

# PRODUCT BULLETIN

## *TeleDirectory™ Supervisory Monitoring*

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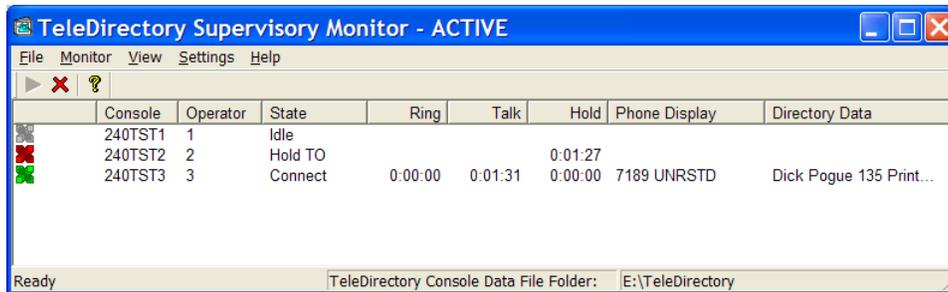
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Conveyant Systems' Supervisory Monitoring Position is an easy-to-use management software application that allows a supervisor to effectively monitor activity on TeleDirectory consoles. It is a valuable tool that provides accurate measurements of the operator's call handling, and reduces the time required by the supervisor to maintain a high level of professional service.

Supervisors can view the operational state of one or more TeleDirectory consoles with real-time display information including:

- The **operational state** of one or more TeleDirectory consoles.
- Each console's **current call details**, including ring, talk, and hold times.
- Each console's **operator name**.

Easy to read, color-coded console status icons display on the supervisor's screen when monitoring is active. Display fields include console name, operator name, state, ring time, talk time, hold time, and additional information which is displayed in each console's TeleDirectory Telephone Window. Having this information readily available at the supervisor's position allows for the accurate monitoring of console activity without disturbing the operator.



***Sample TeleDirectory Supervisory Monitor Window***

Users may customize the column order, column name, font and appearance of the supervisor's screen. These settings are saved on the supervisor's position.

When the Supervisory Monitoring application is opened, monitoring can be activated using the Start option on the Monitor menu or using the Start icon (▶) on the toolbar. To terminate monitoring, select the Exit option on the File menu or use the Stop icon (✖) on the toolbar.

Below is a description of the color-coded status icons which are displayed in the Supervisory Monitoring window:

	<b>IDLE</b>
	<b>RING</b>
	<b>CONNECTED</b>
	<b>HOLD</b>
	<b>HOLD TIMEOUT</b>
	<b>CONSOLE CLOSED OR STATUS NOT UPDATED</b>

## **CUSTOMER BENEFITS**

The TeleDirectory Supervisory Monitoring utility provides supervisors with an effective tool to accurately monitor the telephone operators and their performance. A number of benefits are realized with the Supervisory Monitoring utility:

- Cost effective management tool.
- Assists supervisors in determining the training requirements for each operator.
- Provides the means to significantly improve quality of service.
- Displays real-time call handling information.
- Easy-to-use application with color-coded icons and customized display.
- No proprietary hardware required – monitoring is done over the customer's LAN/WAN.