

PRODUCT BULLETIN

TeleDirectory™ SIP Console

Avaya Aura® Session Manager and Avaya Aura® Communication Manager

Number: P40

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 SIP Console* provides telephone attendants with a call processing platform to help meet these demands and enhances the call processing functionality available on the Avaya Aura Session Manager and Avaya Aura Communication Manager.

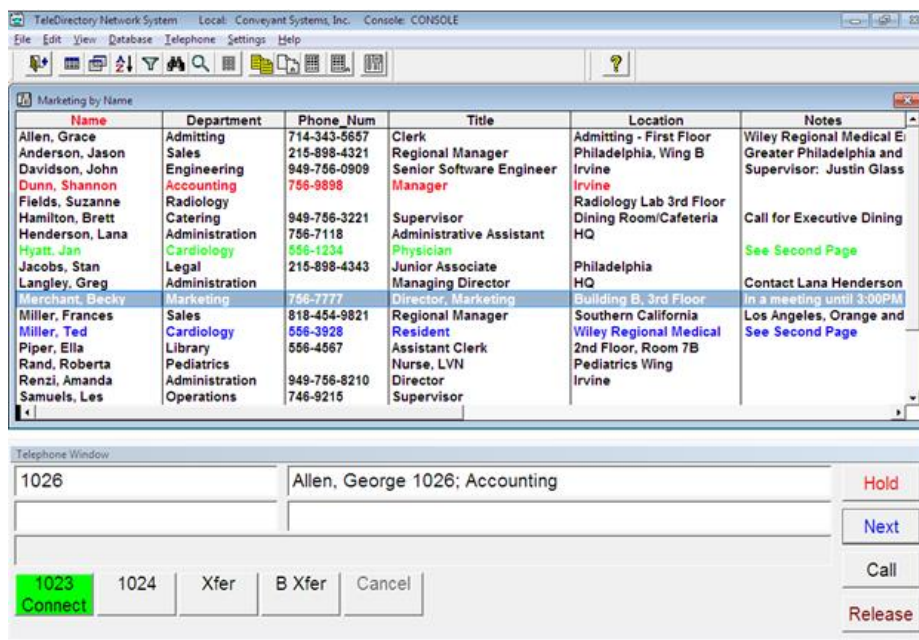
PRODUCT OVERVIEW

The TeleDirectory SIP Console is a 3rd party SIP application and is comprised of:

TeleDirectory Software: Advanced directory application with integrated call processing. Offers flexible, user-defined directories which may include personnel, products, services, students, patients, 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 "NEXT" key prioritized call answering, 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 to the Avaya Aura Session Manager and Avaya Aura Communication Manager as a 3rd Party SIP application. Attendants utilize a USB headset, and are able to access line and features keys from the PC with prompts provided in the TeleDirectory Telephone Window.

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:

- **Call Notes:** Operators may attach a note to a call which is saved in a Call Detail Report.
- **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.
- **Private Emergency Answering Position:** Integrated with Conveyant Systems' **Sentry™ E911 Solutions** for organizations providing 9-1-1 call answering/dispatching services to deliver accurate location information in an emergency.
- **Scheduled Event Handler:** Selected 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.
- **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 CONSOLES AND SENTRY E911 SOLUTIONS

Conveyant Systems' *Sentry E911 Solutions* is an effective tool to assist enterprises in protecting themselves and their customers in an emergency by providing on-site notification and location discovery in the event of a 9-1-1 call.

Our TeleDirectory Console application and our Sentry E911 application working together provide organizations with a fully integrated Private Emergency Answering Position (PEAP). Operators and dispatchers are able to answer a 9-1-1 call, identify the location and immediately begin providing assistance all from one platform. In a campus environment, the integration between TeleDirectory and Sentry – and the Avaya Session Manager/Communication Manager – are a key component in ensuring first responders are quickly dispatched to the emergency.

On-site notification, via screen-pop or e-mail, may be to a single individual/location or may be set by Notification Domain. Information may include telephone number, room, building, floor, etc. In addition, all information associated with a 9-1-1 call is logged and users may add notes about the call for review and reporting purposes.

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/SIP-1000 is designed for those customers with the need for one unlimited size name directory. The directory fields are fixed, and provide for integrated name dialing, macro keys, transaction logging and one call statistics report.

Model 2000

The TD/SIP-2000 is designed for those customers whose requirements include two directories. Each of the two directories is fixed in structure and unlimited in size. Additional directory features include status information, multiple telephone numbers for each entry and configurable function keys. One statistical report is available with the Model 2000 along with directory security features.

Model 5000

The TD/SIP-5000 is designed for those customers with the need for multiple, user-customizable directories. Up to fifteen directories may be configured by the end user in indexed or sequential formats. Multiple directory search methods, and up to fifteen “dialable” telephone numbers may be configured for each directory entry. In addition, eight call statistics reports are included with the Model 5000.

CUSTOMER BENEFITS

Superior Call Processing with Advanced Directory Application

Integrating the PC with the telephony features 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.

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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TeleDirectory SIP Console

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	3 rd Party SIP Application	X	X	X	
	Integrated Call Processing	X	X	X	
	Windows 7	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	
	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
SIP LICENSING	Communications Manager License for each Line provided by TD/SIP	X	X	X	
	Off-PBX Telephone License for each Line provided by TD/SIP	X	X	X	
	Call Center Agent License for each TD/SIP Console for EAS/ACD	X	X	X	