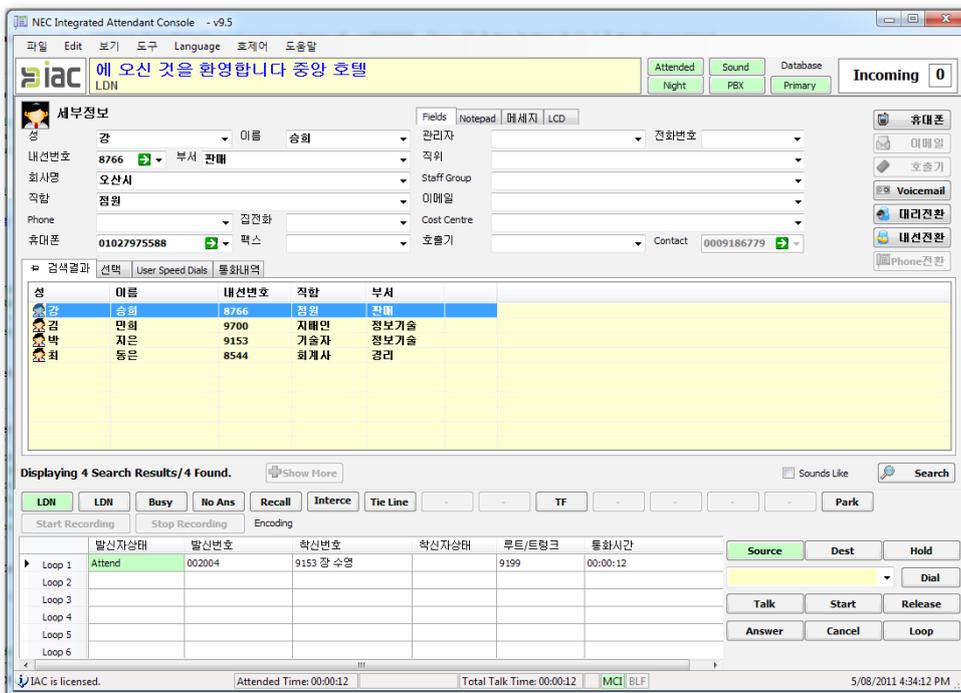


IAC Console – Local Language

The Integrated Attendant Console Local Language feature introduces support for any language which can be read left-to-right. No additional installation or licensing is necessary.



IAC Console now includes support for local languages.

Easily configured for languages such as Chinese, Japanese, Korean, Thai and Spanish.

Supported in business, hotel/motel and serviced office modes.

Directory entries can contain a mixture of languages within the one directory entry. Microsoft Access and SQL Server directory databases are both supported. Localisation includes:

- » Database lookups
- » Search results and matches
- » Screen pops, including greeting line and database fields
- » Notepad display
- » Buttons labels
- » DBTool – add, update and delete records in any left-to-right language.

IAC LOCAL LANGUAGE SUPPORT

IAC Local Language can be installed on either an English based or a localised version of Windows 7 or Windows XP Pro. Languages which can be used are only limited by the font sets which are installed on the PC.

Directory data can be entered and updated manually in any combination of left-to-right languages.

For hospitality users guest names can appear in the language most familiar to the user. For serviced office users, the names of the clients can likewise appear in the language used by the user.

IAC LOCAL LANGUAGE BENEFITS

- » User training time is reduced due to the familiar language.
- » Hospitality and Serviced Office users can maintain a more professional image with fewer mispronunciations due to language difficulties.
- » IAC Directory databases can be utilised more widely since they can be in the language used by the majority of staff.
- » Less time is spent mentally translating names from English so user efficiency is improved.
- » Searching for names is more likely to be successful at first attempt meaning that operators can process more calls.

EXAMPLE OF IAC DATABASE ENTRY APPLICATION:

The screenshot shows the NEC DBTool - Version [4.0] application. The main window is titled "Staff Profile" and contains a form for entering user details. The form is divided into several sections:

- Identification:** 识别号 (ID) 0005079461, *密码 (Password) 123, *分机 (Extension) 9104, *Tenant Number 1.
- Personal Information:** *姓 (Name) 汪, 员工编号 (Employee Number) 19233, 地址 (Location) 上海.
- Department/Role:** *部门 (Dept) 销售部, 职称 (Title) 销售部经理, 花费编号 (Cost Centre) 1.
- Group/Status:** 小组 (Group) IAC, 身份 (Status) Permanent, 经理 (Manager) 汪稳功, 经理电话号 (Mgr Ph) 99009108.

Below the form, there is a "Messaging" section with various communication options:

- 电话号 (Ph) 99009101, 转送手机 (M) On/Off
- 传真号 (Fax) 99009100, SMS On/Off
- 家里电话号 (Hm Ph) 99808327, 转送留言 (V) On/Off
- 呼机号 (Pgr) 9177, 转送呼机 (P) On/Off
- 留言箱 (V) 9104, 寄送电邮 (Em) On/Off
- 手机号 (Mob) 0400001236
- 电子信箱 (Em) mike@ctipl.com.au

At the bottom right, there is a "Search Results (Ext, Surname, Firstname, Id)" table:

Extension	Surname	Given Name
9104	Bellamy	Mike
9102	Fowler	Bruce
2213	Fowler	Tom
2211	Fowler	Walt
9111	Thompson	Chester
1111	Underwood	Fruith
1322	中岛	情
7633	佐々木	裕子
2255	吉田	茂
9935	太山	雄一
9915	川崎	重雄
9927	川崎	千枝子
9967	松原	知

The application includes a menu bar (File, Edit, Tools, Help) and a toolbar with buttons for Search, Add New, Delete, Update, Clear, Alternates, and Exit. A status bar at the bottom indicates "Fields marked with a * are required fields when adding a new user" and "17 Records Found".