

Conveyant's TeleDirectory PC Console Improves Performance and Enhances Customer Service

In today's demanding telecommunications environment the attendant answering position requires exceptional reliability; the ability to provide fast, efficient and accurate service; and the ability to utilize directory databases to insure delivery of accurate information. Your attendant is your company's first line of communication to your customers – an important position.

TeleDirectory PC Console enables the attendant to easily access the powerful attendant features available in the Nortel PBX such as loop key operation with ICI keys, remote call forwarding/Do Not Disturb, call park and more. These capabilities are enhanced by TeleDirectory with "NEXT" key priority answering, automatic hold, single keystroke answer and transfer and calling number-to-name matching.

Our product offers a suite of advanced features to meet the needs of customers and their callers by offering three models of the TeleDirectory Console product. The three models - Model 1000, 2000 and 5000 - are packaged to include features such as:

- Unlimited Directory Entries with Integrated Dialing
- Up to Fifteen Directories in Indexed or Sequential Format
- Transaction Logging
- Password Protection
- Context-sensitive HELP
- Multiple Search Methods
- Detail Information Pages
- Macro Key Functionality
- Comprehensive Call Statistics Reports
- Real-time Directory Updates
- Scheduled Events Handler

In addition to the directory application, detail pages available with TeleDirectory Consoles offer users another location to store



Leveraging the strengths of its Developer Partners and their Compatible Products, the Developer Program has become a key contributor in the success of Nortel by broadening its reach and responsiveness in meeting the needs of its channels and customers. Each Nortel Compatible Product has met established requirements for integration, functionality and stability, further reducing total cost of ownership.

Attendants processing calls with Conveyant Systems' TeleDirectory™ PC Console, a powerful PC-based Attendant Console, can effortlessly make a good first impression with this easy-to-use, integrated platform.

TeleDirectory Consoles interface to Nortel's CS1000 and Meridian 1 PBX switches and have been adapted to work with Nortel's M2250 Attendant Console or the PC Console Interface Unit (PCCIU). This adaptation allows your attendant to control the operation of the console from the TeleDirectory application, providing integrated directory access and call processing. The combination of the features available in the TeleDirectory application, with the call processing capabilities available with Nortel PBXs, ensure that your attendant has the best possible tool to provide efficient service to your callers.

information for personnel, departments, schedules, etc. Alternate contact information can be dialed from the detail pages, and users can access URLs.

TeleDirectory's vertical market applications meet the specific needs of some of the most demanding customers including healthcare, hospitality, government, education and more. Along with the aforementioned features, the following features and optional TeleDirectory products provide solutions for these vertical markets:

- **Automatic Greeting Module (Optional):** Plays a customized greeting in the operator's own voice based on the incoming ICI key and the operator currently signed on to the TeleDirectory system.
- **Call Notes:** Allows the attendant to enter notes about the current or previous call. Caller information is displayed in the Call Notes screen, and all information is logged and appears on Call Statistics Detail Reports.
- **Call Recording Module (Optional):** Calls on the TeleDirectory Console may be recorded and date/time stamped. All calls or selected calls only may be archived and saved for future reference.
- **Host Interface (Optional):** Allows information to be received from a variety of outside sources to update TeleDirectory directory(s) on a real-time or batch basis. These external sources can be a Host Computer, Facilities Management Program, Property Management System, Patient Information System or other devices that can send updated information.
- **Messaging and Paging Services (Optional):** Basic and Enhanced Messaging and Paging functionality provides attendants with the ability to take, view, print and send messages and pages. Complete message history and reports are available.
- **On-Call Schedules:** Using TeleDirectory's SmartSearch™ feature, the attendant can access On-Call Schedules for personal or group schedules based on Month, Day, Date and Time.
- **Registry Services (Optional):** Provides a convenient interface to allow users to change their status in the TeleDirectory database. Users may select from a list of configurable messages such as "Out for the Day", or "On Pager", or may enter a custom status such as "Will Return at 1:00 p.m."

- **Statistics:** Comprehensive summary and detail call statistics reports provide users with extensive operator, console and system information which can be generated automatically or manually as required.
- **Supervisory Monitoring (Optional):** Management application that allows a supervisor to monitor activity on TeleDirectory consoles. Supervisors can view the real-time operational state of TeleDirectory consoles and view each console's current call details even from remote locations.
- **Update/Lookup Position (Optional):** May be used by administrators, supervisors or any user on the LAN to access the TeleDirectory databases and administration screens.
- **Web Server:** Designed to improve communications by providing users on the corporate network with the ability to access up-to-date enterprise directory information from their desktop PC using standard Internet browsers.

Company Information

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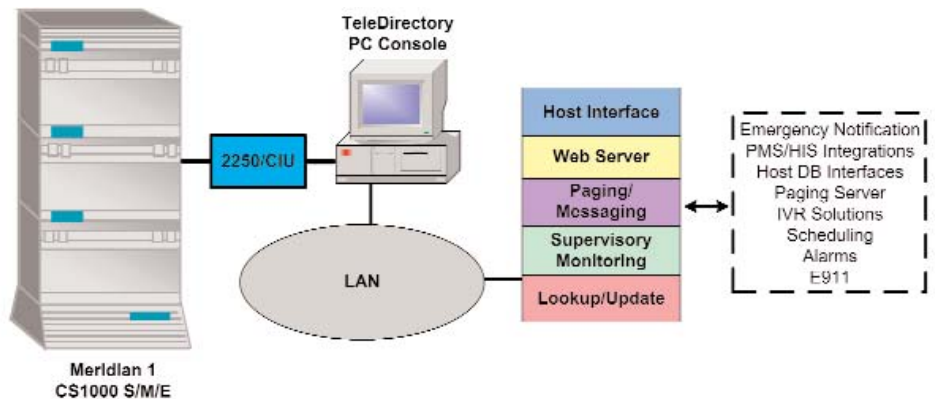
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For all inquiries on this product, please provide the following reference code: TDNS101



Compatibility Information:

TeleDirectory PC Console release 2.42 was verified as compatible in a controlled laboratory environment. For complete compatibility details, including specific Nortel platforms and releases, please refer to the Certificates of Compatibility at: www.nortel.com/prd/dpp/product/prodpages/z5935.html

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Compatible Product

www.nortel.com/compatible

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