

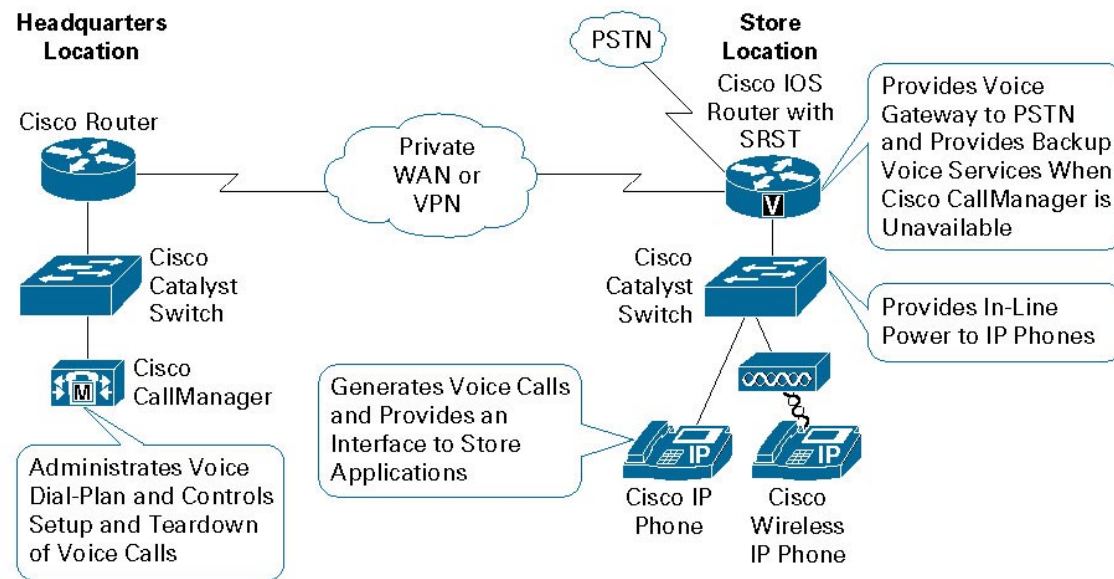
## IP COMMUNICATIONS

### REDUCES COSTS AND ENABLES NEW BUSINESS PROCESSES THROUGH CONVERGENCE

- Supply chain applications can provide access to inventory information to sales associates using IP phones.
- Time and attendance applications can give store associates access to labor scheduling information using IP phones.
- Audioconferencing through a converged network reduces long distance charges, and increases communications across stores.
- Call center applications can improve customer interaction by matching customer needs to an agent who has the necessary skill sets.

**Figure 1**

IP Communications





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(0406R)

VT/LW6611 09/04