

PRODUCT BULLETIN

TeleDirectory™ Messaging and Paging Services

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Providing superior customer service with a personal touch in today's fast-paced Call Center is a challenging task. From physician's answering services in a hospital, to a high-volume message and paging center in the corporate environment, proficient call handling with messaging and paging delivery is imperative.

Conveyant's TeleDirectory Messaging and Attention! Notification System provide an automated and powerful solution to meet customer's messaging, event and emergency notification and paging needs. Your attendants can provide that personal touch by talking to your customers, accessing critical information and processing calls and notification capability. All messages and page requests are electronically logged, and may be delivered in a variety of methods best suited to the customer needs.

Key features include:

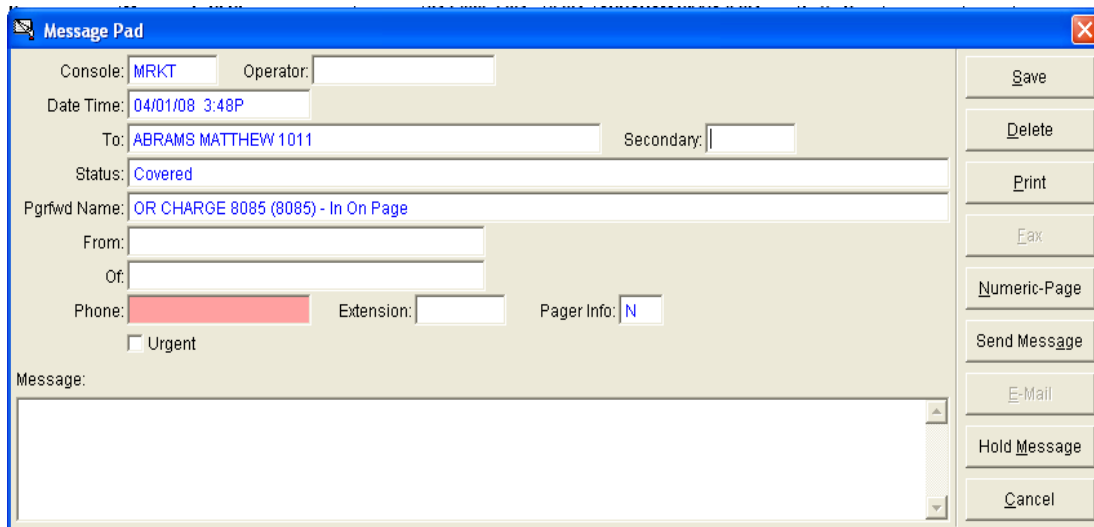
- ***Virtually Unlimited Capacity*** in number of messages
- ***Integration with TeleDirectory Console*** allows telephone operators easy access to advanced features
- ***Customizable Message Pad*** lets you design your own
- ***Message Delivery Options*** including cell phone, pager, E-mail and other wireless devices
- ***Integrated Messaging/Paging Reports*** for monitoring, tracking and billing for messaging and paging services

PRODUCT DESCRIPTION

TeleDirectory Messaging and Paging Services are integrated with Conveyant's TeleDirectory Console application software as an optional package. Attendants may take messages and page requests; view, print and send text messages and pages. Messages and page requests may be taken by an attendant with TeleDirectory's user-customizable Message Pad. The Message Pad has fields for entering names and numbers as well as user-defined check boxes and a free-form text entry area.

All messages and pages are logged to disk for retrieval, reporting and archival purposes. In multiple attendant configurations, these messages and pages are saved on the file server and can be accessed by any of the attendants.

Once accessed, several Message Pad fields are automatically filled-in for the attendant to expedite the message and page request process. These fields include the console name; operator name; date and time; and the "TO" and "FROM" fields when available from the TeleDirectory Telephone Window. Customizable check-box fields are provided along with a memo field which allows the attendant to enter a message of unlimited length.



Sample Customizable TeleDirectory Message Pad

To send a message, the operator simply presses the "Send Message" button on the TeleDirectory Message pad, and the message will be sent to the Attention Notification System. Each individual and group in the Attention Notification System is configured with the desired contact methods, escalation chains, etc.

Following are a list of other features and functions available with TeleDirectory Messaging:

- **SAVE** - Saves the Message/Page on the file server. This enables all operators to view saved messages and pages.
- **PRINT** - Prints the Message/Page.
- **HOLD** – Operators may place a Message/Page on Hold which allows the message to be edited and sent at a later time.
- **HISTORY** – Operators may view the history of a message including when the message was created and sent, which operator sent the message, etc.
- **TRANSACTION LOG REPORTS** – Supervisors can review the performance of their messaging and paging service with the management information reports provided with the TeleDirectory system. All message and page transactions are logged and reports may be generated from this data. In addition, the data may be imported into other applications for review, analysis and bill back to clients.
- **IVR INTEGRATION** – Integrated with our Interactive Voice Response System which enable attendants to view messages and pages sent by IVR users.

BENEFITS

The TeleDirectory Messaging and Attention Notification System application is designed to enhance attendant productivity, improve message accuracy and provide for multiple delivery options. Using it in its simplest form, as a text-messaging console, each attendant has the ability to take, read, print, save and delete messages for any person. This capability dramatically improves message accuracy over written messages, which can typically result in illegible handwriting, inaccurate telephone numbers for callback purposes, and a lack of information such as attendant name, time and date.

With the customizable TeleDirectory Message Pad you can select editable fields, checkboxes and memo area to extend the messaging application to capture, save on disk and generate reports for trouble, emergency and other call related information.

The TeleDirectory System has integrated "house-keeping" tools to insure the integrity of the system, and reduce administrative overhead requirements. The Message System administrator determines when to purge the system of deleted or old messages. With its extensive reporting facilities, TeleDirectory Messaging allows you to track the performance of your messaging center and to have a detailed accounting of the messages taken for your clients. This includes the number of messages taken for a client, when and by whom the message was taken, whether the message was transmitted and a history. All messages are automatically date and time stamped.

Messaging capabilities provide value-added services to the main attendant operation. Increased productivity and customer service is the result. In some cases, the addition of messaging transforms the attendant position to a profit center from a service and cost center by providing billable answering service.