

# **peterConnects<sup>®</sup>**

in-house paging

*Peter Connects In-House Paging is a module for linking the Cisco Communications Manager to existing paging systems. The module enables the seamless integration of virtually any in-house paging system. This safeguards the investments in the existing paging system and yet allows one to migrate to Cisco's new generation IP communication solutions.*



- Meet-Me and Call-Me calls
- Additional Meet-Me functionalities
- Calls and options via IVR menu
- Uses company phone directory

## Module for seamless integration with virtually any in-house paging system

### Features

#### Meet-Me and Call-Me calls

When a Meet-Me call comes in, the pager of the called employee indicates that a call is waiting, along with the callback number. In case of a Call-Me call the pager display will show the number that the caller wants to be called back on.

#### Calls and options via IVR menu

The caller can make calls in two ways. Callers who know the phone or pager number of the employee to be called can make a direct Call-Me or Meet-Me call using different prefixes. If the caller does not pass the pager or phone number, an IVR menu will ask for the number. A call can also be forwarded to a pager from the called extension number.

Both the caller and the called employee will receive IVR menu messages (waiting information, call forwarding) during the entire call.

#### Additional Meet-Me functionalities

If the called employee does not respond to a Meet-Me call, the call is forwarded to an alternative destination. The called employee is notified of the call via SMS texting and/or e-mail. If responding too late, the called employee will be notified that the call has been forwarded to an alternative destination and asked if they also want to be routed to this destination.

#### Company phone directory

If the caller does not pass the pager or phone number when making the call, the Peter Connects company phone list (from the Attendant) is used to look up the correct pager number for a phone number. The company phone directory is compiled from various sources (Cisco Communications Manager, Active Directory, SQL databases).

### Outline

#### What the caller hears when making a Meet-Me call

When reaching the Paging Route Point:

##### After automatic routing from the telephone:

"The employee you are calling is currently not reachable but can be paged. Please press '1' if you would like to page."

or

##### When calling the Paging Route Point directly:

"Please enter the telephone number of the employee you would like to page."

"The pager call is now being sent. Please hold the line to hear if the employee has been paged successfully."

or

"The pager number of this employee is not known. It is not possible to send a pager call."

After trying to send a message to the pager:

"The call has been sent to the pager."

or

"The employee cannot be paged at the moment. You will now be forwarded to a different number."

or

"The employee cannot be paged at the moment. Please try again later."

"Your call is now being forwarded..."

or

"The employee has not responded to the call in time. You will now be forwarded to a different number."

or

"The employee has not responded to the call in time. Please try again later."

When the called employee calls the callback number, he/she will be directly connected to the waiting call, if this is still possible:

"The caller has already disconnected."

or

"The caller has already been forwarded to an alternative destination. If you also want to be connected to this destination, please press 1."

#### Advantages:

- No disinvestments in existing in-house paging systems and still choosing the new and innovative Cisco IPT platform;
- Based on common standards (ESPA 4.4.3 and 4.4.4);
- Also supports new standards such as the Ascom LAN/OAS connector.

#### More information:

[www.peterconnects.com/in-house-paging](http://www.peterconnects.com/in-house-paging)

#### Also available:

