

TOSHIBA



STRATA

CTX670

Unify. Simplify. Communicate.

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Work Anywhere.

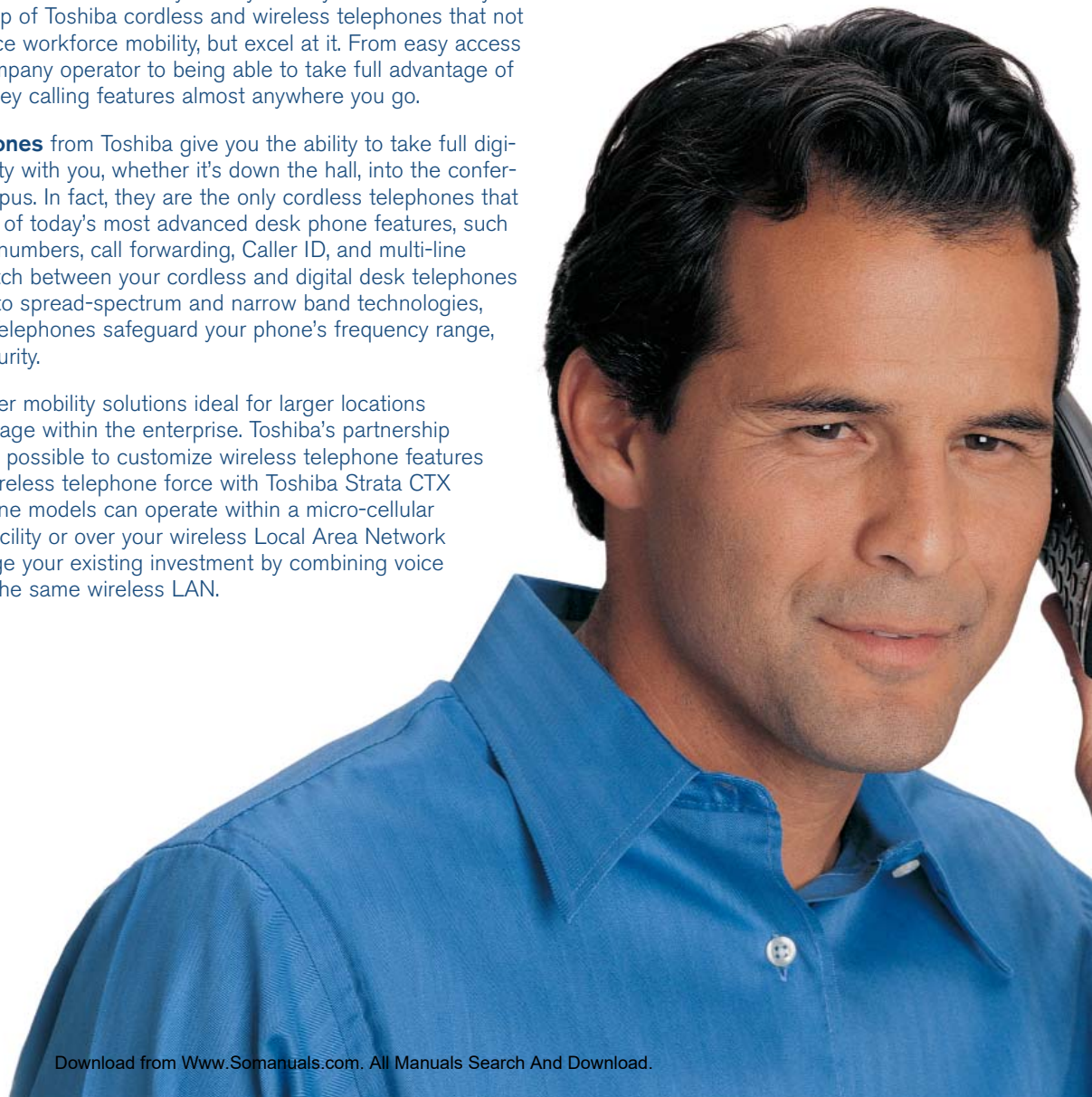
One world. One company. One goal of communicating better. And one telephone system that brings it all together. The Strata CTX670 unifies, coordinates, and streamlines all your communications with stunning agility and proficiency. Modular in architecture. Scalable in design. Networkable with other systems. The Strata CTX670 gives you incredible capabilities today – and the ability to build out your system as you grow. Expand up to 560 telephones – and even more by networking multiple systems. Share vital information and functionality between your main office, branch offices, and remote locations. Take telephone system functionality wherever you go with a full line of integrated cordless and wireless telephones. And take advantage of remote user telephone connectivity that lets you use your newfound communication features anywhere you work with exceptional cost-efficiency. What a concept. What a solution.

Embrace Mobility.

Missed calls and missed opportunities are a thing of the past. Toshiba's goal is to arm you with the very latest in productivity-enhancing communication tools to keep you connected to your team, your customers, and your full-featured deskbound business equipment – wherever your day takes you. Which is why you'll find a powerful lineup of Toshiba cordless and wireless telephones that not only enable you to embrace workforce mobility, but excel at it. From easy access to voice mail and your company operator to being able to take full advantage of your telephone system's key calling features almost anywhere you go.

Cordless Digital Telephones from Toshiba give you the ability to take full digital desk phone functionality with you, whether it's down the hall, into the conference room, or across campus. In fact, they are the only cordless telephones that allow you to access some of today's most advanced desk phone features, such as desk phone extension numbers, call forwarding, Caller ID, and multi-line access. You can even switch between your cordless and digital desk telephones during a call. And thanks to spread-spectrum and narrow band technologies, Toshiba Cordless Digital Telephones safeguard your phone's frequency range, plus deliver maximum security.

Wireless Telephones offer mobility solutions ideal for larger locations requiring wider area coverage within the enterprise. Toshiba's partnership with SpectraLink makes it possible to customize wireless telephone features and fully integrate your wireless telephone force with Toshiba Strata CTX systems. Wireless telephone models can operate within a micro-cellular architecture within your facility or over your wireless Local Area Network (LAN). So you can leverage your existing investment by combining voice and data applications on the same wireless LAN.



Do Anything.

The Strata CTX670 has a mission: to enable you to connect with customers; promote teamwork; grow when you need, as you need; and do so with a flair for enhancing your bottom line. One look at its design and you'll see for yourself. Universal slot architecture allows you to create almost any combination of trunk lines, telephones, and peripherals. QSIG protocol and Toshiba-specific QSIG elements enable networked systems to function as one large Strata system. This gives your centralized attendant information about both internal and external calls from other system nodes in the network. It also enables you to share a central voice mail system, coordinate extension numbers for simplified intersystem network dialing, and give remote users access to full network features. Add in Voice Over Internet Protocol, and you greatly reduce long-distance costs to and from remote nodes on the network.



Integrate Everything.

A single system that does it all, from transmitting voice and data to fax and video throughout your enterprise. All while reducing your infrastructure, lowering capital expenditure and operational costs, and increasing productivity. It's the ultimate communications solution and the only tool you need to take full advantage of today's most advanced communications applications:

Multiple Office Networking

- Provide one integrated system for all your office locations by networking multiple Strata CTX670 systems to work together.
- Share capabilities enterprise-wide, from centralized attendant services, a single voice mail system, and unified call center operations, to simplified internal extension dialing.
- Save money by avoiding costly long-distance charges on calls between various locations.
- Turn a long-distance call into a local call by "hopping off" the network as needed.

Integrated Services Digital Network (ISDN)

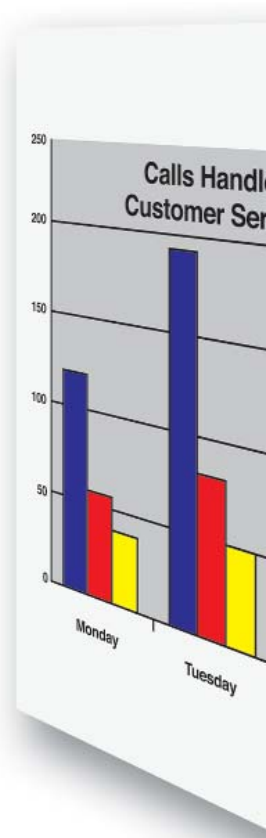
- Transmit voice, data, fax, and video at the same time, all on one reliable line.
- Maximize communication efficiency while reducing costs through exceptional speed and fast call setup.
- Save money by using Primary Rate Interface (PRI) that enables you to use channels call-by-call.
- Access high-speed LAN, Internet, and video conferencing at a low cost with Basic Rate Interface (BRI).
- Eliminate monthly charges for Call Number Identification Service (CNIS) and Dialed Number Identification Service (DNIS).

Voice Over Internet Protocol

- Eliminate long-distance toll charges between your main office and branch offices.
- Reduce cost by transmitting voice and fax calls via the Internet or your private intranet.
- Share applications among all your offices, enhancing cost-effectiveness and customer service.
- Extend full telephone functionality to remote users via IP telephones connected to your private intranet or the Internet, providing the same productivity features to all users no matter where they are located.

Computer Telephony Integration (CTI)

- Increase productivity and reduce costs by creating an integrated business information system.
- Access and control call information at the system level using the Strata CTX670 LAN for sophisticated CTI applications.
- Control, handle, and identify calls with ease using computer screen displays.
- Maximize communication efficiency using Caller ID, automated dialing, automated attendant, and other CTI applications.



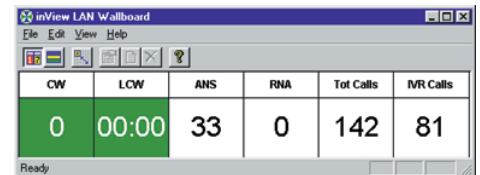
Streamline Operations.

Comprehensive doesn't have to mean complex. That's the concept behind the Strata CTX670. With its powerful Automatic Call Distribution (ACD) features, it makes it incredibly simple to optimize call center operations, increase customer satisfaction, and improve efficiency. After minimal training time, you can begin using it to effectively allocate inbound calls among your call-handling agents. You'll appreciate its numerous invaluable features:

- Advanced Call Routing directs calls based on Caller ID, account numbers, private lists, balanced call count, preferred agent treatment, agent priority, time-of-day, day-of-week, day-of-year, and user-entered data.
- Skills-Based Routing sends calls to the right person to handle the call.
- Priority Queuing enables you to answer higher priority calls sooner.
- Multiple Group Agent Log-in provides important call coverage between groups and tiered service levels.
- Agent Priority Routing gives you the ability to expand your agent pool when traffic increases.
- Intelligent Announcements play pre-recorded messages and inform holding callers of their place in the queue or estimated time before answer, as well as offering alternative actions like going to voice mail or invoking a call back reservation.
- IVR Voice Assistant gathers and validates caller input, triggers responses, alerts agents when the queue gets overloaded with calls, and provides many creative application opportunities.
- Call Center reports let you analyze agent performance, call center group activity, and system status, as well as forecast future call center staffing requirements by analyzing call volume patterns.



inView Agent Status Display
Status display of the selected agent group.



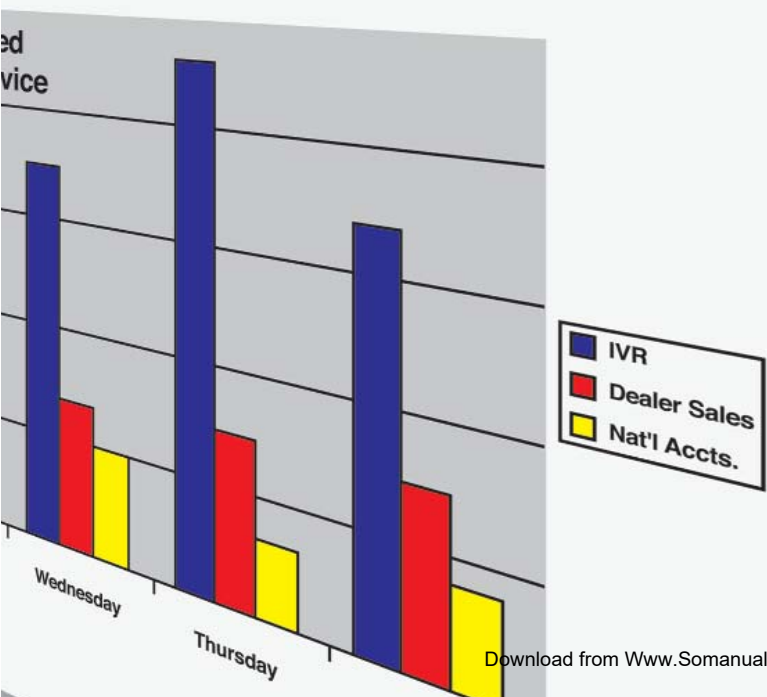
inView Group Parameters Display
Check call-center status at a glance, even while you're working in other Windows® applications.

24 Hour		12:00:00 00:00		Insight DK Plus Management Information Systems										Page 2 of 3 on 01/05/04	
272PM - Thursday		12:01:00 02:00		Agent Traffic for all Tech Support										Part 1 of 1	
Agent	Total			Answered Calls					RNA		Outgoing				
	Call	Ans	%	Call	Ans	%	Call	Ans	Call	Ans	%				
Gwen	0	0	0.0	0	0	0.0	0	0	0	0	0.0				
Ed	45	07:55	13.1	35	07:55	05:30	06:43	45	07:56	35	07:56	05:56			
Mike	35	08:33	18.3	26	08:33	08:30	09:26	35	08:33	36	08:33	08:36			
James	19	07:52	8.2	15	07:52	07:44	07:25	18	07:25	15	07:25	07:44			
Derek	31	08:11	6.9	28	08:11	07:11	05:11	31	08:11	28	08:11	07:11			
Jessie	44	08:22	8.4	24	08:22	05:22	05:45	44	08:22	24	08:22	09:22			
Ryanon	62	07:28	7	60	07:28	05:28	05:23	62	07:28	60	07:28	05:28			
Cliff	25	05:45	7.3	48	05:45	04:45	02:45	25	05:45	45	05:45	04:45			
Clyvia	42	08:44	3.8	83	08:44	08:45	08:44	42	08:44	63	08:44	08:45			
Jessica	33	07:31	12.6	44	07:31	07:55	05:55	33	07:31	44	07:31	07:55			
Randy	0	00:00	17.6	0	00:00	00:00	00:00	0	00:00	0	00:00	00:00			
Daniel	36	07:21	12.2	41	07:21	07:51	07:51	36	07:21	41	07:21	07:51			
Nicole	47	09:42	5.9	65	09:42	05:22	05:25	47	09:42	65	09:42	05:22			
Rudy	49	08:29	73.5	42	08:29	07:24	07:24	49	08:29	42	08:29	07:24			

Create, display, and print your own customized reports to meet your specific needs by selecting from over 100 data elements. Choose the time period you need, and print reports on demand or at scheduled times.

24 Hour		12:00:00 00:00		Insight DK Plus Management Information Systems										Page 1 of 1 on 01/05/04	
8:40PM - Thursday		12:01:00 02:00		Line Group Traffic for Active Lines										Part 1 of 1	
Line Group	Tech Support			Cust. Service											
	Calls offered	588			82										
Calls answered	508			80											
Calls abandoned	30			22											
Calls abandoned (%)	5.9			25.8											
Calls outgoing	0			0											
Average answered call time	06:59			03:07											
Average answered talk time	08:59			03:31											
Average answered wait time	07:59			00:35											
Average abandoned wait time	09:29			00:45											
Average outgoing call time	00:00			00:00											
Average outgoing talk time	00:00			00:00											
Calls overflowed	0			45											
Average overflow wait time	00:00			01:10											

Enhance your management effectiveness by exporting data into your other applications or databases. This enables you to integrate call-center data with your other information systems data.



Promote Simplicity.

What good are lots of bells and whistles if employees can't figure out how to use them? Which is one reason the Strata CTX670 was engineered for simplicity and ease-of-use. An intuitive interface matches the way your employees use the telephone. An easy-to-read display features uncomplicated instructions and voice mail controls right on the telephone's LCD screen. And programmable buttons put your most frequently used calling features just a push-button away. Minimal training. Maximum productivity.



Manage Growth.

The Strata CTX670 system you purchase today will undoubtedly be perfect for your current needs. Thanks to a modular, scalable design, and exceptional compatibility with other Toshiba systems, the Strata CTX670 will also be perfect for your needs in the future. A flexible building block design makes upgrades easy and cost-effective. And when migrating to newer systems, you'll enjoy an exceptional return on your investment by being able to reuse key components, such as your digital telephones and trunk and station cards.

Add Value.

From its first day on the job, the Strata CTX670 will improve your operational efficiency and your bottom line. It does so through better reporting – putting information about every call at your fingertips. It helps you set employee access rights for long-distance calling. It routes calls via your least-costly trunk line, long-distance carrier, or over the Internet using VoIP technology. And it gives you the ability to take advantage of cost-effective high-speed digital services. Of course, remote system programming and administration keep your system running without disrupting business operations.



In addition to floor or wall-mountable versions, Strata CTX670 base and expansion cabinets are also available in 19" rack mountable versions, providing installation versatility and ease.



Choose Perfectly.

Your business is unlike any other. Different needs. Different processes. Different employees. We're happy to say we've built a telephone system flexible enough to meet your needs. You choose the model. You add in the options. You customize the features. You even select telephone color. Toshiba offers a full line of digital telephone models, from 10-, 14-, and 20-button speakerphones, LCD models, and executive models, to 900 MHz digital cordless phones and wireless telephones. And to meet your growing needs, we offer a 20-button add-on module, a 60-button DSS console, and the Strata CTX Attendant Console for high-volume call environments.

Your Toshiba representative has detailed information about all of Toshiba's digital telephone solutions and can help point you in the right direction. Or, you can find out more on the web at www.toshiba.com.



Unify Messaging.

E-mail, voice mail, and fax messages are already some of today's most essential business tools. But the Toshiba Strategy Unified Messaging system makes them invaluable. The Strategy system saves time – and your sanity – by giving you access to all of your communications from a single screen. Enjoy the power of such converged technologies as Automated Speech Recognition (ASR), Unified Messaging, Fax Services, Interactive Voice Response (IVR), Text-to-Speech, and Networking. And customize it all depending on your company's needs, from basic to sophisticated applications.

Strategy IVP8 and Strategy iES32 models seamlessly integrate all your voice processing functions on a single printed circuit card inside your Strata CTX670 system. No need for external connections, standard telephone ports, or a separate battery backup system.



Savor the Features.

Toshiba offers many innovative features including Call Answering options, Computer Telephony Integration, Networking options, and more.

Call Answering Options:

- **Automated Attendant**
Answers and routes incoming calls 24 hours-a-day as an integrated feature of Strategy voice processing. Assures that calls are efficiently managed when call volumes are high, when your receptionist is on a break or at lunch, and after regular hours.
- **Voice Mail Integration**
Allows callers to leave detailed messages for specific employees. With Toshiba Strategy voice processing in the Strata CTX, calls are handled faster and more efficiently, which assures that the customer's needs are addressed as quickly as possible.
- **Direct Inward Dialing (DID)**
Routes incoming calls directly to specific stations without going through the answering position.
- **Multiple Directory Numbers**
Maximizes call-coverage flexibility. Station extension numbers can appear on multiple telephones and individual telephones can have multiple station extension numbers.
- **Dialed Number Identification Service (DNIS)**
Routes incoming calls exactly where you want them to go according to the number dialed, and identifies the type of call on the telephone's LCD display.
- **Caller ID**
Displays the caller's name and telephone number on the telephone's LCD, as well as the customer profile from your database (with CTI applications). Your employees will be fully prepared to handle calls with maximum effectiveness and provide personalized customer service.
- **Off-Hook Call Announce**
Ensures important calls get through. Enables a station to speak to another busy station user. Call announcements can be made through the handset or telephone speaker.

Call Center Options:

- **Automatic Call Distribution (ACD)**
Calls are queued and sent to the next available agent. Incoming calls are distributed evenly, maximizing productivity and assuring quick, efficient call handling.
- **Management Information System (MIS)**
Call Center monitoring and reports enable you to get the most out of your ACD by allowing you to analyze agents' performances, call center group activity, and system status. You can also forecast future call-center staffing requirements by analyzing call volume patterns.

Integrated Services Digital Network (ISDN):

- **Primary Rate Interface (PRI)**
PRI is used to send and receive voice and/or data calls over the same network. The sophisticated call-by-call feature saves money by allocating PRI channels on demand for usage of services such as DID, Tie, FX, WATS, 800, etc.

Enjoy the Benefits.

- **Basic Rate Interface (BRI)**
Station-side connection provides a low-cost ISDN solution that enables you to connect devices such as a PC, LAN bridge or router, Internet access device, video conference terminal, group IV fax, ISDN telephone, or other devices that benefit from an all-digital transmission link. Trunk-side connection enables all your telephones to use BRI lines for incoming and outgoing calls.

Networking Options:

- **Multiple System Networking - Strata Net**
Connect your branch offices by integrating multiple Strata CTX100 and CTX670 systems into one system via your private communications network. All your offices can enjoy the benefits of centralized attendant answering with a central voice mail system, and coordinated extension numbering which simplifies network-wide dialing. Enjoy compatibility with other popular PBXs and network routers for extensive networking.
- **Remote Branch Office Extensions**
The MCK EXTender enables groups of remote workers to have digital telephone extensions from your main location's Strata CTX telephone system, with the same functionality as your main office system.
- **Centrex Integration**
Group access to Centrex lines enables you to get maximum benefits from Centrex features with ease, while saving cost.

Voice Over Internet Protocol (VoIP):

- **Toll Bypass**
Eliminates long-distance toll charges between your main office and branch offices. Reduces cost by transmitting voice and fax calls via the Internet or your private intranet.
- **Cost-effective VoIP Applications**
By sharing applications among all your offices, you'll enhance both cost-effectiveness and customer service.

Computer Telephony Integration (CTI):

- **Industry Standard CTI**
Strata CTX systems fully support Microsoft TAPI – the industry-standard method of Computer Telephony Integration, enabling you to enjoy the full range of advanced CTI benefits.
- **Caller ID Applications**
Caller Identification and automatic retrieval of customer profile data are the most popular CTI applications. When the telephone rings, the LCD displays the caller's telephone number, and the TAPI PC application displays the caller's profile on screen. This enables you to provide fast, accurate, personalized customer service.
- **Desktop OAI**
Call information relative to a particular digital telephone can be passed to a desktop PC via a USB connection to the telephone. Various TAPI applications can be accomplished either through our StrataLink middle-ware program, or with commercially available PIM applications such as ACT!™ or GoldMine.™
- **System OAI**
The Strata CTX100 system OAI link is based upon ECMA standard "CSTA." This provides extensive call control and telephone support for CTI applications of many types. The system OAI uses an Ethernet LAN connection between the Strata CTX100 and external application servers.

TOSHIBA

Trust the Leader.

Toshiba America Information Systems brings together the expertise and know-how of the company's Digital Solutions Division, Digital Products Division, and Storage Device Division to create some of the world's most innovative business communications solutions, from mobile computing and leading-edge telephony products to storage and imaging technologies.

The result of this leadership and sound product development and strategy is digital telephone solutions that enable today's enterprises to take full advantage of the numerous tools, devices, and voice and data communications technologies available now – and in the future. Because Toshiba is behind some of the most advanced and popular office technologies, from copiers, laptops, and PDAs to cable modems, projectors, DVD/CD recordable products, and telephone systems, you can count on global solutions that seamlessly integrate all your key business needs.

Toshiba America Information Systems, Inc., Digital Solutions Division

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