marvin

Contact Management for
Centrex & Virtual PBXs

Centrex Application Suite

Marvin is a portfolio of software products supporting Centrex telephony solutions. The portfolio comprises applications for office users, switchboard attendants, service provider and comany adminstrators

Marvin applications

Switchboard attendant editions: Provider, Enterprise and Switchboard.

WEB application for office users

Company & Directory administration

Visitor management

Database & Calendar sync

Contact

Sweden: Marvin is part of TeliaSonera's Centrex offer, contact Telia sales, see www.telia.se.
Trimum: see www.trimum.se or mail sales@trimum.se.

Marvin at the Enterprise

Marvin is an important part of a complete Centrex service provider offer. Available functions and services, either by purchasing or leasing, are

- **Enterprise directory**, hosted or locally (CPE) operation
- **Attendant console**, including messaging and absence/ presence handling
- **Web-access** for office users
- **Administration** of directory, switchboard and users
- **Visitor management**, registering and printout of badges
- **Database synchronisation** using LDAP
- **Calendar synchronisation** with Microsoft Exchange, Lotus notes and Novell GroupWise.

Marvin at the Centrex Provider

Marvin is designed to fit in the Centrex concept. Administration tools and prestanda have been designed to make it possible for the service provider to let many enterprises and users to efficiently share common resources.
There is no upper limit how many enterprises, attendant consoles and office users that can be handled in the same hardware and software environment.

Attendant services

One version of Marvin is especially designed for use in multi-company environments. It's either used in corporate groups or by providers, who provide attendant services for many external companies. Statistics and charging data is generated by Marvin making it possible to charge the services.

trimum

Hosted solutions

Provider/Maxi

The Provider/Maxi version permits all server-functionality to be hosted centrally. Attendant consoles and user's Web-access are connected over Internet or via a fixed IP-connection. Each attendant or Web-user has access to his/hers own enterprise directory, only.
Attendant console software runs on ordinary Windows XP or Vista PC:s.

Provider/Multi

Provider/Multi is used by attendants serving more than one company, either a corporate group or a group of external companies which have outsourced their attendant service.

System adminstration

The Provider system administration tool is used by the Centrex provider to manage the customers' company directories access rights, first login and password handling and remote upgrade of client software.

Statistics call log

Statistics on all attendant handled calls are generated and mailed automatically. It's used both by providers and end-user enterprises.

Enterprise solutions (CPE)

Enterprise/Midi

This concept allows all server functionality to be placed and operated by the customer, locally. The difference compared to a traditional CPE-installation is, although the enterprise directory and attendant functionality is place locally, the Centrex telephony is still delivered as a service. The attendant console and the user's Web-access have the same functionality as in the Provider/Maxi version, as well.

Options

Office Web

Use Firefox or IE to search the directory, open/close the phone, send SMS and vCards, see your colleagues' presence, plan your own absence. The office Web is avaible to both Provider and Enterprise solutions.

Switchboard/Mini

A very advanced softphone for ISDN. It provides the same set of telephony functions attendants have.

Administration/reception

Enterprise- and directory administration, including visitor management and support of office user's presence: open/close their phones and/or plan their presence/absence.

Sync tools

Data synchronisation between the company directory and other databases using LDAP. Calendar sync between MS Exchange, Lotus Notes, GroupWise and the company directory. The users' calendar events become visible for attendants and Marvin Web-users, as well.