

SuperDirectory For The Mitel 5550 IP Console & Superconsole 2000

Enhance Customer Service - Improve Performance and Efficiency - Provide a Desktop Directory



In today's dynamic business environment, good customer service plays an increasingly important role. A key element in achieving high quality customer service is the efficient handling of telephone calls from both existing and potential customers. Calls dealt with quickly and courteously help to create a positive and professional image of your company.

The SuperDirectory application significantly enhances the capability of the Mitel 5550 IP Console. It is completely integrated with the Mitel application; they look and act as one product. Just one key press is all that is required to access SuperDirectory from the console keyboard; SuperDirectory pops up inside a window on the console screen.



Provide operators, receptionists and other personnel with quick easy access to your organisation's customised directory information.



A directory system has to be fast. Customers kept on hold soon become frustrated and annoyed. SuperDirectory features a high speed incremental search facility, so that matching records are transferred to the screen at the touch of the first key.



Personnel who are constantly on the move cause problems for operators or receptionists trying to locate them quickly. SuperDirectory's message facility can immediately display staff availability or location.



Enterprise wide access can be made available to selected staff from their desktop. Why provide a printed directory when staff can simply browse the latest on-line information. You can specify the level of access given to users for different information.

*Shortest Search
Times*

*Customised
information*

*Accessible
anywhere*



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Fast Powerful Searches

SuperDirectory features a high speed incremental search facility. Matching records are transferred to the screen at the touch of the first key. It is non-case sensitive, allowing the data to be found without the need to define fields exactly. This powerful search engine ensures that records are located in the shortest possible time, i.e. less than 1 second.

Custom Fields

The system features four fixed fields for forename, surname, extension number and department. In addition up to 30 custom fields can be added so that you define the information you want to appear. Ex-directory, special numbers and composite records are fully catered for.

Web Directory

The Web Directory module allows users to have access to an internal directory via the corporate Intranet or Extranet and their web browser.

Users can have an individual login, change search criteria and search on one or more fields. Records that match the search criteria are displayed and any one can be selected. All the information that the user is allowed to see for the selected record will be displayed including messages and related users.

User Control

SuperDirectory enables you to control the access that different users can have to information. You can specify who can amend, add or delete SuperDirectory users and search templates.

This level of control can be specified on a per user basis right down to individual fields such as the telephone number or car registration and you can create ex directory numbers.

Printed Directory

The Data export wizard allows you to export data to other applications, such as a desktop publishing system, database or spreadsheet. If you wish you can then produce your own customised printed directory.

Customised Interface

Multiple views of an organisation's structure can be presented and searches performed on a name, department or cost centre basis. Users can customise their own search screen and can perform multiple searches either by line or by using a directory tree. The system caters for simultaneous user access on multiple fields.

Record Linking

Each entry can have multiple phone numbers associated to ensure that entries for multiple offices and mobiles can be entered against an individual. You can also associate records so that manager-secretary relationships are shown as well as work colleagues who can help if a person is unavailable.

Messaging Facility

SuperDirectory's message facility enables everyone to be kept informed about personnel who are constantly on the move or on holiday. The messages section is kept relevant by setting start and end dates for messages. Messages are automatically removed after the end date is reached.

Over 3000 free format pages of information are available for personnel to access escalation emergency, operator and supervisor procedures.

Data Import/Export

Wizards are available to import and export data enabling you to link the SuperDirectory database to a whole host of other applications. Data can be automatically linked to Mitel's Opsman, the Mitel switch, Eclipse Call Management system or your personnel database. It can also use LDAP to link to other application databases such as Active Directory. You can have just one place of updates to increase efficiency and reduce administration.

PBX Integration

Once the correct extension or user is found, the call can be connected simply by highlighting the entry and hitting the 'return' key. Extension information is automatically shown for inbound calls.