

# VESTA® SL 100

Advanced call processing solution for today's mission-critical call centers

In the mission-critical environment, call processing is increasingly more difficult as call management and distribution of emergency personnel becomes more complex. Key to streamlining these processes and procedures is the technologically advanced, fully integrated call processing solution, **VESTA® SL 100**, from industry leader PlantCML®.

Ideal for Central Office (CO)-based, campus-style call centers, VESTA SL 100 is a Computer Telephone Integration (CTI) software application working in conjunction with Nortel Networks SL-100 telecommunications switching system. The solution is ideal for any call center utilizing an SL 100 infrastructure and desiring a feature-filled/robust CTI application.

VESTA SL 100 is an intelligent telephone console, designed to provide additional functionality to the Nortel Meridian Business Set (MBS) on a standard PC platform. The VESTA SL 100 supported line type is the Nortel proprietary Meridian Digital Centrex (MDC), which carries analog voice simultaneously with data over voice.

VESTA SL 100 provides a call record output for all calls. Through the use of PlantCML's NextGen MIS solution, **Aurora™**, this information can be stored in a database to be exported to Microsoft® Excel® or other spreadsheet programs. Designed to operate in a client/server environment, VESTA SL 100 can run in a network or standalone mode. Its flexibility allows user interaction and provides the ability to customize the look and feel to meet user needs.



## Key Benefits

- Provides additional functionality to the Nortel MBS on a standard PC platform
- Highly flexible program
- Customizable solution for call takers
- Robust CTI application

## Key Features

- The call hold feature allows a call taker to hold a connection
- Supports alternative location information providers from a single enhanced Automatic Location Identification (ALI) Service
- Complies with federal requirements for Multi-Level Precedence Preemption (MLPP)
- Traceable call history provides information about previous calls with the same calling number
- Wireless calls automatically retransmits ALI
- Configurable enhanced location information display
- ASCII TTY functionality
- Configurable location information response timeout



Nortel-certified VESTA® SL 100 integrates PlantCML's industry-leading computer telephony solution with the advanced telecommunications of the Nortel Networks SL 100 switching system.

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## Optional Features

- Location Information Fax
- Location Information Page
- Instant Recall Recorder (IRR) Radio
- Call Detail Record (CDR) Printer Support
- IP Location Information
- Failure Notification
- VESTA®-View



Integration with PlantCML's NextGen MIS solution, Aurora™, stores call records for analysis, reports and export to spreadsheet programs.

## VESTA®-View

Supported by VESTA SL 100, PlantCML's **VESTA®-View** is a real-time management tool allowing administrators to easily monitor, join or take control of any call within the VESTA network. It provides immediate notification of supervisors should an incoming call ring too long or an outgoing call exceed a certain time threshold. With information in hand, call center managers are better positioned to assess, or more importantly, correct any situation so no call goes unanswered.

## Managed Services

With a keen focus on system protection and reliability, industry leader PlantCML brings an unmatched suite of Managed Services to the mission-critical environment. By taking part, users of VESTA SL 100 gain direct and secure connectivity with the company's exclusive Service Management Center (SMC), where a team of IT experts observe all PlantCML systems in real-time. Customers can also choose to implement one or any combination of services for Monitoring & Response, Patch Management, Virus Protection and Disaster Recovery for maximum system integrity.

## The Industry Leader

For 40 years, PlantCML has developed and supported comprehensive solutions to address the rapidly changing communications needs of the mission-critical environment. Join the growing number of public safety and private security operations implementing next-generation call processing technology. Join those who rely on PlantCML, an EADS North America company.

**PLANT CML**  
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## Components & Operating System

- Microsoft® Windows® 2000/XP
- Supports a maximum of two 22-button add-on modules