



Configuration

SourceBook Quick Facts



Features

Every SourceBook contains over 22 reports

Station Information: graphics, pickup groups, intercom directories, ACD assignments, speed call lists, hunt groups, coverage paths

Directories: extensions, alphabetical, DES, MARP, phantom

Trunking Info: routes, route lists, calling priveleges, Restricted Call Lists

System Info: port counts, IP zones, equipment assignments, cabineet layouts, VM

MAC activity reports

Action Items - we look for and highlight areas of cost reduction and service improvement

Benefits

Easily verify the ports and licenses used in your maintenance contract

Identify and re-allocate spare resources across multiple locations

Uncover programming conflicts and capacity issues before they affect service with the 'Action Items' report

Complete program documentation of your Avaya and Nortel systems from the trunking, firmware, software - right down to the buttons on every telephone set

Common look and format for both Avaya and Nortel system information

Equipment Maps eliminate the need to visit each system

