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TeleDirectory™ SIP Console

Avaya Aura® Session Manager and Avaya Aura® Communication Manager

In today's demanding telecommunications environment, the attendant answering position requires exceptional reliability; the ability to provide fast and efficient service; and the ability to access an up-to-date directory to ensure delivery of accurate information.

Conveyant Systems' TeleDirectory SIP Console provides attendants with a call processing platform to assist them in meeting these demands, and enhances the call processing functionality available in the **Avaya Aura Session Manager and Avaya Aura Communication Manager**.

Our TeleDirectory Console's user-customizable directories enable attendants to easily access directory information for personnel, departments, students, guests, patients, products, services, etc. And, our "click to dial" or single keystroke transfer improves accuracy and efficiency. Features such as Call Notes, Call Recording, Messaging/Paging Services and On-call Schedules provide the functionality needed to ensure the telephone attendants provide your customers with exceptional service—quickly and efficiently. TeleDirectory Consoles are available in three models with a range of features and price levels to suit small, medium and large enterprises.

TELEDIRECTORY CONSOLES ADVANCED FUNCTIONALITY WITH EXCEPTIONAL RELIABILITY

- May be integrated with Conveyant's **Sentry E911 Solutions** as a Private Emergency Answering Position.
- Fifteen, user-customizable directories with integrated dialing
- Indexed or sequential directory format with detail information pages
- Real-time directory updates from host systems with Host Interface product
- Web Based On-Call Scheduling for Healthcare
- Filter, phonetic, character-by-character and sequential search
- Comprehensive system, console and user call statistics reports
- Compatible with Avaya Aura® Communication Manager 6.3 SP4 and Avaya Aura® Session Manager 6.3 SP7

The screenshot shows the TeleDirectory Network System console interface. The main window displays a directory table with columns for Name, Department, Phone Num, Title, Location, and Notes. Below the table is a Telephone Window with a search field containing '1026' and a list of buttons: Hold, Next, Call, Release, and a row of buttons for 1023 Connect, 1024, Xfer, B Xfer, and Cancel.

Name	Department	Phone Num	Title	Location	Notes
Allen, Grace	Admitting	714-343-5657	Clerk	Admitting - First Floor	Wiley Regional Medical E
Anderson, Jason	Sales	215-898-4321	Regional Manager	Philadelphia, Wing B	Greater Philadelphia and
Davidson, John	Engineering	949-756-0909	Senior Software Engineer	Irvine	Supervisor: Justin Glass
Dunn, Shannon	Accounting	756-8898	Manager	Irvine	
Fields, Suzanne	Radiology			Radiology Lab 3rd Floor	
Hamilton, Brett	Catering	949-756-3221	Supervisor	Dining Room/Cafeteria	Call for Executive Dining
Henderson, Lana	Administration	756-7118	Administrative Assistant	HQ	
Hyatt, Jan	Cardiology	556-1234	Physician		See Second Page
Jacobs, Stan	Legal	215-898-4343	Junior Associate	Philadelphia	
Langley, Greg	Administration		Managing Director	HQ	Contact Lana Henderson
Merchant, Becky	Marketing	756-7777	Director, Marketing	Building B, 3rd Floor	In a meeting until 3:00PM
Miller, Frances	Sales	818-454-9821	Regional Manager	Southern California	Los Angeles, Orange and
Miller, Ted	Cardiology	556-3928	Resident	Wiley Regional Medical	See Second Page
Piper, Ella	Library	556-4567	Assistant Clerk	2nd Floor, Room 7B	
Rand, Roberta	Pediatrics		Nurse, LVN	Pediatrics Wing	
Renzi, Amanda	Administration	949-756-8210	Director	Irvine	
Samuels, Les	Operations	746-9215	Supervisor		

TeleDirectory Consoles offer customization, flexibility and specialized directory applications for all vertical markets.

