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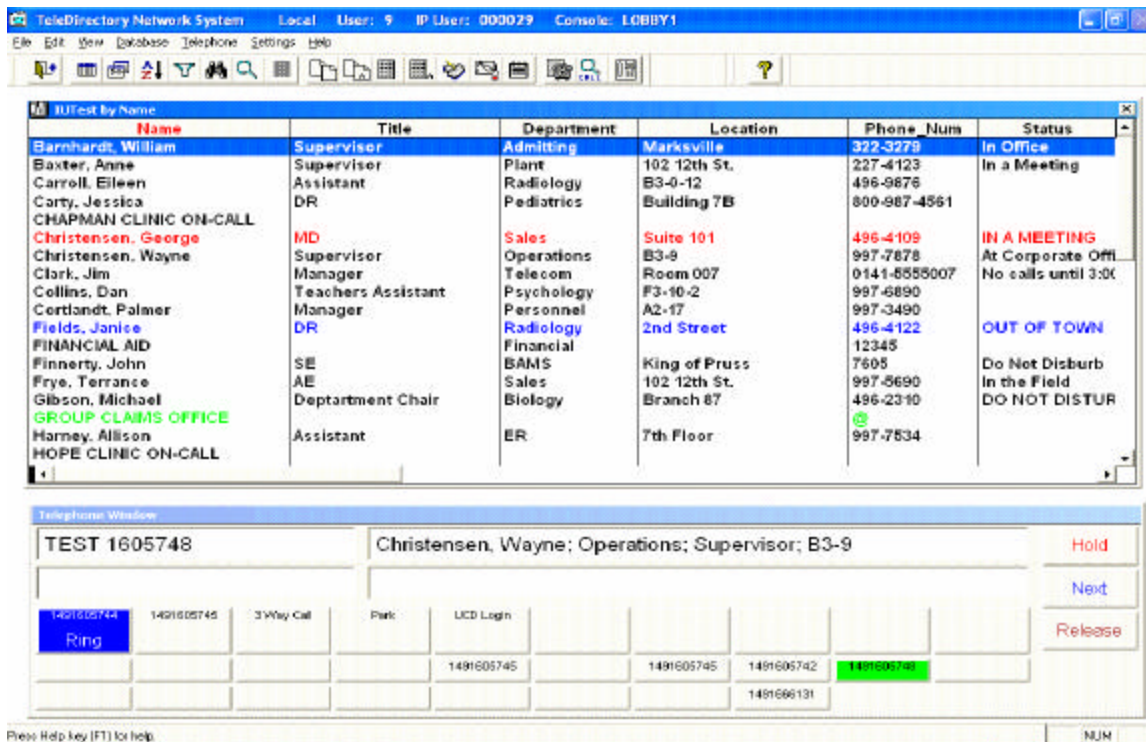


## TeleDirectory™ IP for Nortel CS 2000/2100

Conveyant Systems Inc.'s proven TeleDirectory PC-based console application has been adapted to interface to Nortel's CS 2000 and CS 2100 IP-enabled switches to provide IP-based attendant console functionality for telephone operators. The TeleDirectory IP for Nortel CS 2000/2100 Console allows the telephone operator to quickly and efficiently process calls from their PC using the TeleDirectory application with its integrated directories and call processing capability.

TeleDirectory IP for Nortel CS 2000/2100 is an easy-to-use application for your telephone operators that offers "NEXT" key priority answering, screen-pops with calling party information, and integrated dialing from the directories and detail information pages. These features, combined with TeleDirectory's user-customizable directories and numerous search methods, along with a suite of additional capabilities and features, provides the user with an efficient tool to quickly and accurately process calls.

TD/NCS2 is available in three models with features to effectively meet customer needs at very price competitive levels.



TeleDirectory IP for Nortel CS 2000/2100 Sample Operator Screen



*Our products offer customization and flexibility to customer in all vertical markets with specialized applications for healthcare, government, education, hospitality and more.*

# TeleDirectory IP for Nortel CS 2000/2100

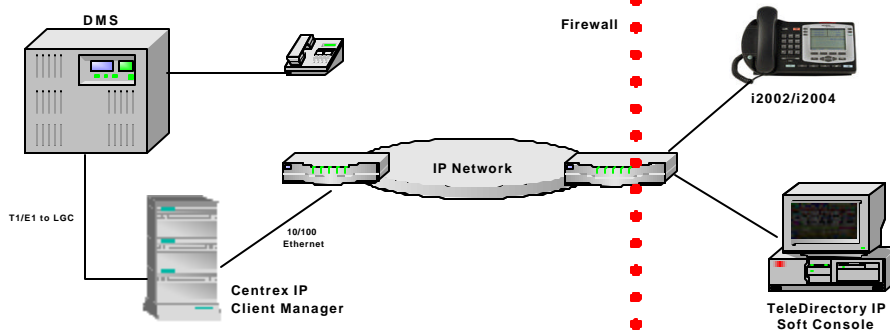
## FEATURES

- "NEXT" Key Priority Answering with Calling Party Information
- Multiple, User-Customizable Directories with Integrated Dialing
- Indexed and Sequential Directory Formats
- Detail Information Pages with Dialing and URLs
- Comprehensive Call Statistics
- Database and Transaction Log Reports
- Filter, Phonetic, Sequential and Character-by-Character Search Methods
- Scheduled Events Handler for Call Statistics Reporting and Administration Functions

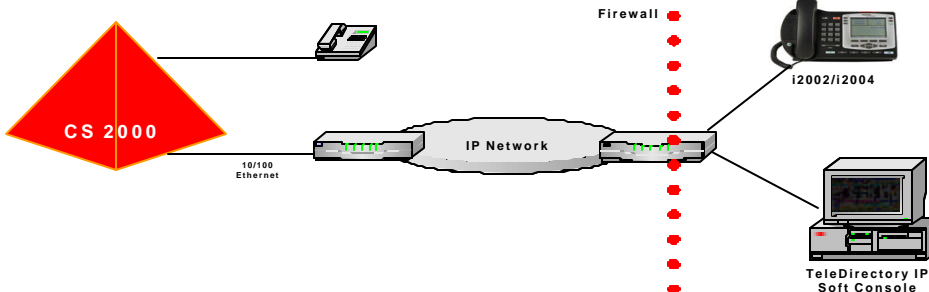
## BENEFITS

- Efficient and Accurate Call Processing
- Easy to Access Centralized Directory Information
- Mouse and/or Keyboard Access to Accommodate User's Preference
- Improved Customer Service
- Excellent Tool for Back-up Operators and New Operators
- Real-time Directory Updates for all Operators with the Optional TeleDirectory Host Interface
- Easily Customizable and Adaptable to Customer Needs

Centrex IP with DMS



Centrex IP with Communication Server



## TD/NCS2 PC Specifications

- Pentium PC 1 GHz processor
- 256 MB RAM
- 500 MB local hard disk
- CD ROM
- Windows 2000 or XP
- USB Port
- USB Headset
- Non-serial Mouse
- Local area network interface
- Windows compatible printer for reports
- If using Remote Support:* One modem per system and PC Anywhere on one console.
- If using Auto Greeting or Call Recording Modules:* Sound card installed and configured on each console PC.

**NOTE:** Certain configurations may not support the Auto Greeting and/or Call Recording Modules

Contact Conveyant Systems for more information  
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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.