oneNumber Connectivity - Option # 1 Internet - Secure Connection

T-1 to T-3 Trunks With Voice Lines as Required

oneServer Data Warehouse

Network Switch for Stores

Router

Secure Connection

Firewall w/Secure Connection

Secure Connection

Secure Connection

Secure Connection

Secure Connection

Cloud or Internet

HCM 2000

Telephone Switch

oneNet API Server

Laser Printer

1System

Network Switch for CSR Stations

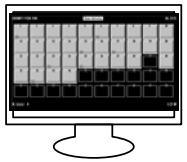
CSC – Customer Service Center

oneNumber Server

oneView Management Screens

Store Status Screen

Communications Supervisor



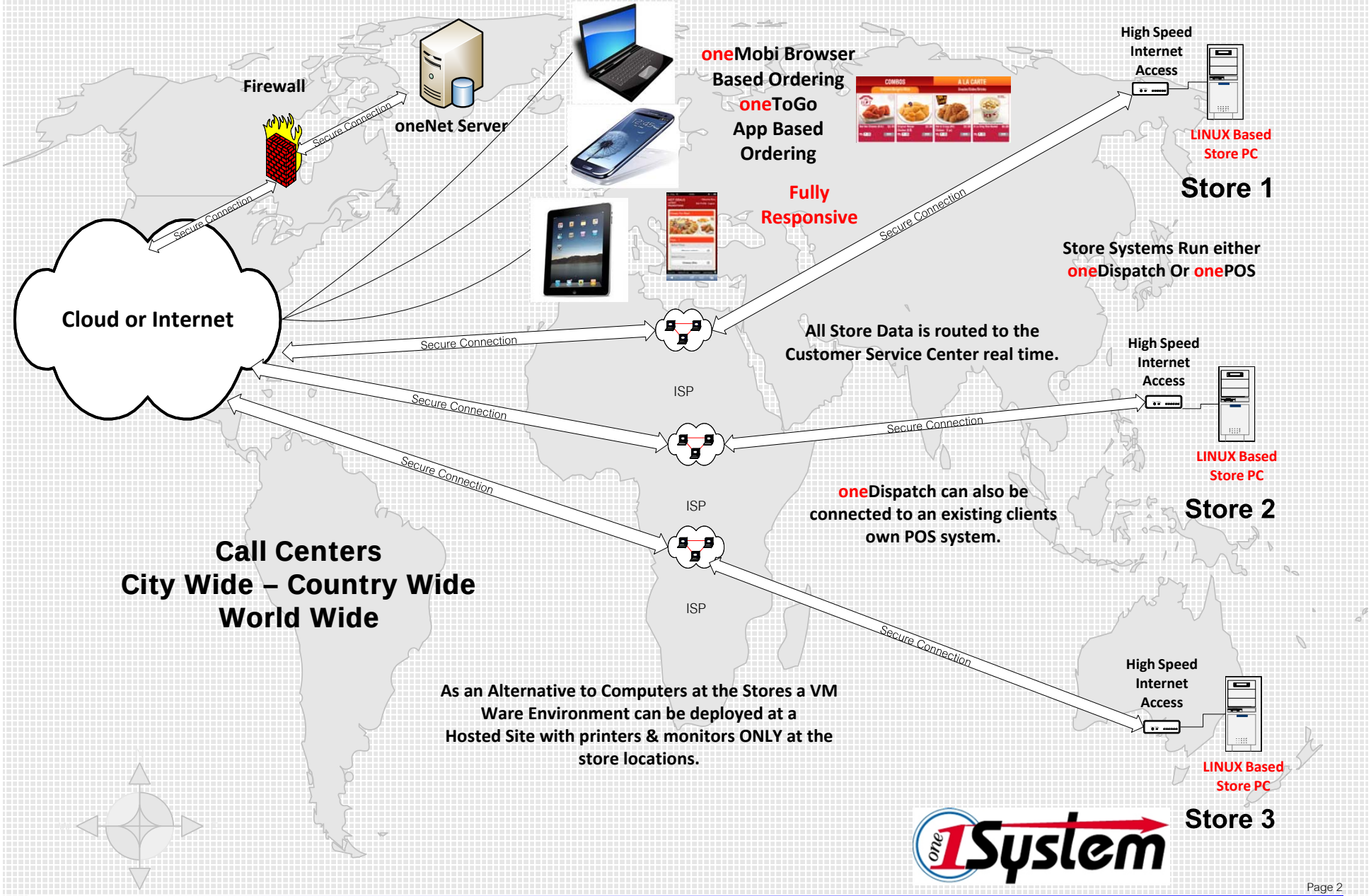
Store Activity Screen

Telephone Agent Station

Digital Agent Station

one1System

Option # 1 - Internet - Secure Connection - Page 2



Call Center Hardware Option # 1 Internet VPN
Connected Store

Main Call Center Computer

oneNumber Server

Dell Dual Core or Intel Based Server/Size & Configuration Varies
System Monitor
Standard 101 Keyboard
CD ROM - USB
Intel Network Cards
10/100/1000

Hardware Network Options
Network Switches
Routers

Report Printer Options
Laser Printers
Inkjet Printers

oneNet Server

Dell Quad Core Server/Size & Configuration Varies

oneServer Server

Dell Quad Core Server/Size & Configuration Varies

Agent Stations

CSR Screen Options
Axel 70 or 75 Series Units with VGA Color Monitors
HP Network Terminals w/Microsoft Embedded
PCs Running PUTTY or Similar
Wombat, Tipro or other expanded Keyboards.

Telephone Switch

Lucent Definity
Nortel Meridian
Avaya
Asterisk
Other Switches may be integrated on a project basis.

oneLook Screens

CSR Control Screen Options
Axel 70 or 75 Series Units with VGA Color Monitors
HP Network Terminals w/Microsoft Embedded
PCs Running PUTTY or Similar
Standard 101 Keyboards

Connectivity Options

Dial-up 56K Dial-Up ISP (Remote Locations that Do Not Offer High Speed Connections)
Can be mixed with
ISDN
ADSL
Cable Modem
Satellite
Or all of the above…..

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