

Corebridge OCS Gateway Server (COGS)

COGS

What is COGS?

COGS leverages Microsoft OCS remote call control capabilities without having to upgrade or replace your PBX or as part of a VoIP migration strategy.

What is the business opportunity?

Unified Communications (UC) solutions offer various methods to integrate communications functions directly with business applications which significantly improve the ability of individuals, groups and companies to interact and perform.

It is a common misconception that customers have to upgrade or replace their telephone systems (PBX) and other infrastructure in order to realise the benefits of UC.

COGS is a software “remote call control” gateway which enables Microsoft Office Communications Server (OCS) to control any PBX, whether traditional or Voice over IP. COGS can help with cost avoidance because it delivers on the promise of UC by improving performance without expensive infrastructure upgrades.

With COGS, the following functionality is enabled in Microsoft Office Communicator.

- Make calls to any external number
- Answer incoming calls from external numbers
- Hang up
- Transfer and redirect calls to external numbers

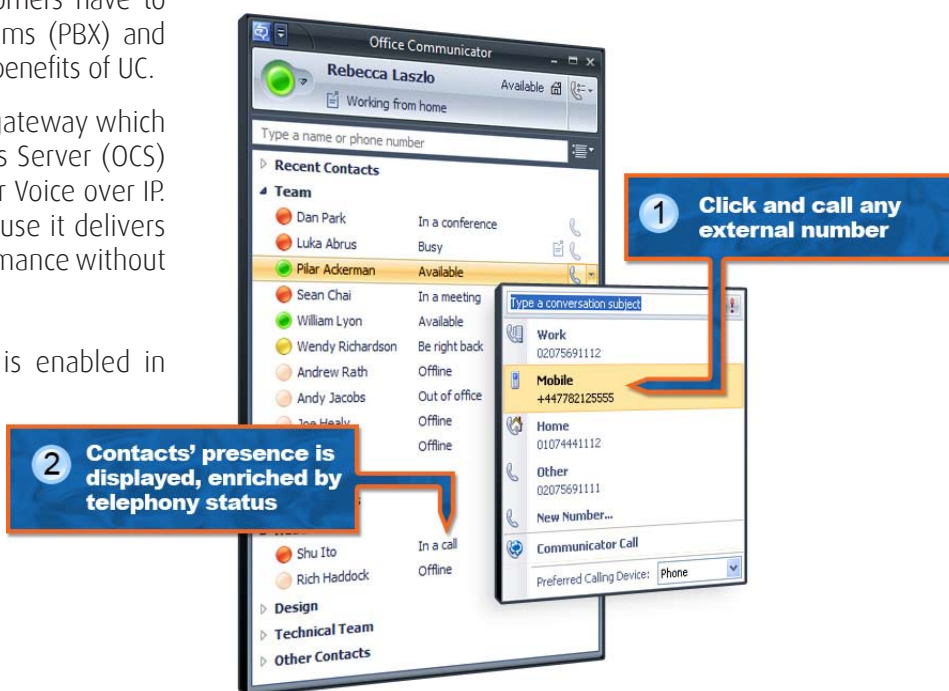
What does COGS deliver?

COGS enables users of OCS to issue commands to the PBX so that they can drive desktop phone activities from Microsoft Office Communicator, the OCS client. The telephony activity is initiated and controlled remotely from the desktop phone (users need not even be in the same country), hence the term “remote call control”.

COGS enables implementation of Microsoft Unified Communications work flows and processes consistently across disparate telephony infrastructures.

Click-to-call enablement

Any telephone numbers in Microsoft unified communications-enabled applications may be clicked to call. These include Microsoft applications such as Outlook, Word and Dynamics and a growing list of third-party software solutions. With COGS, external numbers become click-to-call enabled too.



Presence awareness

The presence “bean” is enriched by the injection of telephony presence for existing PBXs. Members of teams can see instantly whether colleagues are busy on calls and when they become available again, enabling them to make better communications decisions.

VoIP AS YOU ARE

Benefits

- **Cost-effective**

A pure software solution, COGS works without any need for PBX upgrades or replacements. As there is no related hardware cost of deploying COGS, the solution is extremely cost-effective.

- **Telephony-independent**

As it integrates the PBXs of a wide variety of manufacturers with OCS, there is no requirement for an expensive vendor-specific gateway. The cost benefits to organisations with a variety of PBX systems across multiple sites are obvious.

- **Return on Investment**

The longevity of the PBX can be increased and its functionality is enriched therefore maximising its ROI by avoiding the cost of ripping and replacing or upgrading.

- **Ease of deployment**

No installation or configuration is required on the Windows desktop, so legacy telephony can be enabled for very little cost.

- **Business-efficient**

Click-to-call increases the accuracy of dialling and reduces the time needed to find and dial numbers.

- **Presence awareness**

Telephony presence is shown in Office Communicator increasing the “richness” of presence information available to end-users, enabling them to make better decisions about how to communicate with contacts.

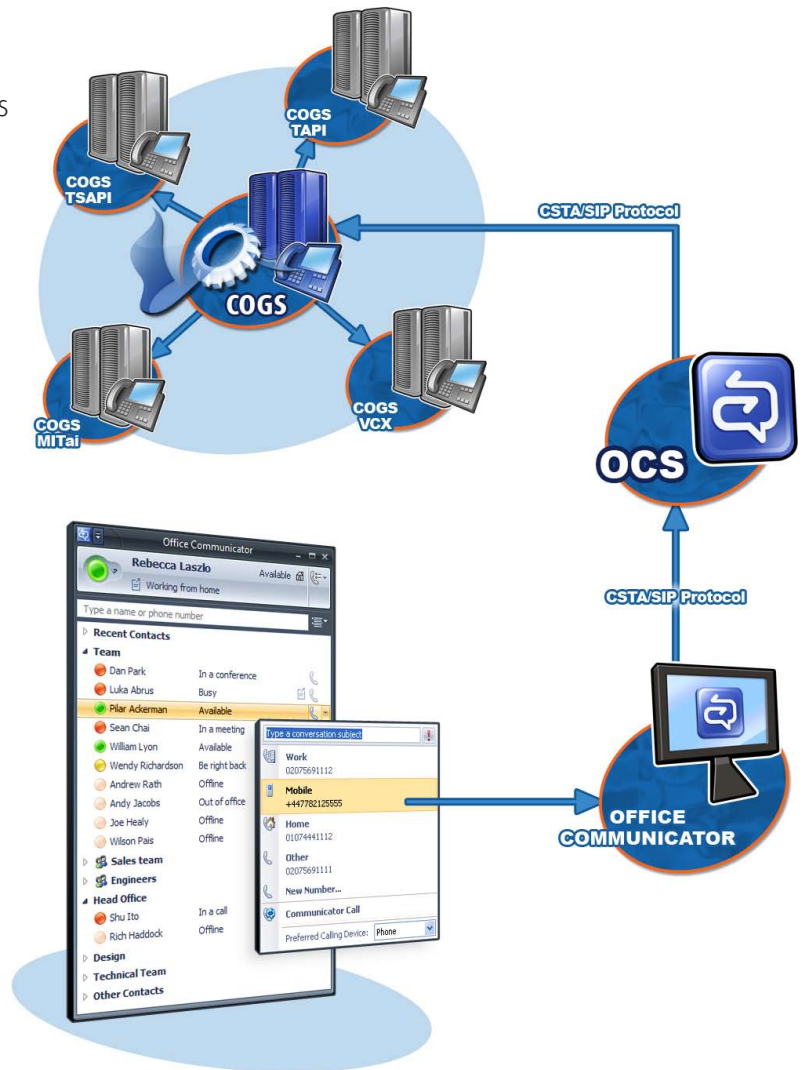
- **Extensible**

COGS provides a single solution for multiple, disparate PBXs and sites, and it enables the easy addition of new PBXs (e.g. following mergers or acquisitions).

- **Future proof**

COGS enables a clear roadmap for users of legacy telephony to move to a full SIP/VoIP telephony infrastructure.

COGS uses industry-standard Computer Telephony Integration (CTI) interfaces to control the PBX. COGS supports PBXs as used by 95% of businesses worldwide.



unified
communications

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