

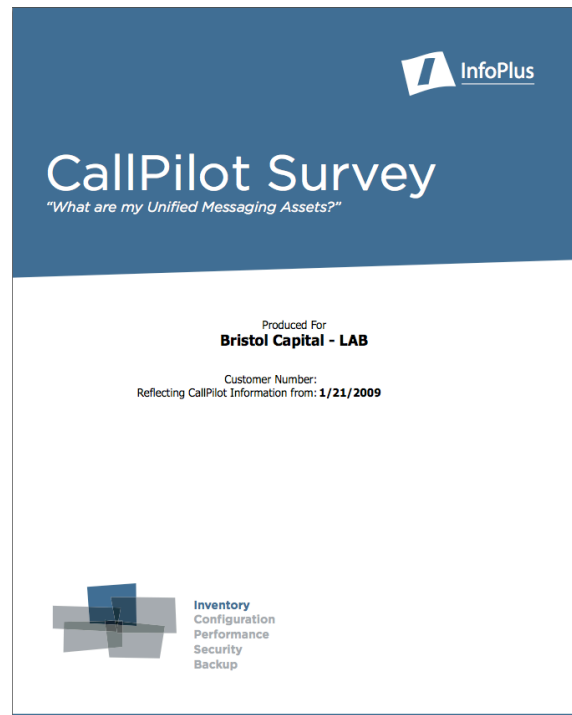
InfoPlus Sales Alert: **InfoPlus Launches Nortel CallPilot Site Survey**

We are pleased to announce that the **InfoPlus CallPilot Site Survey** is now officially available! The newest addition to the InfoPlus suite of communications support solutions is performed remotely and provides a top to bottom audit of the software and hardware installed in a Nortel CallPilot system. Combined with the InfoPlus Site Survey and SourceBook, the new Call Pilot Site Survey now makes it possible to obtain a complete and accurate assessment of your customers' Nortel communications assets without dispatching a technician.

The InfoPlus Unified Messaging Survey

The InfoPlus CallPilot Site Survey supports Nortel CallPilot 2.0 and above, and includes more than 25 consultative, in-depth reports and analyses:

- **System Overview**
- **System Configuration**
- **Hardware Inventory**
- **Software Inventory**
- **Service and Feature Configuration**
- **Mailbox Classes**
- **Users and Mailboxes**
- **User Directories**
- **Security Concerns**



Clean Up Issues

The following are clean-up issues in the programming of the CallPilot:

Missing Personal Verification Messages

The following Mailboxes have not yet recorded a Personal Verification message: 7001 (James, I (Brown, Charles)), 7003 (Van Pelt, Lucy), 7004 (Brook, Christopher), 7005 (Christopher, Sally), 7006 Kevin), 7007 (Barbera, Joseph), 7008 (Anthony, Laura), 7009 (Franken, Fredrick), 7010 (Smith, W (Thompson, Donald)), 7012 (Lee-Walker, Betty), 7013 (Krisp, Helen), 7014 (Paul, Karen).

Ideally, all users should record this message.

Unused Mailbox Classes

The following Mailbox Classes have no members: Assistant, Basic User, Executive User.

You should consider deleting Mailbox Classes that aren't going to be used to avoid confusion.



Proactive Service Improvement

In addition, each survey includes "**InfoPlus Action Items**" – a summary of issues uncovered during the proprietary analysis of the data used to create the survey. InfoPlus Action Items may range from basic data clean-up issues to potential service affecting items, and are designed to help users and their service providers proactively identify areas for service improvement and better resource utilization.

Disaster Recovery Protection

InfoPlus has also incorporated critical disaster recovery functionality into the InfoPlus CallPilot Site Survey. During the data collection, InfoPlus obtains a text file that contains the configuration information for all of the mailboxes built in the system. This text file - posted to the InfoPlus Online Database along with each CallPilot Site Survey - may be used during a disaster recovery situation to automatically import mailboxes back into the Nortel CallPilot system – greatly reducing the labor, cost and customer downtime associated with manually rebuilding a database from scratch.

User Creation Templates

The following table briefly lists all of the User Creation Templates defined in your System. User Creation Templates specify the settings that a newly created user will initially have. User Creation Templates are required when building a new user in the CallPilot, so it is important to know how they are set up, as a poor setting transfers to every new user and must be manually corrected.

Name	Admin Rights	Mailbox Volume	Mailbox Class	Logon Status
Admin Only Template	Full (No Mailbox)	N/A	N/A	Enabled
Administrator Template	None	Auto Distribution	Administrator	Enabled
Assistant Template	None	Auto Distribution	Assistant	Enabled
Basic User Template	None	Auto Distribution	Basic User	Enabled
Directory Entry User Template	None	N/A	N/A	N/A
Executive User Template	None	Auto Distribution	Executive User	Enabled
Regular User Template	Full	Auto Distribution	Regular User	Enabled
Remote User Template	None	N/A	N/A	N/A
Total User Templates: 8				

A More Complete Picture of your Nortel Communications Assets

Each InfoPlus CallPilot Site Survey is delivered electronically on the InfoPlus Online Database – a powerful, web-based tool that enables users to obtain a global view of their communications assets and ensure that the right information is being shared with the right people – all with a single login. With the addition of this new solution, InfoPlus now delivers a more complete picture of Nortel Communication Server environments.

Why InfoPlus?

For more than twenty years, InfoPlus has led the communications industry in providing hosted, information-driven solutions for service providers and the enterprise users they support. We help our clients:

- **Reduce Costs**
- **Improve Services**
- **Make smarter, faster business decisions**
- **Solve Problems**
- **Generate Revenue**

Gain a more complete picture of an enterprise user's Nortel communication assets

Strengthen customer relationships

Obtain accurate CallPilot system information for voice maintenance agreements

Reduce the cost and time associated with performing physical inventories

Uncover opportunities for proactive service improvement, security risk mitigation and the resolution of database clean-up issues

Reduce the labor cost and customer downtime associated with manual database rebuilds

The InfoPlus Service portfolio addresses all of the major areas of communications management – Inventory, Configuration, Performance, Backup and Security. **Contact us today** to see why more than 50% of the Fortune 500 and the industry's most prestigious service providers leverage InfoPlus Services to improve the way they do business.