

# Ericsson Communication Assistant 1.2



- Ericsson Communication Assistant equips your employees with the tools to conduct business from your desktop as well as remote locations.
- Ericsson Communication Assistant reduces internal traffic to the operator that greatly improves the level of service offered to customers and external callers.
- Ericsson Communication Assistant improves access to information and resources which translates to increased efficiency and improved customer service.

*Ericsson Communication Assistant is about making information accessible to everyone!*

Ericsson Communication Assistant is a browser-based solution that provides easy access to a wide range of the MD110 and Dynamic Network Administration (D.N.A.). Application Suite business features. Your in-house, remote, mobile and home office work force will be empowered with directory accessibility along with a host of business features from an Internet Explorer or Netscape browser interface.

With this browser-based solution, there is no requirement to deploy and administer client applications. It uses the familiar browser interface from Microsoft's Internet Explorer or Netscape's Navigator. Ericsson Communication Assistant provides instant access to current corporate directory information, including alternate numbers, message diversion, and personal number management.

## User Benefits

- Ericsson Communication Assistant can improve internal and external communication, as well as your company's overall productivity
- User-friendly GUI that is customizable and easily updated eliminating the need for "paper" directories
- Optional "call handling" capability
- Message diversion management
- The Ericsson Communication Assistant enables companies to publish real time corporate wide phone directories on their Network (Intranet) or publish the service on their external web page (Internet) as an added service to their customers. This product does not require any client set-up. Installation and administration tasks are limited to the server side only
- Ericsson Communication Assistant empowers your workforce by giving them remote access to the most current directory information
- Empowers the desktop worker by keeping them better informed and more efficient

## Features

- Ability to search the D.N.A. internal and external directory, Outlook personal contacts on Exchange Server, and LDAP's compliant directories
- Administrate and manage message diversion
- Administrate and manage the MD110 Personal Number feature
- Display pictures stored in the D.N.A. directory
- Localization (translation into local language) possible by distributor/customer
- Customization of the GUI possible by distributor/customer
- Initiate/View/Delete D.N.A. messages
- Send messages to other subscribers
- Call control with ApplicationLink
- Initiate a call
- Answer calls
- Transfer a call
- Set/delete call backs

- Make conference calls
- Hang up a call
- Show outgoing and incoming calls
- Send DTMF signaling
- Handle multiple calls
- Administrate Follow Me, Call diversion, and Message diversion

## Technical Information

### Server Hardware Requirements

- Pentium III 600 MHz
- 512 MB RAM
- Free Disk Space: 22 MB disk space + 2.5 MB per 500 entries
- Communications: TCP/IP, LAN

### Server Software Requirements

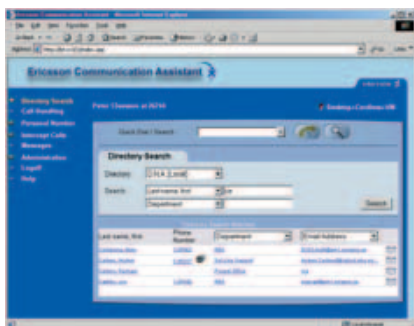
- Microsoft Windows 2000 and Windows 2003 server
- WWW Server: Microsoft Internet Information Server (IIS) version 5.0 and IIS 6.0
- Interworking with ApplicationLink 4.0

### Client Software Requirements

- Browser: Microsoft Internet Explorer 5.5 or later or Netscape 4.6 or later
- No client-side installation

### Compatibility

Ericsson Communication Assistant 1.2 is compatible with D.N.A. Server 5.2., Directory Manager 5.2 and Extension Manager 12.1.



Directory search

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