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TeleDirectory™ IP for Nortel CS 2000/2100

Conveyant Systems Inc.'s proven TeleDirectory PC-based console application has been adapted to interface to Nortel's CS 2000 and CS 2100 IP-enabled switches to provide IP-based attendant console functionality for telephone operators. The TeleDirectory IP for Nortel CS 2000/2100 Console allows the telephone operator to quickly and efficiently process calls from their PC using the TeleDirectory application with its integrated directories and call processing capability.

TeleDirectory IP for Nortel CS 2000/2100 is an easy-to-use application for your telephone operators that offers "NEXT" key priority answering, screen-pops with calling party information, and integrated dialing from the directories and detail information pages. These features, combined with TeleDirectory's user-customizable directories and numerous search methods, along with a suite of additional capabilities and features, provides the user with an efficient tool to quickly and accurately process calls.

TD/NCS2 is available in three models with features to effectively meet customer needs at very price competitive levels.

The screenshot displays the TeleDirectory Network System application. The main window shows a directory table with columns for Name, Title, Department, Location, Phone_Num, and Status. Below the table is a Telephone Window with a search field containing 'TEST 1605748' and a dropdown menu showing 'Christensen, Wayne; Operations; Supervisor; B3-9'. The Telephone Window also includes buttons for Hold, Next, and Release, and a numeric keypad.

Name	Title	Department	Location	Phone_Num	Status
Barnhardt, William	Supervisor	Admitting	Marksville	322-3279	In Office
Baxter, Anne	Supervisor	Plant	102 12th St.	227-4123	In a Meeting
Carroll, Eileen	Assistant	Radiology	B3-0-12	496-9876	
Carty, Jessica	DR	Pediatrics	Building 7B	800-987-4561	
CHAPMAN CLINIC ON-CALL					
Christensen, George	MD	Sales	Suite 101	496-4109	IN A MEETING
Christensen, Wayne	Supervisor	Operations	B3-9	997-7878	At Corporate Offi
Clark, Jim	Manager	Telecom	Room 007	0141-5555007	No calls until 3:00
Collins, Dan	Teachers Assistant	Psychology	F3-10-2	997-6890	
Cortlandt, Palmer	Manager	Personnel	A2-17	997-3490	
Fields, Janice	DR	Radiology	2nd Street	496-4122	OUT OF TOWN
FINANCIAL AID		Financial		12345	
Finnerty, John	SE	BAMS	King of Pruss	7605	Do Not Disurb
Frye, Terrance	AE	Sales	102 12th St.	997-5690	In the Field
Gibson, Michael	Department Chair	Biology	Branch 87	496-2310	DO NOT DISTUR
GROUP CLAIMS OFFICE				@	
Harney, Allison	Assistant	ER	7th Floor	997-7534	
HOPE CLINIC ON-CALL					

TeleDirectory IP for Nortel CS 2000/2100 Sample Operator Screen



Our products offer customization and flexibility to customer in all vertical markets with specialized applications for healthcare, government, education, hospitality and more.

TeleDirectory IP for Nortel CS 2000/2100

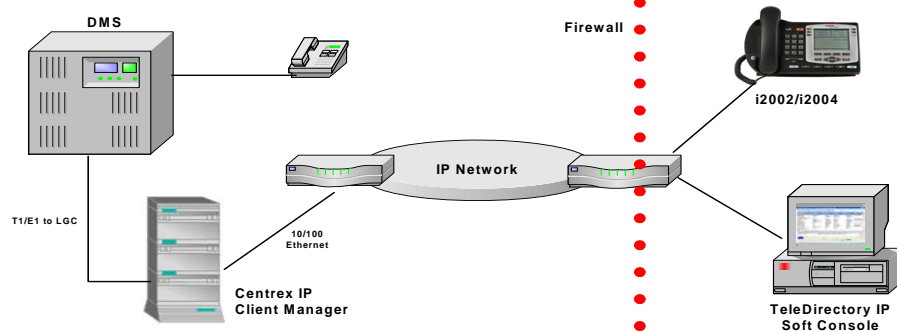
FEATURES

- "NEXT" Key Priority Answering with Calling Party Information
- Multiple, User-Customizable Directories with Integrated Dialing
- Indexed and Sequential Directory Formats
- Detail Information Pages with Dialing and URLs
- Comprehensive Call Statistics
- Database and Transaction Log Reports
- Filter, Phonetic, Sequential and Character-by-Character Search Methods
- Scheduled Events Handler for Call Statistics Reporting and Administration Functions

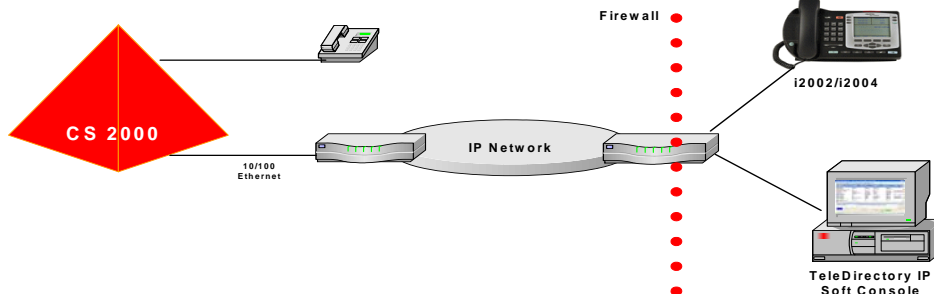
BENEFITS

- Efficient and Accurate Call Processing
- Easy to Access Centralized Directory Information
- Mouse and/or Keyboard Access to Accommodate User's Preference
- Improved Customer Service
- Excellent Tool for Back-up Operators and New Operators
- Real-time Directory Updates for all Operators with the Optional TeleDirectory Host Interface
- Easily Customizable and Adaptable to Customer Needs

Centrex IP with DMS



Centrex IP with Communication Server



TD/NCS2 PC Specifications

- Pentium PC 1 GHz processor
- 256 MB RAM
- 500 MB local hard disk
- CD ROM
- Windows 2000 or XP
- USB Port
- USB Headset
- Non-serial Mouse
- Local area network interface
- Windows compatible printer for reports
- If using Remote Support:* One modem per system and PC Anywhere on one console.
- If using Auto Greeting or Call Recording Modules:* Sound card installed and configured on each console PC.

NOTE: Certain configurations may not support the Auto Greeting and/or Call Recording Modules

Contact Conveyant Systems for more information
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Web site: www.conveyant.com



The TeleDirectory IP for Nortel CS 2000/2100 PC-based Attendant Console, Release 2.6 was verified as compatible with the Nortel CS 2000 and CS 2100, Release SN09 in a controlled laboratory environment.