



Nortel Telephony Manager (Services)

We provide Professional Services around the Nortel 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 Technical Support.



StradaTel Premium (Product)

StradaTel Premium is an advanced integrated telecom management application that provides a comprehensive suite of tools for configuration, control, and analysis of Meridian 1 and Succession Communications Server for Enterprise (CSE) 1000 systems. These feature rich tools are accessed through a Web browser interface



Vigilant Alarm Management Solution

Dyna Lync Telecom addresses the critical need for a reliable and cost effective Alarm Management solution with the flexibility to meet the way you do business with a hosted solution. From the input of our many dealers, our solution has been developed from the ground up to satisfy the many critical features needed for a superior Alarm Management solution. Each site requires a buffer with no need for a VPN, all you need to monitor your customer is an email account and access to the internet.

Supporting:

- Nortel Meridian 1
- Nortel CS1000 Succession
- Nortel BCM
- Nortel Contact Center 6.0
- Mitel 3300 ICP
- Coming soon: Avaya, Cisco



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 of Technical Specialists**
- **Online Request Management Portal Access:** *Customers submit requests while being kept well informed automatically through email notification of the progress*
- **Quarterly Newsletter:** *Identifying common issues and providing friendly reminders on supported products*
- **Quarterly Health Checks:** *A Technical Specialist contacts the customer quarterly to proactively ensure a healthy application system*
- **Proactive Patch Notifications:** *Customers receive notice of patch releases with ability to install from Online Portal*



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Nortel Contact Center (Services)

We provide Professional Services around the Nortel Contact Center product. This product is a Call Center Management Application for managing ACD queues, agents and reporting analysis. Our services include Project Management, Installation, Configuration, Scripting, Training and Support.

Traffic Studies for M1 and CS1000 Nortel Platforms (Services)

The Dyna Lync Traffic Voice and Data Analysis services will help you track and monitor your voice telephony usage, with allowing you to identify the optimal resource levels required to maintain the target service levels you demand within your organization.

Telephony Manager Advanced Intergration (Services)

Dyna Lync offers a variety of customized reports and application integration services for our customers.

Dyna Lync advanced integration services:

- TM 3.x CND/LDAP integration with Active Directory
- Importing of unique database fields
- Exporting of data to other third party applications
- Customized reports for OTM 2.x and TM 3.x

Telecom Expense Management (TEM)

Our Managed Call Accounting Services include:

- A buffer box per phone switch, providing the security for the collection of your Call Detail Records (supporting any PBX).
- Daily collection of your Call Detail Records and archiving services to ensure the information is kept safe and available as needed.
- Directory Services to ensure we work with the most recent directory and your reports are most meaningful.
- A secured online website to dynamically view your Call Accounting reports.
- Printed reports and/or invoices as needed (if required).
- Electronic file on CD.

OnC@ll (IVR)

OnC@ll works from any global location. It is ideal for distributed agents and supervisors with its 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.

Buffer Units (Product)

Intelligent storage devices for storing data and used for secure access to telephony and standard TDM communication systems. This products supports Nortel, Cisco, Avaya, Mitel, NEC etc...



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