

Features Comparison Table

Version 1.5

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1 TELEPHONY FEATURES

Feature	M2250	Smile 2	Smile 3.0	Smile 3.0.7 15/01/2010	Smile 3.1 31/03/2010	Comments
Autodial numbers (Phone, Alternatives, Mobile and Net Number)		X	X	X	X	
5 New prefixes for Autodial numbers		X	X	X	X	
FTR Keys	X	X			X	
Calls Waiting Thermometer		X	X	X	X	
Longest waiting time for calls in queue			X	X	X	
Number of manned Smile 3 Attendant Console			X	X	X	
Calls on Hold: caller and called parties Information		X	X	X	X	
Calls on Hold: Timer threshold (Reminder)		X	X	X	X	
Calls on Hold: Label on Hold		X	X	X	X	
Call Park (System ParkDN)	X	X	X	X	X	
Conference	X	X	X	X	X	
Call Mute			X	X	X	
CIU configuration control (Ring Tone and Headset type)		X	NA	NA	NA	
Incoming call pickup algorithm (FIFO/Smile)		X	X	X	X	FIFO for Smile 3.x, call prioritization via CC6
Post Dial and Last Number Redial		X	X	X	X	
Incoming call search mechanism (Seek Mode)		X	X	X	X	
Outgoing call search mechanism		X				
PBX date and Time automatic Update		X	NA	NA	NA	CS1K now supports NTP servers
Express Messaging		X	X	X	X	
Automatic Charge Account		X			X	
CIU General Purpose Relay control		X	NA	NA	NA	
Busy Lamp Field	X	X	X*	X*	X**	* up to 36 extensions ** up to 128 extensions
Attendant Automatic Greeting			X	X	X	
Local Call Recording			X	X	X	
IP support			X	X	X	
Remote User capability			X	X	X	
End to End Quality of Service	NA	NA	X	X	X	
Automatic Network Configuration through DHCP	NA	NA	X	X	X	
License Manager Feature			X	X	X	
Integration with Nortel Contact Centre			X	X	X	
Specific calls treatments based on CLID/DNIS			X	X	X	
Welcome messages, prioritization, ...			X	X	X	
Time of day and holidays calls routing			X	X	X	
Skilled based routing			X	X	X	
Call prioritization	X*	X*	X**	X**	X**	* Manual ** automatic using CC6
Extended real-time and historical rep.			X	X	X	
Call recording via Nortel Contact Recording (Duplicated Media Stream)			X	X	X	
Activity code and Not Ready Reason code					X	
Presence Information via OCS integration				X	X	
Support of Plantronics CS60 headset (Bluetooth with Answer/HangUp button)					X	



2 SMILE TELEPHONY FEATURES

	M2250	Smile 2	Smile 3.0	Smile 3.0.8 31/05/2010	Smile 3.1 TBC	
Feature						Comments
Autodial numbers (Phone, Alternatives, Mobile and Net Number)		X	X	X	X	
5 New prefixes for Autodial numbers		X	X	X	X	
FTR Keys	X	X			X	
Calls Waiting Thermometer		X	X	X	X	
Longest waiting time for calls in queue			X	X	X	
Number of manned Attendant Console			X	X	X	
Calls on Hold: caller and called parties Information		X	X	X	X	
Calls on Hold: Timer threshold (Reminder)		X	X	X	X	
Calls on Hold: Label on Hold		X	X	X	X	
Call Park (System ParkDN)	X	X	X	X	X	
Conference	X	X	X	X	X	
Call Mute			X	X	X	
CIU configuration control (Ring Tone and Headset type)		X	NA	NA	NA	
CIU General Purpose Relay control		X	NA	NA	NA	
PBX date and Time automatic Update		X	NA	NA	NA	CS1K now supports NTP servers
Incoming call pickup algorithm (FIFO/Smile)		X	X	X	X	FIFO for Smile 3.x, call prioritization via CC6
Redial List		X*	X	X	X	* through Post Dial
Incoming call search mechanism (Seek Mode)		X	X	X	X	
Outgoing call search mechanism		X				
Express Messaging		X	X	X	X	
Automatic Charge Account		X			X	
Activity Code				X	X	
Not Ready Reason code				X	X	
Missed Call List				X	X	
Busy Lamp Field	X	X	X*	X*	X**	* up to 36 extensions ** up to 128 extensions
Attendant Automatic Greeting			X	X	X	
Local Call Recording			X	X	X	
IP support			X	X	X	
Remote User capability			X	X	X	
End to End Quality of Service	NA	NA	X	X	X	
Automatic Network Configuration through DHCP	NA	NA	X	X	X	
Integration with Nortel Contact Centre			X	X	X	
Specific calls treatments based on CLID/DNIS			X	X	X	
Welcome messages, prioritization, ...			X	X	X	
Time of day and holidays calls routing			X	X	X	
Skilled based routing			X	X	X	
Call prioritization	X*	X*	X**	X**	X**	* Manual ** automatic using CC6
Extended real-time and historical rep.			X	X	X	
Call recording via Nortel Contact Recording (Duplicated Media Stream)			X	X	X	
Presence Information via OCS integration				X	X	
Support of Plantronics CS60 headset (Bluetooth with Answer/HangUp button)				X	X	



3 USER INTERFACE

	M2250	Smile 2	Smile 3.0	Smile 3.0.8 31/05/2010	Smile 3.1 TBC	
Feature						Comments
Multilingual	X	X *	X *	X **	X **	* Danish, Dutch, English, French, German, Italian, Russian, Spanish ** + Arabic, Hebrew and Norsk
Automatic on Top	NA	X	X	X	X	
Automatic Maximize	NA	X	X	X	X	
Online e-education (Tutorial)		X				
Visual impaired person facilities		X			X	
New Vista Like GUI			X	X	X	
User's profile management			X	X	X	
VIP (visual Impaired Person) Pkg		X			X	

4 DIRECTORY

	M2250	Smile 2	Smile 3.0	Smile 3.0.8 31/05/2010	Smile 3.1 TBC	
Feature						Comments
Phonebook unlimited		X*	X	X	X	* Limited to 100 contacts in Express PKG
Phonebook Management (Fields, Labels, Build in Reports)		X			X	
Column labeling and FontSize				X	X	
Multi Criteria Search Filters		X	X	X	X	
Search options: 'Start With' and 'Contains'				X	X	
Quick Filters			X	X	X	
Operator and Personal Notes		X	X	X	X	
Basic Statistics					X	
Support of E164 format (Phone Number)				X	X	



5 SYSTEM

	M2250	Smile 2	Smile 3.0	Smile 3.0.8 31/05/2010	Smile 3.1 TBC	
Feature						Comments
SmUpdate		X	X	X	X	
Web		X	X	X	X	
Networking		X	X	X	X	
Optional Dongle		X	X	X	X	On License Manager for Smile 3.x
LDAP LookUp		X	X	X	X	
LDAP Update		X	X	X	X	
Send Email		X	X	X	X	
Open MS Outlook Calendar (Manual)		X	X	X	X	
Open MS Outlook Calendar (Automatic on incoming call - DNIS)				X	X	
License Manager			X	X	X	



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Or consult our website at <http://www.SmileConsole.com>