



SuperDirectory

An introductory guide to SuperDirectory
and how it can help your organisation

*Transforming the way your organisation enhances its
professional image and the customer journey through
efficient and effective call handling*

A datatrack publication





INTRODUCTION

What is SuperDirectory?



Transforming the way organisations link and connect contacts

John Smith

search 

A directory made up of contacts sourced from different databases and easily accessible via one easy to use interface

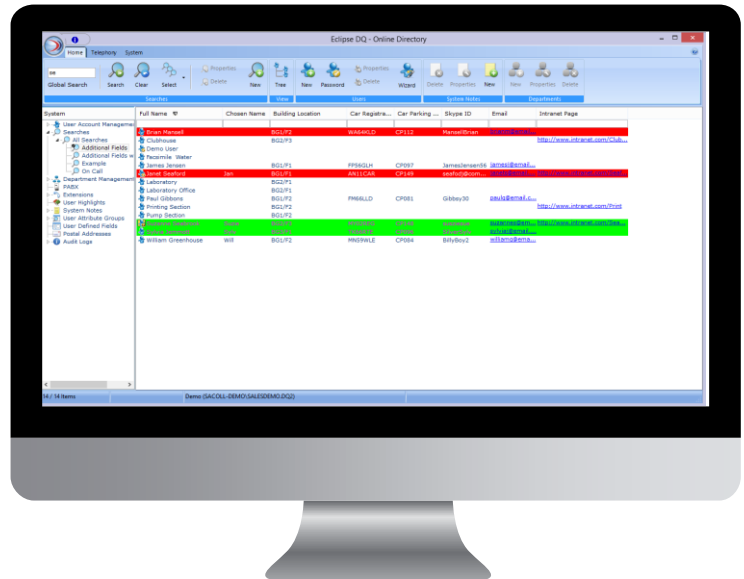


SuperDirectory

SuperDirectory on Desktop

Providing a contact searching capability on your desktop

The SuperDirectory standard client facilitates administration of the centralised contact repository system as well as providing a detailed contact searching capability.



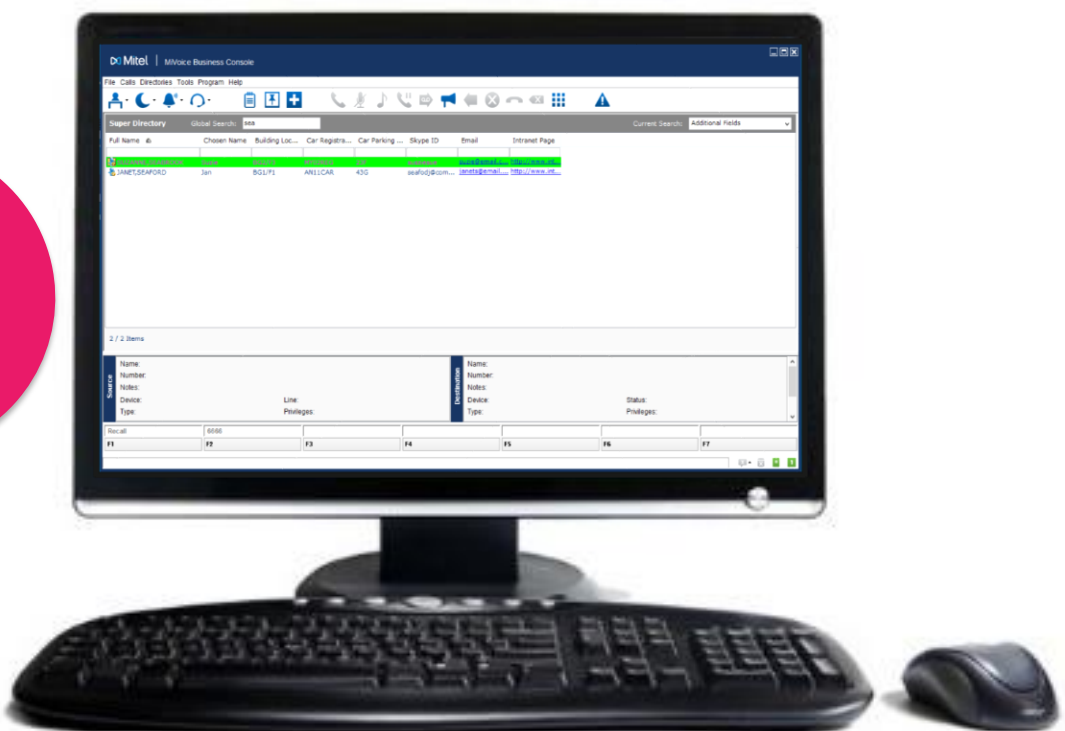
Users can search for contact details from their Windows™ desktop system

SuperDirectory on Mitel Consoles

SuperDirectory is fully integrated with Mitel consoles
Both MVBC and 5550



Click to
Dial

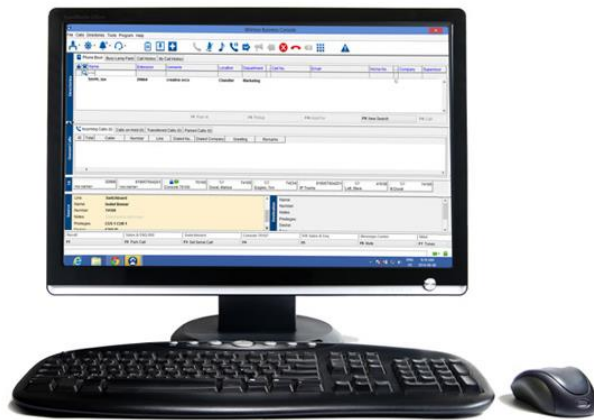


When Mitel consoles are not available SuperDirectory
also supports Mitel Open Integration Gateway

SuperDirectory on Mitel Consoles



Our Mitel Console client has enhanced the call handling functionality provided by the Mitel 5550 and MBVC consoles. Now with the introduction of our Mitel OIG integration, standard registered handsets can utilise SuperDirectory to handle calls on their MiVoice Business solution



SuperDirectory Mitel Console Client

Enhancing the contact searching capability of the standard MVBC or 5550 consoles by providing a central contact repository shared by all consoles

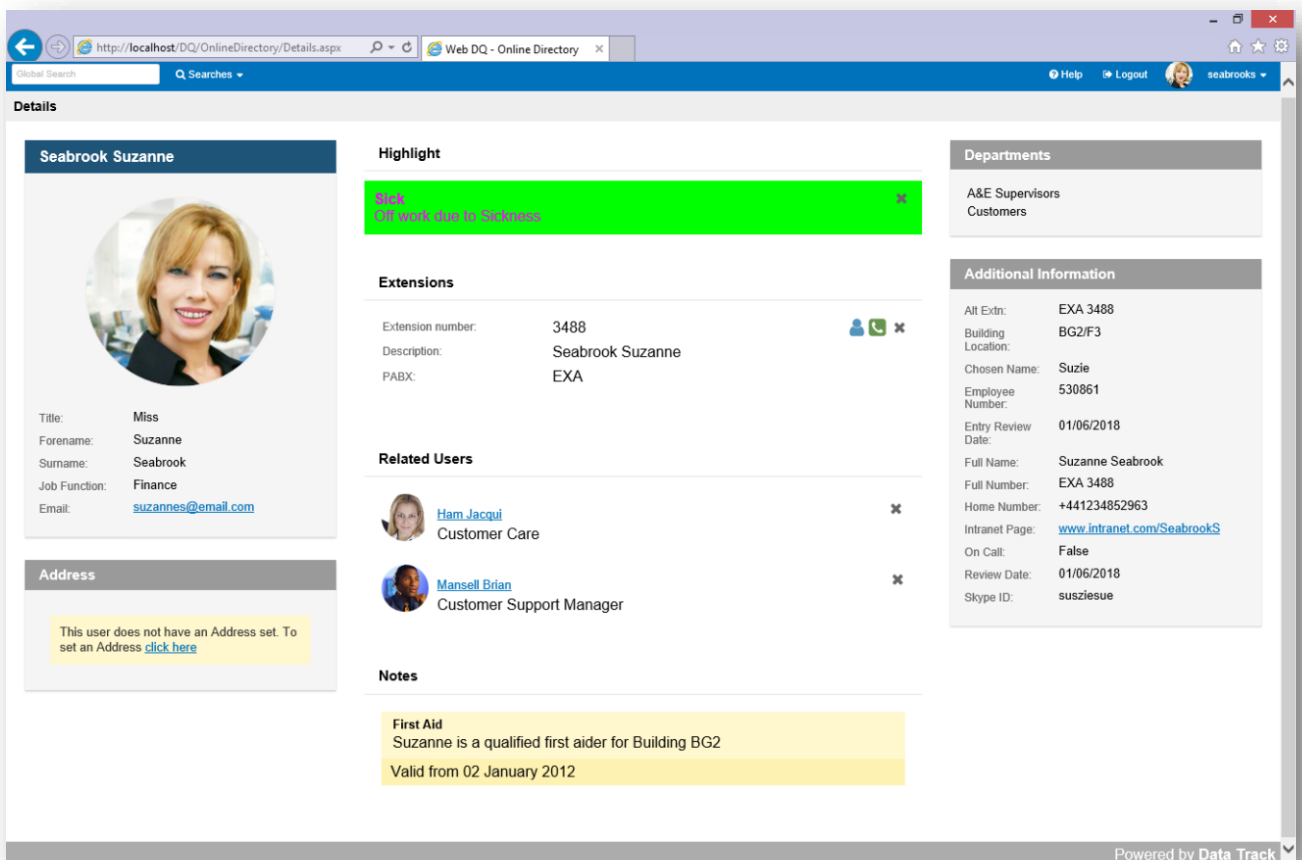
SuperDirectory OIG Support

Allowing standard Mitel handsets to be used in conjunction with the SuperDirectory desktop client. Providing a click to dial capability and central contact repository search



SuperDirectory on Web Browser

SuperDirectory can be accessed via your preferred web browser



The screenshot shows a web browser window displaying the SuperDirectory interface. The browser's address bar shows the URL `http://localhost/DQ/OnlineDirectory/Details.aspx`. The page title is "Web DQ - Online Directory". The user is logged in as "seabrooks".

The main content area displays the details for "Seabrook Suzanne". It includes a profile picture, a "Highlight" section with a red banner stating "Sick Off work due to Sickness", and a "Departments" section listing "A&E Supervisors" and "Customers".

The "Extensions" section shows the following information:

| Extension number: | Description: | PABX: |
|-------------------|------------------|-------|
| 3488 | Seabrook Suzanne | EXA |

The "Related Users" section lists two users:

- Ham Jacqui (Customer Care)
- Mansell Brian (Customer Support Manager)

The "Additional Information" section provides the following details:

| Alt Extn: | Building Location: | Chosen Name: | Employee Number: | Entry Review Date: | Full Name: | Full Number: | Home Number: | Intranet Page: | On Call: | Review Date: | Skype ID: |
|-----------|--------------------|--------------|------------------|--------------------|------------------|--------------|---------------|--|----------|--------------|------------|
| EXA 3488 | BG2/F3 | Suzie | 530861 | 01/06/2018 | Suzanne Seabrook | EXA 3488 | +441234852963 | www.intranet.com/SeabrookS | False | 01/06/2018 | suszie sue |

The "Address" section indicates that the user does not have an address set and provides a link to set one. The "Notes" section includes a "First Aid" note stating that Suzanne is a qualified first aider for Building BG2, valid from 02 January 2012.

Powered by Data Track

Provides an internal white pages solution by extending the SuperDirectory content to web browsers, it gives the same rich directory information that the operators use*

When users are able to self serve, internal calls to the switchboard are reduced; therefore, operators can be more productive in handling incoming calls from clients.

* subject to access rights and does not display ex-directory entries

1

CHAPTER ONE

What does SuperDirectory do?



SuperDirectory Functionality



SuperDirectory synchronizes to your databases within your business directly; therefore, the contact details are always up to date and relevant.

The Mitel OIG Click-to-dial feature allows a call to be initiated directly from search results in the standard client console.



SuperDirectory enables all of the switchboard operators within an organisation to search the comprehensive directory from within the console.

Operators can also add or update contact record entries from within their console.

Rapid Return on Investment

Increases Operator efficiency by eliminating unproductive effort in finding the correct contact, first time



Improves brand image



Saves money



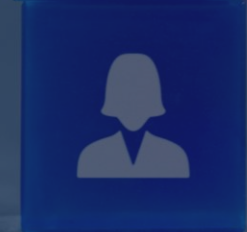
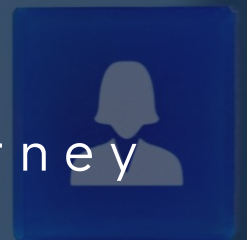
Saves time



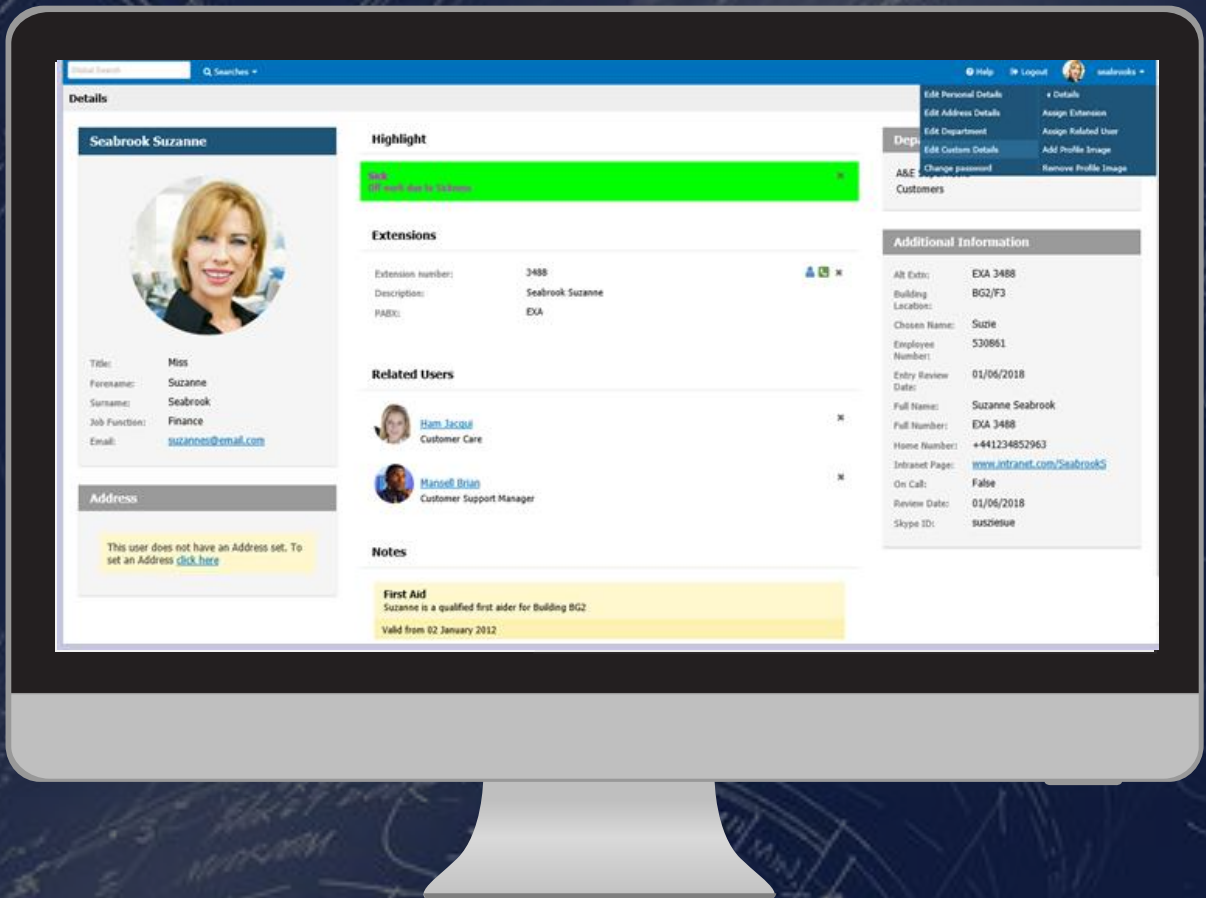
Improves customer journey



Improves employee satisfaction



Centralised Unified Directory Repository



SuperDirectory

- ✓ Effective and efficient call handling
- ✓ Single, searchable user repository
- ✓ Global search capacity across many fields
- ✓ Web user interface available
- ✓ Fully scalable solution
- ✓ Full control of data

2

CHAPTER TWO

Why do I need SuperDirectory?





SuperDirectory has some amazing time saving features to help your customer facing employees deliver accurate information to your callers

“

SuperDirectory is integral to promoting the Trust’s professional image by enabling us to deal with incoming calls quickly and efficiently. A centralised and automatically updated system means we always have current contact information immediately available

”

Martin Lynch, Head of Telecoms,
Sandwell & West Birmingham Hospitals NHS Trust

“

“SuperDirectory allows us to make the most of our investment in our Mitel telephone system by providing a comprehensive and integrated place for all of our users data. This makes looking up information and call handling more efficient. We also use the Web functionality to provide wider access to information across the company. On top of this, the support received from the Helpdesk is one of the best.”

”

Chris Lee, , Telecoms Manager, ,
Pinewood Studios Group

Five good reasons to love SuperDirectory



Save time

Employee data is held in multiple places and can therefore be very time consuming and frustratingly difficult to find.



Increased customer loyalty

An improved caller experience is proven to increase your business revenues and customer loyalty.



Complete automation

Not all the data you require is available via traditional systems (i.e. car registration number). Non-automated systems can become outdated quickly and are costly and difficult to distribute.



Completely scalable

A centralised “white pages” service that offers controlled access for an unlimited numbers of users, via a standard web browser, enhances the way that incoming calls can be handled.



Save money

Significant business resources and operational expenditure are wasted in maintaining and operating with a non-centralised system.



SuperDirectory

Six features
you'll love

Customisable fields

1



SuperDirectory provides all the standard fields you would expect in a directory system plus 30 additional customisable fields. This allows the configuration of SuperDirectory to exactly match the unique requirements of your organisation presenting a single consolidated view of information. Entries can be made ex-directory and hidden from online users but remain visible to the administration and operator staff.

Instant web based access

2



Reducing internal calls to the switchboard can be highly advantageous. By extending the SuperDirectory content via the Web, it gives other users access to the same rich directory information as the operators. When users are able to simply search via their web browser, it will become a default function reducing demand on the operators.

Global search

3



The Global Search feature enhances productivity by allowing you to enter text to query multiple fields simultaneously. When entering text into this field users are taken immediately to their default search and a list of users with matching text anywhere, in any of their fields, is displayed (subject to the policy the administrator has set for the user).

Import and export from multiple sources

SuperDirectory can automatically import data from multiple sources using .csv files or LDAP integration e.g. by combining data from telephony information from PABX, email addresses from Active Directory, job titles from HR, car registrations from fleet management. Directory information can also be exported for other databases to consume.



4

Full control of data access

Controlling access to sensitive data is critical. Users log in via a username/password or are linked to their Windows login. SuperDirectory supports Account Groups and User Attributes to provide fine grained control over user permissions; what information users can search for and view, and what information they're permitted to change.



5

Audit logs to monitor usage

System administrators are able to monitor directory usage via search, administration and system audit logs which could also be used to support business analytics. The system uses a core Microsoft SQL database (licenced by the customer) and the SuperDirectory client are used for administration and operator functionality.



6



SuperDirectory

The finishing touches to a powerful business tool

Improving customer satisfaction

- ✓ Fast response to search of less than one second
- ✓ Unlimited entries—grows with your organisation
- ✓ Notes facility for individuals (special information such as being a first aider or for system reminders to other operators)
- ✓ Status highlighting for simple search & select
- ✓ Record linking with multiple contact points per user
- ✓ Build associations between users and co-workers
- ✓ Create customised groups i.e. project teams
- ✓ Ability for users to update and maintain their own record



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See how your business can enhance its professional image and the customer journey through efficient and effective call handling.

Request a SuperDirectory demo

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