



Telephony Manager

ISI Solutions for TM Installation, Training and Support

Why choose ISI Telemanagement Solutions, Inc. for the installation and support of your customer's TM system?

- Experienced TM specialists
- Direct telephone support for configuration
- Industry-leading customer service



ISI provides new system and upgrade installation, training and ongoing support for TM.

What Customers Are Saying About ISI's Services...

"ISI handled our upgrade from OTM to Telephony Manager. We had used ISI for our original installation and training on OTM so, we were very comfortable and knew they would do a superior job, but they exceeded even our expectations on Telephony Manager. Our installation was very complex and our ISI Technician was able to install and turn up all Telephony Manager modules. The in-depth training we have received from ISI has enabled our company to quickly take advantage of all of the new features available in Telephony Manager. I consider this one of the best installations from an outside vendor that I have experienced in my telephony career."

- Telecommunications Manager, National Insurance Provider

ISI provides:

- Onsite software installation
- Onsite upgrade installation from OTM to TM
- Remote system size upgrade installation
- End-user training
- Ongoing support
- Rate Table/Locations Books Subscription Service



For proposal support
and quote assistance, contact:
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Features installed, trained and supported...

Training and support is available by package of features, or as an a la carte selection of components. This allows ISI to customize its services to meet the specific needs of the customer.

- Common Services
 - Data Buffering Access
 - Corporate Directory
 - Web Navigator: Introduction
 - Web Navigator: Administration
 - Data backup
- Web Navigator: Telephone Manager
- Traffic Analysis
- Web Navigator: Equipment
- Call Tracking
- ESN Analysis
- Alarm Management
- Common Network Directory /LDAP Directory Services
- Telecom Billing System (TSB) - General and Enhanced
- Access Server / Virtual Terminal Server Software



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