



PlantCML's VESTA Brings Integrated Telephony to the Emergency Call Center

VESTA from PlantCML is the public and private safety industry's most proven computer telephony integration (CTI) solution for e911. When integrated to a Nortel Communication Server or Meridian 1, VESTA centralizes call center functionality on an open platform that can integrate telephony functions with other applications such as mapping, event tracking, CAD, radio, MIS, security and more.

call center where agent effectiveness directly affects your bottom line. Whether your agents perform multiple functions or simply process calls, VESTA streamlines call processing functionality and increases the efficiency within the call operation environment. From two-position centers to 100-position-plus mega-centers, VESTA provides Nortel end users a range of functionality that optimizes call processing

VESTA's open platform allows agents to perform multiple functions with a single keyboard and mouse. This platform allows multiple applications to utilize a common integrated workstation, significantly reducing the overall cost of ownership. This powerful VESTA solution has been designed to operate in commercial environments such as Utilities, Transportation and Rail, Federal and State Government Agencies, Amusement Parks, Schools/Universities and other campus environments. In addition, VESTA has been the proven CTI leader in the 9-1-1 market, and is installed in more call centers than any other CTI product.

Significant success stories include: NASA's Jet Propulsion Laboratory in Pasadena, CA, the Los Angeles World Airport, CA, and the City of Dallas, TX. NASA's Jet Propulsion Laboratory utilizes VESTA as an anchor for a five-screen desktop that integrates telephony with radio, mapping, CAD, a closed circuit video surveillance and alarm system, cable TV, and more. At Los Angeles International Airport, VESTA is integrated with radio, PlantCML's digital logging recorder, incident management, and MIS products. Lastly, the City of Dallas integrates VESTA with CAD,



Leveraging the strengths of its Developer Partners and their Compatible Products, the Developer Program has become a key contributor in the success of Nortel by broadening its reach and responsiveness in meeting the needs of its channels and customers. Each Nortel Compatible Product has met established requirements for integration, functionality and stability, further reducing total cost of ownership.

Scenario: An emergency call is received by an emergency services attendant. A life may be at stake. The call detail screen is automatically populated with information, notifying the agent that this is a critical account. The agent elects to use a customized pre-recorded greeting. The agent requires supervisor assistance, and with a click of a button, alerts the supervisor who is brought onto the call. The caller needs to be transferred immediately to a specific resource for assistance; and with a single mouse-click or keystroke, it's done. And, through VESTA's Instant Recall Recorder (IRR) feature, the call has been automatically recorded for archival and future reference.

This scenario happens every day in emergency call centers across the world where lives are on the line, or in a commercial

mapping and a 3-1-1 network application at more than 90 workstations. This solution provides the citizens of Dallas with 24/7 access to city government services as well as 9-1-1 emergency services that are enhanced by CAD and mapping applications.

VESTA's telephony feature set is provided through Nortel's powerful Communication Server 1000/Meridian 1 PBX, and supports the Option 11C Mini, 11C, 61C and 81C. VESTA's own feature set includes:

- Pre-recorded greeting provides consistency, convenience and reduces stress.
- Call Control allows agents to control the call using mouse and/or keyboard. Functions such as hold, flash, release, conference, priority answer, tabbed speed-dial and more are just a click away.
- Auto Dial allows an agent to designate on-screen buttons to speed dial a specific number, or to display a dropdown list of related numbers. Literally thousands of numbers can be accessed with a click of a mouse, eliminating the need for multiple pages of information on and around the desktop.

- Skill-Based Alert/Intercom allows users to identify other VESTA users who have the skills necessary to address the caller's needs.
- Instant Recall Recorder records the last 30 minutes of telephone and/or radio conversations allowing users to play back and listen to specific parts of a call. IRR also allows users to forward recordings as .wav files.
- TTY allows users to communicate with callers who use TeleType communications devices, through pre-configured or manually entered Baudot or ASCII messaging.

These features and more bring advanced CTI functionality to emergency and commercial call centers. When combined with Nortel Communication Server or Meridian 1, VESTA is extremely scalable and available in multiple configurations to suit the needs of any size call center. VESTA, paired with PLANTCML's legendary 7X24 support and Mission Control remote monitoring, provide the complete solution for your Nortel Networks call center.

PLANTCML is a valued Nortel Developer Partner.

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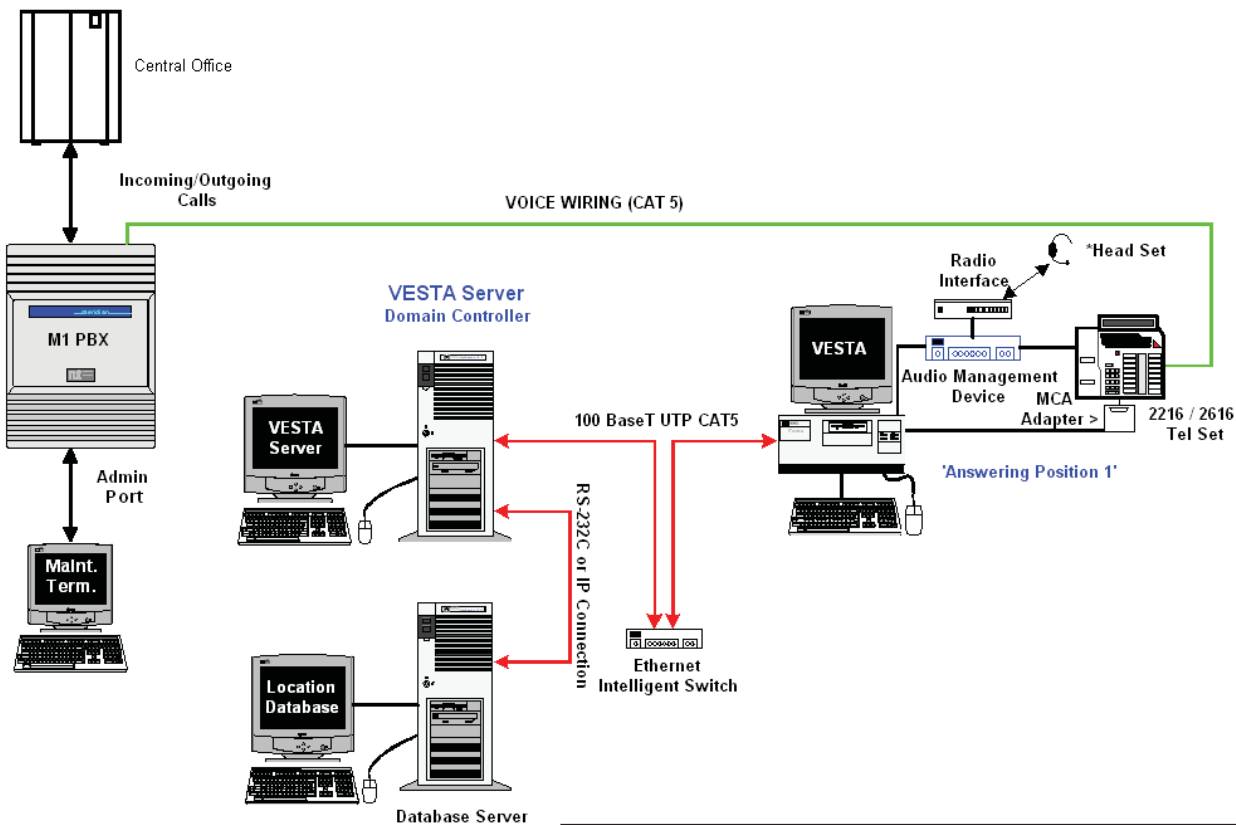
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For all inquiries on this product, please provide the following reference code: **NORVESTA**



Compatibility Information:

VESTA release 2.2 was verified as compatible in a controlled laboratory environment. For complete compatibility details, including specific Nortel platforms and releases, please refer to the Certificates of Compatibility at: www.nortel.com/prd/dpp/product/prodpages/z5741.html

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Compatible Product

www.nortel.com/compatible

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