

StradaTel PREMIUM

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.

Dyna Switch is a powerful and graphical single/multi-site switch management package for performing Moves, Adds and Changes to your Nortel PBX system. DynaSwitch represents a whole new generation in switch management by removing the complexities found in other packages. DynaSwitch fully integrates and shares information with StradaTel Premium Call Accounting to avoid duplicate entries.

Call Accounting billing system our legacy *easy to use* system has been re-designed to be even more powerful and easier to use. Our brand new Professional Series features an easy to use graphical user interface unlike anything else on the market today. StradaTel Premium Call Accounting versions include Business, Hotel/Motel, Multi-site, Multi-switchboard and Multi-tenant available in both Plus, Lite and Ultra-Lite versions.

Traffic Manager accumulates switchboard traffic information and performs detailed traffic studies, *what if* modeling, and produces concise management reports for single or multiple sites.

Call Center Manager (CCM) captures ACD statistical information from your switchboard about the performance of your Agents, Positions, Queues and Trunk Routes for single or multiple sites. Detailed historical performance measurement reports are then produced.

Fraud Squad is a telephone fraud detection and reporting package that alerts you by email, cell phone, fax, or pager of any suspect calls.

Console.net provides enhanced attendant features and increases productivity for the BCM and Norstar.

ROI How often does a software firm stand behind the claims of the sales force? Our ROI module monitors the software usage and applies industry standard pricing against your usage, letting you know how much money you are saving when you use the StradaTel Premium modules.



Dyna Lync Telecom, Inc.
4390 Paletta Court, Unit J
Burlington, Ontario L7L 5R2
www.dynalync.com



ADVANCED INTEGRATED
TELECOM MANAGEMENT



Modules



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StradaTel Premium

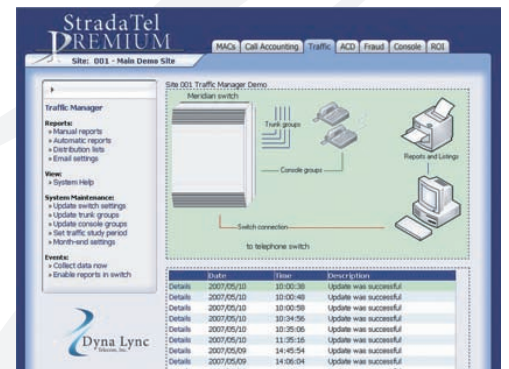
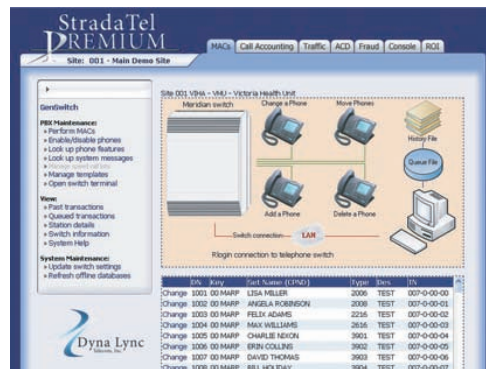
MACs:

StradaTel Premium's **DynaSwitch** is a powerful tool for performing Moves Adds and Changes to your Nortel Meridian telephone system. Our **DynaSwitch** module within StradaTel Premium is fast and powerful yet simple to use, so simple that anyone in the office can easily be trained to manage your phones instead of higher paid technical staff. Our **DynaSwitch** module allows MAC posting into numerous switches simultaneously. It displays actual telephone set photos when adding or programming sets, allowing you to click on the actual telephone set buttons when programming keys. It also supports bulk moves, swaps, deletes and enabling/disabling of phones. **DynaSwitch** fully integrates and shares information with our StradaTel Premiums Modules like: **Call Accounting**, **Traffic Manager**, and our ACD package, eliminating the need for duplicate entry of information. **DynaSwitch** can control a single switch or multiple switches from a single location.




Traffic Manager:

StradaTel Premium's **Traffic Manager** captures switchboard traffic information, consolidates and organizes it into concise management reports for single or multiple sites. With the explosion of services like the Internet, voice mail, email, ISDN, you just can't guess about your telecommunication requirements anymore. StradaTel Premium's **Traffic Manager** is a multi-site, multi-user system that takes the guesswork out of your decisions. **Traffic Manager** captures PBX traffic information, consolidates and organizes it into concise management reports presenting you with all the information you need to make those critical decisions. Dyna Lync's **Traffic Manager** saves you time and money by monitoring PBX traffic every hour and notifying you immediately when it detects a problem. **Traffic Manager** monitors and reports on Console, Trunk, Network, Processor, and Telephone Mail Traffic just to name a few. Using Windows' Graphical interface, it's easy to share data with other programs and customize how Dyna Lync presents, analyses and prints your reports.



Call Accounting:

StradaTel Premium's **Call Accounting Module**  allows you to take control of your Telecom costs, giving you access to detailed yet simple reports for making those critical decisions. No matter how many phones or number of sites you have, or line of business you are in, StradaTel Premium will deliver. StradaTel Premium also has the ability to manage Hotel/Motel costs with our built in Hospitality feature. Windows, MS-DOS, or UNIX, Dyna Lync and StradaTel Premium have just the right system to fit your needs.

Sold as:

StradaTel Premium - Express Call Accounting: version is for businesses up to 1000 phones that require basic Call Accounting Reporting only.

StradaTel Premium - Professional Call Accounting: is a fully featured version for businesses requiring Call Accounting, Traffic, Inventory, Directory, Fraud Detection and more.

StradaTel Premium - DLT Lite – Call Accounting: provides basic call accounting for very small businesses, including home-based businesses (fewer than 8 phones).

StradaTel Premium - DLT Multi Switch: is for companies with more than one switchboard or office where call data can be captured by direct connection or through an IP connection.

StradaTel Premium - DLT Remote Site Polling: is for companies with more than one switchboard or office where call data is stored in remotely in buffer boxes and retrieved through dial up access.

StradaTel Premium - DLT Multi Tenant: is for companies sharing a common switchboard that would also like to share a single Call Accounting/Telemanagement System.

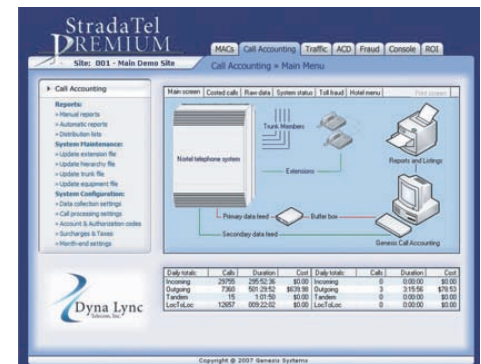
Hotel/Motel Options:

StradaTel Premium - Express Call Accounting: version is for hotels/motels up to 1000 phones requiring just basic Call Accounting Reporting only. Optional PMS interface.

StradaTel Premium - Professional Call Accounting: is a fully featured version for hotels requiring Call Accounting, Traffic, Fraud Detection and more. Optional PMS interface.

StradaTel Premium - DLT Multi Switch: is for companies with more than one switchboard or office where call data can be captured by direct connection or through an IP connection.

StradaTel Premium - DLT Multi Tenant: is for companies sharing a common switchboard that would also like to share a single Call Accounting/Telemanagement System.



ACD:

StradaTel Premium's **Contact Center Manager (CCM)** (formerly known as the **ACD Module**) captures information from your switchboard about ACD queues and organizes it into concise management reports. In today's world of Contact Centers the importance of providing exceptional customer service can't be overstated. Until recently only larger Contact Centers could afford these reporting tools. StradaTel Premium's **CCM** is an affordable, powerful and easy to use Contact Center performance-reporting package for businesses and organizations of all sizes. This module is a multi-site, multi-user system that takes the guesswork out of managing your Contact Center's activity and performance. StradaTel Premium's **CCM** saves you time and money by providing you with the critical information you need to effectively manage your Contact Center's resources. You can evaluate the performance of your individual Contact Center Agents, Queues and Trunk Routes. **CCM** pinpoints how well calls have been handled and routed through your Contact Center. Staffing decisions can be made as well as decisions on how to improve performance and customer satisfaction. For maximum flexibility, reports can be printed showing hourly, daily, weekly or monthly totals.

**Fraud Squad:**

StradaTel Premium's **Fraud Squad Module** is a detection and reporting package that alerts you by cell phone, fax, or pager of suspect/fraudulent calls in real-time. This solution is an aggressive Toll Fraud Protection for Meridian 1 / SL-1 PBX's. **Fraud Squad** looks inside your Meridian 1 / SL-1 switchboard for fraudulent calls, in progress, and disconnects them. At user set intervals, **Fraud Squad** dials into the maintenance port of your Meridian 1 / SL-1 switchboard and interrogates the switch to determine the characteristics of calls currently in progress. Those calls are examined and if any match your preset fraud parameters, **Fraud Squad** disconnects them. **Fraud Squad** notifies you by alarm or fax.

Console.net:

StradaTel Premium's **Console.net Module** provides an efficient and quick method for an Attendant to answer a call, locate a contact and then connect the caller to that contact. The first point of contact a customer has with a company is quite often the Attendant. This image is very important and what it portrays to callers is crucial. Therefore the tools that the Attendant uses to manage calls, in an efficient professional manner, are equally important. StradaTel Premium's **Console.net Module** is that tool. Reliability is a key factor with any software application that plays such a pivotal role in Customer Relations. Desktop Console was certified by Nortel Networks as a compatible product providing Dealers and End Users with an additional level of confidence.



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