

# Call Center Products

# MCCT



**Mitel Networks Small Business Solutions** provide business owners with everything they need to effectively manage their communications while avoiding unnecessary expense and complexity – from an office phone system with built-in voice mail to a complete Internet server, secure firewall, virus protection, video monitoring and more. Small Business Solutions provide an advanced telephone system, a secure business server, e-mail, web services and more.

**Featured Among the many Mitel products are** The Mitel Networks™ SX-200® PBX telephone system, The Mitel Networks™ SX-2000® LIGHT PBX telephone system, The Mitel Networks™ 5760 Video Conference Appliance, The Mitel Networks™ 3300 Integrated Communications Platform, The Mitel Networks™ 3100 Integrated Communications Platform and the Mitel IP Telephones, including the models, 5001, 5005, 5010, 5020, and 5140

**The Matrix<sup>2</sup> is a brand new IVR Applications Generator** developed for MCCT's MATRIX<sup>2</sup> IVR Platform. Now the power to develop IVR applications is made much easier for the customer. Create your own IVR Applications, Configure IVR ports, View the Real Time Display of call activity, Administer IVR systems, users and plans. Matrix<sup>2</sup> IVR is a Linux based workhorse, with a Windows™ front end. Applications communicate with the Linux applications using the standard ODBC interface and TCP/IP sockets.



**Dialogic has established itself** as the leading global provider of open computer telephony (CT) solutions. Dialogic is the leading supplier of standards-based



voice and fax processing components, with more than

four million voice service ports deployed worldwide. Dialogic products are enabling new converged Web services, including Internet voice browsing, high density enhanced media gateways, and e-Business building blocks for service providers and contact centers.

## what our customers say about us

### For Telemark Co.

MCCT represents the ideal provider to work with because they are always available to help if there is a technical problem, even on weekends or holidays. The MCCT technical staff are very experienced and easy to communicate with. Also important to us is the ability to reach the owner of MCCT, Elwin Macomber, for any special project or quotation. During this year we have purchased equipment for two projects because of price and fast delivery. Finally, it is important to mention that MCCT and Telemark have grown throughout the years, a trusting win-win relationship that is very important to my company.

**Alfonso Gonzalez,  
Director General  
Telemark Corporation**

# MCCT Call Center Solutions WorldWide

## Millennium Platform

Blending voice, data, wireless and CTI technology into one diverse telephony server platform, eOn Communications' Millennium provides total communications



solutions. The strength of the Millennium lies

in its inherent flexibility, creating custom solutions for general business applications or such specialty applications as campus settings or call centers.

## Vodavi's TRIAD family

provides affordable and easy-to-use solutions starting as small as 3 lines and 8 stations with the capacity to grow up to 144 lines and 252 stations. TRIAD is an advanced communications solution that is prepared to handle all the application needs of a growing business today and in the future. TRIAD products are available only through authorized dealers who are trained and certified by Vodavi.



NEC's legendary reliability and quality standards are evident in the DS1000/2000 innovative 32-bit architecture. This new concept **NEC** features Digital Signal Processor (DSP) Technology, on-board flash memory, and field software upgradeability. The compact DS1000 starts with 3 lines, 8 stations, and 4 analog ports. It expands to 6 lines, 16 stations, and 8 analog ports just by plugging in a single expansion board.

**VXI is a leading manufacturer** of computer headsets and has lead in the speech recognition market by providing Parrott computer headsets, recognized worldwide for outstanding clarity and accuracy with speech recognition applications including Dragon Systems and IBM Via-Voice.

**EnGenius Technologies Inc.**, manufacturer of the SN-900, SN-920 Industrial Cordless Phones. EnGenius Industrial Cordless Phone Systems have more power than most of the conventional phones in the marketplace.



This enables you to use the long range cordless communication to ensure you the Mobility and Clarity that your Business needs.

**With more than one million** power and environmental control systems installed throughout more than 100 countries, Liebert has more ways to protect sensitive electronics than anyone. Our power protection line offers the broadest range of solutions in the industry, from surge protection and power conditioning to Uninterruptible Power Supplies in off-line, on-line and line-interactive topologies.



## The Powerware FERRUPS

UPS deliver unmatched reliability in configurable power protection for computers and telecommunications equipment. Patented Ferro resonant technology delivers "bulletproof" power protection and is ideal for banking and security systems, manufacturing process control, servers, and telecommunications equipment.



**Western Telematic Inc.** is an industry leader in designing, manufacturing and marketing of data connectivity solutions.



## MCCT

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