    |
| SMITH     | JULIE      | 01     |              | PRESIDENT      | DENVER   | smith@bcstechnologies.com    |
| SMITH     | MIKE       | 11     |              | ADMINISTRATION | ATLANTA  | smith@bcstechnologies.com    |
| SMITHE    | SAM        | 12     | SALES CALL   | SALES          | DENVER   | smith@bcstechnologies.com    |
| SMITHERS  | TOM        | 17     | SERVICE CALL | TECHNICIAN     | DENVER   | smith@bcstechnologies.com    |
| SMITHEY   | JACK       | 14     |              | ENGINEERING    | DENVER   | smith@bcstechnologies.com    |
| SMOOTHIE  | VICTORIA   | 03     |              | TECHNICIAN     | ATLANTA  | smoothie@bcstechnologies.com |
| Smothers  | JANE       | 02     | ON VACATION  | VICE PRESIDENT | ATLANTA  | smothers@bcstechnologies.com |

Below the table is a 'Fast Find IF121' search bar with radio buttons for 'Last Name', 'First Name', 'Number', and 'Department', and a 'Find Next' button. The '10 SMITH' extension is selected. Below the search bar are 'Speed Dials' (e.g., #971# ANSWER, 2#2 PAGE, 600 GEN VM, 603 CHK VM, 8257 MARY ANN, 8731 LACY, 220 MEET ME) and 'Park Orbits' (70, 71, 72, 73). The interface also shows 'Talking To: E9091', 'Calls Waiting: 1', '4:45 PM', '16-Nov-00', and 'Day Mode' (Day/Night). At the bottom, there is a 'Call Control' section with buttons for F1 Answer, F2 Swap, F3 Add Held, F4 Xfer To VM, F5 Voice Call, F6 Cancel, F7 Join Parked, F8 Transfer, F9 Go Avail, F10 Key Pad, and F11 Hang Up. A status bar at the very bottom shows 'Off Hook', 'Connected', and 'Unavailable'.

The eOn operator console capabilities provide your enterprise with a comprehensive central communications station.



*eOn offers a sophisticated line of digital phones ideal for use in both business and contact center environments.*

### *Digital Telephone Sets*

eQueue Digital Telephone Sets incorporate sophisticated features with ease-of-use and are ideal for business users or contact center agents requiring simplified access to system features and options. All sets are designed with easy-to-read visual interfaces that provide users with calling line ID, date/time and messaging information. Feature keys can be programmed with optional features, speed-calling access or as line appearances. Powerful PBX functions are provided, including two-way speakerphones, ring control, internal caller ID, Multi-Line capability and more.

### *Software Phone Control*

Software phone control turns any PC workstation into a graphical telephone for operator console or business user needs by providing easy point-and-click operations for dialing, transfer, conference, hold and other phone features. Software phone capabilities can be easily integrated with, or embedded into, other software applications for CTI and screen pop needs without requiring complex programming or systems integration efforts.

### *Reliable Open Architecture*

Today's business communications solutions must integrate with enterprise front and back office applications while at the same time easily adapt to meet your changing needs. eQueue software applications run on the open source Linux™ operating system giving you the flexibility and reliability required in mission-critical business communications environments. In fact, reliability has made us the choice for numerous E-911 and Federal Aviation Administration locations.

### *Blending Innovation with Proven Performance*

Today, customers are choosing to interact with businesses using multiple communication methods, and, in response, enterprises are now seeking innovations that allow them to cost effectively manage these new communication channels and associated applications. eOn solutions are tightly integrated, built upon open software architectures and advanced, telephony grade hardware platforms. Our solutions are affordable, scalable and backed by a development and support team with experience in delivering proven business communications solutions.

### *Key eQueue PBX Benefits*

- Telephony-grade reliability for all business communications applications
- Comprehensive PBX features eliminating the need for a separate in-house phone switch
- Multi-featured phones providing multi-line and simple access to system features
- PC phones that turn any workstation into a sophisticated communications device

**eOn**<sup>™</sup>  
communications

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

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