

MD110 Mobile Extension



What if your GSM phone or cellular phone was connected to your PBX just like any other office extension?

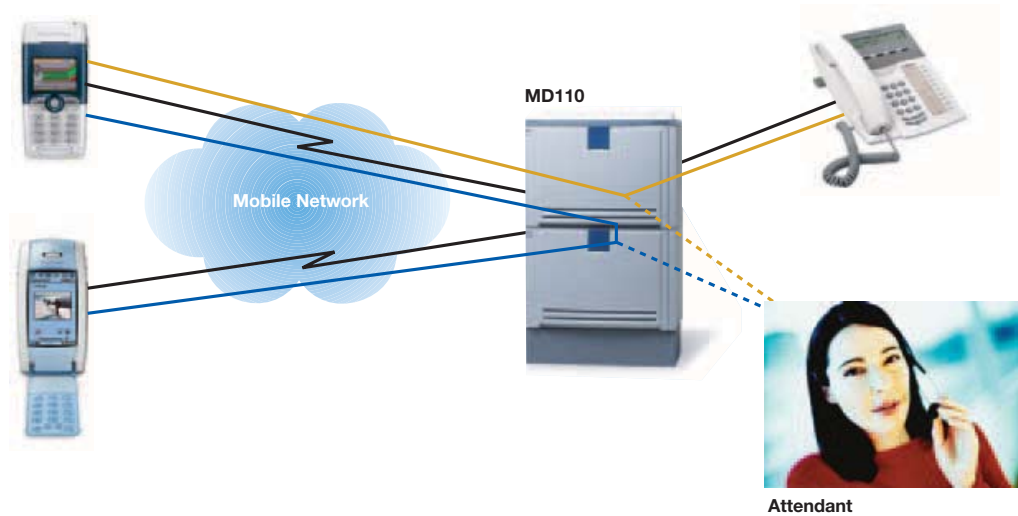
The MD110 can give you this unique service and more.

Be mobile

In today's companies employees are increasingly mobile – some around their desks, some within the office/factory, and others over a wider area. No matter where you are, or who you are, communication is a critical factor for your performance. Different persons and different jobs have different requirements regarding total communication solutions.

Wireless access, allowing you to move around and still be able to call or be called, is a fundamental element of mobility. But supporting mobile behavior requires much more. You need access, but you also need applications, services, support, and flexibility.

The MD110 Mobile Extension will bring you both wireless access and the services needed to allow your employees to become truly mobile.



How it works

The traffic to, as well as from, the mobile user passes through the MD110 communication platform. While passing the MD110, the system will be able to link services to the calls. Users of the MD110 Mobile Extension are defined in the MD110 as other standard extensions. A telephone number is associated with the extension as well as the relevant Class of Services. The Personal Number function will bring a true one-number solution to a Mobile Extension.

For other users of the MD110, the mobile user exists just like any other MD110 extension. This then means that any normal service is applicable and they do not need to know that they are specifically calling a Mobile Extension.

Benefits & Features

There are three winners in this:

- The Customer calling in
- The Mobile user
- The Company

Any one calling your company is a potential customer. Keeping control of the call, and at the same time providing as efficient and fast a service as possible, is a must in today's competitive environment. You have to make sure the caller is connected to the right person – or if the person is busy or unavailable, make sure the call is handled in the most professional way. Depending on the call, this may mean connecting to the appropriate colleague, the secretary, voice mail, or you may need to make an intrusion into an ongoing GSM/cellular call!

If you are a cellular user today you may belong to a common numbering plan, and you may have automatic call for-

warding from your PBX extension to your cellular phone – but with no services, no back office/secretary and no support from your company operators. To be efficient you need to get hold of colleagues. And for your performance, the people at the office must also be able to have access to you. For them you should just be another person and extension. They can't know what you are doing, and they should not need to care.

For the attendants, cellular users are handled like any other extension, making it much easier to actually extend the call to the sought party. This not only increases service to incoming callers, it also simplifies handling for the attendants. Employees don't have to spend time on calling back to people just because they are away from their desk when the call comes in.

Reducing the need to re-dial for missed calls corresponds to a reduction in tariff costs. Depending on the company's communication patterns, savings can also be achieved when moving traffic from cellular to fixed/wireline connections.

Flexibility

With a simple procedure from the phone, the user can "move" his Mobile Extension to any other phone. For example the user may spend a period in the office or in another office, or maybe he/she wants to use the home phone for a while.

For security reasons these alternative telephone numbers has to be registered in the MD110 in advance.

User case

When travelling to meet with a customer, a salesman is called by his manager. When in conversation, the operator makes an intrusion. It is his customer

calling in wanting to change delivery dates and requesting confirmation before the meeting. His manager hangs up and he accepts the call from his customer. Having talked for a while, he parks the call from the customer. He then calls the supply manager to establish a conference call and get an agreement. He hangs up leaving the customer and the supply manager to sort out the details. He re-dials his manager to finalize the discussion. Having finished the call, he is immediately called, it is the supply manager who had a call-back on him.

Some MD110 unique features made this scenario possible to our salesman;

- Intrusion
- Conference
- Call-back

Also, the following services were used;

- Parking
- Second Line
- Original CLI/A-number in mixed environments.

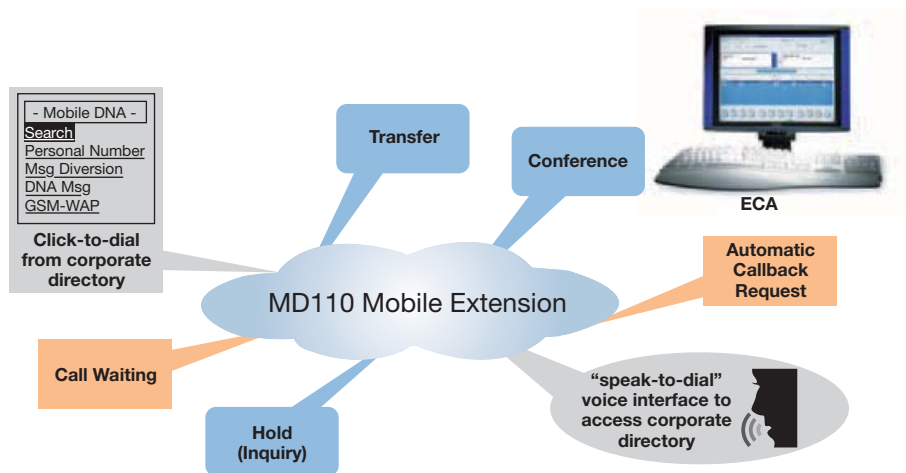
The above scenario proves the usefulness of having access to MD110 features when on your cellular phone.

Technical Specifications

Service levels

- Network operator independent.

In this form, any public subscription can be used as long as the telephone can generate, and the network can distribute, tone signals (DTMF signals). The operator also have to deliver the correct CLI from the Mobile Extension terminal to the MD110.



- Network/Operator-complemented.

If the MD110 Mobile Extension is complemented with a Mobile extension VPN/IN service offered by an operator, the solution can be enhanced even further. The solution grants that all calls to and from the Mobile Extension user is routed through the MD110, with no special actions needed from the users.

Capacity

- Up to 400 Mobile Extensions per LIM (at 0,2 Erlang and 1% blocking)
- The number of registered A-numbers for authority verification is maximum 47000 per system, depending on configuration and numbering plan used.

Security

- CLI/A-number verification
- Authentication with PIN-code in case correct CLI/A-number is not available.

Compatibility

- MD110 release BC11
- Any public subscription supporting touch-tone signaling
- MD110 connection to public network
 - ISDN PRI
 - DASS, DPNSS
 - CAS (MFC-R2, DP, DTME)

CTI Support

With the integration of the Mobile Extension in MD110, users can inter-work with standard CSTA applications, such as Ericsson Communication Assistant. This allows the user to search directories and make call set-up etc. directly from a PC / computer.

Contact Center Agent

Mobile Extensions can serve as agents in MD110 – Solidus eCare contact centers, Ericsson's new server based contact center platform. By configuration of CTI groups and CSTA agent monitoring, Mobile Extension can expand the flexibility of the already powerful Solidus eCare platform. In this solutions up to 250 CTI groups with any combination of Mobile Extensions and other MD110 extensions can serve as agents to the Solidus eCare contact center.

Features

The extension features starts with:

- Abbreviated Dialing
- Account Code
- End-to-end DTMF
- Authorization code
- Call-back
- Call Diversion
- Call Offer
- Call Pick-up
- Operator/attendant svcs
 - Extending
 - Camp on busy
 - Monitoring
 - Recall
 - Serial call
 - Call Splitting
 - Intrusion
 - Forced release
- Call waiting
- Class of Service

- Common bell group
- Conference
- CSTA Monitoring
- Customer Identity Storage (CID)
- Data privacy
- Do Not Disturb
- Emergency Category
- External Number Redial
- Faultman's Ring Back
- Follow-me
- Three party services
 - Hold
 - Inquiry
 - Refer Back
 - Transfer
 - Conference
- Internal Group Hunting
- Intrusion
- Malicious Call Tracing
- Message Diversion
- Hot-line
- Paging
- Parking
- Personal Number
- Secretarial monitoring
- Repeated Individual Diversion (RID)
- Simplified Interception

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