



## **Avaya Unified Communications Management / System Manager**

Dyna Lync provides the full spectrum of Professional Services for Avaya's Unified Communications Management solutions. Our exceptional knowledge in the industry translates into unparalleled quality of work focused on your needs. Our reputation for being proficient, dependable and responsive will change the way you view unified communication management.

Our services include Project Management, Installation, Configuration, Training and 5-Star Technical Support.

***Dyna Lync Telecom provides many offerings for unified communications technologies and professional services***



## **Nortel Telephony Manager**

Dyna Lync provides Professional Services around the Nortel/Avaya Telephony Manager Product. This is a telephony management application for administering Nortel Meridian 1 and CS1000 systems. Our services include Project Management, Installation, Configuration, Training and 5-Star Technical Support..



## **StradaTel Premium**

StradaTel Premium is an advanced suite of telephony management applications that provides comprehensive tools for configuration, control, and analysis of multiple PBX platforms including Nortel, Avaya and Cisco. Modules include Call Accounting, MAC's, Traffic Analysis, ACD reporting, e911 and Fraud.



## **Vigilant Alarm Management Solution**

Vigilant is a pro-active alarm monitoring solution supporting Nortel and Avaya Communication Products. Its flexibility will meet your business needs and the changing needs of your customers.

### **Key Features Include:**

- Pro-Active Monitoring
- Ability to change Alarm Severity
- Suppress Notifications
- Flexible Schedules
- Alarm set Higher than Critical

### **Key Features Include:**

- Unified platform shares data across common database
- Easy to use GUI Web interface
- Automatic and manual reporting with custom filters
- Seamless integration to other StradaTel Modules
- Centralized data collection for single or multiple PBX's
- Flexible User Account Management / Customization
- Suitable for small to enterprise systems
- Minimal server requirements
- Supported on Virtual Servers

*more*



## Call Center Solutions

### Call Center Solutions

OnC@ll™ is a call center application for voice and IP environments and will work from any global location. It is ideal for distributed agents and supervisors and has a fully integrated web interface. Its non-proprietary, platform independent software is unlike the multi-server hardware systems from proprietary vendors. OnC@ll's unified interaction control interface enables agents and remote agents to manage calls and interactions from the desktop, and get more done in less time. OnC@ll provides all the tools needed to make your business run smoothly and efficiently.

OnC@ll™ is a trademark of Simplified Telephony Solutions.

### Call Center Testing and Assessment Services

With Dyna Lync's stress testing services, we light up your system with a number of real telephone calls that act just like real people trying to do real things. We measure the system's response time at every step of every call and tell you how it all turns out.

### End-to-End Contact Center Solutions

- Hosted or Premise-Based Solutions
- Single and Multi-channel Solutions
- Purebred or Best-in-class
- Business Continuity & Disaster Recovery
- Multiple-Location/Intelligent Call Routing

### Component Technologies

- Screen Pops
- Voice, Web, converged
- IPT or TDM
- Predictive Dialer, PBX, ACD
- Voice mail, call recording, fax and more

### Traffic Studies for Avaya and Nortel Platforms

Traffic Analysis services will help you track and monitor your voice telephony usage. This allows you to identify the optimal resource levels required to maintain the target service levels within your organization.

### Buffer Units

Intelligent storage devices for CDR collection and alarm monitoring used for standard TDM and VoIP communication systems. Multi-port, IP based with various storage capacities. These products support Nortel, Cisco, Avaya, Mitel, NEC and other platforms.



### Dyna Lync 5-Star Support Services

Dyna Lync Telecom's Support Services are the perfect blend of experience, knowledge and commitment to deliver everything you need to maintain a healthy system.

- 800 Number to our call center for Technical Specialists
- Online Request Management Portal Access:
- Quarterly Newsletter:
- Quarterly Health Checks:
- Proactive Patch Notifications:

