



Streamline your communications with SDC's IntelliDESK®

Accurate, effortless communications are imperative to any organization's success. Accessing powerful directory information and handling large call volumes efficiently are both difficult without the right tools. IntelliDESK PC-based Console by SDC boosts productivity, reduces costs and improves customer service and satisfaction through streamlined, feature-rich operator call handling.



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.

For more than 20 years, SDC has been providing a wide range of powerful call handling and notification applications to healthcare, higher education, corporate, and government enterprises, and now, also to the hospitality industry. SDC's Total Call Handling Solution is a comprehensive communications solution comprised of SDC's suite of integrated applications which access the robust SDC Comprehensive Database.

SDC's all-inclusive approach to communications, used in conjunction with Nortel's Enterprise Communication Server and Contact Center products, ensures that operators, employees, staff, and customers are able to efficiently address their communications needs.

The first in the SDC suite of applications, IntelliDESK PC-based Console,

is designed to improve call handling at the operator station. IntelliDESK provides operator access to the SDC Comprehensive Database, delivering multi-search directory look-up and efficient call handling right from the operator's desk. Using the programmable keyboard, operators can access IntelliDESK's feature-rich functionality with a single keystroke. IntelliDESK feature highlights include: paging via pocket, overhead, or messaging device; tracking employee status/location changes; and processing event and emergency notification. IntelliDESK's programmable keyboard also provides access to telephony features and PC functionality, allowing operators to expedite incoming calls more quickly and with greater accuracy. All transactions, including emergency transactions and staff paging, are logged for historical archiving.

IntelliDESK Features include:

- PC-based Console access to SDC Comprehensive Database
- Directory Lookup
- Telephony Integration
- Status Track
- Procedure Book
- Operator Notes
- Reports
- Transaction Logging
- Administration Tool
- Centralized Attendant Service
- Telephony Keyboard

In addition to IntelliDESK, the SDC applications suite includes IntelliSPEECH Intelligent Virtual Agent and WebSERVICES Web-based Directory. IntelliSPEECH provides natural interaction with the SDC Comprehensive Database using the spoken word, enabling callers to connect their own call, initiate a page, or access information by stating a command rather than through operator assistance or confusing touchtone menus. WebSERVICES provides web-based access to the SDC Comprehensive Database of directory information to all members of an organization. Through the use of this application, operators are freed up to focus on customers' questions and needs, while staff members engage in accurate, effortless, self-service style communication using any computer or wireless device with internet access and browser capability.

Several modules which augment the SDC applications are also available, including Paging, Event and Emergency Notification, Messaging, and OnCall. These additional modules further assist in delivering accurate and effortless communications for an entire facility.

Company Information

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

TRYSDIDC07



Compatibility Information:

SDC's IntelliDESK 6.0 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/z6331.html IntelliDESK

NORTEL
Compatible Product

www.nortel.com/compatible

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