

COMMUNICATIONS are a key success factor for today's business.  
Do you manage it well?

- Do you still dial numbers, trying to call from your Cisco telephone? Don't you happen to misdial sometimes?
- Don't you often try to recall even numbers which you thought you knew well?

- Or maybe you waste time retrieving each phone number from your personal directory?
- Be honest: in order to save time and efforts, you often reach for your mobile instead, knowing that this costs you more?...

Actually,  
WHY to remember numbers or waste time looking for them?

We have a solution for you :

**ALL YOUR CONTACT DATA**  
in ONE place –  
exactly where you need it most.



## Expert Vision BusinessDirectory®

consolidates and makes immediately available to telephone users all the contacts of an organisation using Cisco Call Manager or Cisco Call Manager Express and telephones

**QUICK AND EASY ACCESS** to all your contact data

## PHONE COMMUNICATIONS WITHOUT EFFORTS

dialing a number by pressing a button

- **Quick search** in and **immediate access** to all organisation's contact data, **comprehensive use of the existing telephone infrastructure**, easier and **timely internal and external communication**
- **Higher efficiency and productivity of employee's working time**, freed resources to **focus on important business matters**

- More successfully **identified and returned phone calls**, resulting in **higher levels of customer service**
- Potential for increased IP telephony usage on account of mobile communications, therefore **potential to lower the telecommunication costs**





✓ Expert Vision BusinessDirectory® starts up as an option of a Cisco telephone's *Directory* menu. It has the same **user-friendly and intuitive interface** as the standard Cisco applications and is likewise easily operated via phone's soft buttons and numerical keys.

✓ The application can consolidate and store all organisation's **internal and external contact data**: structured by branches, locations, key account customers, suppliers and the like as per the pre-defined data type structure. Also, via a PC and web interface all users can input and view **personal contact data** on their telephone posts.



**BusinessDirectory** can be connected centrally to various databases and protocols like Active Directory, Exchange, LDAP, IMAP, organization's intranet site, etc, in order to retrieve and regularly synchronise data from these sources. Personal contacts can be input manually or automatically, from the own Outlook/Contacts database.

✓ The application maintains **uniquely detailed information for each contact**: *name, position, department, organization, address, e-mail address, description*, as well as **multiple phone number entries** for each of them.

✓ It has **extremely rich data search options** including **free-text search** in all fields: name, position, department, address, etc, and within the **whole database**. As per user's request, it can display basic or detailed information for the wanted contact.

✓ The application supports a **speed dial of a selected number** simply by pressing the associated soft button and allows **external caller's identification** by name and contact details entered into the system.

### Technical requirements

Microsoft Windows 2003 Server, SQL 2005 Server

Cisco Call Manager or Cisco Call Manager Express, Cisco IP telephones 7906, 7912, 7940, 7960 or 7970

or Cisco IP Communicator



ExpertVision

## VISION AND EXPERT SOLUTIONS

for your success

**Expert Vision Ltd. is a dynamically growing young software company specialized in development of integrated IT solutions for the sphere of telecommunications.**

It was created by professionals with extensive experience in the field who had proven deep understanding of telecom business specifics and their top-level expertise in the area of modern information technologies.

Expert Vision has determined for its mission to offer the business organizations high-tech solutions, significantly increasing their productivity, effectiveness, efficiency and leading to business processes' improvement. Company's professional experience to date includes development, implementation and integration of information systems for clients of UK, USA, Bulgaria and other countries.

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