

Telecom Operations Toolkit

Telecom Operations Toolkit is a tool for telephone technicians and telecom managers. It improves the productivity and efficiency of technicians and provides valuable information for managers and telecom analysts. In addition, it is a communication enabler that quickly facilitates problem resolution.

The Telecom Operations Toolkit accomplishes this by:

- Automating the process of installing and testing phones
- Enabling real-time monitoring, management and tracking of physical moves, adds and changes, and creates work completion records
- Connecting teams into a conference bridge to facilitate problem resolution

Tech Assist

Tech Assist maximizes the efficiency of every technician performing moves, adds, changes and repairs. Technicians call the Toolkit to:

- Hear the extension number
- Initiate silent termination to listen for noise
- Get an immediate call back
- Test for echos
- Hear play back of recordings
- Test DTMF
- Initiate a trace tone on the line
- Ping an IP address



Test

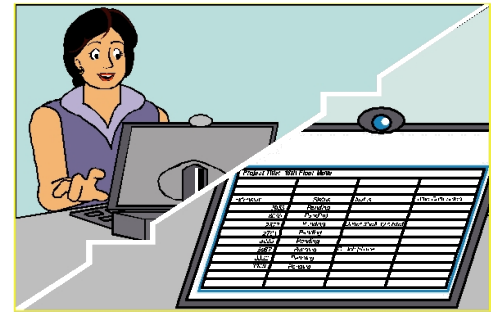


Call back

Tech Assist - Verify

Tech Assist tracks progress and manages workloads. After a technician has tested the phone, the technician presses a button to verify the work has been completed. The results are available in a real-time view that allows management to:

- Know how many lines have been installed
- Know how many lines still need to be completed
- Maintain a work completion record



Verify

Team Connect

Team Connect quickly connects team members to resolve problems:

- A single call summons every member of the team
- As each team member is called, they are placed into the conference call
- Team members can be reached at multiple numbers



Team Connect

Telecom Operations Toolkit dramatically improves the productivity of telephone technicians.



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Telecom Tools To Achieve Operational Efficiencies