

PRODUCT BULLETIN

TeleDirectory™ IP Console for Nortel CS 2000/2100

Number: P34.05

MARKET

In today's demanding telecommunications environment, the attendant, departmental and ACD agent call answering positions require exceptional reliability, the ability to provide fast, efficient and accurate service with improved productivity, and the ability to interface existing database resources to insure the continuity and accuracy of information. Conveyant Systems' *TeleDirectory IP Console for the Nortel CS 2000/2100* utilizes PCs and CTI which offer the telephone attendant a platform that significantly improves call handling productivity and efficiency.

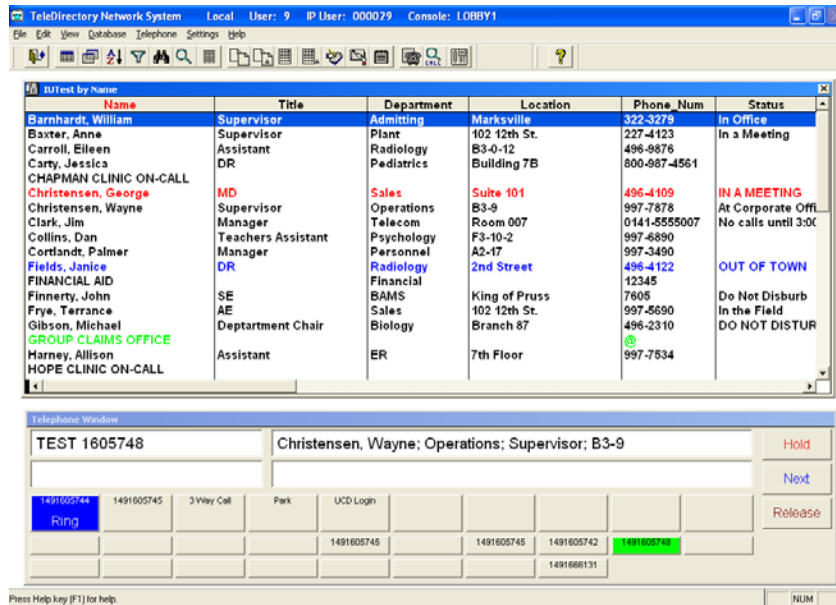
PRODUCT OVERVIEW

The TeleDirectory IP Console for Nortel CS 2000/2100 operates on the Nortel CS 2000/2100 and is comprised of:

TeleDirectory Software: Advanced directory application with integrated call processing. Offers flexible, user-defined directories which may include personnel, products, services, etc. TeleDirectory directories may be configured in a "white-page" or "yellow-page" format with several pages of detail information available for each entry. Provides a rich set of enhancements such as prioritized call answering by the "NEXT" key, number-to-name lookup, and user-defined hot keys for feature and line access. Additional TeleDirectory features include various search methods, password-protected access, on-screen Help and comprehensive system statistics.

IP Technology: Interfaces directly to the Nortel CS 2000/CS 2100 using IP technology. Allows the user to access the line and features keys from the PC with operator prompts provided in the TeleDirectory Telephone Window. As an option, users may operate the TeleDirectory Console concurrently with the Nortel IP Phone 2004, and other Nortel IP sets, to provide back-up capability in the event of PC failure.

Personal Computer/LAN: TeleDirectory software is installed at each Console position.



Sample TeleDirectory Console Operator Screen

FEATURE SUMMARY

TeleDirectory Consoles are available in three models designed to effectively meet customer needs at very price competitive levels. Following is a list of the key TeleDirectory Console features:

- **Busy Lamp Field:** Display busy status of approximately 50-60 stations in the TeleDirectory Console window.
- **Call Notes:** Operators may attach a note to call which is saved in a Call Detail Report.
- **Call Queue Thermometer:** Visual indicator that displays call queue activity with color and height changes.
- **Call Statistics:** Comprehensive call statistics may be generated on user-selectable call or feature key activity. Summary and detail reports are available.
- **Directories:** Up to fifteen user-customizable directories with integrated dialing. Directories may be configured in an "indexed" or "sequential" format with up to 60 fields per directory and 254 characters per field. Search methods include filter, phonetic, text and character-by-character.
- **Directory Reports:** Generate directory reports in various formats.
- **Linked Directories:** Directories may be linked by a common field for quick access to additional information.
- **Macros:** User-defined keys to enable quick access to call processing and other functions.
- **Multi-tasking Platform:** Operators may access other applications on the TeleDirectory Console PC.
- **"NEXT" Key Priority Answering:** Ensures that operators answer the most important call first.
- **Number-to-Name Look-Up:** Augments the telephone display with directory information displayed in the TeleDirectory Telephone Window.
- **On Line Help:** Context sensitive Help may be accessed with the HELP key.
- **Open/Close System:** Enables a supervisor to remotely "close" the TeleDirectory application for routine maintenance tasks.
- **Scheduled Event Handler:** Select tasks may be scheduled to run automatically on a daily, weekly or monthly basis.
- **Second Pages:** Data may be stored in second pages activated by a primary field key and an alternate field key. Dialing and access to URLs are available on the second pages.
- **Security:** Configure users and security levels for TeleDirectory. Valid parameters include inserting, deleting and modifying a directory entry or second page; viewing non-displayed fields; and reading second page information.
- **Softphone Emulation:** Provides mapping for line and feature keys in the TeleDirectory application.
- **Telephone Window:** Always present on the screen and displays directly below the Directory Window, providing the attendant with information on incoming calls.
- **Transaction Log Reports:** Generate transaction log reports on directory transactions and messaging/paging transactions.

TELEDIRECTORY CONSOLE MODEL OVERVIEW

TeleDirectory Consoles are available in three Models – 1000, 2000 and 5000 – which provide a range of features and functionality at price competitive levels. Each model is briefly described below. Please refer to the Feature Matrix for additional details.

Model 1000

The TD/NCS2-1000 is designed for those customers with the need for one unlimited size name directory. The directory provides for integrated name dialing and the attendant may monitor between 50 to 60 stations of BLF. Macro keys, transaction logging and security features are available with the TD/NCS2-1000.

Model 2000

The TD/NCS2-2000 is designed for those customers whose requirements include two directories. Each of the two directories included with TD/NCS2 is fixed in structure and unlimited in size. Additional directory features include status information, multiple telephone numbers for each entry and configurable function keys. TD/NCS2-2000 Consoles can be connected to a Local Area Network for real-time directory updates. One statistical report is available with the TD/NCS2-2000 along with directory security features.

Model 5000

The TD/NCS2-5000 is designed for those customers with the need for multiple, user-customizable directories running on a Local Area Network. Up to fifteen directories may be configured by the end user in indexed or sequential formats. Directory updates may be made via the Host Interface feature. Multiple directory search capabilities are available for the attendant. sets of system and console performance reports are included. The TD/NCS2-5000 is an excellent solution for customers with the need for advanced directory and system capabilities.

CUSTOMER BENEFITS

Superior Call Processing with Advanced Directory Application

Integrating the PC with the telephone provides a uniquely productive and cost effective environment for telecommunication's users. With enhanced information and features, TeleDirectory allows attendants and ACD agents to handle more calls in less time, and provide customers with much higher levels of service. This is achieved by freeing the operators from the mundane and time-consuming task of conventional telephone call handling, and providing them with an easy-to-use, integrated platform to efficiently process calls.

ACD Call Center Operation

The replacement of the attendant console with the TeleDirectory Console allows operators to utilize ACD services which provide:

- Real-time statistics and extensive management reports from the Central Office
- Superior call hunting facilities
- Supports call forcing to increase operator productivity
- TeleDirectory Call Queue Thermometer for queue status information
- Unified user interface for supervisors to back-up agents in addition to performing their other tasks

Softphone Emulation

The TeleDirectory IP Console provides access to all line and feature keys that are programmed in the CS 2000/2100 from the PC, thus eliminating the need to switch between desktop instruments. In the event of PC failure operators may continue to process calls when using an optional I2004 IP telephone set, or other Nortel IP telephone set, to provide un-interrupted call handling for your customers.

CUSTOMER BENEFITS (continued)***Excellent Price Performance***

TeleDirectory Consoles are available in three models – all priced at very competitive levels – to ensure customers have a range of products from which to choose within their budget. TeleDirectory performs very well in all vertical markets, and is positioned as a feature-rich, yet competitively priced product.

TeleDirectory is defining new standards for the next generation of computer telephone integration, insuring investment protection for many years to come, as well as compatibility with advanced features in the future.

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The *TeleDirectory IP for Nortel CS 2000/2100 PC-based Attendant Console, Release 2.6* was verified as compatible with the *Nortel CS 2000 and CS 2100, Release SN09* in a controlled laboratory environment.

TeleDirectory IP Console for Nortel CS 2000/2100

Feature Matrix

The following feature matrix lists the features available in the Model 1000, Model 2000 and Model 5000

Category	Feature	1000	2000	5000	Comments
CALL PROCESSING	IP Phone 2004	X	X	X	
	Integrated Call Processing	X	X	X	
	Windows 2000 and XP	X	X	X	
	Multi-Tasking	X	X	X	
	Call Statistics	1 Report	1 Report	8 Reports	
	Hold Recall Timeout	X	X	X	
	Number-to-Name Lookup	X	X	X	
	Maximum Consoles Per System	No Limit	No Limit	No Limit	
	Call Queue Thermometer	X	X	X	
	Busy Lamp Field	X	X	X	Limited based on key availability
	Memo Pad		X	X	
	Call Notes			X	
DIRECTORY	Integrated Directory	Fixed	Fixed/ Selectable	User Defined	Directory size limited only by PC disk space
	Maximum Number of Directories	1 Directory	2 Directories	15 Directories	
	Maintenance Utilities Access	X	X	X	
	Security	X	X	X	
	Configurable Function Keys	X	X	X	
	Multiple Phone Numbers	2	3	15	
	Directory Second Pages	X	X	X	
	URL on Second Pages	X	X	X	
	Macro Keys	X	X	X	
	Transaction Logging	X	X	X	
	SmartSearch™ for Schedules	X	X	X	
	Status	X	X	X	
	Linked Directories		X	X	
	Automated Scheduled Events		X	X	
	Multiple Search Capability		X	X	Filter, Phonetic, Character-by-Character, Text