



Kommunikation

Nr. 4 - December 2005

Bredbånd til alle

Pilotprojekt med fibernetværk til private

Nye kompetencer

Netsupport til antenneforeningen

One-page excerpt with article
about Merlinia OutBack
(translation)

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på Færøerne...**

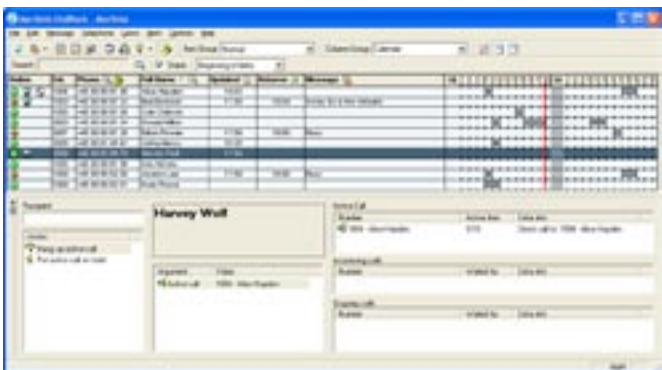
Ease of use makes new PC switchboard efficient

Danish PC switchboard software first to provide calendar integration for Cisco CallManager Express

Cisco's CallManager Express IP-telephony system can now be complemented with a PC console, the OutBack product from Merlinia in Denmark, making it easier to exploit this modern telephone system.

"What's the use of a company investing in a telephone system with smart features like calendar integration and access to employee information, if the employees forget to update their calendar or the IT administrator hasn't added the newest employee to the system yet?" asks Rennie Petersen.

That's why the Danish company designed a PC console that makes it easy for the employees, the receptionist and the IT administrator to operate the telephone system very efficiently.



Merlinia OutBack makes it possible for the employees to inform the receptionist that they are at a meeting or eating lunch by hitting a single key on the PC keyboard.

Find the right employee every time

Despite its ease of use Merlinia OutBack includes all modern switchboard functions such as Microsoft Outlook calendar integration and e-mail.

Beyond that, OutBack is the only PC console system for Cisco CallManager Express that includes integration with Microsoft Active Directory.

"That means that information about the employees is obtained directly from the Microsoft Exchange server. New employee data only needs to be entered

and maintained one place, and the new information is immediately available on the receptionist's screen. That saves work for the IT administrator, and customers who call the company will always be routed in to the correct employee," explains Rennie Petersen.

The telephone receptionist can use his/her PC to search all of the information in the employee database.

Mobile telephone integration

Merlinia OutBack is designed to integrate with Microsoft Outlook's calendar so the receptionist can always see which employees are available, at least in principle.

"Calendar integration is a must in modern companies, but the feature is only as good as the coworkers' ability to note all their meetings and activities in their calendars. So it's essential that calendar integration is combined with a manual function that is easy to use and intuitive," explains Rennie Petersen.

"Merlinia OutBack lets the employees indicate that they've gone to lunch, for example, by hitting a single key on the PC keyboard. Ditto for holding a meeting or leaving early. Let's face it, nobody bothers to note all away-from-desk activities in the calendar," says Rennie Petersen.

Merlinia OutBack also provides integration with mobile telephones so a coworker can use his/her mobile telephone to indicate that he/she is available.

"If an employee is in a meeting at the customer's office then he/she doesn't want to get calls, of course. But when the meeting is done the coworker sends an SMS that indicates that calls to the desk telephone should be forwarded so calls can be taken while driving to the next meeting," explains Rennie Petersen.

Merlinia OutBack with Cisco CallManager Express can handle up to 300 local lines and is therefore suitable for small and medium-sized companies that want a modern telephone service policy.

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Direktor Rennie Petersen, Merlinia